



Agreed Performance Statement

The ACHS strongly believes in the public availability of appropriate information resulting from accreditation surveys, and is actively encouraging all members to make this information available to interested parties, most notably consumers. As part of our public disclosure initiative the ACHS survey team provides an Agreed Performance Statement (APS) to be placed on the ACHS website. The member organisation may also provide an APS to be placed on the website. The APS should include reference to strengths and/or weaknesses identified during survey.

Name of member organisation:	Vitalis Health & Home Care Pty Ltd
Org Code :	126807
Date :	14 August 2018

Organisation's Comments

Vitalis Health & Home Care is a provider of integrated services that works with patients, clients and their clinical and carer teams to support and enable them to return to and remain safe and independent in their home. Key to this mission is being responsive to immediate and evolving client needs over time. Vitalis is committed to service excellence and consistent quality improvement so achieving ACHS Accreditation for all operations has been a key goal.

Vitalis offers and coordinates a range of integrated health and home care services that enable the realisation of its mission, including:

- **Hospital in the Home (HITH)** – a specialist clinical care service that enables patients to receive high level clinical care at home when they would otherwise be required to be a hospital inpatient. Vitalis HITH works closely with specialists, hospitals, GPs and nursing homes to manage patient needs. Vitalis HITH’s highly experienced and credentialed nursing staff include wound consultants, accredited stomal therapists, palliative care specialists, chemotherapy trained staff and emergency and ICU trained Registered Nurses, overseen by our own staff doctor. Vitalis HITH services include IV therapy (antibiotics and other medications), VAC and complex wound management, drain care, stomal therapy, catheter care including routine SPC and IDC changes, blood collection and TPN.
- **Clinic** – Vitalis operates a specialist clinic in St Leonards, staffed by highly skilled and credentialed Registered Nurses including wound consultants and an accredited stomal therapist. Vitalis’ clinic provides a range of services in the clinic including complex wound care services such as VAC dressings and debridement, stomal therapy, drain care, catheter care including routine SPC and IDC changes, infusions and PICC line management.
- **Discharge Support and Chronic Disease Management Service** – Vitalis operates a national phone-based discharge support and chronic disease management service that works with clients who are at risk of admission or readmission to hospital. The service aims to improve self-management skills and facilitate access to primary care and includes referral and coordination services for identified higher risk customers. Specialties include orthopaedic, cardiac, urology, oncology, pulmonary, diabetes, maternity and palliative. Staffed by experienced Registered Nurses with a range of specialised skills and experience, the Vitalis discharge support and chronic disease management service has been very successful at helping people manage their health and transition from hospital to home, with uniformly positive feedback and reduced rates of avoidable readmissions to hospital.



- **Home Care** – Vitalis Home Care is an integrated health and home care service with trained staff providing services ranging from companionship through to high level dementia, palliative and end of life care in the client's home. Vitalis is approved by the Department of Health to provide federally subsidised Home Care Packages. Staff are supervised by Registered Nurses and must meet the most rigorous standards, including demonstrating deep compassion, to work with the Vitalis Home Care team.

Survey Coordinator's Comments

Vitalis Health and Home Care is a relatively new but dynamic private health and home care service that now provides both telephonic, hospital in the home and home care services. They aim to provide excellence in the provision of care to their clients and are supported by policies and protocols that are based on evidence based practices across both clinical and corporate governance areas.