



## **Welcome to Montserrat Day Hospital**

We understand that an admission to hospital can be a stressful event for you and your family. Please let me assure you that at all Montserrat Day Hospital facilities, our aim is to provide you with a high standard of care, where you are cared for as our guest.

If at any time during your admission, you are concerned that we are not meeting your expectations please ask to speak with the manager of the facility and we will listen and do our best to resolve your concerns.

In 2013, The Australian Council on Health Care Standards introduced Ten National Standards that public and private health facilities must comply with.

These Ten Standards including specific practices in:

1. Hospital Governance – the frame work overseeing all health care practices within hospitals.
2. Consumer Engagement – Listening to and seeking patient feedback.
3. Infection Control – All Infection Control practices from instrument sterilisation, antibiotic use and hand hygiene are followed and audited regularly.
4. Medication Safety – managing high-risk medications to reduce the risk of harm.
5. Patient Identification and Procedure Matching – ensuring the correct person receives the correct procedure – hence the arm bands, consent forms and frequently being asked to identify yourself by name and date of birth as you move through your care pathway.
6. Clinical Handover – communicating your specific and individualised care needs between health practitioners during your admission and encouraging you and your carer/loved one to participate in this process.
7. Blood and Blood Product Management – safely handling, administration and prevention of blood product wastage.
8. Preventing and Managing Pressure Injuries – assessing your risk of pressure injuries and utilising pressure devices to prevent injury.
9. Recognising and responding to Patient Deterioration - using an early alert system to ensure that any changes in your condition are acted upon promptly to reduce risk.
10. Preventing Falls and Harm From falls – assessing your individual risk of falls and putting strategies in place to reduce your risk of falling while undergoing care.

These areas require systems and structures to be in place to reduce the health care risk to people being admitted to hospital.

At Montserrat Day Hospitals, we are committed to meeting these standards as they assist in ensuring that you, Our Guest:

- Have access to best practice health outcomes
- Encourage participation in your care; and
- Provide you with the opportunity to provide feedback and engage with us on ways we can improve the service we provide. You will be provided with a customer feedback card prior to your discharge and may also receive a follow-up telephone call from one of staff members.

Your pre-admission pack provides important information that is relevant to your care, including actions you can personally take to decrease your individual health risks while undergoing a procedure. Please ensure you read the information carefully and don't hesitate to ask questions if you are unsure.

