

Standard 5 – comprehensive care cont.

The use of bedside rails is not recommended and these should only be used in particular situations. Further information on this can be found in our sheet:

- *Patient safety and the use of cot sides*

Skin integrity is also a focus area and staff regularly check patients' skin for pressure injuries. We have evidence-based care processes for the management of wounds including surgical wounds. If you would like further information on skin integrity management, please refer to our fact sheets:

- *Prevention and management of pressure injuries*
- *Prevention and management of skin tears*
- *Wound care*

We identify patients who are at risk of poor nutrition and have dieticians to assist with meal planning.

Sometimes patients exhibit unpredictable behaviours and our staff are trained to recognise and respond to these incidents and to prevent harm.

We have evidence-based systems in place to identify cognitive impairment, reduce the risk of delirium and recognise behavioural changes.

For more information, on delirium see our brochure:

- *Delirium*

Standard 6 – communicating for safety

We have systems and strategies for effective communication between patients, carers/ family and healthcare staff. We communicate critical information and risks when they emerge, have structured clinical handover processes and ensure essential information is documented in your healthcare record to ensure your safety.



Identification measures ensure you receive the right care. Please alert staff if your wrist identification band is no longer in place or becomes difficult to read. Staff members will ask you to verify your identification before tests, procedures or giving medication. While it may seem repetitive, this is an important safety measure.

Standard 7 – blood management



We adhere to strict strategies to ensure that any blood and blood products you receive are appropriate and safe.

- Your doctor or nurse will provide you with an information sheet before you receive your blood transfusion – if you have not received this, please ask for a copy.
- You will be asked for your consent before you are given blood.
- Please tell us if you have had any problems with blood products in the past.
- Your nurse will ask for your name and date of birth if you are to have a blood transfusion.

Blood clots are a serious safety issue. Being a patient in hospital increases your chance of getting a blood clot, particularly if you are having or have recently had surgery or a procedure, or if you are unable to move around as usual. A clot could occur during your stay in hospital or after you return home following treatment in hospital. For your information, Cabrini has developed a helpful fact sheet:

- *Preventing blood clots*

Standard 8 – recognising and responding to acute deterioration



Cabrini has systems and processes to respond to patients when their physical, mental or cognitive condition deteriorates.

You may hear loudspeaker announcements while you are in hospital, such as Code Blue or MET call. These messages help staff to attend to patients whose condition is deteriorating in a speedy manner. The most common messages you might hear are explained on a poster in your room.

Our staff are trained to notice changes in your health, but we want you to let staff know if you feel unwell, or think your condition has changed or something might have been missed.

We have a patient escalation system called Call and Respond Early (CARE). There are posters in your room that highlight the steps you can take if you feel you haven't been heard, or are concerned about your condition or recovery.



For further information about the NSQHS Standards, please visit www.safetyandquality.gov.au



At Cabrini, you can expect a high level of professional expertise and safe care. We have systems in place and our staff are trained to ensure we meet the National Safety and Quality Health Service (NSQHS) Standards. There are eight NSQHS Standards which cover adverse events, clinical deterioration, safety and communication. Cabrini works hard to ensure that our health services are safe, effective, integrated, high quality and continuously improving. You can be confident that Cabrini has systems in place to deliver safe and high-quality health care and ensure good clinical outcomes.

Standard 1 – clinical governance



All staff, from frontline clinicians to board members, are accountable to patients. Our staff have the right qualifications, skills and supervision to deliver safe, high-quality healthcare to you and we have systems in place governed by policies to actively manage and improve the safety and quality of healthcare.

You are encouraged to ask questions about any aspect of your care and participate in planning and decisions about your treatment. We have feedback mechanisms in place to ensure staff and patients can make suggestions and provide feedback for the ongoing provision of excellence in care. If you would like to make a suggestion or provide feedback, please ask us for the brochure:

- *Tell us what you think*

Standard 2 – partnering with consumers



Cabrini follows the Australian Charter of Healthcare Rights, which outlines the rights you have as a patient in areas such as access, safety, respect and privacy. For full details, please refer to the brochure:

- *Your healthcare rights*

We pride ourselves on providing information that is easy to understand. We work with consumers to develop systems and review patient information. We have a Patient and Family Register, where interested participants can have direct input into decisions made about the hospital's operation and communications. For more information please refer to the brochure:

- *Cabrini Patient and Family Register*

We strive to include patients in their own care and involve them in discussions – for example, handover between morning and afternoon nursing shifts will be done at the bedside, involving the patient in important discussions.

Standard 3 – preventing and controlling infections



Cabrini has an infection prevention and control department to minimise infections and maintain a clean and hygienic organisation. We have a surveillance strategy and regularly report on infections and antimicrobial use. Staff undergo frequent training in hand hygiene, aseptic technique and cleaning of equipment, instruments and devices. Cabrini has an antimicrobial stewardship program to ensure the safe and appropriate prescribing of antimicrobials.

We all have a part to play in the fight against germs

- Hands may look clean, but they can still carry germs – regular hand washing, or the use of a hand sanitiser gel are simple ways to stop the spread of infection in hospital.
- It is important to wash your hands with soap and water before you eat and after using the toilet – at other times, the hand sanitiser gel is effective (if you cannot visit the bathroom or easily reach the hand sanitiser gel, let your nurse know).
- Doctors, nurses and other staff caring for you are required to cleanse their hands before giving care to you – if you are unsure that they have done this, please do not hesitate to ask them.
- Before and after visiting you, visitors should always wash their hands or use the hand sanitiser gel conveniently placed throughout the hospital.
- Ask your family members or friends who have a cold, stomach upset or rash not to visit you until they are better.
- Keep the dressing around any wounds clean and dry – tell your nurse if it gets wet or loose and begins to fall off.
- Tell your nurse immediately if the area around a wound, tube or drain becomes red, swollen or painful.

Standard 4 – medication safety



Cabrini has systems in place to reduce the risk of medication incidents. These systems cover the safe prescribing, dispensing and administering of medication.

There are actions you can take to help manage your medications:

- Let us know about all medications that have been prescribed by your personal doctor/s and about any vitamin and herbal supplements you take.
- Tell us if you have an allergy to a specific medication, or if you have experienced a reaction to a medication in the past.
- If you have any concerns regarding a medication prescribed for you in hospital, please discuss this with your doctor, pharmacist or nurse as soon as you can.
- Ensure you understand the information and instructions for any medication that is given to you in hospital to take when you return home. Again, ask the doctor or pharmacist to explain anything that is unclear or you are uncertain about.

Standard 5 – comprehensive care



Cabrini has integrated screening, assessment and risk identification processes to prevent and minimise the risk of certain harms. The prevention of falls is a major focus and clinical staff take the time to assess each patient's individual risk factors which may put them at higher risk of a fall or a fall with harm.

Please ask the staff caring for you for our fact sheet:

- *Moving around safely in hospital*