

IN FOCUS



Who is having laser vision correction and why?

People seek laser vision correction for a wide variety of reasons. These reasons are as varied as the individuals themselves.

Men and women from

- all over Australia and the World
- all ages (from 21 years and upwards)
- all occupations (athletes, parents, police officers, doctors, tradespeople and many, many more)

All come to Adelaide Eye & Laser Centre and ask to be assessed to see if they are suitable for laser vision correction.

Despite this variety, the key element of the reasons people give for seeking laser vision correction remains much the same:- the desire to be **more optically independent** of visual aids.

Whether it is that **glasses** are

- too heavy,
- too expensive,
- uncomfortable,
- unfashionable
- impractical

Or people can't wear **contact lenses** successfully because of

- allergies
- prescription restrictions
- contact lens intolerance

- difficulty inserting, removing and cleaning contact lenses

Or simply due to the **inconvenience** of glasses and contact lens wear,

- at work,
- with children
- for sporting activities

It all comes down to one simple factor.

People seek laser vision correction because they want **more freedom** from conventional visual aids such as glasses and contact lenses.

The choice for laser vision correction is a lifestyle decision. Whatever the reason to undergo refractive surgery, it may open up a whole new world for you.

Dr Ingham has now performed well over **5,000** cases of laser vision correction since he initiated its launch in South Australia over 11 years ago. Worldwide, it is predicted over **2,500,000** people will have laser vision correction this year alone.

website

NEW LOOK

www.aelc.com.au

Adelaide Eye & Laser Centre's website is undergoing an extensive review and will offer **far more information** on cataract surgery and refractive surgery than ever before.

The new site will also be **more interactive** than in the past, allowing you to test your refractive surgery knowledge or order the *Refractive Surgery Guide* and the *Cataract Surgery Guide* with just the click of a button.

Visit www.aelc.com.au and see for yourself.

NEW interactive tour

Want to find out more about laser vision correction and cataract surgery...

Adelaide Eye & Laser Centre have recently developed an interactive tour for patients, friends and families to explore during their visit to the centre. The tour is an informative guide to everything you need to know about Cataract Surgery and Refractive Surgery as well as how to apply eye drops, and interactive quizzes to test your "eye knowledge".

The tour is easy to use due to touch screen technology and is located in the information area at reception for all to access. The tour is also used as a forum for people to pass on their opinions to Adelaide Eye & Laser Centre staff and to read comments made by others.

Please feel free to visit AE&LC at 215 Greenhill Rd, Eastwood to explore for yourself.



ADELAIDE
EYE & LASER
CENTRE

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ACHS accreditation
Promoting quality
health care.



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NEW Cataract SURGERY GUIDE

Approximately 25 percent of people over 65 years of age will have some cataract formation.

When cataract symptoms interfere with the performance of daily activities, or when the cataract becomes so advanced that prescription spectacles no longer help, surgery may be considered.

Adelaide Eye & Laser Centre routinely perform small incision cataract surgery that does not involve the use of injections or stitches around the eye.

Now available, the Cataract Surgery Guide

has been developed to inform patients and their families about all aspects of this highly specialised surgery.

Easy to read in larger print, the guide is free and available by simply phoning AE&LC on (08) 8274 7000 to obtain your copy.



Benchmarking

Adelaide Eye & Laser Centre has been involved in a Benchmarking program with QPS (Quality Performance Systems) since 2002 in order to achieve continuous improvements in a number of key areas.

In essence, it enables the sharing and comparison of systems and processes from a number of different organisations around the country in a structured way so that Adelaide Eye & Laser Centre's performance and skills can be identified.

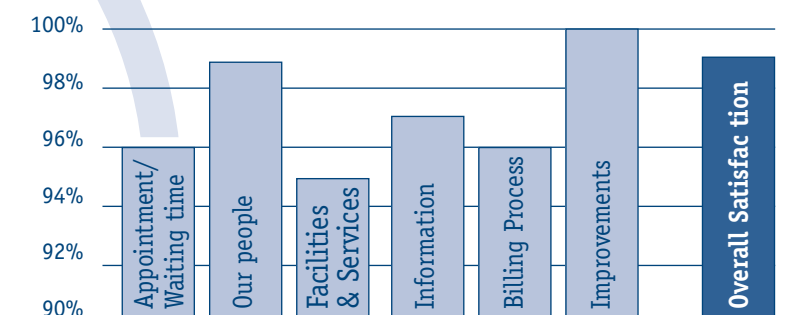
Adelaide Eye & Laser Centre aim for best practice that will lead to ongoing superior performance. The centre's results in the bench-

marking program have exceeded all expectations.

As the graph shows, patient satisfaction is very high (99% in this study) and the average waiting time for appointments experienced by patients in this study was less than 7 minutes.

Thank you to everyone who has returned the questionnaire posted to them after surgery. All feedback is greatly appreciated as it helps Adelaide Eye & Laser Centre to continue to improve and remain at the forefront of cataract and refractive surgery.

Overall Patient Satisfaction



A CLEARER BRIGHTER FUTURE



ACHS Accreditation

The evolution of Refractive Surgery

The idea of refractive surgery has been around for over a hundred years, and has since evolved considerably. Did you know...

- First suggestions of refractive surgery were documented as early as **1898**.
- Ophthalmologists began reshaping the cornea to correct refractive errors **over 50 years** ago.
- It was not until the early 1980s that an **excimer laser** was first developed to correct optical errors. The excimer laser now has an internationally documented reputation of accuracy and safety for over 16 years.
- Initially laser vision correction was performed on the surface of the eye as **PRK** (Photo refractive Keratectomy), the first clinical trials for which were performed in **1983**. PRK is still regularly performed today.

- **LASIK** (Laser assisted in situ keratomileusis) evolved in the early 1990s, to overcome some of the inconveniences of PRK (most notably the recovery time), and involves the combination of excimer laser application and the fashioning of a corneal access flap. Whilst its own history dates back to the early 1990s, (Dr Pallikaris from Greece, performed the first LASIK procedure in clinical trials in **1991**), much confidence can be gained from LASIK's related procedures which have more extensive histories. LASIK is now the most commonly performed procedure, with PRK reserved for very specific cases. The advent of LASIK has been one of the greatest advances in refractive surgery allowing faster recovery times and greater comfort for the patient and has now been performed internationally for over a decade.

With the advanced laser technology and surgical techniques of today, we can now treat **over 95%** of eyes with refractive errors.

Since laser vision correction is **not for everyone**, the pre-operative process must be extremely detailed to determine your suitability for laser vision correction. Before the decision to continue with laser vision correction is undertaken the patient must undergo an intensive **informed consent** process where the details of the procedure, its' risks, benefits and possible outcomes are wholly explained. In addition, over fifteen different variables need to be measured using the very latest in equipment and computer technology. The surgeon then constructs a management plan only if all of the criteria are met.

If you wish to find out more about laser vision correction, Adelaide Eye & Laser Centre offer complimentary, one on one, information sessions with our Clinical Adviser.

To arrange an appointment please phone 1300 366 564.

The Australian Council on Healthcare Standards (ACHS), has recently created a new category titled "Certification". Certification differs markedly to "Accreditation" and was designed for practices not yet accredited that are intending to obtain accreditation within a period of 18 months. Any practice wishing to establish a formal quality and improvement program that allows for accreditation may join this certification process. Adelaide Eye & Laser Centre is a fully accredited facility. Accreditation of the facility ensures national standards of healthcare and service are met in every aspect of Adelaide Eye & Laser Centre and that the centre continues to strive for exceptional service and clinical outcomes.

In November 2002 Adelaide Eye & Laser Centre successfully underwent another on-premise review by Australia's foremost

independent authority on healthcare, the ACHS, resulting in an extension of its accreditation for another 4 years. Accreditation was initially awarded to Adelaide Eye & Laser Centre in November 1999 through ACHS' Evaluation and Quality Improvement Program (EQuIP) for its outstanding patient care for both cataract surgery and excimer laser surgery.

ACHS surveyors commented that it was clear that Adelaide Eye & Laser Centre management and staff were committed to providing a high quality service with continual improvement... "The organisation has an impressive commitment to quality throughout. All staff have a clear patient focus and look for opportunities for continuous improvement... particularly impressive are the results in a benchmarking program that the centre participates in. There is good

use of ACHS and internal indicators to improve patient care and safety". In fact, Adelaide Eye & Laser Centre received an overall "Extensive Achievement" rating for its benchmarking of care delivery and clinical outcomes. (See the article on AELC benchmarking in this issue of In Focus).

The reviewer's conclusion was that at Adelaide Eye & Laser Centre, "Care is planned and delivered using a collaborative and systematic approach which involves patients and carers, as well as the healthcare team, and considers their physical, psychological, social and financial needs. Patients are well informed and demonstrate high levels of satisfaction with the services provided and the outcomes of care".

More information about ACHS accreditation and certification may be found at the ACHS website: www.achs.org.au

Tips on administering eye drops

Having problems administering eye drops?

After more than 11 years of administering eye drops for refractive and cataract surgery patients, Adelaide Eye & Laser Centre staff have worked out the easiest ways to overcome these problems.

If you are having trouble administering your eye drops you may like to try this method.

- Lie down on your back, close your eye and place an eye drop on the lid of your eye next to the crease of your nose, being careful not to let the eye drop vessel touch your eye, eyelid or eyelashes.
- Then quickly open and shut your eye to distribute the

eye drop evenly over the entire surface of the eye.

Always remember to wash your hands thoroughly beforehand and not to touch the tip of the drop bottle with your finger or anything else that may contaminate the vessel.

For more information and other tips on administering eye drops, go to www.aelc.com.au



Refractive SURGERY GUIDE

When you're thinking of laser vision correction for your eyes, it's so important you have all the facts...

For all you need to know about Laser Vision Correction at Adelaide Eye & Laser Centre, including guidelines for surgery, clinical results of excimer laser surgery and the LASIK and PRK procedures, take a look at the comprehensive Refractive Surgery Guide.

Simply phone Adelaide Eye & Laser Centre or email aelc@aelc.com.au to secure your free copy.

