

Quality Statement

“Excellence in Care”

The provision of excellent care to Riverina Cancer Care Centre (RCCC) patients is achieved by Centre staff and Volunteers’ participation in and observance of the Centre’s Quality system in the performance of their roles. Cooperation, collaboration, communication and mutual respect are critical to provision of excellent care.

Snapshot of RCCC’s Quality System

Patient Support

A diagnosis of cancer can be overwhelming and confusing for the person diagnosed and their family, carers and friends. RCCC provides support to people affected by cancer through a number of services:

Consumer Governance Board

The Consumer Governance Board functions as a consumer representative voice for patients who are diagnosed with cancer and treated at RCCC. The board, consisting of patients, their carers and or relatives as well as health care professionals, supports a collaborative process to improve the patient experience and quality and safety of services.

The Board, in its advisory capacity:

- Provides a mechanism for consumer feedback to be addressed in a spirit of partnership, with the overall goal of providing better outcomes for patients with cancer and their families.
- Identifies areas where care could be improved and recommend ways this might occur.
- Reviews any materials, brochures and booklets (developed internally) that are to be given to patients to ensure they are both readable and sensitive.
- Addresses issues and priorities identified by consumers as appropriate.
- Suggests service delivery solutions that are well matched to consumer needs.

Responsibilities

- Support opportunities for joint consumer and staff initiatives.
- Work with people of diverse backgrounds and experiences.
- Maintain confidentiality regarding sensitive information and organisational matters discussed with the group.
- Act as the primary source for consumer consultation.
- Provide a representative view of the wider community.

Cancer Care Coordinator

The Cancer Care Coordinator is an experienced Nurse who has an understanding of cancer diagnosis and services available to assist and support patients and their families throughout their cancer journey. The Cancer Care Coordinator acts as a patient advocate, coordinating care for people with cancer, providing information, support and referral services.

Breast Care Nurse

The Breast Care Nurse is a specially trained nurse who acts as a patient advocate, coordinating care for women with breast cancer, their families and carers. In doing so they work to ensure physical, psychological and basic support needs are met. We thank the McGrath Foundation for the ongoing support for this vital position.

Dietician

Qualified Dieticians are available to help support patients during treatment. Many people can follow a normal diet and maintain their usual weight throughout cancer treatment. However, if patients are experiencing symptoms and side effects due to cancer or its treatment, this may make it difficult to

eat well. A qualified Dietician can provide support and information about food and nutrition to help manage treatment side effects.

Clinical Ethics

The Riverina Cancer Care Centre helps patients, families and health professionals make difficult decisions about medical treatments and patient care. These decisions may involve moral values, cultural beliefs, religious beliefs, or professional duties and guidelines. The RCCC also provides education, consultation, research and policy development in clinical ethics.

Oncology Social Work

People affected by the diagnosis and treatment of cancer often find this to be a trying time. A cancer diagnosis can bring a range of concerns for individuals and families. A free and confidential service is available for those living with cancer and their families.

Speech Pathologist

Patients with head and neck cancer may experience difficulty with swallowing or communicating because of the location of the tumour or the type of treatment being provided. All patients with Head and Neck Cancer receiving treatment at the Riverina Cancer Care Centre are referred to a dietician and speech pathologist.

Palliative care nurse

Palliative care is care given to improve the quality of life of patients who have a serious or life-threatening disease, such as cancer. The goal of palliative care is to prevent or treat, as early as possible, the symptoms and side effects of the disease and its treatment, in addition to the related psychological, social, and spiritual problems. The goal is not to cure. Palliative care is also called comfort care, supportive care, and symptom management.

Prostate nurse

A prostate nurse is available to patients with prostate cancer. The Prostate nurse assists patients with prostate cancer to access services during and after treatment and provides information about diagnosis, treatment planning and dealing with the effects of treatment.

Chemotherapy Patient Education

Understandably, when a patient comes to the RCCC for their initial consultation, the amount of information discussed with them can be overwhelming. The patient education kits are designed to provide the patient with background information relating to their treatment. Patients are given an appointment for education prior to their chemotherapy appointment, unless it suits the patient to have the education on their first visit for treatment. A Chemotherapy nurse will go through the patient education kit with the patient during the education session and answer any questions the patient may have.

Radiotherapy Patient Education

Radiotherapy patients are provided with patient education kits during their first three treatment sessions. A Radiation Therapy Nurse will go through the patient education kit with the patient and answer any questions they may have.

Discharge Information

RCCC provides comprehensive information before, during and after treatment to assist patients, their family and carers to be fully informed and prepared.

Most patient education is resourced from the Cancer Institute eviQ online protocols for patient information and treatment side effects. <https://www.eviq.org.au/>

Patient Feedback

RCCC welcomes patient feedback and provides feedback forms in patient education kits and in the reception area. Compliments and complaints are collated and reviewed by the Quality Assurance Committee. In addition a patient satisfaction survey is conducted annually.

Here is just some of the positive feedback received from patients, carers, family and friends.

“It was my first time having chemo on the 21st. I would just like to say the nurses were absolutely lovely people. It made me feel relaxed at a really anxious time. Thank you xx”

“I have just completed 8 weeks of radiation, the staff have been exceptional, caring, cheerful and understanding. Thank you”

“ It’s been 10years (this year) that we have been coming to RCCC, you all make us smile and you do an amazing job.”

“Thankyou – Everyone is always courteous, caring, friendly, respectful and always with a smile.” “Excellent service, suggest more donation boxes.

I really appreciate the work of the volunteers and I want to financially support their work.”

“This is our family's first experience having chemo treatment and we are grateful that such a scary sad time has been helped by caring, kind and supportive staff and doctors. Right from day one we felt the centre itself was very welcoming and friendly. After mum's first treatment she said "is that all it is". She is offered sandwiches, tea biscuits, knitted blankets and beanies and advice for any problem mentioned. Everyone is very attentive and we feel quite safe in their hands.

Thank you!”

Governance

Quality Assurance Committee

The Quality Assurance Committee meets on a monthly basis to ensure that RCCC operates in accordance with the standards specified by:

- The NSW Department of Health
- The Australian Commission on Safety and Quality in Health Care
- The Australian Council on Healthcare Standards
- AS NZS ISO 9001-2016

This is achieved through auditing and evaluation of the standard of care and services RCCC provides to patients, and the implementation of changes to improve the quality of service provision.

Medical Advisory Committee

The Medical Advisory Committee meets on a quarterly basis and is made up of representatives from varying specialties. The Medical Advisory Committee responsibilities include granting clinical privileges to medical practitioners employed by RCCC and ensuring the safe provision of patient care through proper functioning of the RCCC Quality System.

Safety and Quality

RCCC is licensed by the NSW Ministry of Health and accredited to the National Safety and Quality Health Service Standards (NSQHSS).

Infection Prevention and Control

RCCC has a comprehensive infection prevention and control program in place. Our facility and staff are regularly audited for compliance against NSW Health Policy Directives, national infection prevention and control guidelines, Australian Standard for reprocessing of reusable instruments (AS/NZS 4187:2014) and the Australian Commission on Safety and Quality in Healthcare [ACSQHC] National Safety and Quality Health Service Standards.

Antimicrobial Stewardship

Antimicrobial Stewardship is a term used to describe the activities that clinicians and health services undertake to ensure appropriate use of antimicrobials, reduce patient harm and decrease

the incidence of antimicrobial resistance in Australian health care facilities.

RCCC is committed to ensuring antimicrobials are prescribed in accordance with the current endorsed Therapeutic Guidelines on antimicrobial usage.

Hand Hygiene Australia program

RCCC staff-participate in the Hand Hygiene Australia program and regular audits are conducted to ensure compliance.

Clinical Indicators and Benchmarking

Clinical indicators are measures of health care processes, services and outcomes. RCCC collects and reports data for a number of clinical indicators, which enables RCCC to measure its performance against other similar organisations with the aim of continuously improving patient care and outcomes. An example of a clinical indicator is Patient Experience with Care Services & Treatment.

Risk Management

RCCC is committed to the highest of quality care and risk management. RCCC has an active reporting culture. Any non-conformance from RCCC processes and services are reported and monitored by the Quality Assurance Committee and the Medical Advisory Committee with improvements initiated as required.

Staff Mandatory Training

RCCC is committed to providing an effective, well trained and up to date workforce. All training is supported by policies and procedures that are updated on a regular basis reflecting best practice. Training and education is tailored to the staff member's role and functions within RCCC.

Credentialing and Accreditation of Clinical Staff

A strict process for checking credentials, registration and scope of practice for all clinical staff and accredited medical practitioners is practiced and audited.

Contact US

If you would like to offer a comment on your experience at RCCC, provide feedback on our website or be involved in our safety & quality program by joining the Consumer Governance Board please contact Liane Walters, Quality and Service Development Manager via email:

lwalters@riverinacancercare.com.au