



**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.*

<b>Name of member organisation:</b>	<b>Southern NSW LHD</b>
<b>Org Code :</b>	<b>115242</b>
<b>Date :</b>	<b>3 – 7 December 2018</b>

Survey Coordinator's Comments

Assessors were most impressed with a range of initiatives and improvements in all Clusters which included:

The comprehensive “Message from the Chief Executive” regular CEO communication to the LHD which outlines LHD achievements and enables staff to receive updates on specific topics such as the introduction and outcomes of the PERFORM safety program particularly at the South Eastern Regional Hospital (SERH) where serious clinical incidents have significantly reduced, the LHD redevelopment, and human resources management subjects including recruitment, bullying and harassment.

The daily clinical multi-disciplinary handover meetings held by the Drug and Alcohol and Mental Health teams in Goulburn and Bega Valley. Staff demonstrated a clear commitment to providing the best possible care by ensuring that patients at risk, whether in-patient, or in the community, were referred to other members of the multi-disciplinary team or other community providers for follow up and additional care.

The introduction of mobile phones into the inpatient Mental Health Unit. This was an outcome of the YES survey and co-design methodology was used to design and implement the project.

The reduction in waiting times in the Eurobodalla Oral Health Service from two years to within target in twelve months using process redesign and changing models of care.

The Bega Valley Cluster has significantly improved patient flow. This approach involving the multi-disciplinary team has resulted in reduced incidents in clinical deterioration and the subsequent transfer of patients from Pambula to the South East Regional Hospital (SERH). The focus on safety, as well as the active management of issues raised, supports clinical management and patient concerns.

The SERH is a spacious, well designed hospital which has involved consultation with consumers. In particular, the contribution of the aboriginal community has resulted in a welcoming entrance with culturally appropriate signage and art works. The entrance to the mortuary and surrounding garden are most impressive and the SERH staff and aboriginal consumers who assisted in this project are congratulated on this excellent result.

Positive feedback from community representatives such as the Cooma Community Consultative Council (CCC) about their involvement on behalf of the local community in the redevelopment project and their commitment to work with the facility manager to explore opportunities for the addition of other clinical services that may be delivered locally, therefore more convenient for patients.

At Yass Hospital the CCC members provides support with travel for local patients diagnosed with cancer to attend appointments for Chemotherapy and Radiotherapy in Canberra and connect those patients who need to call on the local organisations for assistance with available social supports.

The barriers for local indigenous population in coming to the hospital were recognised by the CCC and the local Anglian Church is now being used for meetings and for the Bus Stop initiative – a NSW Health initiative involving allied health professionals visiting and performing assessments and referrals.