



# CLINICAL SAFETY AND QUALITY

## How clean are our hands?



Hand Hygiene

Calvary 2015 Performance

87.1

Industry benchmark

70%

## 2013 snapshot of patient satisfaction

Patient Satisfaction

Calvary 2015 Performance

89.4

Industry benchmark

84%



## Calvary accreditation

Hospitals



ACHS  
x 4 years

ISO 9001  
x 3 years

Aged Care



ACSAA  
x years

Calvary  
Community  
Care



ISO 9001  
x years

## Patient falls



4.40/  
1,000  
OBD

Calvary 2015  
Performance

3.5/1,000  
OBD

Industry  
benchmark

## Medication errors requiring intervention

Medication errors

Calvary 2015  
Performance

4.10/  
1,000

Industry  
benchmark

<5.0/  
1,000  
OBD

