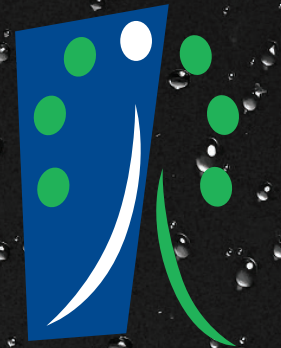


Working together for a healthy community



TIMBOON
AND DISTRICT
HEALTHCARE
SERVICE

Timboon and District Healthcare Service

2021

Quality Account Calendar





Neil Boxshall counts himself very lucky having experienced the high quality and safe patient centred care at TDHS.

Front Cover: COVID Reflections - Chloe Jackson
(2020 TDHS Photo Competition winner)



Prinetown farmer Neil Boxshall often lays down on the lounge room carpet and has a short rest. His wife Lynne has seen him do it many times, but on the 10th of January 2020 her husband's nap took a turn for the worse.

"I remember Lynne waking me... she was saying 'sit up, sit up, sit up'. It was all a bit confusing, but she later told me I was making strange noises and had moved around on the floor quite a bit and worked my way under a chair," Mr Boxshall said.

"It was clear to her something had happened to me. I felt really unwell, I was giddy and just out of whack. I was vomiting and I'd lost control of my bladder."

Mrs Boxshall, a former nurse, knew it was heart related. She called triple Zero and ambulances from Lavers Hill and Timboon attended.

"I was taken to Timboon and District Healthcare Service (TDHS) and I remember that trip being very unpleasant. I wasn't well and I couldn't wait for it to be over," he said.

"They got me on a trolley at Timboon and I remember getting wheeled to a room and saying to them 'everything is getting wonky again'.

"That was the last thing I remember. When I woke up I didn't have a shirt on, I had a catheter in one arm and they were putting one in my other arm."

It was then the Mr Boxshall was told he had gone into cardiac arrest, his heart had stopped beating for about a minute and Dr Diana Peneva-Arabadjyska and the nursing team had performed CPR.

"They put AED pads on me but didn't need to use them – I came back and then regained consciousness and a nurse said 'you gave us a fright'," he said.

"Lynne was still at home and the nurses were calling her with updates, which was wonderful. My daughter Kylie (Treble) was calling as well and was able to get some information.

"We are so lucky it (TDHS) is here... we don't know what might have happened if I had to be taken further in the ambulance.

"After I was stabilised, they flew me to Geelong in a helicopter. I remember feeling better by then and I was able to sit up, look out the window and recognise landmarks."

Mr Boxshall had two stents put in the following day and returned home for a six-month cardiac rehabilitation program which required regular trips to Warrnambool.

"I count myself very lucky. I'm not a sick person and haven't needed the hospital too often – although I did shoot my finger off with a rifle one day and got that fixed up here as well.

"We have a B&B and I've also taken guests to Timboon hospital if they've been unwell and also Lynne one night when she became crook."

CEO/CHAIR REPORT

Our Quality of Care Calendar is an opportunity for us to reflect on the commitment of our staff, volunteers and community to provide safe and high quality services to Timboon and district.

The 2019/2020 year has thrown plenty of curve balls, like the Cyberattack and Coronavirus. This has made us even more passionate about, and committed to, delivering excellent patient-centered care and consumer-focused service that places safety as a number one priority.

The resilience, adaptability and positivity our staff and community have shown is amazing; it looks like no challenge is too big for us!

This calendar highlights how TDHS keeps people at the heart of its actions. We aim to always engage with the community, embrace change and maximize quality and safety. We continue working together for a healthy community.

Warm Regards,
Rebecca Van Wollingen and
Maryanne Puli Vogels.



JANUARY 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
31	Parkrun Timboon Rail Trail Parkrun is a collection of 5-kilometre events for walkers, runners and volunteers that take place every Saturday morning at more than 2,000 locations in 22 countries across five continents				1 New Years Day	2 Parkrun is every Saturday
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 Public Holiday	27	28	29	30





Working together for a healthy community is TDHS's mission statement and parkrun is a community event that embraces the concept of feeling part of your local community while improving your fitness. The event launched in Australia in 2011 and has been a major success all over the country, including Timboon.

Due to COVID-19 parkrun was temporarily suspended in 2020, but when it resumes, a scenic 5k walk, jog or run along the Timboon Rail Trail might help to enhance your health and happiness in the great outdoors whilst reconnecting with old friends or making new ones.

Registration as a participant or volunteer is easy and free; just visit: **www.parkrun.com.au** for more information.

FEBRUARY 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3	4	5	6 Parkrun is every Saturday
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24 Teal Ribbon Day (Ovarian Cancer)	25	26	27
28	<div> <div>Ovarian Cancer Awareness Month</div> <div> FebFast Month For the last 3 years TDHS staff have taken on the FebFast challenge to call time-out on alcohol, sugar or another vice of their choice for the month of February – all to support disadvantaged young people aged 12 to 25 across Australia. In 2020 we raised an amazing \$6000! </div> </div>					



People and Culture

Staff Development and Retention

During the last 12 months TDHS identified and filled pivotal roles to support our vision of working together for a healthy community.

We strengthen our staff and volunteer's skills by providing annual education sessions and workshops including mandatory training, general skills improvement, culture development and resilience.

ICARE values

Integrity, Compassion, Accountability, Respect and Excellence are values that define TDHS and on the 5th March 2020 we held our second Heart of TDHS Staff Service and Volunteer Awards event. This event shines a well-deserved spotlight on our staff and volunteers and highlights their achievements, including Long Service Awards, Life Governors (existing and new), Outstanding Service Volunteer Award and the ICARE Dr Peter Fox Award for the staff member this is recognised as going above and beyond.



ICARE Dr Peter Fox Award recipient Fiona Hanel with John Fox (Dr Fox's son) and CEO Rebecca Van Wollingen.

Inset: Outstanding Service Volunteer Award recipient Del Taylor with CEO Rebecca Van Wollingen and Board Chair Maryanne Puli Vogels.



MARCH 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3 Heart of TDHS	4	5	6 Parkrun is every Saturday
7	8 Labour Day	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26 Purple Day (Epilepsy)	27
28	29	30	31	Epilepsy Awareness Month Melanoma March Endomarch (Endometriosis Awareness)		



Staff morale and mental wellbeing

It has been said that “you can’t pour from an empty cup”. Supporting our staff, volunteers and community members to look after themselves is vital to TDHS. In January 2020, before COVID-19, we decided to take on the Git Up Challenge, a dance that went viral on social media and turned into a workplace challenge on an international level. It was a great team building exercise that brought staff and community members together, having lots of fun, while exercising the body and mind. Amazingly, it had over 70,000 views and lots of lovely comments.

If you would like to have a look, please visit:
timboonhealthcare.com.au/video-the-git-up-challenge

This year we also engaged a new Employee Assistance Program that provides a greater range of support services to staff.

Additionally, we employed a social worker to ensure our community has the support it needs.



The Git Up dance challenge was a great way to increase staff morale and mental wellbeing.

APRIL 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Parkinson's Awareness Month Autism Awareness Month				1	2 Good Friday	3 Parkrun is every Saturday
4 Easter Sunday Daylight Saving (2.00 am) clock back 1 hour – <i>change your smoke alarm batteries</i>	5 Easter Monday	6	7 World Health Day	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25 Anzac Day	26	27	28	29	30	



Community Engagement

"A change is brought about because ordinary people do extraordinary things"
Barack Obama

This couldn't be more true about our volunteers at Timboon and District Healthcare Service (TDHS). We couldn't operate as we do without our volunteers, who deliver Meals on Wheels, run Community Transport, assist our Social Support Group and visit our patients - like Sasha, our therapy dog, and Jenny, her handler. Due to the challenging times in the past year we feel that it is more important than ever to acknowledge the extraordinary services our volunteers provide. National Volunteer Week in May is an opportunity to put the spotlight on these extraordinary people and thank them for their adaptability, commitment and dedication.

Volunteers also form our Consumer Participation Committee, who advocate on behalf of the community. We also have consumer representatives on our Audit Committee and Clinical Governance, Quality and Credentialing Committee.

Last year a Community Engagement Officer role was created to assist in further connecting TDHS to our volunteers and our community and continue to work on improving communication both within the organisation and with the community.



Meals on Wheels Volunteer Nanette Howard, Community Transport Volunteer John Fox, Social Support Group Volunteers Helen Herrin and Delphine Taylor and therapy dog Sasha with owner Jenny Evans.

MAY 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
30	31	Multiple Sclerosis Awareness Month Crohn's and Colitis Awareness Month Thyroid Awareness Month				1 Parkrun is every Saturday
2	3	4	5 International Midwives Day	6	7	8
9 Mother's Day	10	11	12 International Nurses Day	13	14	15
16	17 National Volunteer Week 17 – 23 May	18	19	20	21	22
23	24	25	26	27 Cancer Council's Australia's Biggest Morning Tea	28	29



Patient Care at TDHS

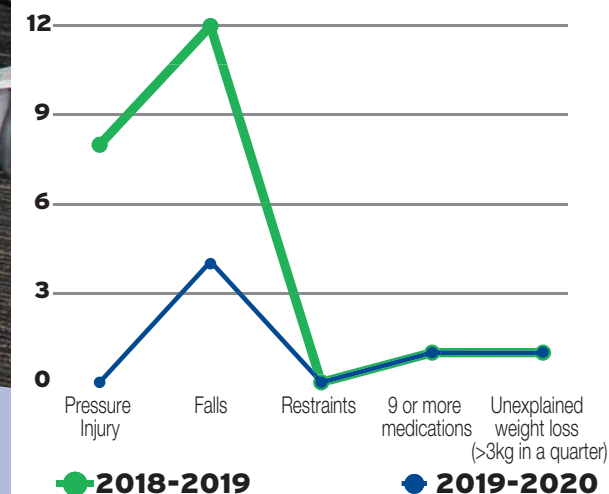
TDHS provides Urgent Care, Aged, Acute, Respite, Palliative and Community Health Services. To measure and determine the quality of care delivered, TDHS completes the Victorian Department of Health quality indicators.

Identifying, preventing, and managing adverse events, like falls and pressure injuries, is key. With the kind donations from our generous community from May 2019 – September 2019 TDHS was able to purchase 8 reclining chairs for our patient rooms. These chairs provide a comfortable experience and ensure that our nurses can safely move patients and residents. We would like to thank our wonderful community for their continued support and donations to our Annual Appeals.



Enrolled Nurse Rhonda Johnson assists Aged Care resident Sam Bamford safely out of the reclining chair bought by money raised in our 2019 Annual Appeal.

Residential Aged Care Services Targets, Results and Outcomes



JUNE 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Bowel Cancer Awareness Month		1	2	3	4	5 Parkrun is every Saturday
6	7	8	9	10	11	12
13	14 Queen's Birthday Mens Health Week 14 – 20 June	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			



Acknowledgement past, present and future

NAIDOC week is held annually in July and acknowledges that hundreds of Nations and cultures cover this continent. All are managing the land - the biggest estate on earth - to sustainably provide for their future.

The influence of culture on health is vast. It affects:

- Perceptions of health, illness and death
- Beliefs about causes of disease
- Approaches to health promotion
- How illness and pain are experienced and expressed
- Where patients seek help and,
- The types of treatment patients prefer.

In health, managing cultural differences - including customs - is essential to providing high-quality health care.

TDHS 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.

JULY 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Kind July Cancer Support Dry July				1	2	3 Parkrun is every Saturday
4 NAIDOC Week 4th – 11th July	5	6	7	8	9	10
11	12	13	14 National Diabetes Week 14 – 20th July	15	16	17
18	19	20	21 National Farm Safety Week 21 – 26 July	22	23	24
25	26	27	28	29	30	31



Disability

At TDHS, we aim to increase general community health and wellbeing, and ensure a high quality of life for all residents. For some, like the ageing and people living with disabilities, an extra level of care is required. We're proud to offer dedicated home support services throughout the Timboon and district area. Eligible community members include those 65 and over and younger people with a disability.

Services include:

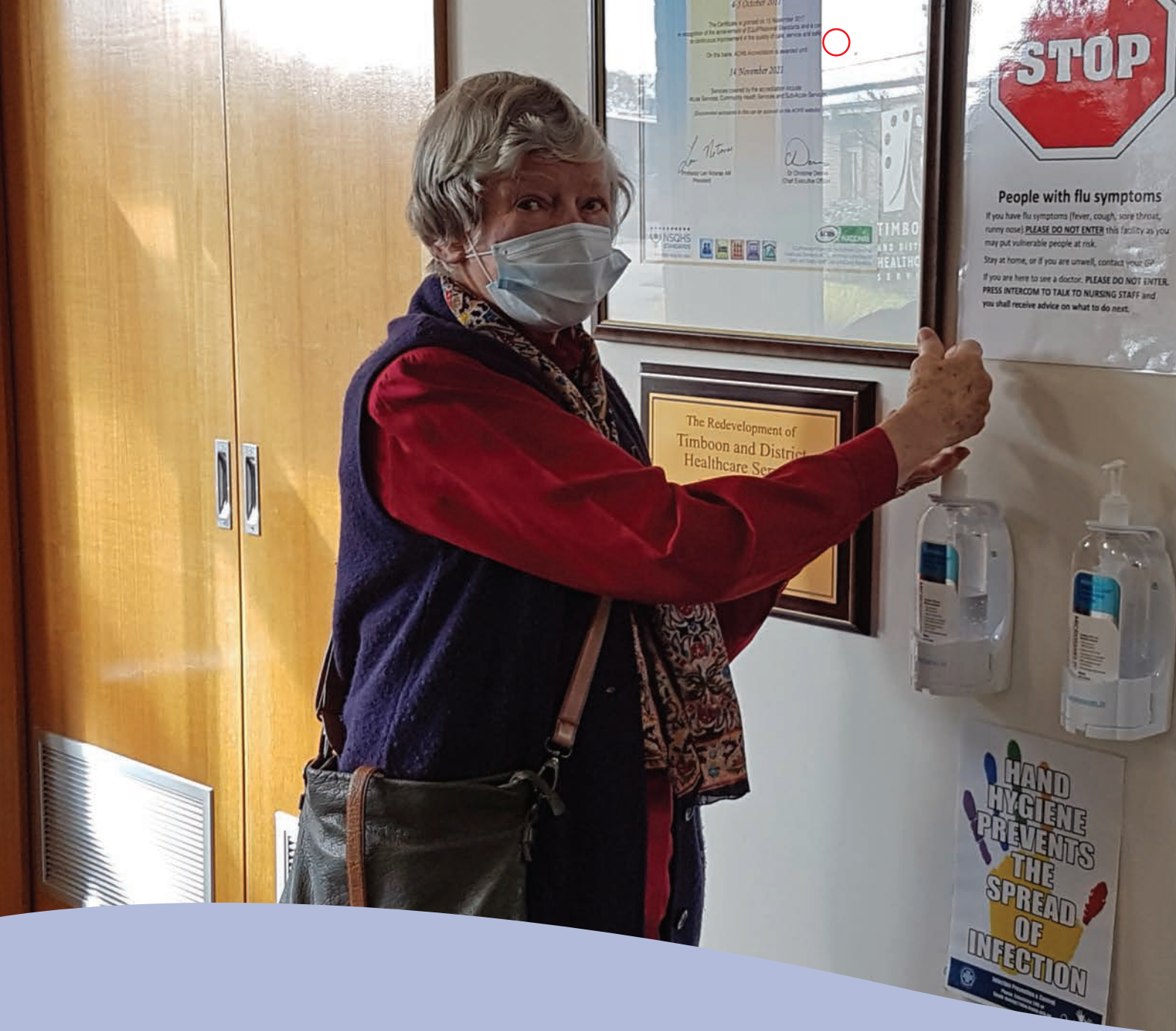
- Meals on Wheels
- Domestic Assistance
- Community Transport
- Home Maintenance
- Personal Care
- Social Support Group

TDHS is a registered provider of the National Disability Insurance Scheme (NDIS).

AUGUST 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2 Dental Health Week 2 – 8 August	3	4	5	6	7 Parkrun is every Saturday
8	9	10	11	12	13 Red Nose Day	14
15	16	17	18	19	20	21
22	23 Cancer Council's Daffodil Day	24	25 National Meals on Wheels Day Speech Pathology week 25 – 31 August	26	27	28
29	30	31	Tradies National Health Month			





Hand Hygiene and Infection Control

Performing and improving hand hygiene among healthcare workers is the most effective intervention to reduce risks of hospital acquired infections.

Audits are done 3 times a year, with a bench mark of 80%.

TDHS results

	Audit 1	Audit 2	Audit 3
2020	96%	95%	98%

In the period 2019/2020 TDHS reported 0 incidents of infection with the bacteria *Staphylococcus aureus*.

100% of TDHS staff were immunized against influenza during 2019/2020.

In your opinion, how clean was the hospital room or ward that you were in?



Visitor Wendy McLennan practising hand hygiene using one of the multiple Hand Gel stations positioned throughout the healthcare service.

SEPTEMBER 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Prostate Cancer Awareness Month			1	2	3	4 Parkrun is every Saturday
5	6 Womens Health Week 6 – 10 September	7	8	9 RUOK Day	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		



Discharge

TDHS offers a range of support services to enable discharge from hospital as soon as possible, including:

- District Nursing
- Home Assistance Community Care (HACC)
- Occupational Therapy
- Physiotherapy
- Dietitian
- Social Worker
- Open Rehab
- Exercise Program
- Speech Pathology
- Diabetes Coordinator

The provision of healthcare remotely by telecommunications technology, Telehealth, is available at TDHS.

Did you feel you were involved in decisions about your discharge from hospital?



Overall, how would you rate the discharge process?



District Nurses Sherryl Mueller and Cory Kerr ready for another busy day in the community.

OCTOBER 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
31	Shoctor – Defibrillator Awareness Month Walktober Breast Cancer Awareness Month				1	2 Parkrun is every Saturday
3 Daylight Savings 3rd October (2.00 am) clock forward 1 hour – <i>change your smoke alarm batteries</i>	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	30



Timboon resident Terry O'Connor provided a worthy suggestion for an extra handrail for our stairs.

Feedback

TDHS values feedback from patients (and their families) and clients. Suggestions and ways to improve a service are important to the quality improvement process. Some patients send letters suggesting ways to improve, whilst others tell staff while they are in the healthcare service.

	2019/2020
Total feedback received	61
Compliments	61
Complaints	0

We are always open to suggestions to improve our facilities. A positive suggestion this year came from Terry O'Connor, who suggested that an extra handrail be added to our stairs to support those with physical limitations.

Client feedback is also received via the Victorian Healthcare Experience Survey, which is a state wide annual survey of people's public healthcare experiences conducted independently on behalf of the Victorian Department of Health and Human Services. It is sent out to community members admitted to our ward or Urgent Care Centre.

Overall, how would you rate the care you received while in hospital?



Do you feel that you were listened to and understood by people looking after you in hospital?



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



Were you ever treated unfairly for any reasons? Your age, sex, ethnic background, religion, sexual orientation, disability, marital status, or anything else?



NOVEMBER 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2 Melbourne Cup Day	3	4	5	6 Parkrun is every Saturday
7	8	9	10	11 Remembrance Day AGM	12	13
14	15	16	17	18 White Ribbon Day	19	20
21	22	23	24	25	26	27
28	29	30	Movember Men's Health Awareness Month			





Staff Fun Days have played an important role in keeping up staff morale and mental wellbeing. We hope it will bring a smile to your face as well.

TDHS would like to wish you and your loved ones a Safe and Merry Christmas and may this New Year be a year filled with good health, warmth and togetherness!



DECEMBER 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Decembeard Bowel Cancer Awareness Month			1	2	3	4 Parkrun is every Saturday
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24 Christmas Eve	25 Christmas Day
26 Boxing Day	27 Christmas Day Public Holiday	28 Boxing Day Public Holiday	29	30	31	BACK COVER PHOTO: Sunset at the new Port Campbell bridge; photo taken by Amanda for our 2020 Photo competition



TDHS does not guarantee the accuracy or completeness of the health awareness days printed in the calendar and accepts no responsibility for any loss arising from its use. Before engaging in any activity associated with the listed events, confirmation of the date should be sought from the relevant organisation.
TDHS states that photos in the calendar were taken either prior to the COVID-19 or with COVID-19 restrictions in place.



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