QUALITY & SAFETY REPORT

Introduction:

Peninsula Sleep Clinic (PSC) provides high quality patient care while ensuring that the highest standard of polysomnography (Sleep Study) recording is achieved and maintained.
The Clinic is licensed by the NSW Ministry of Health licence number: PH00300003 and is recognised by the Australian Department of Health and Aging as a private hospital, provider number: 0017230A
The Clinic performs diagnostic and therapeutic polysomnography and has a well-established CPAP clinic that is committed to providing immediate and long-term care, support and clinical advice for patients who are getting established on or are already established on CPAP / NIV treatment

Accreditation / Certification Quality and Safety:

Peninsula Sleep Clinic (PSC) was accredited by the National Association of Testing Authorities (NATA) in conjunction with The Australasian Sleep Association (ASA) which was current until September 2027. At the online mid cycle assessment in 2025, due to 150% increase in the fees it was decided to relinquish this accreditation. The Clinic had been continually accredited since 2004.
PSC remains accredited to National Safety and Quality in Health Service Standards (NSQHS) developed by the Australian Commission on Safety and Quality in Health Care (www.satetyandquality.gov.au). PSC was first assessed against the National Safety and Quality Services Standards version 1 in 2013 by Global Mark. An independent assessor reviews the quality and safety of the services provided and measures the Clinic's achievements against the industry standard. PSC successfully complied with version 2 of the Standards in July 2019. PSC was re-accredited on 1st March 2023 with 3 recommendations raised, the training requirements for our credentialed practitioners had yet to be fully implemented, a process to ensure consumers receive an orientation was not fully implemented and the work force vaccine disease screening and immunisation program consistent with the current edition of the Australian immunisation had yet to be fully implemented. These recommendations were fully implemented by 2024. The next assessment is due in 2026.

The second edition of the NSQHS Standards was released in November 2017.This edition addresses gaps identified in the first edition, including mental health and cognitive impairment, health literacy, end-of-life care, and Aboriginal and Torres Strait Islander health. Assessment to the second edition commenced in January 2019.

Version 2 Standards include:

1. Clinical Governance
2. Partnering with Consumers
3. Preventing and Controlling Healthcare Associated Infections
4. Medication Safety
5. Comprehensive Care
6. Communicating for Safety
7. Blood management – not applicable to PSC
8. Recognising and Responding to Acute Deterioration

Monitoring of Clinical Key Indicators

PSC routinely monitors and records key elements of our performance to facilitate continuous improvement to ensure we provide a quality service to our patients, consumers, carers and to our referring doctors. Elements monitored:

1. The quality of the polysomnography recording
2. The quality of the doctors reporting
3. Patient Satisfaction
4. Referring doctors survey

5. CPAP Clinic outcomes
6. CPAP Clinic Patient survey
7. Scoring – introduced in 2024

In addition, the Clinic occasionally hosts an educational evening for our referring doctors at which their opinion and suggestions are an integral part of the evening. The last educational evening was conducted on 19th August 2025 - 'Paediatric Sleep and Surgery' with an overall satisfaction rating of 98.25%.
All results are analysed and presented at the Management Review Committee (MRC) and the Medical Advisory Committee (MAC) meetings.

Partnering with Consumers:
Effective communication is an essential element to providing excellent patient care. Patients and carers have the right to be involved in their care and therefore engagement and comments are actively sort.

In 2012 PSC independently sought opinions on our information provided to prospective patients, our CPAP information packs, and our CPAP charges. Since then, PSC has continued to seek further feedback from consumers who have utilised our CPAP clinic services. Feedback is regularly reviewed by management and at routine meetings.

PSC continues to seek comments from consumers regarding our 'Quality and Safety' report including any recommendation for improvement. Recommendations and suggestions are discussed at the regular management meeting and where appropriate change is instigated. Staff In-service training includes regular education by "CPAP Patient and other consumers".

In February 2025, the staff were trained by a CPAP consumer about his CPAP journey, the various masks he used and the CPAP Clinic. His comments: "Peninsula Sleep Clinic has the highest level of expertise combined with the deepest possible commitment to make your CPAP work specifically for you. They are not there to simply sell you a machine and give you basic instructions. They fully realise that mask fit, and comfort is paramount to you using successfully using CPAP and hence they have a team of friendly specialists to achieve this. Additionally, they give great value for money".

In 2026 PSC aims to involve a referrer to provide education to our staff.

Polysomnography Recording:
A monthly random audit is undertaken to determine the quality of the recordings and to determine whether there are any systematic equipment issues or other issues. The results and feedback from these surveys are presented to management and discussed with staff at their regular technical meetings.

In 2025 our overall quality of all the recordings was 99.33%

Polysomnography Reporting:
The Medical Director who is a recognised Respiratory / Sleep Physician regularly monitors the quality of the reports of the other Sleep Physicians. This ensures consistency in reporting and that the key elements of the report are conveyed to the referring doctors. The results are discussed by management and the reporting Sleep Physicians.
In 2025 the overall quality of reporting was 99.66%

CPAP Clinic Outcomes – Quality Assurance:
Adherence to CPAP treatment is the largest factor impacting on the effectiveness of CPAP treatment. PSC routinely collects data to be able to demonstrate this effectiveness. Data are collected during the home trial period, then at 6- and 12-month intervals and whenever there is an issue. The data are analysed and presented at management meetings and CPAP Clinic meetings. In 2025 the home trial compliance was 87% with compliance after 6-months 100% and after 12-months 100%.

Patient Feedback:
PSC continually monitors patients' satisfaction regarding the care and services provided and seeks opinions on how we can improve our services. PSC considers consumers' opinions to be very important and encourages all patients to take the time to complete the questionnaire prior to discharge.
PSC seeks feedback on:

1. Whether there was sufficient pre-procedure information
2. Whether you were happy with the care you received
3. Whether you were happy with the attitude and behaviour of the staff
4. Whether you felt your privacy and confidentiality were maintained
5. Would you return to the facility
6. Whether you were happy with the cleanliness of the facility
7. Whether you had any suggestion for improvement
8. And on a scale 1-10 how would they rate the facility

At the end of 2015 we added two further points:

9. Whether you have any suggestions for improving our paperwork
10. Whether you have read the Quality & Safety report and whether you have any recommendation or suggestions for improvement

In 2019 added a further point

11. Whether staff washed their hands or used alcohol rub

In 2025: 89.5% of patients completed a survey with 99.88% satisfaction.

Referring Doctors' survey:
Every two years our referring doctors are surveyed to determine their level of satisfaction with the services provided by PSC to their patients. The data collected are analysed and reviewed by management who may make recommendations as a result of the outcomes / suggestions. The last survey was completed in July 2025 with an overall satisfaction rate of 85.78%. The next survey is due in 2025.

CPAP Clinic Survey and CPAP Consumers Feedback:
PSC continually tries hard to improve the service provided to our CPAP users and as a result have actively sought feedback from patients who have both recently used the services or have previously used the services of the Clinic. In 2024: the consumer initial feedback remains at 99% satisfaction. The 'blind' CPAP Clinic survey completed in 2024 had an overall satisfaction rating of 96.88%. The next survey is due in 2026.

Healthcare Associated Infections:
The risk of getting an infection in hospital depends on how healthy you are, how long you have been in hospital, certain medications and whether you have had an invasive procedure such as surgery. At PSC patients stay overnight only, there are no invasive procedures performed and no medication is prescribed or altered, and all accommodation is in single rooms. PSC does not accept admission from other hospitals. Anyone with a respiratory infection (including COVID

19), colds, flu, vomiting, diarrhea, or other communicable disease including shingles, other hospital acquired infections such as MRSA are re-scheduled or in the case of COVID 19 must have a negative swab. PSC does not have the resources to do wound dressings and therefore will not accept patients who require this intervention. Prospective patients are given information regarding minimising the risks. It is considered that the risk of contracting an infection at PSC is extremely low.

At the Global-Mark audit conducted in November 2017 as part of the NSQHS requirements PSC were required to implement a 5 year 'Action Plan' to ensure compliance with the infection control standard AS / NZ 4187:2014. Procedures and protocols were updated, and staff were given additional training. In 2024 AS 5369:2023 standard was released and supersedes AS / NZ 4187:2014. AS 5369:2023 specifies the requirements for the effective and safe reprocessing, storage, handling, and transportation of reusable medical devices (RMDs) and other devices used in human health care and other treatments. PSC will review the new standard to ensure the Clinic complies with the various requirements.

Staff In-service training includes regular education on infection control.

In 2025-26 a very detailed 'Gap Analysis' has been undertaken to address any changes or issues relating to AS 5369:2023

Infection control training:

Infection control annual training – November 2025.

Hand hygiene module – August 2025.

Practical hand-washing competency – November 2025

Hand Hygiene

The single most effective strategy in preventing and or minimizing the spread of infection is hand hygiene. There are hand basins throughout the facility, there is hand rub (which is just as effective as soap & water) in every room and there is hand rub on each set-up trolley. Staff are educated in hand hygiene and participate in on-line hand hygiene modules set-up by Hand Hygiene Australia. Hand hygiene is regularly monitored, and the outcomes are reported to management and below.

Consumers are asked whether staff washed their hands or used alcohol rub during set-up.

In November 2025 all staff hand hygiene technique was assessed and documented with no further training required.

Regular audits of hand hygiene are conducted throughout the year.

Hand hygiene audit results:

10 audits performed in 2025; 100 hand hygiene moments monitored with 0 missed moments 100% compliant.

Environmental hand hygiene supply audit

Performed quarterly showed adequate supply or replacement of hand rub at patient, workforce locations.

Patient monitoring of hand hygiene by staff

In 2025 100% of patients noted that staff performed hand hygiene during their contact for in house studies 100% of patients who had a home study noted hand hygiene was performed

How can you help to limit the spread of infection?

1. Do not come to the Clinic if you have been diagnosed with or have been in contact with a known or suspected case of COVID 19 or told to quarantine by a health professional.
2. Do not come to the Clinic if you are waiting for the results of a COVID swab.
3. Call the Clinic prior to admission if you have an infection, particularly if you have a cough or the flu, an open wound, or any contagious disease – your appointment will be re-scheduled.
4. Wash your hands with soap and water or the hand rub on admission.
5. Cover your mouth and nose when you cough or sneeze and wash your hands afterwards.
6. Wash your hands after using the toilet.
7. Do not bring visitors into the Clinic if they have an infection.
8. Follow NSW Ministry of Health guidelines with regards to 'out-breaks'.
9. Use respiratory masks as advised

Identification and Clinical Handover:

While PSC only performs Polysomnography it is important that patients are identified correctly. On admission and again prior to consenting to a Sleep Study the patient's identity will be confirmed. Details such as date of birth, name, address, or Medicare card number will be used. There is usually only one clinical handover during a patient's stay in the Clinic and this occurs at 11.00pm. The staff stop what they are doing and confirm the patient's identity, the type of Sleep Study, whether there are any allergies / alerts / Advanced Care directive / Enduring Guardian Directive and any other relevant clinical history.

Staff Training:

Polysomnography is a comprehensive recording of the bio-physiological changes that occur during sleep and is a very specialised medical field. Therefore, staff require intensive training to ensure they have the necessary skills to perform their duties to the highest standard. PSC has a well-documented orientation program; new staff are provided with one-on-one training with an experienced staff member and there is regular in-service education which is compulsory and where relevant staff are provided external education. Staff performance is reviewed and documented annually and if necessary further training is provided.

Visit our **Resources page** to view various news items and research studies conducted by Peninsula Sleep Clinic.