



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:	South West Healthcare
Org Code :	210199
Date :	8-12 May 2017

Organisation's Comments

During the recent survey, the survey team noted that across all services there are many examples of improvement, innovation and research based practice. SWH has a large number of very committed passionate staff who strive on a daily basis to provide high quality services to their communities. Key improvements were identified across the organisation and examples of those identified by surveyors are:

- The standardisation of equipment and clinical pathways across all the dental clinics
- The introduction of the new Learning Management System (GROW)
- Development of a 'train the trainer' model for consumer education and training
- Proactive approach to the new AS/NZS 4187: 2014 standards with an action plan to ensure full compliance
- Introduction of Smart Pumps in dispensing medications and extensive education of staff
- Anaemia screening implemented into the fractured neck of femur pathway
- The Advanced Care Planning Program

SWH is in the process of introduction of an electronic health record with a combination of a paper based record and electronic record currently. This is a challenging time to ensure that consistent documentation is occurring through a robust auditing process.

Survey Coordinator's Comments

South West Healthcare has over the last few years been on a significant journey of improvement and is placing itself on its current pathway to be a leader of services for similar sized organisations across Australia.

Staff in the organisation is committed to their community and to providing services that are of a high standard.