

Our Quality and Safety Statement



Our Staff

“We employ the best people to provide the best quality care”

In the Hospice:

- We have a Chief Medical Officer and a team of 4 Visiting Medical Officers who are on-call 24/7
- All our Registered Nurses are trained in either paediatrics, adult or disability care
- We have a dedicated Clinical Nurse Educator to support ongoing training and education in the hospice
- We employ both a specialist Infection Prevention and Control Coordinator and a Wound Management Nurse
- Our Personal Care Workers have a wealth of experience in the disability sector and often work concurrently with other disability agencies, whilst others are working towards completion of an Occupational Therapy degree.
- All Nurses and Personal Care Workers ensure their skills are up to date by completing a range of clinical competencies each year, including:
 - enteral feeding
 - seizure management
 - airway suctioning
 - hand hygiene & aseptic technique
 - basic life support
- Our nursing staff also undertake annual training in:
 - tracheostomy care
 - medication administration
 - catheterization
 - airway management
- We are also in the process of training our team in ventilator care to enable us to begin providing respite care for children on ventilators.

Our Family Support Team

- 90% of our Family Support Team staff have Bachelor Degrees and post graduate qualifications that include social work, psychology, counselling, psychotherapy, family therapy, nursing and bereavement counselling. 30% of the team also have Masters Degrees in related disciplines.
- The team has also engaged in more targeted training in specialty areas including:
 - Family therapy
 - Adolescents and Grief

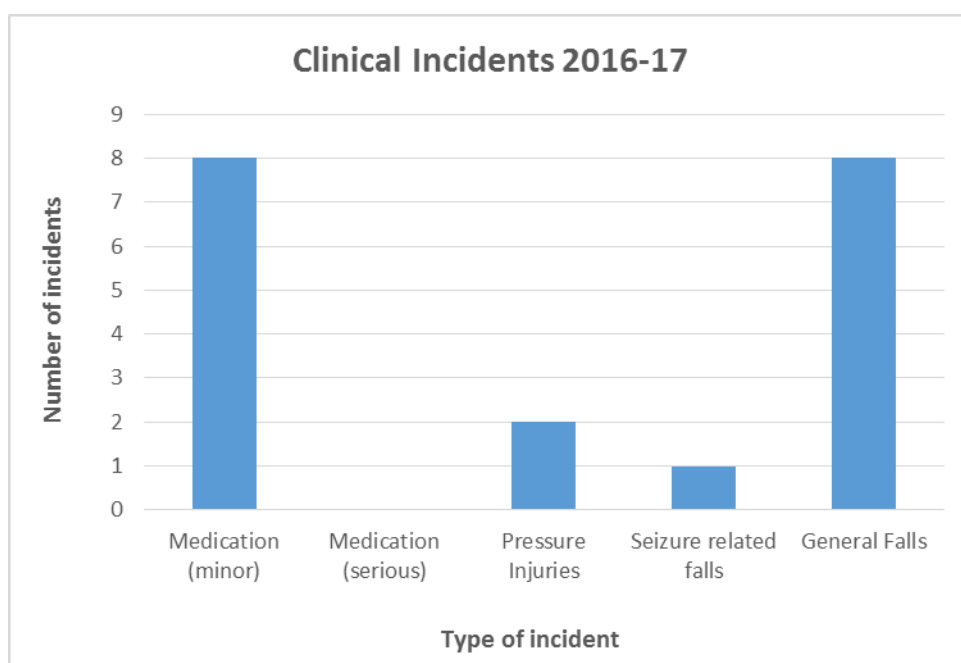
- Child Life Therapy
- Narrative Therapy
- Mindfulness Training
- Acceptance and Commitment Therapy
- Health and End of Life Care
- Bereavement Counselling

Our Staff Satisfaction Survey results demonstrate that staff at VSK are highly engaged and enjoy their work, creating a “Culture of Success” – the highest rating possible when benchmarked against other health and community services.

Our Care

“We strive to continuously improve the care and services we provide”

- Clinical
 - Our clinical policies and procedures are up to date and reflect best practice. We have effective clinical systems in place to improve the way that we:
 - prevent and control health care associated infections
 - manage our medications
 - handover information to nurses at change of shift
 - prevent and manage pressure injuries
 - recognise and respond to deterioration of children in our care
 - prevent falls and harm from falls
 - Our clinical incident data demonstrates that we had no serious medication errors over the last year, 8 minor medication administration errors, 2 pressure injuries, 8 general falls and 1 seizure related fall.



- We monitor our rate of hand hygiene compliance as this is the single most important practice for prevention of infection whilst children are staying in the hospice. Our most recent data indicates an average compliance rate of 84% which is well above Hand Hygiene Australia's accepted health service benchmark of 80%.
- We regularly review any complaints, incidents and family feedback surveys to ensure that problems are identified and rectified in a timely manner.
- 95% of families who utilised the hospice over the last year (and responded to our survey) were highly satisfied or satisfied with the care provided to their child, whilst the remaining 5% were partially satisfied. No families were dissatisfied with their child's stay.
- 97% of families who responded to our Family Support Survey believe that the care shown to them by family support program staff was Excellent (75%) or Very Good (22%).
- Quality
 - In October 2015, VSK successfully achieved 3 year accreditation against the National Safety and Quality Health Service Standards
 - These Standards provide a way of:
 - optimising the safety of the children and families in our care
 - ensuring that the services we provide are of high quality

Our Systems

"In the last 12 months we have reviewed and improved our systems, processes and procedures to minimise risks and optimise the safety of our families and staff"

- Risk Management
 - We manage and monitor a range of different risks across the organisation, including clinical, operational and financial risks
 - Our trained occupational health and safety committee regularly assesses the safety of our buildings, grounds and equipment
 - Compliance with relevant legislative requirements is monitored via an online system
- Planning
 - Our Strategic Plan 2015-18 articulates our vision and strategic priorities for the next 3 years

- Realisation of these strategic objectives is achieved through implementation of annual business plans that define what we need to do to and how far we have progressed
- Governance
 - Our committee structure provides the framework to ensure that the safety and quality of our services is reported and reviewed at all levels of the organisation
 - Our Family Advisory Committee provides an opportunity for us to formally seek input and advice from our families about the care that we deliver, the information we share and the performance of our service. This valuable feedback helps us to better meet the needs of our families and improve the safety and quality of our care.

