

Training and infection control results shine at Peel Health Campus

The dedication of Peel Health Campus's Quality, Education, Safety and Training (QuEST) team in leading the response to the COVID-19 pandemic has been highlighted in our latest Annual Report, published today.



Our 2019-2020 Annual Report reveals the extent of support delivered to staff in the early stages of COVID-19, particularly in relation to the use of personal protective equipment and infection control measures.

Our QuEST team led development of processes, policies and strategies relating to supply, infection control and surge capacity as COVID-19 spread across the globe, ensuring PHC was best placed to provide ongoing care to the community.

QuEST Manager Julie Clark took on the role as COVID Lead in the early days of the pandemic and with her team provided calm, effective leadership in an uncertain environment. She was later nominated as a Star of COVID-19 by the Australasian College of Health Service Management.

As part of Ramsay Health Care, the PHC team is part of Australia's biggest private hospital provider which provided additional support and expertise, as well as working closely with the public hospitals as part of WA Health's South Metropolitan Health Service.

The PHC 2019-2020 Annual Report also revealed:

- The hospital hit a new record in ED with 163 presentations on Australia Day,
- More than 42,000 presented to ED, a decrease of 2.1 per cent on the previous year reflecting the impact of COVID-19 suppression strategies,

- PHC delivered high quality care – Australian Council on Healthcare Standards figures revealed PHC performed favourably compared to peer hospitals in nine out of 10 standards,
- PHC received 1915 compliments from patients, an increase of 31 per cent on the previous year, and recorded a Net Promoter Score of 69 (world class) for the year.

This year has been challenging for everyone working in Australia's health system and Peel Health Campus was no exception. What made our year a success was the commitment and dedication of our people, and the generosity of spirit of the Peel community who supported us when we needed it most.

We are looking forward to continuing to deliver quality health care to the community of Peel in 2021.

With thanks from **Andrew Tome**
Peel Health Campus Chief Executive Officer

