



Agreed Performance Statement

The ACHS strongly believes in the public availability of appropriate information resulting from accreditation surveys, and is actively encouraging all members to make this information available to interested parties, most notably consumers. As part of our public disclosure initiative the ACHS survey team provides an Agreed Performance Statement (APS) to be placed on the ACHS website. The member organisation may also provide an APS to be placed on the website. The APS should include reference to strengths and/or weaknesses identified during survey.

Name of member organisation:	Sydney LHD Royal Prince Alfred Hospital
Org Code :	110234
Date :	30 October – 3 November 2017

Organisation's Comments

Royal Prince Alfred (RPA) Hospital is proud to be part of the Sydney Local Health District (LHD) and delighted with the recent Organisation-Wide Survey results which highlighted a sustainable culture of excellence in safety, quality and improvement across the organisation. The survey was held from 30 October 2017 to 3 November 2017. RPA met all the actions for the 15 EQIP National Standards and achieved three Met with Merits (MM) for:

11.10.1 - Population Health: The Strategies and programs implemented by Sydney LHD RPAH have demonstrated significant improvements in Key Indicators of health for its local Sydney residents. The development of a video and brochure in partnership with local aboriginal people on baby health, breast-feeding and immunisation is an excellent initiative. 120 women were asked to evaluate the video and 2 years on, immunisation rates have reached 92% and breast-feeding rates have 88%, both exceeding the State benchmarks. In addition, there is evidence of sustained increasing number of ATSI at group activities, whose aim is to improve general wellbeing and health.

15.13.1 - Safety Management System: Manual handling initiatives have resulted in less incidents, less injuries and less time off work. The recovery at work program has continued to make improvements and there have resulted in a significant decrease in claims which has resulted in a significant refund. The survey team was impressed with the emphasis that has been placed on staff health and wellbeing. A range of initiatives have been introduced to support the health, wellness and fitness of staff. Staff confirmed they are very involved and appreciated the opportunities and support provided. The programs all have high visibility in the facilities.

15.19.1 - Emergency and Disaster Management. The organisation continues to evaluate and improve all aspects of the Emergency Response Systems. There is understanding about the changing environment and plans and scenario training are implemented accordingly. The hospital has recently had a mass casualty following a chemicals attack scenario for example. The training for staff in Fire Management and evacuation has been greatly enhanced by the introduction of the fire simulation centre which has to date trained over 6000 staff.

RPA looks forward to the next periodic survey in 2019 and building on previous achievements in the provision of high standard health care and services for the people we serve.



Survey Coordinator's Comments

The Royal Prince Alfred Hospital continues to provide leadership in clinical practice and innovation. The staff are very committed to the organisation and to their patients. High quality safe care is an expectation and systems and processes have been implemented to support this. There was evidence of ongoing improvements and the provision of safe quality care across all the services visited. Patients are treated with dignity and respect and were very positive about the organisation. Consumer participation has advanced since the last survey.