



**TIMBOON**  
AND DISTRICT  
**HEALTHCARE**  
SERVICE

Timboon and District Healthcare Service  
**2020**  
Quality Account Calendar





TDHS provided palliative care for Jack Heenan until his passing in September 2019. During that time regular visits from Jack's beloved dogs Toby and Candy brought him great joy and comfort.



**Timboon and District Healthcare Service (TDHS) is proud to offer a broad range of services to support you through life. The late Jack Heenan received home care services from TDHS enabling him to remain at home for as long as possible. When Jack became unwell and required inpatient palliative care, these services were provided by TDHS until his passing in late September 2019. It was with the blessing of Jack and his family that his story be shared with the community in our 2020 calendar.**

TDHS implements many initiatives to ensure palliative patients like Jack maintain a good quality of life whilst receiving care.

Day leave and pet visits are two such initiatives. The clinical staff observed a great happiness in Jack when his friend and carer arrived with his dogs to spend time with him. Jack greatly appreciated the efforts made by TDHS to allow visits from Toby and Candy - his two special canine pals

The impact that Toby and Candy had on Jack during their visits extended to all patients, staff and residents within the health service. Their presence gave everyone the opportunity to enjoy these devoted animals. Toby and Candy brought a smile to all during what could have been a busy day, or a long hospital stay.

For TDHS this represents a true partnership in healthcare delivery. TDHS will continue to keep people at the heart of all we do.

**Thank you Jack, Toby and Candy.**

**Actions taken to improve patient experience:**

Companion animals bring joy to the lives of twelve million Australians and TDHS are bringing that joy to the lives of our patients and residents. Evidence suggests that animals are good for your health and wellbeing. TDHS has been able to contribute to the social and emotional wellbeing of our consumers through regular visits from our therapy dog, Sasha.



Sasha is a therapy dog who now visits TDHS patients and clients regularly.



## CEO/Chair Report

Our patients and consumers are at the heart of what we do. At Timboon and District Healthcare Service (TDHS) we are committed to providing safe, high quality care. The TDHS Quality Account 2018/19 outlines some of the quality and safety systems, processes and achievements of our health service in the past year. We are proud of our continued high quality care and our increased connection to the community, with excellent feedback from consumers.

This year we would like to extend a big thank you to the Consumer Participation Committee (CPC) who were pivotal in providing advice and feedback on the calendar. We would also like to thank all our staff and volunteers for their efforts and contributions to the safe, high quality patient care TDHS delivers.

We hope you enjoy this year's calendar.

Warm Regards,

Rebecca Van Wollingen and  
Maryanne Puli Vogels.

Acting Chief Executive Officer Rebecca Van Wollingen (back) with one of two groups of graduates who completed their Youth Mental Health First Aid (YMHA) course thanks to funding from the Look Over the Farm Gate (LOTFG) initiative.

# JANUARY 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Park Run is every Saturday, 8.00am Timboon Rail Trail			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 Australia Day Public Holiday	28	29	30	31	



## WE'RE PROUDLY SUPPORTING febfast



### Consumer, carer and community participation

The Victorian Healthcare Experience Survey (VHES) is an independent survey sent by the Department of Health and Human Services to consumers who were inpatients at TDHS.

TDHS is committed to prioritising Equity, Inclusion and Communication in partnering with our consumers. The following survey results reflect positive patient experiences related to overall outcomes and discharge care.

**Overall, did you feel you were treated with respect and dignity while you were in hospital?**



**Were you involved as much as you wanted to be in decisions about your care and treatment?**



**Before you left hospital, did the doctors and nurses give you sufficient information about managing your health and care at home?**



**Thinking about when you left hospital, were adequate arrangements made by the hospital for any services you needed?**



(e.g. transport, meals, mobility aids) ✓Yes

TDHS Board of Directors Chair Maryanne Puli Vogels pauses for a cause each February and leads our febfast team.

# FEBRUARY 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
This month is FebFast; and Ovarian Cancer Awareness Month						<b>1</b> Park Run is every Saturday
<b>2</b>	<b>3</b>	<b>4</b> World Cancer Day	<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>	<b>15</b>
<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>	<b>21</b>	<b>22</b>
<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>	<b>28</b>	<b>29</b>



### **Actions to improve discharge arrangements:**

At TDHS a multidisciplinary approach has been key to improving discharge outcomes for our consumers.

### **This has involved input from the:**

- General Practitioner
- Nursing staff
- Occupational Therapist
- Physiotherapist
- Speech Therapist
- Dietician
- Aged Care Assessment Service
- Pharmacist

### **Additional support services made available for patients, to ensure discharge outcomes are of a high standard, include but are not limited to:**

- In-home Transitional Care Packages
- My Aged Care referrals

TDHS Allied Health Assistant Tracey Heeps delivers a range of structured exercise classes in our fully equipped gym.




# MARCH 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 Clean up Australia Day	2	3	4	5 TDHS ICARE Awards	6	7
8 International Women's Day	9 Labour Day	10	11	12	13	14
15	16	17	18	19	20 International Day of Happiness	21
22	23	24	25	26	27	28
29	30	31	This month is Epilepsy Awareness month			Park Run is every Saturday

## **TDHS – building the capacity of consumers to participate in their healthcare**

- A 60% survey response showed that TDHS exercise classes make positive changes to the physical, mental and social wellbeing of our community
- Survey participants reported the following positive outcomes:
  - ✓ Increased fitness
  - ✓ Balance
  - ✓ Strength
  - ✓ Mobility
  - ✓ Improved mental health and
  - ✓ Increased social interactions
- In 2019 TDHS brought The Resilience Project to Timboon to help create a positive impact on the mental health and wellbeing of our community. The main message was to practice Gratitude, Empathy and Mindfulness (GEM) every day. The session was a great success, attended by 200 community members and approximately 50 staff members.



More than 250 people attended a free afternoon with The Resilience Project founder Hugh van Cuylenburg last July.



# APRIL 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
This month is April No Falls; and Go Blues for Autism in April			1	2	3	4
5	6	7 World Health Day	8	9	10 Good Friday	11
12 Easter Sunday	13 Easter Monday	14	15	16	17	18
19	20	21	22	23	24	25 ANZAC Day
26	27	28	29	30		Park Run is every Saturday

## Our Disability Plan

- TDHS is currently finalising a draft disability action plan.

### The plan includes measures to:

- ✓ Increase the available care services through the NDIS for people with disability
- ✓ Upgrade our existing patient bathrooms allowing for accessibility
- ✓ Seek feedback from members of the community, staff and consumers, specifically those who live with a disability

Stuart Hose receives full time care in a facility in Melbourne and is able to visit his parents in Timboon due to the respite services TDHS are able to offer him.



# MAY 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
31	This month is Multiple Sclerosis Awareness Month; and Thyroid Awareness Month				1	2 Park Run is every Saturday
3	4	5 World Asthma Day	6	7	8	9
10 Mother's Day	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

### **Consumer Participation Committee (CPC):**

The CPC is a subcommittee of the Board of Directors and meets every second month.

### **Feedback activities that the CPC have been involved in are:**

- Review of a feedback form used for evaluating brochures/print media for consumers
- Review of the 2019 Quality Account Calendar so that future calendars are easier to read.

### **Feedback incorporated into the 2020 calendar includes;**

- ✓ Larger font
  - ✓ Fewer words
  - ✓ More pictures of community members
- Ways to incorporate greater diversity in the health service



# JUNE 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3 Mabo Day	4	5	6
7	8 Queens Birthday	9	10	11	12	13
14	15	16	17	18	19	20
21	22 Healthy Tuckshop Day	23	24	25	26	27
28	29	30	This month is Bowel Cancer Awareness Month			Park Run is every Saturday

### **Compliments and Complaints:**

TDHS seeks feedback from consumers in person, online, and in writing. Consumer feedback forms and post boxes are placed in 6 places within the service and can be posted leaving personal details or anonymously.

Where possible, responses are given in person. Alternatively, the person is phoned within two business days to acknowledge the feedback and discuss the compliment or concern. Actions to rectify concerns are discussed and progress reported within 35 days.

**TDHS is proud that compliments far outweigh community concerns.**



TDHS Nurse Sarah Brebner discussing patient Anne Neal's care plan.



# JULY 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
This month is Dry July NAIDOC Week 7-14th July			1	2	3	4
5	6	7	8	9	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	30	31	Park Run is every Saturday

The Outstanding Volunteer Award at our inaugural staff and volunteer Heart of TDHS awards in 2019 went to the wonderful Timboon Auxiliary which provided 71 years of outstanding service.

### People Matters Survey

This year, TDHS staff gave their feedback about working in the public sector.

#### **This survey is known as the People Matters Survey.**

- In 2019, 70% of staff completed the survey, this represents a 20% increase from 2018
- 80% of staff surveyed report job related wellbeing
- 84% of those surveyed agreed that we have a positive patient safety culture

#### **The survey indicated the following key areas for improvement:**

- Change management
- Stability and consistency in leadership/management
- Communication amongst staff and work groups

#### **The physical safety of staff has been addressed with improvements that include:**

- A review of security measures
- Installation of CCTV cameras





# AUGUST 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
30	31	This month is Tradies National Health Month				1 Park Run is every Saturday
2 Red Nose Day	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

## Escalation of Care

REACH is the process by which an inpatient or an inpatient's carer can escalate care processes should there be a concern about their condition.

- R – Recognise** a worrying change
- E – Engage** with the nurse in charge
- A – Act:** The nurse in charge reviews the patient's condition and discusses the findings with the patient or carer
- C – Call:** If the patient/carers is not satisfied with the response, a request to see the doctor can be made with the nurse in charge
- H – Help** is on the way

### We highlight how patients can get help by:

- The placement of the process on a plaque within every patient room at line of sight
- A poster size copy of the process in the foyer enabling consumer awareness
- A review of the policy to ensure best standards practice
- Acknowledging World Patient Safety Day to ensure these methods are consistently communicated to staff and consumers



This photo by Zoe Vogels was the runner up in our 2019 Photography Competition. Titled '*When I grow up I want to be*', the photo features Zoe's daughter Thea.



# SEPTEMBER 2020

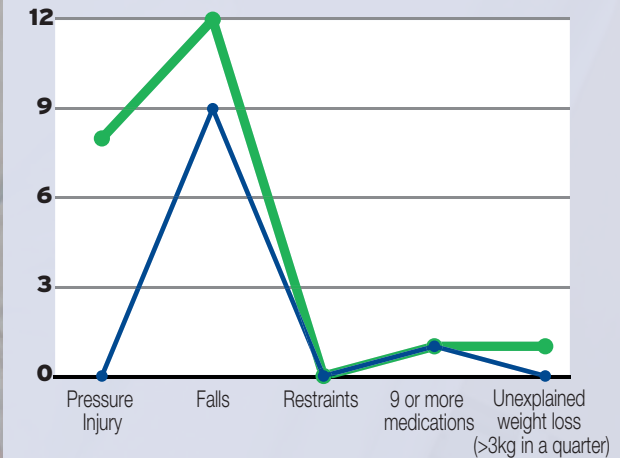
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
This month is Dementia Awareness Month; and Prostate Cancer Awareness Month		1	2	3	4	5
6	7	8	9	10 World Suicide Prevention Day	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			Park Run is every Saturday

For Pam Couch TDHS is like a home away from home. Every two months, Pam joins us for some respite care which provides her with the opportunity to rest, be close to her family and enjoy some reading.



## Aged Care Indicators

### Residential Aged Care Services Targets, Results and Outcomes



● 2017-2018

● 2018-2019

**Pressure Injuries and Falls are a focus for TDHS. We aim to minimise these incidents by implementing:**

- Policies and procedures
- A positive reporting culture
- Weekly incident review meetings
- Prevention equipment and devices
- Audit of patient records with ongoing improvement activities and
- Education and training



# OCTOBER 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
This month is Breast Cancer Awareness Month - host a Girls' Night In; it is also Polio Awareness Month; and Walktober				1	2	3 Park Run is every Saturday
4	5	6	7	8	9	10 World Mental Health Day
11	12 <sub>r</sub>	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31



TDHS acting chief executive officer Rebecca Van Wollingen with Barlow Dental Group Principal and Director Dominic Barlow and Practice Manager Trephina Whitehead.

### **Accreditation**

TDHS achieved accreditation in September 2017

### **Maternity Services**

55 families were cared for by the Community Midwife in the 2018/2019 year

### **Infection Control**

TDHS has a target of 0 incidence of infection with the bacteria *Staphylococcus aureus*. In the period 2018/2019 the service reported 0 incidence of this bacteria. Our consistently high standards of hand hygiene will continue to maintain this target.

98.8% of staff were immunised against influenza; the second highest rate recorded in the state for hospitals of 100 or less staff.

### **Interpreter Services**

In the 2018-2019 period TDHS engaged the services of an interpreter to aid communication with inpatients.



# NOVEMBER 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3 Melbourne Cup Day	4	5	6	7
8	9	10	11	12 TDHS AGM	13	14 World Diabetes Day
15	16	17	18	19	20	21
22	23	24	25 White Ribbon Day	26	27	28
29	30					Park Run is every Saturday

## Comprehensive Care – Continuity

**TDHS is fortunate to have approximately 50 volunteers who contribute to:**

- Meals on Wheels delivery
- Community transport
- Palliative care and
- Social support groups

**The valuable contribution of time and skill from volunteers adds to our great patient care, enabling it to be:**

- Person centred
- Seamless between services
- Focused on consumer needs

A Community Engagement Officer has been employed to coordinate the volunteer services.

Timboon Men's Shed President John Wigley, TDHS Diversional Therapist Enid O'Connor, Timboon Garden Club President Kerrie Smith and TDHS Chief Operating Officer Sharon Rees with members of the Timboon Garden Club and Men's Shed.



# DECEMBER 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 World Aids Day	2	3	4	5 Park Run is every Saturday
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 Boxing Day Public Holiday	29	30	31	<b>BACK COVER PHOTO:</b> This photo by Andrew Kruh was the winner of our 2019 Photography Competition. Titled ' <i>Prinetown Fishermen</i> ' it features three surf fishermen as the sun sets.	



**Timboon and District Healthcare Service acknowledges and pays respect to the past, present and future Traditional Custodians and Elders of this nation and the continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander peoples.**

**Timboon and District Healthcare Service**

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