

Recommendations from Current Survey

Organisation: Odyssey House McGrath Foundation
Orgcode: 125237

Function: Clinical

Standard:1.1

Criterion: 1.1.1 The assessment system ensures current and ongoing needs of the consumer / patient are identified.

High Priority: No

Recommendation:

- 1.Client risk assessments to be undertaken at regular intervals dependent on level of risk during the treatment phase, and that level of risk documented in an easily identifiable format within the client's file.
2. The Child Protection policy be reviewed and include the removal of a child from the facility without approval.

Function: Clinical

Standard:1.1

Criterion: 1.1.2 Care is planned and delivered in partnership with the consumer / patient and when relevant, the carer, to achieve the best possible outcomes.

High Priority: No

Recommendation:

Odyssey develop and implement a policy on the effective identification and management of the deteriorating client.

Function: Clinical

Standard:1.1

Criterion: 1.1.8 The health record ensures comprehensive and accurate information is recorded and used in care delivery.

High Priority: No

Recommendation:

1. Odyssey to conduct documentation audits quarterly of an agreed number of records, the outcomes disseminated to staff and the results benchmarked internally.
2. Ensure the documentation audit does not just address omission, but the standard and value of the content in care delivery.

Function: Clinical

Standard:1.5

Criterion: 1.5.1 Medications are managed to ensure safe and effective practice.

High Priority: No

Recommendation:

Odyssey establish medication Key Performance Indicators across all appropriate areas, to begin to collect, trend and analyse data internally, and if possible externally on a routine basis.

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Organisation: Odyssey House McGrath Foundation
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Function: Clinical **Standard:1.5**
Criterion: 1.5.4 The incidence of falls and fall injuries are minimised through a falls management program.

High Priority: No

Recommendation:

Odyssey to develop a Falls Policy.

Function: Support **Standard:2.1**
Criterion: 2.1.1 The organisation's continuous quality improvement system demonstrates its commitment to improving the outcomes of care and service delivery.

High Priority: No

Recommendation:

Establish a permanent mechanism/system to maintain the sustainability of the quality and risk program.

Function: Support **Standard:2.1**
Criterion: 2.1.2 The integrated organisation-wide risk management policy and system ensure that clinical and corporate risks are identified, minimised and managed.

High Priority: No

Recommendation:

Include the description of the reported incident in the risk register.

Function: Support **Standard:2.1**
Criterion: 2.1.3 Health care incidents, complaints and feedback are managed to ensure improvements to the systems of care.

High Priority: No

Recommendation:

1. Review the policy on complaints and include the timeframe for responding to complainants.
2. Review the current location of information on complaints and make it more accessible to residents and carers.

Recommendations from Current Survey

Organisation: Odyssey House McGrath Foundation
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Function: Support

Standard:2.2

Criterion: 2.2.3 The continuing employment and performance development system ensures the competence of staff and volunteers.

High Priority: No

Recommendation:

Formalise role descriptions and the performance assessment system for volunteers

Function: Support

Standard:2.3

Criterion: 2.3.1 Records management systems support the collection of information and meet the organisation's needs.

High Priority: No

Recommendation:

1. Review the current compilation and storage of records at Odyssey to demonstrate compliance with AS:2828.
2. Implement a system to flag that there is a second file in use within the organisation.

Function: Corporate

Standard:3.1

Criterion: 3.1.2 Governance is assisted by formal structures and delegation practices within the organisation.

High Priority: No

Recommendation:

1. In line with any recommendations which may emanate from the current restructure, review the current operational committees.
2. Include routine reporting on quality in the management committee.
3. Develop and implement a policy on delegations.

Recommendations from Current Survey

Organisation: Odyssey House McGrath Foundation
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Function: Corporate

Standard:3.1

Criterion: 3.1.3 Processes for credentialing and defining the scope of clinical practice support safe, quality health care.

High Priority: No

Recommendation:

1. Finalise the draft policy on credentialing and defining the scope of practice and confirm Board endorsement.
2. Develop a Board policy for the appointment of medical practitioners.

Function: Corporate

Standard:3.1

Criterion: 3.1.4 External service providers are managed to maximise quality care and service delivery.

High Priority: No

Recommendation:

Complete the recently commenced work to develop a register of contracts, which includes date of expiry/renewal, and where required KPIs to monitor the contracts.

Function: Corporate

Standard:3.1

Criterion: 3.1.5 Documented corporate and clinical policies assist the organisation to provide quality care.

High Priority: No

Recommendation:

Review the Odyssey Articles of Association.

Function: Corporate

Standard:3.2

Criterion: 3.2.1 Safety management systems ensure safety and well being for consumers / patients, staff, visitors and contractors.

High Priority: No

Recommendation:

1. Introduce a system to ensure that washing machines throughout the facilities that are managed by external contractors comply with the Australian standard for electrical testing and tagging.
2. To maximise the safety of children in the Odyssey cottages:
 - ensure the maintenance system routinely checks water temperatures to ensure safety of the residents in the mother/baby/children cottages.
 - install the safety fences planned for this area.

Recommendations from Current Survey

Organisation: Odyssey House McGrath Foundation
Orgcode: 125237

Function: Corporate

Standard:3.2

Criterion: 3.2.2 Buildings, signage, plant, equipment, supplies, utilities and consumables are managed safely and used efficiently and effectively.

High Priority: No

Recommendation:

1. Revitalise the signage to the Withdrawal Unit at Minto to assist visitors in locating the facility.
2. Improve the storage system in the main store at Odyssey.

Function: Corporate

Standard:3.2

Criterion: 3.2.4 Emergency and disaster management supports safe practice and a safe environment.

High Priority: No

Recommendation:

1. Implement colour coded emergency response instructions in accordance with Australian standards to cover all emergencies.
2. Complete and erect the evacuation plans throughout all Odyssey sites.

Function: Corporate

Standard:3.2

Criterion: 3.2.5 Security management supports safe practice and a safe environment.

High Priority: No

Recommendation:

Install duress alarms as planned in the cottages at Odyssey.