

### 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>Delmont Private Hospital</b>
<b>Org Code</b> :	<b>220681</b>
<b>Date</b> :	<b>22-24 November 2017</b>

### Organisation's Comments

Following a successful Organisation Wide Survey, Delmont Private Hospital achieved a 3 year accreditation to the National Safety and Quality Health Service Standards.

The ACHS Surveyors elevated 2 of the actions required to meet the National Standards to Met with Merit based on outstanding sustained performance impacting across the organisation.

The outstanding features of the hospital which achieved Met with Merit Ratings were:

- The exceptional quality improvement framework at DPH contains all the components of a benchmark program which has generated a plethora of improvements including the introduction of physiotherapist and social worker to the Aged Care Psychiatry Team, the upgrading and expansion of the Day Program to include additional evidence based modules, improvements in the communication with referring GPs as well as an extensive research project into length of stay and patient outcomes.
- The remarkable orientation, ongoing education and mandatory training programs that are tailored to the specific needs of departmental requirements, and to meet the hospital's strategic plan

Comments taken from the Survey Report Summary include:

- DPH is an aspirational organisation intent on continuous improvement and leadership in its specialist field. Overall the hospital performed creditably on this survey and demonstrated a continuation of being a provider of a successful evidence-based clinical interventions to a cohort of patients with challenging mental illnesses and addictions
- Staff establishment is remarkably stable with little turnover and the organisation has consistently achieved a high level of key stakeholder satisfaction and above benchmark on a range of activity and outcome data
- Performance and skills management systems are operating effectively and efficiently and are exceptional in the case of further education opportunities incorporated in the extensive annual training calendar
- A consumer carer framework is embedded in the fabric of the organisations – the long established consumer carer representative position, the Consumer Carer Advisory Group and the Consumer Carer Executive Management meetings.
- The patient areas and the facility itself were maintained at the highest levels – the organisation was very clean and tidy



### Survey Coordinator's Comments

Delmont Private Hospital is to be congratulated on maintaining its excellent performance at successive accreditation surveys. The high level of compliance with each of the Actions in the 9 NSQHSS surveyed was maintained with several areas demonstrating superior performance relative to the previous survey. The quality improvement framework now operational is exceptional for a small independent specialist hospital as is the tailored skills training provided to each staff to equip them to undertake their responsibilities in providing safe and quality care and the staff mandatory training program that achieves 100% participation. The high functioning of Delmont Private Hospital reflects on the empowering style of the leadership team and the sustained expertise and experience of the interdisciplinary teams that ensure that the latest evidence-based interventions are embedded in the treatment programs provided.