

Riverina Cancer Care Centre Pty Ltd.

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, there is no additional charge for any of these services:

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 Nurses

RCCC has two Breast Care Nurses who act 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 these vital positions.

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.

Melanoma Nurse

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

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.

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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.

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.

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/>

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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.

Here is just some of the positive feedback received from patients, carers, family and friends over the past three years:

"Beautiful volunteer offered coffee. Specialist Dr absolutely explained everything clearly. Reassured, confident, organised."

"I was made to feel at ease starting my treatment. All my questions were answered. All the staff were very friendly and welcoming. I appreciated the phone call at the end of my first treatment to ask how I was going. Thank you for being so caring."

"The care and attention given to me was brilliant. Bedside manners were fantastic. Knowledge of our health. Any questions I had were answered fully to my satisfaction."

"Professional, caring medical staff - efficient, caring and understanding administration staff"

"Congratulations for making your centre so positive in attitude, so ready to listen, for being there. A cancer diagnosis is terrifying, but you have somehow made it to just a trip to the doctor. Thank you."

"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"

"Thank you to all staff and doctors involved in my prostate cancer treatment. Today is my 15th day and everyone has been very good and helpful. Only 5 days left now."

**"Professional staff, very thorough, friendly + made the experience as good as it could be.
Thank you."**

"Thanks to all... Reception, Doctor and Nurse (Michelle) for helping to handle a stressful time. First Chemo session."

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Governance

The following committees are responsible for Governance at RCCC:

Consumer Governance Board

In 2020, the newly formed Consumer Governance Board will meet quarterly and function 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 Chair of the Consumer Governance Board is also the Consumer Representative on our Medical Advisory Committee, which ensures consumer voices are heard at the highest level of Governance within RCCC.

Quality Assurance Committee

The Quality Assurance Committee meets on a monthly basis to ensure implementation of appropriate structures and processes in accordance with the Quality Management Plan to ensure ongoing compliance with the statutory regulations and the standards expected to maintain Accreditation and Licensing including:

- ◆ The Private Health Facilities Regulation 2017 NSW
- ◆ The Private Health Facilities Act 2007 NSW
- ◆ The National Safety and Quality Health Service (NSQHS) Standards
- ◆ The Work Health and Safety Act 2011 NSW
- ◆ Work Health and Safety Regulation 2017 NSW

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.

Multidisciplinary Meetings

Multidisciplinary care provides an integrated team approach to health care. It allows medical and allied health care professionals a forum in which to review all relevant treatment options and to develop individual treatment plans for presented patients. The personal preferences of the patient are an integral element in the development of treatment plans. Currently MDT meetings are held for Breast, Colorectal and upper GI, Urology, Melanoma and Lung patients.

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Radiation Therapy Quality Assurance Committee Meeting

The Radiation Therapy Quality Assurance Committee meets on a bi monthly basis to ensure current practices are meeting best practice and to manage the development, implementation and review of techniques and innovative radiotherapy practices.

Research/Clinical Trials

Clinical trials facilitate collaborative research within the Department and with other national and international organisations when the opportunity arises.

Safety and Quality

RCCC is licensed by the NSW Ministry of Health and accredited to the Australian Commission on Safety and Quality in Healthcare [ACSQHC] National Safety and Quality Health Service Standards (NSQHS).

Quality Management System

RCCC's Quality Management System is managed online through the LOGIQC Quality Management platform.

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., 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

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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. Training and education is tailored to the staff member's role and functions within RCCC. Training is provided online on a Learning Management System and consists of both theoretical and practical components.

Credentialing and Accreditation of Clinical Staff

The MAC is responsible for checking credentials, registration and scope of practice for all clinical staff. The credentialing process is audited on an annual basis.