



### 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>Alfred Health</b>
<b>Org Code</b> :	<b>215067</b>
<b>Date</b> :	<b>9-13 May 2016</b>

### Survey Coordinator's Comments

Extensive consultation with stakeholders, consumers and staff has resulted in the 2016-2020 Alfred Health Strategic Plan which clearly describes the Alfred health purpose, story, beliefs and goals in providing quality healthcare to the community.

The well-established clinical governance structure has been further enhanced with the introduction of ward based clinical governance which has been well received by staff. The impact of improved governance on the quality and safety of patient care is apparent.

The transfer of Sandringham maternity ward to the Women's Hospital with good attention to clinical governance, patient identification, policies and the management of children throughout Alfred Health is commended.

The Timely Quality Care (TQC) which has six principles of care aims to provide all patients with timely quality care consistent with individual patient needs is innovative in design and is used in all Alfred Health clinical programs. The research appetite and capacity, for example in Pharmacy, Nursing and the TQC initiative, demonstrated that Alfred Health staff enjoy problem identification and in creating and implementing sustainable solutions. The attention paid to learning and development in TQC and related activities as well as mandatory education was also observed throughout the organisation. The organisation also participates in local and national health initiatives aimed at improving patient care.

The Hospital at night and SIBR bedside handovers are well embedded in the organisation's culture and are contributing to improved team communication regarding patient care.

The implementation of a risk assessment of the efficacy of RCA recommendations and Harm free environment initiative provided further examples of Alfred Health's commitment to improving patient care.

The high performing pharmacy service provides comprehensive clinical pharmacy services available in all clinical units throughout Alfred Health, including the Sexual Health Unit and the specialty out-patient departments.

Supported by the Patient Come First strategy there is a marked increase in consumer participation in all Alfred Health clinical programs.

Alfred Psychiatry complies with The Victorian Mental Health Act 2014 with a demonstrated reduction in restrictive interventions aligned with a strong focus on access, advocacy and support.

Extensive links and partnerships with other service providers are in place and consumer surveys are conducted aiming at all times to gain an understanding of the patient experience.