Albany Hospital launches two initiatives to improve patient safety

Staff and patients at Albany Hospital wanting to improve safety and quality, or find about their rights and responsibilities will only have to approach a person wearing a bright green polo shirt or a fluorescent orange jacket following two initiatives launched today.

Patient First Ambassadors, in green, will engage inpatients in discussions about their rights and responsibilities and Patient Safety and Quality Unit staff, in orange jackets, will be available to staff and patients to improve safety.

The ambassadors will be based in Albany Hospital however, the Unit’s staff will work across the Great Southern region.

WA Country Health Service – Great Southern Regional Director Ian Smith said it was the first time that patient first ambassadors had been introduced to country health services in Western Australia.

“A group of highly dedicated volunteers from the Lower Great Southern District Health Advisory Council were trained by the Health Consumers’ Council to become patient first ambassadors,” Mr Smith said.

“Wearing their bright green shirts emblazoned with the words “Health Consumers’ Council,” they will actively engage inpatients in discussions about patients’ rights and responsibilities.”

Mr Smith said the Patient Safety and Quality Unit staff’s profile would be raised throughout the region as they would be highly visible to in the orange jackets, donated by a local business.

“We hope that staff and consumers will feel free to approach the safety and quality team members and make any comments, or suggestions to improve patient safety in the Great Southern,” Mr Smith said.

“I would like to commend the Unit for being so pro-active in implementing this initiative which will raise the profile of our safety and quality staff and make them easily identifiable.

“The safety and well being of our staff and patients is of great importance to the WA Country Health Service and I am delighted that these initiatives have been introduced.”
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