



The Shrink Company™

Safety & Quality Performance Annual Report

The Shrink Company is committed to providing transparent and accountable reporting of its healthcare system to the community & its staff and is committed to implementing ways to continuously improve our clinical service delivery.

Infection Control:

- **Hand Hygiene** – TSC has participated in the National Hand Hygiene since 31/5/2017. The Shrink Company has a 100% staff completion rate.
- **COVID-19 Infection Control** – All staff have completed the COVID-19 infection control training.

Occupational Violence: No occupational violence incidents reported during 2020.

Medication Safety: All nursing staff have completed medication safety training. No medication errors reported during 2020.

Patient Feedback:

From **Jan 2020 to Sept 2020** TSC received feedback from **10 people** who accessed either Psychology or Psychiatric services.

90% of this feedback was positive with 8 out of the 10 people saying they would recommend TSC.

Referrer Feedback:

From **Jan 2020 to Nov 2020** TSC received **one referrer feedback** which was positive.

Complaints: From **Jan 2020 to Nov 2020** TSC received **one complaint** which was resolved internally.