

vista

day surgery



The Vista Viewpoint: Your patients deserve the very best

If you share Vista's viewpoint that your patients deserve the very best in care, safety and facilities, we invite you to discover the many benefits of Vista Day Surgery.

A snapshot of Vista advantages:

- ▶ Premium quality and resourced, state-of-the-art, purpose-built facility.
- ▶ Highly trained and experienced clinical and administrative staff.
- ▶ Easily accessible – on the Park Lands fringe, close to Adelaide's CBD. Ample undercover parking.
- ▶ We support your practice, becoming a valuable extension of your rooms.
- ▶ The highest level of risk management.
- ▶ 7 "Met with Merits" accreditation ratings.

Our focus is on your patient's experience

Like you, our focus is on your patient. Everything we do and how we do it is designed to ensure their surgery is comfortable, safe and successful. That means, your patient will be supported before, prior to, during and after their episode, by Vista's highly-trained staff.

A critical part of our staff training is developing patient empathy. It entails every staff member experiencing the patient journey from the patient's point of view, including being placed on a bed and wheeled in and out of our operating theatre, and through the entire admission/discharge process. When they feel the vulnerability of being a patient, their mindset changes and an empathetic outlook prevails in everything they do.

During your patient's visit to Vista Day Surgery, we guard their health and personal information vigilantly, keeping all records private and secure and using absolute discretion when interacting and communicating with your patient in our public areas.

If your patients don't have home support, or for your country patients, we have a relationship with Auscare at Unley to provide overnight support (at patients' cost).

Overview of Vista facilities:

- ▶ State of the art, purpose-built facility.
- ▶ Two licenced, large operating theatres complemented by first and second stage recovery areas.
- ▶ Compliant to the latest CSSD standards.

**WARNING
LASER IN USE**



Our leading-edge risk management

Vista Day Surgery goes above and beyond when it comes to risk management. Our merits in accreditation are testimony to our unwavering commitment to patient safety.

You and your patients can rest assured knowing that 65% of our staff are Advanced Life Support trained.

This ensures that at least one ALS trained staff member is available on the floor at all times. In addition to our ALS trained staff, we have three critical care nurses, and in the highly unlikely event of an emergency, we have a relationship with Ashford Hospital and SAAS.

Uniquely watchful and ever observant – introducing the Vista Team Safety Huddle

At Vista, our Team Safety Huddle has similar aims: to focus our vision on the tasks ahead, to ensure we are all of the same view, to ensure quality care, and to lessen the risk of adverse events.

The Huddle takes place half an hour, to an hour prior to the commencement of an operating list. It's a two-minute briefing where all relevant staff attend. Anaesthetists and surgeons are also invited to join us.

Our exceptional level of care doesn't stop at patient level

At Vista Day Surgery, we love to look after our surgeons and their preferred anaesthetists. We also enjoy working closely with our surgeons' practice managers and operating theatre list managers.

Vista's strong view is that great working relationships build excellent outcomes and lasting benefits. And you'll find everyone at Vista, from management through to clinical and admission staff, all share that same positive outlook. They also understand the value of excellent communication and clear documentation.

Our administration professionals become a valuable extension of your rooms, ensuring operating lists are administered efficiently and effectively. Vista Day Surgery offers great flexibility with session times as well as customisation of those sessions.

Our highly-skilled clinical staff will ensure custom packs reflect each surgeon's preferences and that anaesthetists have everything they need, including the highest trained staff at their call.

Vista management encourages open communication and offers every resource available to our surgeons to assist them in their practice, right down to working with them to facilitate education opportunities including sessions for referrers.



Accreditation

Vista Day Surgery is fully licenced with SA Health and has achieved accreditation to the National Safety and Quality Health Service Standards (NSQHS Standards) and with AS/NZS ISO9001.

Our passion and intense commitment to patient safety and quality of care is reflected in our 'Met with Merit' accreditation ratings, achieved in seven areas of risk management and governance.

At Vista Day Surgery, the outlook is always positive.

If you share Vista's viewpoint that your patients deserve nothing but the best, let's get together for a chat.

Or contact Natalie Harlow to organise a walk-through of our exceptional facility. Because we think you'll be impressed by our outlook.

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