



**Timboon and District Healthcare Service**

**2017**

**Quality Account Calendar**









## **Back from the dark. An incredible story of John Longmore's triumph over blindness and the 'heroes' that helped him rejoin the world.**

The staff at Timboon and District Healthcare Service mean the world to John Longmore. In his own words, they are his family.

"I'm old and on my own and they are my surrogate family. I love them to bits," the 81 year-old said.

"They are my support structure and I really do think of them like my family. I can't say enough wonderful things about them. The truth is, and I'm happy to say it, I wouldn't be here without their care and support."

A bachelor his whole life, John was born in Cobden on the 17th of December 1935 and moved to Melbourne as a 25 year-old for a 28-year career with the State Electricity Commission.

Sitting in the Cobden unit he's called home since 1988, John's massive grin and witty personality are alive and well – but there were moments even he doubted he'd ever regain his independence.

Between December 2013 and January 2016, John spent 758 nights in hospital fighting for his health, vision and independence.

"It started with a fall and a cracked rib at the end of 2013 which saw me hospitalised for 30 days. I came home briefly, but had another fall in February 2014 and hurt myself again, so I was back in hospital pretty quickly," he said.

"I had what is called Keratitis Herpes Simplex of the Cornea, which meant I was losing my eyesight rapidly.

"The eye and ear specialists in Melbourne put me on an eye drop regime, which required the nurses at Timboon to administer eye drops every two hours from 6.00 am to midnight, every day. They did this for eight months."

John endured his darkest days during this time. Not only was his eyesight failing, but his brother Robert (Hugh) was terminally ill.

"Hugh, who lived a couple of houses away here in Cobden, had prostate cancer. He was in a room across the hallway from me at Timboon and we spent five weeks together before he passed away on April 1, 2014.

"That was the hardest time for me. If it wasn't for the doctors and nurses I couldn't have got through it – it's not just them though, it's the kitchen staff, the community drivers, the administrators...I love them all."

John was transported to Melbourne to receive a successful right cornea transplant in October 2014 and returned home to Cobden briefly.

"But then I got bronchitis and was quite unwell. I needed lots of help and I was in Timboon again until I received my left cornea transplant in Melbourne in September 2015," he said.

"I went back to Timboon for my recovery and to be with people I knew and loved. When I finally left hospital on January 11, 2016 everyone lined up outside and clapped – it was pretty emotional. I owe them all so much.

"Fiona Hanel was the person who really kick-started me. Dr Raj, Dr Warwick, Dr Andrea – everyone, they're my heroes. Aside from my dear friend of 30 years Cheryl Rohan, who lives in Melbourne, the people at Timboon are my nearest and dearest friends."

These days, John looks forward to the twice-daily visits by Timboon's Community Care workers to administer his eye drops, sort out his medication, monitor his health and have a chat.

He is into his 25th year of Meals on Wheels and Home Help and finds himself in Timboon most Friday's for exercise class.

"At the moment, I'm working towards getting in a swimming pool again – maybe I'll find myself the perfect mermaid," he quipped before breaking out in the iconic laugh that's fondly missed around the corridors at Timboon.





# JANUARY 2017



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 New Years Day	2 New Years Day Holiday	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26 Australia Day	27	28
29	30	31	<b>Water Safety Awareness Month</b> 271 people drowned in Australian waterways from 1 July 2014 to 30 Jun 2015. Help make your community water safe <ul style="list-style-type: none"> <li>• Wear a lifejacket</li> <li>• Supervise children</li> <li>• Learn CPR and first aid</li> <li>• No alcohol around water</li> <li>• Learn lifesaving skills</li> </ul>			

On behalf of the Board of Governance and staff of Timboon and District Healthcare Service (TDHS), it gives me great pleasure to present the 2016 Quality Account report (previously known as Quality of Care report). This year we present a brand new format for our report – a calendar. We hope you like it! The primary purpose of this report is to keep our community informed of the systems, processes and outcomes in our multipurpose service as they relate to the quality and safety of our service delivery. The report is published each year in conjunction with the TDHS Annual report. The Annual report focuses on the financial aspects of TDHS whilst the Quality Account report gives us the opportunity to share with our consumers, carers and community how we optimise quality and safety at our healthcare service.

2015/16 has been a busy year at TDHS. As you will see in our calendar we are continually looking at ways to involve our consumers, carers and community in the provision of safe, responsive patient care. TDHS is committed to ensuring consumers, carers and our community are able to participate fully in the healthcare service. Thank you to the Community Advisory Committee for providing a community 'voice' for TDHS, including the review and endorsement of publications that we produce for our communities.

400 copies of our inaugural calendar have been printed and are distributed throughout the southern Corangamite shire.

An evaluation form has been included. We'd really like to know what you think of our 2015/16 Quality Account report. Your feedback is important to us as it helps us identify and responsively address our communities' health and wellness needs. Last year's evaluation told us that the photographs were great "I love photos of real people, makes it personal" and the graphs were easy to understand, "This report seemed to have a lot less confusing graphs and more written information which I preferred". This year we have definitely taken onboard feedback suggesting we keep the report 'down to earth, not too commercialised and keep it short.'

Acting CEO  
**Kim White**





# FEBRUARY 2017



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22 Teal Ribbon Day Ovarian Cancer	23	24	25
26	27	28	<b>Teal Ribbon Day</b> In Australia 1,400 women each year are diagnosed with ovarian cancer.			

**The Clinical Governance, Quality and Credentialing Committee (CGQC) is a subcommittee of the Board of Governance.**

**The CGQC monitors, evaluates and reviews:**

- clinical key performance indicators using audits.
- sentinel event investigations and outcomes & ensures appropriate management control actions have been taken, where required.
- changes to significant legislation relating to clinical operations.
- the findings and recommendations of external regulatory agencies' reviews, and ensures high risk/priority recommendations have been addressed.
- annual preparation and publication of TDHS Quality Account report.
- To ensure safety and quality incidents are recognised, reported and analysed, and this information is used to improve safety systems through a culture of no-blame and through open and honest reporting of incidents.
- results of accreditation surveys and ensure high risk/priority recommendations are addressed.
- patient/client satisfaction with TDHS services and ensure appropriate actions have been taken, where necessary.

The committee reviews and makes recommendations to the Board in relation to credentialing and defining scope of practice for health professionals at TDHS in conjunction with the Colac Area Health Credentials and Registration Advisory Committee, and ensures the clinical workforce is guided by evidence-based best practice.

The CGQC ensures patient rights and responsibilities are respected and their engagement in their care is supported.

Health literacy principles are embedded and evidenced in all clinical processes, communications and resources for consumers.







# MARCH 2017



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>World Oral Health Day</b> One in two 12 year olds (50%) have tooth decay in their permanent teeth. Three in ten adults aged 24-44 have untreated tooth decay (AIHW)			1	2	3	4
5	6	7	8	9	10	11
12	13 Labour Day	14	15	16	17	18
19	20 World Oral Health Day	21	22	23	24	25
26	27	28	29	30	31	

Victorian Healthcare Experience Survey (VHES) is a state wide survey of people's public healthcare experiences conducted independently on behalf of the Victorian Department of Health and Human Services.

People admitted to our ward and attending our Urgent Care Centre are sent a survey in the post to complete and return. Thank you to our community members who received and returned a survey in 2015 / 2016. We had a 50% response rate to the survey.

What are we doing well	
Question	Satisfaction %
Overall, how would you rate the care you received whilst in hospital?	99%
Overall, how would you rate the care and treatment received from your nurses?	99%
How would you rate how well the doctors & nurses worked together?	95%
What we are working on improving	
Were you involved as much as you wanted to be in decisions about your care & treatment?	70% *
Did your family or someone close to you have enough opportunity to talk with Doctors and staff?	78%

\* Our current project is bedside handover. Whiteboards highlighting key care elements and planning for the day are being designed for every patient room for use from late 2016

## 2015 / 2016

Number of formal feedback items received = 61

- Compliment = 31 (52%)
- Complaint, Comment or suggestion = 30 (48%)

## 2014 / 2015

Number of formal feedback items received = 112

- Compliment = 87 (78%)
- Complaint, Comment or suggestion = 25 (22%)

## Comments included:

- Thanks for all your understanding and care of mum. It is much appreciated by us all. We are so grateful to have a service like TDHS.
- I would like to compliment my maintenance man, he does a fantastic job; my gardens have never looked nicer so neat and trim – thank you

Our Community Advisory Committee advocates on behalf of consumers.







# APRIL 2017



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>30</b> Heart Week 30th April – 6th May	<b>Heart Week</b> Cardiovascular disease (CVD) is a major cause of death in Australia with 45,053 deaths attributed to CVD in Australia in 2014. CVD kills one Australian every 12 minutes.		<b>April Falls Awareness Month</b> Falls and fall related injuries are the leading cause of injury and hospitalisation for older people in Australia. Falls are preventable. Staying fit and independent is an important part of healthy ageing.			<b>1</b>
<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>
<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b> Good Friday	<b>15</b>
<b>16</b> Easter Sunday	<b>17</b> Easter Monday	<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>
<b>23</b>	<b>24</b>	<b>25</b> Anzac Day	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>

## Medication related incidents

- Medications are the most common treatments in healthcare and errors can and do occur. All medication incidents are entered into our incident management system 'Riskman'. We make sure we implement appropriate follow up, then take action to improve our systems around medication safety. Our aim is to prevent the same incident from occurring again!
- These incidents are reviewed at the ward level and then they are referred to the Clinical Governance, Quality and Credentialing Committee, a subcommittee of our Board of Governance.

Medication incidents by severity	Near miss / no harm	Mild	Moderate	Severe
<b>2014/15</b>	49	16	0	0
<b>2015/16</b>	46	13	1	0

## Antimicrobial Stewardship

- The Antimicrobial Stewardship (AMS) Clinical Care Standard aims to ensure that a patient with a bacterial infection receives the right antibiotic to treat their condition, the right dose, by the right route, at the right time and for the right duration based on accurate assessment and timely review. The launch of the AMS program at TDHS in 2015 helps our doctors to effectively assist in the correct choice of antibiotics being prescribed.
- TDHS participates in the Barwon South West Regional Antibiotic Stewardship Program (SWABS) audits on the use of antibiotics. The SWABS team includes a pharmacist, infectious disease physician, microbiologist and infection control nurse.

Audits on the use of antibiotics are conducted twice yearly; results are discussed with our doctors.

## Identification Checking

Before medications are given you will be asked your name, date of birth and the nurse will confirm your unique reference (UR) number. The nurses will do this even if they know who you are! Regular audits are completed to ensure we are attending to this requirement. March and October audits demonstrate 100% compliance, with all nurses confirming patient identity prior to administering medications.





# MAY 2017



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
We ask that visitors perform hand hygiene with alcohol based hand rub provided at multiple locations within the facility.	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25 Australia's Biggest Morning Tea	26	27
28	29	30	31	<b>Australia's Biggest Morning Tea</b> It is estimated that 1 in 2 Australians will be diagnosed with cancer by the age of 85. In 2015 Australia's Biggest Morning Tea raised over \$13.5 million which helped to fund research and prevention programs.		

## Hand Hygiene

Improving Hand Hygiene among healthcare workers is currently the single most effective intervention to reduce the risk of hospital-acquired infections in Australian hospitals.

Five Moments for Hand Hygiene have been identified as the critical times when Hand Hygiene should be performed. These include:

- o Before touching a patient
- o Before undertaking a procedure
- o After a procedure or exposure to body fluids
- o After touching a patient
- o After touching patient surrounds
- Audits on staff compliance against the 5 moments are conducted 3 times per year
- Benchmark = 80%

### TDHS results

Year	Audit 1	Audit 2	Audit 3
2014	92.2	92.7	80.4
2015	84.3	96.1	98
2016	92.2	96.2	NA

## Infection data

Healthcare associated infections from bacteria can cause serious illness especially if they affect the blood stream. Infections are monitored and reported to a state wide organisation, VICNISS

- Staphylococcus aureus blood stream (SAB) infections
  - o 2013 / 2014 = 0 cases
  - o 2014 / 2015 = 0 cases
  - o 2015 / 2016 = 0 cases

## Staff Immunisation

Staff working in health care facilities are at high risk of exposure to vaccine preventable diseases such as Influenza. TDHS staff are encouraged to have a free Influenza vaccination each year.

Compliance benchmark level in 2015 / 2016 is 75%. Percentage of TDHS staff who had a flu vaccine:

- o 2014 = 84.5%
- o 2015 = 86.0%
- o 2016 = 82.7%

## Cleaning Services

External cleaning audit is completed each year by an external infection control consultant using The cleaning standards for Victorian health facilities, 2011 Compliance benchmark level is 85%. TDHS results:

- o 2012 = 98%
- o 2013 = 98%
- o 2014 = 99%
- o 2015 = 99%
- o 2016 = 99%





# JUNE 2017



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>Men's Health Week</b> 12th – 18th June A boy born in Australia in 2010 has a life expectancy of 78 years while a baby girl born at the same time could expect to live to 82.3 years old.		<b>Bowel Cancer Awareness Month</b> 1st – 30th June 90% of bowel cancer cases can be treated successfully if found early. Fewer than 40% are detected early. Australia has one of the highest rates of bowel cancer in the world.		1	2	3
4	5	6	7	8	9	10
11	12 Queen's Birthday Men's Health Week 12-18th June	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

TDHS provides residential aged care to people who need assistance with day to day tasks &/or their health care needs; we have 4 permanent aged care places. To measure and determine the quality of care delivered TDHS complete the Victorian Department of Health quality indicators, which are used for all public sector residential aged care services.

5 indicators collected quarterly are:

## 1. Prevalence of pressure injury

Stage 1 = 0  
 Stage 2 = 0  
 Stage 3 = 0  
 Stage 4 = 0  
 Unstageable pressure injuries = 0  
 Suspected deep tissue injury = 0

## 2. Prevalence of falls & fall related fractures

Falls = 0  
 Fractures resulting from falls = 0

## 3. Incidence of physical restraints

Uses of intentional physical restraint from  
 3 observation audits of observation days = 0  
 Uses of physical restraint devices from  
 3 observation audits of observation days = 0

## 4. Incidence if residents using 9 or more medications

Residents using 9 or more different medicines = 3

## 5. Prevalence of unplanned weight loss

Experienced total unplanned weight loss  
 equal or greater than 3 kg = 0  
 Experienced an unplanned weight loss  
 over 3 consecutive months = 0

In 2017 TDHS will start surveying residential experience.

Community Home Support Program (CHSP) previously known as Home and Community Care (HACC) is delivered across our community. TDHS staff visit the consumer's home to provide quality care.

## Services include:

- o District nursing
- o Home care
- o Personal care
- o Respite at home
- o Planned Activity Group
- o Home Maintenance

## Advanced Care Planning

TDHS is currently working with patients on admission to the ward on ensuring an advance care plan is in place and that the health service has a copy. The advance care plan is now part of the electronic health record. Audits will commence in 2017.





# JULY 2017



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
30	31	<b>National Diabetes Week</b> Two million Australians have pre-diabetes and are at high-risk of developing type 2 diabetes. As pre-diabetes has no specific symptoms, many people do not know they are at high-risk. Approximately one in three people with pre-diabetes will develop type 2 diabetes within 5-10 years, but this risk can be reduced with healthy eating and physical activity				1
2	3	4	5	6	7	8
9 National Diabetes Week 9-15th July	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24 Stress Down Day for Lifeline	25	26	27	28	29

## Clinical incidents

### Definition from National Safety and Quality Health Service Standards:

- **Adverse event:** An incident in which harm resulted to a person receiving health care.
- **Incident:** An event or circumstance that resulted, or could have resulted, in unintended and/or unnecessary harm to a person and/or a complaint, loss or damage.

TDHS participates in the Victorian Audit of Surgical Mortality; our result is zero.

## Falls

All patients on admission have a falls risk assessment completed and appropriate measures to prevent a fall are implemented.

	Number of falls	Number of falls with serious harm – fracture
2014/15	23	0
2015/16	22	0

## Pressure injury (PI)

Most pressure injuries are preventable. Prevention involves ongoing risk assessment of all patients, including skin inspection and repositioning patients at regular intervals, analysis of what may have caused the injury in the event of pressure injury development and the selection of appropriate pressure relieving devices.

	Pressure Injury - total	Noted on admission	Acquired in health service	PI Stage 3 or greater
2014/15	12	8	4	0
2015/16	10	7	3	0

## Clinical Documentation / Medical Record

TDHS's new look COW's (Computer on Wheels) are mooing around the ward (with expert nurses attached!) recording patients' clinical information and providing bedside access to pathology results, medication charts and observation records. The regional Electronic Health Record (EHR) is providing 21st century technology to improve the quality and safety of patient care.

Kim White, acting CEO said, "Staff are getting used to the new equipment and are able to quickly and easily access and update their patients' electronic medical records at the bedside as they work. The new equipment helps them coordinate and deliver great and safe care."





# AUGUST 2017

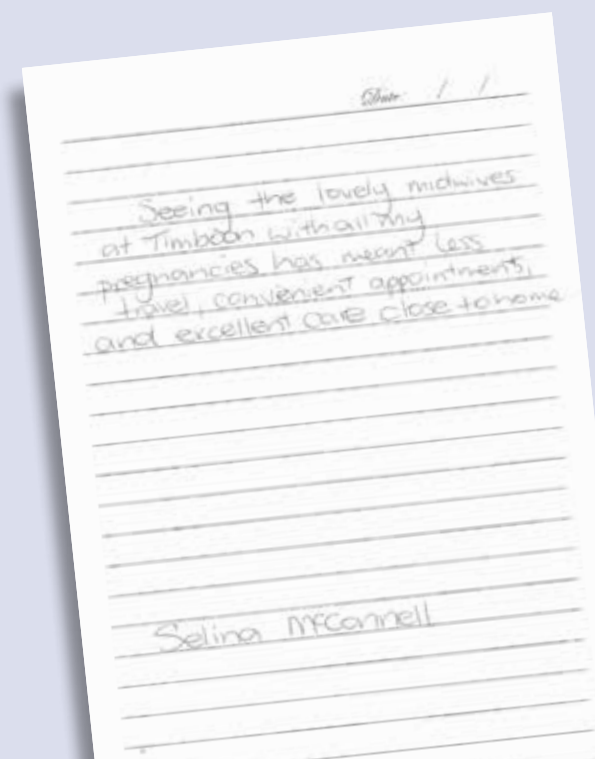


Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>Speech Pathology Week</b> 20% of four year old children have difficulty understanding or using language. Children with a language impairment are six times more likely to have a reading problem than children without.		1	2	3	4 Jeans for Genes Day	5
6	7 Speech Pathology Week 7-13th August	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

## Community Midwife

### Role of the Community Midwife:

- Antenatal and Postnatal Care
- Assist visiting obstetrician each month
- Great professional working relationship with the women's health service and maternity department at South West Healthcare Warrnambool.
- Works closely with Maternal and Child Health Nurse, Perinatal and Emotional Health Service and other social support services in our area.
- Enables women to have their pregnancy care locally.
- Family friendly environment.
- Connects women with other services TDHS provides ie Physio, Bounce Back with Babes classes, antenatal classes and dietician.
- Continuity of care
- Personal one on one care and support







# SEPTEMBER 2017



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>R U OK? Day</b> A new national survey for R U OK? has revealed Australian's spend an average of 46 hours of their weekly downtime looking at their TV's and digital devices, compared to an average of six hours engaging with family and friends.					1	2
3	4 Women's Health Week 4th – 8th September	5	6	7	8 R U OK? Day	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

## Partnerships between Community Health Nurse and local Education Providers.

The Community Health Nurse at TDHS works in partnership with Timboon P-12, Simpson PS, Nullawarre PS, Cobden PS and Hampden Specialist School offering education programs in sexual and reproductive health, respectful relationships and healthy living. The programs help young people to increase their knowledge and develop skills about mental health issues, body image and positive self-esteem.

People living in rural and remote areas have poorer health and more limited access to health services than those in urban areas. Adolescence, generally a period of optimum health, is fraught with risky health behaviours. Increasingly, mental health problems including depression, alcohol and drug use, suicide, self-harm, sexual health, inappropriate nutrition and physical activity are key areas of adolescent health concern in Australia. To address the health and wellbeing needs of young people the TDHS Community Health Nurse provides individual consultations and health promotion programs within the school environment.

Students from year 5 -10 participated in a range of programs during the past year, from Puberty and Healthy Development for year 5 & 6, through to programs that focus on respectful relationships, communication, assertiveness, positive self-talk. Year 9 & 10 attended programs that included Sexual Decisionmaking, Contraceptive Options, and the Core of Life – Teenage Unplanned Pregnancy Support, Personal Health and Wellbeing.

Parents are also encouraged to attend Mother / Daughter and Father / Son Nights. These evenings are designed to validate the parents' own knowledge of puberty and facilitate and encourage conversation between the parent and young person on this sensitive topic.





# OCTOBER 2017



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16 National Nutrition Week 16-22nd October	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	<b>Breast Cancer Awareness Month</b> Breast cancer remains the most common cancer among Australian women. Survival rates continue to improve in Australia with 89 out of every 100 women diagnosed with invasive breast cancer now surviving five or more years beyond diagnosis. Take the time this month to find out what you need to know about breast awareness and share this important information with your family, friends and colleagues.			

TDHS has joined with 12 other health services across the Southwest to discontinue the sale of sugary drinks. We see it as our role to show leadership and actively support our communities to live healthy, happy lives. The removal of sugary drinks aims to make healthy choices easier for staff and visitors and encourages people to think about healthier options.

Patient/resident meals are freshly prepared daily in the kitchen on site at our multipurpose service, including Meals on Wheels for the Timboon region. Meals on Wheels is a program that delivers meals to individuals at home who are unable to purchase or prepare their own meals.

In May Dietitian Diana D'Auria spent a day at Timboon Kindergarten celebrating Jamie Oliver's Food Revolution Day.

The aim of the day was to get kids actively participating in food preparation and exposed to different types of fruit or vegetables. Diana believes in making meal times a relaxed, positive and fun experience for children. She says "It is more likely that children will want to try different foods when they are preparing it and helping out."

Some of the recipes that the children prepared included:

- Veggie spider munchies that were made out of rice cakes, hummus, avocado spread, carrots, celery and cherry tomatoes
- Banana smoothies
- Fruit sticks
- Mini pizzas that were made with wholegrain English muffins, pineapple, cheese, spinach, capsicum, mushrooms and herbs!

Diana hosted another Jamie Oliver Food Revolution Day later in the year with Simpson Kindergarten.

The Timboon Cancer Group generously donated food moulds to TDHS.

Patients who have difficulty swallowing, poor chewing ability or those who fatigue during meals may need smooth, pureed meals. The food moulds mean that pureed food will now be served actually looking like the original food and not just a blob of mixed up mash. Our heartfelt thanks go out to our communities for their ongoing generosity.





# NOVEMBER 2017



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>National Cervical Cancer Awareness Week</b> Recent research shows about 43% of Australian women are not having the recommended 2-yearly Pap tests which is alarming as evidence shows the women most likely to get cervical cancer are those who have not had a regular Pap test. We also know that 57% of young women aged 18-25 are also not having the recommended 2-yearly Pap tests.			1	2	3	4
5	6	7 National Cervical Cancer Awareness Week 7-13th November	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25 White Ribbon Day
26	27	28	29	30	<b>White Ribbon Day</b> Violence against women is a serious problem in Australia. 1 in 3 women have experienced physical and/or sexual violence perpetrated by someone known to them.	

**People Matters** is a staff satisfaction survey run by the Victorian Public Sector Commission that gives insight into what employees value in their workplace and how the organisational culture is shaping. In April 2016 29 staff (30% of our workforce) returned a survey. Responses included:

- o Overall job satisfaction = 83% (2014 = 73%)
- o I would recommend my organisation as a good place to work = 76%
- o Patient care errors are handled appropriately in my work area = 86%
- o The culture in my work area makes it easy to learn from the errors of others = 76%

## Graduate Nurse Program

Graduate nursing and midwifery programs support graduates during their first year of practice, providing an environment where they can consolidate and further develop their knowledge, skills and competence. Each year TDHS has a 0.8 full time equivalent graduate nurse position available.

## Undergraduate Students

Undergraduate students visit TDHS each year from:

- Deakin university – Nursing and Medical School
- South West TAFE – Nursing & Allied Health Assistant

TDHS supports Timboon P-12, Cobden Tech and Mercy Regional College students for Work Experience across the organisation including nursing, allied health, hospitality, administration and gardening.

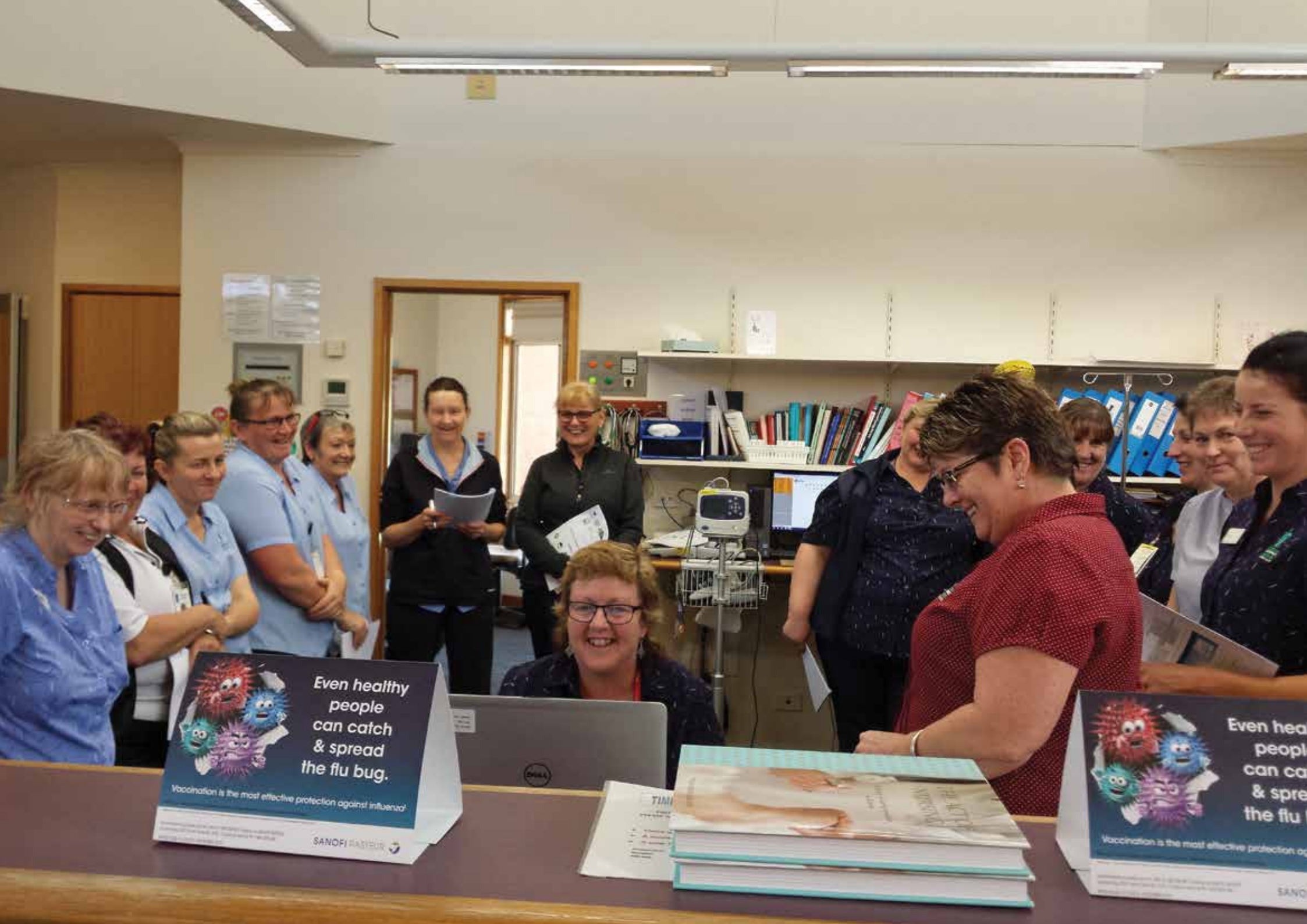
## Education

Education has been a priority in 2016; moving our staff competence into confidence particularly in practical based training. Midyear TDHS nursing, visiting medical staff and Emergency Services (Ambulance Victoria paramedics and Community Emergency Response Team volunteers, Police & CFA) honed their clinical skills in the Urgent Care Centre.

## Other clinical training experiences included:

- nurses and GP's working together on neonatal emergency response and resuscitation with PIPER (PIPER - Paediatric Infant Perinatal Emergency Retrieval)
- Advanced Life Support training
- 20 nursing staff attended 'Sim Time' simulation training at the Deakin University Medical School laboratory.





# DECEMBER 2017



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
31	<b>Surviving the Festive Season</b> <b>Festive Season Tips</b> <ul style="list-style-type: none"> <li>• Enjoy the company of family and friends</li> <li>• Stay hydrated</li> <li>• Never go out hungry and there's no need to say yes to everything</li> <li>• Be sensible with alcohol and plan some alcohol free days</li> <li>• Make movement part of your day</li> </ul>				1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25 Christmas Day	26 Boxing Day	27	28	29	30

## DIVERSITY

### We want:

- Everyone who enters our multipurpose service to have a positive experience and all consumers/ patients to achieve the best possible outcome.
- To ensure our services and environment are responsive to the diverse needs of the people who use, visit and/or work here.

In 2015/16 TDHS did not require the services of an accredited interpreter.

Mid 2016 TDHS established a Diversity working group. Currently the group is reviewing legislation and ensuring TDHS policies and processes are compliant and accurately reflect our person-centred inclusive culture.

### Positive workplace culture

This year the Executive team has focused on bringing the new leadership team together, including individual development, team effectiveness and implementation of positive culture. Midyear similar work began with the next line of managers and team leaders

All staff actively worked towards fulfilling their annual online mandatory training requirements, including acceptable workplace behaviour.

### And we celebrated:

The Executive team cooked a barbecue lunch for staff to celebrate reaching 200 'Likes' on our newly established Facebook page.

The last Tuesday of every month staff share morning tea.

### Health literacy

Health literacy is a safety and quality issue.

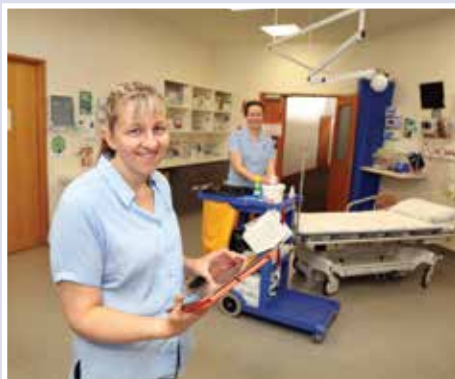
Did you know that 6 out of 10 Australians have trouble accessing or understanding their healthcare?

At TDHS we take responsibility and action to ensure we make our environment as easy as possible for everyone to access, navigate, understand, and use information. It is important to us that people are able to make informed decisions about their healthcare.

All TDHS staff participate in health literacy education and training. We aim to help each other to always:

- Use plain language in all communication – with other staff and with clients
- No acronyms or jargon
- Explain medical and other technical terminology
- Check that information has been understood





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