



TIMBOON
AND DISTRICT
HEALTHCARE
SERVICE

Timboon and District Healthcare Service

2019

Quality Account Calendar



Hazel Bullen



Sitting in the warm sun on the patio outside her room at Timboon and District Healthcare Service (TDHS), Hazel Bullen doesn't have to worry about a thing.

When you've had the health issues she's endured over the years, not worrying about things is a comfort she's had to learn. This is Hazel's story.

Two-time breast cancer survivor Hazel Bullen has seen more than her fair share of the state's healthcare system.

In her own words, she's 'had all sorts of health issues and had all sorts of things done' over the past three decades.

Now 82, she's settled into residential care at TDHS and can't speak highly enough of the staff and services available.

"The people here are wonderful to me... very caring and helpful. It's a really nice atmosphere and it didn't take long for it to feel like home," she said.

"Due to issues with my stomach, I have to have all my food vitamised. The kitchen staff are really good to me with that – if I ask for something they always see if they can blend it for me and make it interesting".

"Blended vegetables and fruit are my regulars, but sometimes we add meat. That took a bit of getting used to, but I'm still here," she laughed.

Hazel was born in Shepperton and lived in Melbourne before getting married and moving to Paaratte where she raised her family on a dairy farm.

"About four years ago, the cancer I had nearly 30 years ago came back. I was in and out of hospitals in Melbourne, Ballarat and Geelong getting every treatment you can think of for a couple of years," she said.

"Then when the doctors thought I was over the worst of it, I came in here for a while until I got better and was well enough to go home".

"My husband was my carer at home, but when he passed away I couldn't manage on my own. I was falling over and having all sorts of problems".

"I couldn't handle my food and vitamising everything and my family thought it would be best if I came back here into respite care".

Hazel said she knew the time was right and that she needed the extra care that the TDHS team gave her.

"I'm lucky as well because I still have my house here in Timboon and my daughter takes me there every Sunday to spend time there," she said.

"It's nice that that's there and I can spend time with Ruby my Cavalier King Charles Spaniel. She gets very excited to see me".

"My grandson Alex lives in the house and looks after Ruby and waters my plants for me which is special."

These days Hazel still loves gardening and keeps a close eye on the potted plants on the large patio outside her room.

"Every Tuesday I go to exercise with Tracey (Heeps). I like the balancing exercises because my balance isn't good and I'm trying to improve that," she said.

"On Thursdays and Fridays I go to Timboon Social Support Group which is a social group and I really enjoy that".

"I'm a reader – I love books. I enjoy crosswords and I love my iPad because I can look things up and look at photos my family send me".

"It's different to being at home but the people are wonderful and I'm happy here with my books and I don't have to worry about anything".





Gerry Sheehan CEO

On behalf of the TDHS Board, staff and volunteers, we are pleased to present our annual Quality of Care Report.

This report is designed to describe the quality and safety systems, processes and achievements of our health service for you, consumers, carers and partners in our community. The information we provide is in line with the requirements of Safer Care Victoria.

As our community grows, we are treating and providing care for more people throughout the organisation than ever before. We continue to plan for the future, using the Community Health Needs Assessment and Strategic Plan as our guide, to meet the growing need for improved access to local health care services and facilities locally.

Quality and safety remain a key focus at all times and we enjoyed a fantastic outcome with the successful accreditation of many of our services in November 2017.

This report showcases areas in which we are improving the high number of safe and positive experiences already occurring within our health system, and striving toward our vision of ensuring we have a strong and healthy community.

In developing this report, we took into account the feedback from the community on the past editions and suggestions from consumer advisers about inclusions for the current edition.

We always like to hear your feedback about our annual quality report to the community. We welcome your contribution by feeding back through the members on our Community Advisory Committee or by completing a Feedback form which are available at reception. We look forward to hearing from you and encourage you to tell us what you think of the report.

Maryanne Puli Vogels
Board Chair

Gerry Sheehan
CEO

JANUARY 2019

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 New Years Day	2	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	Water Safety Awareness Month	



Accreditation

The National Safety and Quality Health Service (NSQHS) Standards were developed by the Commission with the Australian Government, state and territory partners, consumers and the private sector. The primary aim of the NSQHS Standards is to protect the public from harm and improve the quality of health care. They describe the level of care that should be provided by health service organisations and the systems that are needed to deliver such care.

On October 5th and 6th 2017, TDHS had their accreditation review.

Two surveyors from the Australian Council of Healthcare Standards (ACHS) were on site to review TDHS against the fifteen NSQHS standards. We passed all fifteen standards and also received two 'met with merit' results.

TDHS did not receive any recommendations from this review.

It was noted in the 2017 ACHS Survey overview that for TDHS, "Consumers and/or carers are involved in the governance of the health service organisation" has been elevated from 'Satisfactorily Met' to 'Met with Merit' in recognition of the work being done to enhance and develop consumer engagement.

Consumer engagement at TDHS includes:

- Volunteer Services
- Community Advisory Committee
- Social Engagement e.g. Australia's Biggest Morning Tea
- Timboon Healthcare Walking Group
- Health Education Sessions

FEBRUARY 2019

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Feb Fast					1	2
3	4 Tube Feeding Awareness Week 4 – 8 February	5	6	7	8	9
10	11	12	13	14 Wear Red Day	15	16
17	18	19	20	21	22	23
24	25 Hearing Awareness Week 25 February – 3 March	26	27	28 Teal Ribbon Day Ovarian Cancer	February is Ovarian Cancer Awareness Month	Month of February Don't Wait Until It's Too Late Bowel Cancer Australia



Warm Welcome at TDHS

Feedback

Feedback from our consumers and community is vital to our quality improvement process. We encourage and value your feedback. Please tell us about your experiences; all feedback received is entered electronically into RiskMan (the electronic Risk Management system), where it is analysed and evaluated.

Feedback can be provided by speaking with the staff or manager of the service you are accessing, completing a feedback form, writing a letter or telephoning the appropriate manager in the healthcare service. Six confidential locked boxes have been installed in waiting areas within TDHS to easily and confidentially drop in your forms/letters.

2017 / 2018

Number of formal feedback items received = 19

- Compliment / thank you = 17 (89%)
- Feedback surveys completed = 2 (11%)

2016 / 2017

Number of formal feedback items received = 69

- Compliment = 32 (46%)
- Complaint, Comment or suggestion = 37 (53%)

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 are sent a survey in the post to complete and return. We encourage all community members to complete the survey and take the opportunity to provide the health service with valuable feedback in order for us to enable optimum health and wellness for our communities. We would like to thank our community members who received and returned a survey in 2017 / 2018. Data is submitted monthly but results are only generated when forty two consumer responses are received. At time of print TDHS are yet to reach this number.

To assist with patient feedback, each patient on admission is now given a survey to complete and return prior to discharge. These are then uploaded onto RiskMan and presented at the monthly Patient Safety and Quality Committee meeting.

TDHS takes a multidisciplinary approach to patient discharge and families are encouraged to participate in the discharge process.

MARCH 2019

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
31					1	2
3 World Hearing Day and Hearing Awareness Week 3 – 9 March	4	5	6	7	8	9
10	11 Labour Day Brain Awareness Week 11 – 17 March	12	13 Swallowing Awareness Day	14	15 Red Nose Day	16
17	18	19	20 World Oral Health Day	21 World Down Syndrome Day	22	23
24 World Tuberculosis Day	25	26 Purple Day – Epilepsy	27	28	29	30



Immunisation clinic at TDHS

Hand Hygiene

Hand hygiene (HH) is simply the cleaning of hands with either soap and water or an Alcohol-based hand rub. Improving HH among healthcare workers is currently the single most effective intervention to reduce the risk of hospital-acquired infections in Australian hospitals. Five Moments for HH have been identified. HH should be performed:

- Before touching a patient
- Before undertaking a procedure
- After a procedure or exposure to body fluids
- After touching a patient
- After touching patient surrounds

Alcohol-based hand rubs (ABHR) are more effective against most bacteria and many viruses than either medicated or non-medicated soaps. ABHR is the gold standard of care for HH practice in healthcare settings, whereas handwashing is reserved for situations when hands are visibly soiled. ABHR is the HH product of choice for all standard aseptic non-touch technique procedures.

We ask that visitors to the health service perform hand hygiene with ABHR before entering TDHS and before entering patient or resident rooms. ABHR pumps are provided at multiple locations within the healthcare service. Audits on staff compliance against the five moments are conducted three times per year and the benchmark required to be met is 80%.

TDHS results			
Year	Audit 1	Audit 2	Audit 3
2016	92.2	96.2	83.9
2017	88.8	92.2	83
2018	85.2	96	NA at time of print

Infection Control Data

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

Staphylococcus aureus blood stream infections

- 2015 / 2016 = 0 cases
- 2016 / 2017 = 0 cases
- 2017 / 2018 = 0 cases

Staff Immunisation

Barwon South West Region Health Services have set an influenza vaccination target of 95% this year, to reduce the risk of harm to patients and staff.

TDHS results:

- 2016 = 82.7%
- 2017 = 88.0%
- 2018 = 96.0%

APRIL 2019

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3	4	5	6
7 World Health Day	8	9	10	11 World Parkinson's Disease Day	12	13
14	15	16	17	18	19 Good Friday	20 Easter Saturday
21 Easter Sunday	22 Easter Monday	23	24	25 Anzac Day	26	27
28 World Day for Safety and Health at Work	29 Heart Week 29 April – 6 May	30		April Falls Prevention Month	Sexual Assault Awareness Month	World Parkinson's Awareness Month



Strong Women

Patient Safety

TDHS is committed to ongoing improvement of all patient care areas and has a strong commitment to safety and quality. This is reflected in our organisation wide approach to the prevention and management of adverse events and identified risk.

To measure and determine the quality of care delivered, TDHS complete the Victorian Department of Health quality indicators. These are: prevalence of pressure injury, prevalence of falls/falls related fractures, incidence of physical restraints, incidence of residents using nine or more medications and prevalence of unplanned weight loss for our four aged care residents.

Prevalence of Pressure Injury

With pressure injuries recognised as an international patient safety problem, prevalence of pressure injuries has become a standard by which hospitals are evaluated and assessed. Most pressure injuries are preventable if appropriate measures are implemented. Prevention involves ongoing risk assessment of all patients, implementation of prevention strategies including skin inspection and repositioning residents 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 ulcers Stage 1 and 2	Pressure ulcers Stage 3 or greater
2016/2017	2	0
2017/2018	0	0

Prevalence of Falls/Falls Related Fractures

Preventing falls and injuries is a high priority for TDHS. All patients on admission have a falls risk assessment completed and appropriate measures are implemented to prevent a fall. Work is being done to reduce falls by implementing safety measures early and incorporating aids to minimise the risk and harm from falls. TDHS is committed to "Targeting Zero" for falls.

	Number of falls Aged Care	Number of Aged Care falls with serious harm – fracture
2016/2017	26	1
2017/2018	9	0

Incidence of Physical Restraints

At TDHS in 2017/2018 zero incidence of physical restraint was recorded.

Incidence of residents using nine or more medications

In 2017/2018 TDHS reported one incidence.

Prevalence of Unplanned Weight Loss

TDHS reported zero incidents in 2017/2018.

MAY 2019

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1 National Youth Week 1 – 7 May	2	3	4
5	6	7 World Asthma Day	8	9	10 World Lupus Day	11
12 International Nurses Day	13	14	15	16 National Palliative Care Week 16 – 25 May	17	18
19	20	21	22	23 Australia's Biggest Morning Tea	24	25 Kidney Health Week 25 – 31 May
26	27	28	29	30 World MS Day	31 World No Tobacco Day	Month of May Lung Health Awareness Day



Mens Strength Training

Comprehensive Care - End of Life Care

TDHS has created a working party consisting of staff members from the acute ward and district nursing service to review TDHS's current practice for end of life care. The working party will be reviewing TDHS policy and practice with current guidelines and best practice.

Some TDHS staff recently attended a workshop which provided them with information to assist in caring for Lesbian Gay Bisexual Transgender and Intersex palliative care clients.

Advanced Care Planning

Advance Care Planning promotes care that is consistent with a person's goals, values, beliefs and preferences. It prepares the person and others to plan for future healthcare when the person may no longer be able to communicate those decisions themselves. TDHS works with patients on admission to the ward ensuring an advance care plan is in place. The healthcare service holds a copy of the plan which forms a part of the patient's electronic health record.

TDHS is in the process of having Advanced Care Directives made available electronically. Several staff recently attended education sessions on "The Medical Treatment Planning and Decisions Act 2016", which is legislation around the development of an Advanced Care Directive.

Patients 75 years and over who had an Advance Care Directive in place during their admission to TDHS:

2017/2018	37/83	(45%)
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People Matters Survey

The People Matters Survey is a staff satisfaction survey managed by the Victorian Public Sector Commission since 2005. The survey allows staff to communicate beliefs, attitudes and insights about a workplace to their employer, anonymously. It provides valuable information about how the culture of the organisation is shaping and what is valued by the employees.

In 2018, 53% of staff returned the survey.

The survey results of 2018 reported the following responses:

Overall Job satisfaction = 76%

I would recommend my organisation as a good place to work = 80%

I feel a strong personal attachment to TDHS = 79%

I believe TDHS is an equal opportunity employer = 80%

JUNE 2019

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
30	Bowel Cancer Awareness Month	National Burns Awareness Month				1
2	3	4	5	6	7	8
9	10 Queen's Birthday	11 Men's Health Week 11-17 June	12	13	14 World Blood Donor Day	15 World Elder Abuse Awareness Day
16	17 World Continence Week 17 - 29 June	18	19	20	21	22
23	24	25	26	27	28	29



Nullawarre Primary School 'Be smart choose tap' courtesy of Wannon Water

TDHS has a dedicated team that provides community support for families having babies.

These consist of a Community midwife that provides pre-natal and post-natal care for mother and baby. This service is supported by Liz Uren (Gynaecologist) who makes monthly visits to TDHS, ensuring that families can access services within our region.

Pre-natal classes are provided to the community by a midwife as the need requires.

Mothers and their babies can also access a social support and exercise class called "Bounce Back with Babes."

For access to services call TDHS.

JULY 2019

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3	4	5	6
7 National Diabetes Week 7 - 13 July	8 NAIDOC Week 8 - 15 July	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24 Stress Down Day - Lifeline	25	26	27
28 World Hepatitis Day	29	30	31			



Speech Pathology; Did You Know...

- 20% of four year old children have difficulty understanding or using language
- There is a link between communication difficulties and poor mental health
- 28% of teachers take time off work each year due to voice problems
- Children with language difficulties are six times more likely to have a reading problem
- 30% of people post-stroke suffer loss of language
- 85% of those with Parkinson's Disease have voice, speech and/or swallowing difficulties
- Humans swallow at least nine hundred times a day!

TDHS provide a speech pathology clinic for preschool aged children as well as adults.

Speech Pathologists study, diagnose and treat communication disorders, including difficulties with speech, language, fluency and voice.

We work with a range of clients, such as children whose speech is hard to understand, people who stutter, those with language delays, stroke and brain injury survivors, people with learning and intellectual disabilities, those with progressive diseases such as Dementia, Parkinson's disease and Multiple Sclerosis, and people who have difficulties swallowing food and drink safely.

Occupational Therapy at TDHS

Occupational Therapists assist people to overcome limitations caused by injury, illness, developmental delay or effects of ageing. We aim to enable people to continue to live safely at home and maintain their independence in meaningful daily activities. Daily activities can include mobility, personal care, domestic and community tasks. We perform our assessments in homes as we need to assess the environment in which clients carry out these daily activities. Common interventions that we may recommend to make tasks easier include equipment provision, home modifications, changing the way a client completes a task or recommending home services.

Contact TDHS on **5558 6000** for these services.

AUGUST 2019

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Tradies National Health Month				1 World Breastfeeding week 1 – 7 August	2	3
4	5 Healthy Bones Week	6	7	8 Dying to Know Day	9	10
11	12	13	14	15	16	17
18 Speech Pathology Week 18 – 24 August	19	20	21	22	23 Daffodil Day	24
25	26	27	28	29	30	31



2018 TDHS Photo Competition - 2nd place winner: **Diana D'Auria**



Mary Guy, James Herd and Kevin Sheedy celebrate R U OK? day

Consumer Involvement

TDHS is currently going through the process of updating their strategic plan. Our community members and staff assisted us in this process through a survey which was available in paper form, via our website and facebook page, and at an information van placed within our community earlier this year. Community members were able to visit the van in the Timboon town centre, outside Timboon P12 School and at the Timboon Recreation Reserve during football training, and complete the survey or participate in a range of activities to provide feedback on TDHS's future.

The Community Advisory Committee was established in October 2016 and is a subcommittee of The Board of Governance. We have six community members on this committee, who advocate on behalf of consumers.

SEPTEMBER 2019

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2 Women's Health Week 2 – 6 September National Stroke Week 2 – 8 September	3	4	5	6	7 World Physio Day
8	9	10	11	12 R U OK? Day	13 World Sepsis Day	14
15	16	17	18	19 Dietitian's Day	20 Jeans for Genes Day	21 World Alzheimer's Day
22	23	24	25	26	27 AFL Grand Final Eve	28
29	30		Therapy Dog Awareness month	Dementia Awareness Month	Prostate Cancer Awareness Month	International Gynaecological Cancer Awareness month



District Nursing Service. **Linda McDonald** and **Shirley Morgan**

Escalation of Care Process

When a patient is admitted to TDHS, observations are routinely taken and recorded in TRAKCARE (an electronic observation chart) or if 18 years and under on a VICTOR (Victorian Tool for Observation and Response) chart.

Processes are in place at TDHS enabling clinicians to detect acute deterioration.

These processes require clinicians to:

- Document vital sign monitoring plans for each patient
- Monitor patients as per their individualised monitoring plan
- Graphically document and track changes in observations to detect acute deterioration over time, appropriate to each patients individualised monitoring plan

Family and carers are also able to escalate care. If a relative/carer is concerned, they are encouraged to inform the nurse allocated to the care of their loved one. Your concerns can also be raised with the nurse in charge or the nurse unit manager.

TDHS has recently connected with Adult Retrieval Victoria through telehealth.

They are able to dial in and view our category 1 and 2 patients to assist with their management prior to transfer.

OCTOBER 2019

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Down Syndrome Awareness Month	Shoctober – Defibrillator Awareness Month	1 International Day for Older Persons Sleep awareness week 1 - 6	2 World Cerebral Palsy Day	3	4	5
6	7	8	9	10 World Mental Health Day	11	12 World Sight Day
13	14 Nutrition Awareness Week	15 Global Handwashing Day	16 World Food Day	17	18	19
20	21 Pink Ribbon Day – Breast Cancer	22	23	24	25	26
27	28	29	30	31	Foot Health Month Mental Health Month	Walktober – Walk 2 School



Rosie Batty (third from left) attends workshop with TDHS staff.

The **Strengthening Hospitals Response To Family Violence** approach is based on the experience of the Royal Womens Hospital in Melbourne and Bendigo Health embarking on their own change journeys to strengthen their response to family violence. This work is vitally important for the benefit of the patients experiencing family violence, for health professionals to feel supported when identifying and appropriately responding to people affected by family violence and for supporting staff at a professional and personal level. While undertaking this work can certainly present challenges in a health setting, the evidence tells us that for many women, a health care professional is often the first person they will talk to about family violence. Given this knowledge, the health sector must do all it can to better equip staff and contribute to social change to reduce the occurrence and incidence of family violence in the Victorian community.

Several TDHS staff members attended an introductory workshop in Colac over two days in December 2017. TDHS have support from their Board of Governance and the Executive Leadership Team for nominated champions to undergo further training. The aim of the training is to build a shared understanding of family violence across TDHS and to support health professionals in applying sensitive practice to identify and respond to family violence and sexual assault as experienced by patients across their lifespan. It will also prepare managers to support any staff member affected by family violence.

NOVEMBER 2019

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Pancreatic Cancer Awareness month	Epilepsy Awareness Month	Lung Health Month			1	2
3	4	5 Melbourne Cup	6	7	8	9
10	11 World Antibiotic Awareness Week 11 – 17 November	12	13	14 World Diabetes Day	15	16
17 National Skin Cancer Action Week 17 – 23 November	18	19	20	21	22	23
24	25 White Ribbon Day	26	27	28	29	30



**“We acknowledge the traditional custodians of the
land of the Kirrae Whurrong people and we pay
our respects to the Elders past, present and future.”**

Coorimungle Road,
2018 TDHS Photo Competition
-1st place winner: **Rachel Newey**



Moana Hope, WAFL player, special guest at ladies night.

Diversity

TDHS acknowledges that we provide services that respond to and consider all forms of diversity. It is critical that we provide culturally safe environments in which individuals are not exposed to bias, discrimination or inappropriate behaviour. Providing a culturally safe and responsive environment empowers clients to make decisions on their own health and wellbeing. TDHS offers the services of an accredited interpreter if needed.

Child Safety

TDHS believe that all children have the right to live and grow, physically, emotionally and developmentally in a safe, nurturing, empowered environment.

TDHS is committed to child safety - Our organisation:

- provides a safe environment for all children;
- has zero tolerance for child abuse;
- actively works to listen, respect and empower children;
- has systems in place to protect children;
- will take all allegations and concerns very seriously, respond to them consistently and in line with the organisation's policies and procedures; and
- is committed to promoting the cultural safety, participation and empowerment of Aboriginal children, children from culturally and/or linguistically diverse backgrounds and children with a disability

DECEMBER 2019

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 World Aids Day	2	3 People's Day of Disability	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	31			Month of December is Decembeard	Did you know that Christmas is considered as one of the six most stressful life events, along with divorce, moving house and changing jobs?



Timboon and District Healthcare Service

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