



TIMBOON
AND DISTRICT
HEALTHCARE
SERVICE

2023

QUALITY
ACCOUNT
calendar

WORKING TOGETHER FOR A HEALTHY COMMUNITY



Photo by Lily Stevens



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Lesley GRATEFUL FOR SECOND CHANCE

WHEN LESLEY TOGNI WAS IN HER DARKEST HOURS SHE DREW STRENGTH FROM THE STORIES OF OTHERS FACING ADVERSITY. NOW SHE SHARES HER STORY TO HELP OTHERS.

Lesley was on a long-weekend camping trip in Swan Hill when she slipped on the caravan step and hit her head on a steel object on the neighbouring campsite. She was knocked unconscious. "Everything went dead black. Then nothing," Lesley said. When she awoke, she was at Swan Hill Hospital insisting she didn't need a helicopter transfer to Melbourne. Lesley had suffered a broken neck, three fractures to her skull and a piece broken off, and a bleed on the brain.

She spent six days in the Royal Melbourne Hospital (RMH). "The first three days were hell and very depressing. I wasn't a priority, other worse accidents came in," Lesley said. "They couldn't give me painkillers as I was fasting for surgery. I had to lay on my back and not move, just looking at the ceiling."

Lesley talks passionately about what got her through that tough time.

"When I was there, down and out. I thought of the guys that were in the mines that came out. I thought about the kids in the Thai cave, and I thought about Stuart Diver at Thredbo."

Lesley says she didn't know why she thought of them. "I don't know, it's very spiritual. Maybe the universe said, 'look Lesley, we'll give you these three people in your mind to help you cope.' Their suffering would have been worse than mine. At least I knew, at the end of the day, I was going to come out of this. None of them knew," Lesley added. "I was lucky to be alive and not ending up with a brain injury or being a paraplegic."

Lesley would love to convey to those people how they aided her. "Your story helped me get through when I was in a dark hole. People don't realise the impact of sharing their stories. That is what got me through."

After her stay in RMH, Lesley was transferred to Camperdown Hospital for about five days.

"They were really great in that hospital, no complaints at all," Lesley said.

"Then I came back to Timboon (TDHS) which is like winning the lottery. If you're lucky enough to have the chance of coming to this hospital, you are the luckiest person. They go over and above. I do palliative care here, so I know a lot of them, but the point is they are unreal, just unbelievable. They are there for you, they care for you, they're also counsellors – you know talking to me, listening to me, advising me."

"You can have the best building, but it's not the building, it's the people inside. It's the people inside who are amazing here."

Lesley was a patient at TDHS for about 4 weeks. "I am very independent, too independent sometimes. I thought, 'I'm ready to go home'. The nurses tried to convince me to stay on a little longer, or at least

do it gradually. The night before I was to go home, I couldn't sleep. I started having a bit of anxiety. I knew I wasn't ready to go home. In the morning they came in and I started crying, I couldn't stop." Lesley told the nurses "I don't think I can go home." They worked on a discharge plan that suited Lesley's needs, with a gradual return to home. "Then a few days later I felt ready to go home. Everyone was very good about it," Lesley said.

Visits from home help and the district nurses have been helpful. "Now I mainly need home help for the things I can't do – I can't bend down or look up with my neck. I am also suffering vertigo since the accident. It's all good except I can't drive.

Lesley is also living with multiple myeloma however the cancer is at the back of Lesley's mind. "I've had a good life, I've got a good husband, kids, family and friends, I've done everything, and someone has to die. At least it's not someone younger like one of my kids. So, I live in the now. What happens down the track – I'll meet them when it comes. I am very grateful, that it's not worse."

Lesley looks forward to returning to her garden. Even if she can't do the digging and weeding, she enjoys meditating in her garden. Lesley anticipates a return to camping when she is physically ready to.

"Life's good again now. God did not want to take me and gave me a second chance. Maybe it was to tell my story."



TDHS Board of Directors welcome our community to a new year in which we continue to strive to live our ICARE (Integrity, Compassion, Accountability, Respect and Excellence) values every day as we remain focussed on nurturing, growing and adapting the services we can offer our community.

Top row l-r: Alison Byrne, Ashley Nessler, Anthony DeJong and Toinette Hutchins. Bottom row l-r: Anne Skordis, Claire Murphy, Frank Carlus, Janelle Jakowenko, Kieran Donoghue and Simone Renyard.

January 2023



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
New Year's Day 1	New Year's Day Public Holiday 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	25	Australia Day 26	27	28
29	Term 1 School Starts 30	31	<p>parkrun is a positive, welcoming and inclusive experience where there is no time limit and no one finishes last. Everyone is welcome to come along, whether you walk, jog, run, volunteer or spectate.</p>			



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Community donations of various pre-loved wares to the

Timboon Op Shop (TOPS)

assist with raising funds to support local organisations, including Timboon and District Healthcare Service, and community members.

TOPs donates approximately \$35,000 every year.

TOPs volunteers Barbara Fraser and Louise Blair.

February 2023



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Ovarian Cancer Awareness Month Heart Research Month – RED FEB			1	2	3	parkrun is every Saturday 4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	Teal Ribbon Day (Ovarian Cancer) 22	23	24	25
26	27	28				



2021 ICARE Peter Fox Award recipient Corry Kerr (l),
2022 Award recipient Sandith Kep (m) and John Fox.



Our Values

Timboon and District Healthcare Service (TDHS) holds its Heart of TDHS ICARE Awards night in March to celebrate major achievements by staff and volunteers.

Last year saw Linda Pender, Community Transport and Social Support Group volunteer, recognised with the 2022 Volunteer Award.

Graduate Registered Nurse Sandith Kep was the recipient of the coveted ICARE Peter Fox Staff Award to his own surprise.

TDHS recognises the hard work, dedication, commitment and enthusiasm of all our staff and volunteers that make up our wonderful healthcare service.



March 2023



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Melanoma March Epilepsy Awareness Month Endometriosis Awareness Month - EndoMarch			1	2	3	parkrun is every Saturday 4
5	6	7	8	9	10	11
12	Labour Day VIC Public Holiday 13	14	15	16	17	18
19	20	21	22	23	24	25
Purple Day (Epilepsy) 26	27	28	29	30	31	



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Infection Control 2021/2022

Community Vaccinations administered at Timboon Clinic:

Influenza	COVID-19
832	5125

Staff Vaccinations rates:

Influenza	COVID-19
100%	100%

Clinical Workforce Hand Hygiene Audit results:

Oct	March	June
92%	92%	86%

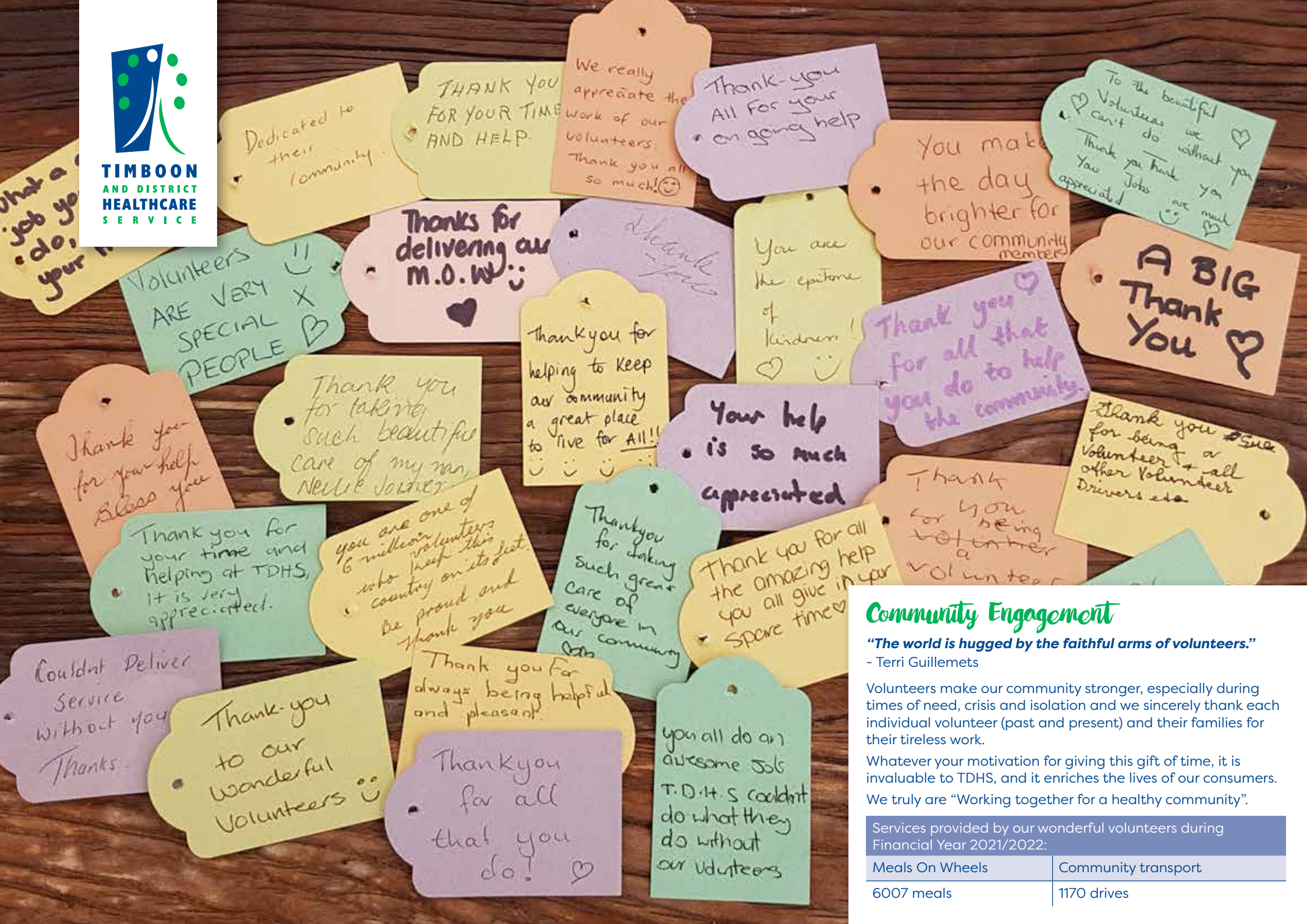


Mass COVID-19 testing October 2021.

April 2023



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
30	Autism Awareness Month Parkinson's Awareness Month					parkrun is every Saturday 1
Daylight Savings: at 2.00 am clock back 1 hour – change your smoke alarm batteries 2	3	4	5	Term 1 School finishes 6	Good Friday Public Holiday 7 World Health Day	Easter Saturday 8
Easter Sunday 9	Easter Monday Public Holiday 10	11	12	13	14	15
16	17	18	19	20	21	22
23	Term 2 School starts 24 World Immunisation Week 24 – 30 April	ANZAC Day 25	26	27	28	29



Community Engagement

"The world is hugged by the faithful arms of volunteers."

- Terri Guillemets

Volunteers make our community stronger, especially during times of need, crisis and isolation and we sincerely thank each individual volunteer (past and present) and their families for their tireless work.

Whatever your motivation for giving this gift of time, it is invaluable to TDHS, and it enriches the lives of our consumers. We truly are "Working together for a healthy community".

Services provided by our wonderful volunteers during Financial Year 2021/2022:

Meals On Wheels	Community transport
6007 meals	1170 drives

May 2023



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1	2	3	4	International Midwives Day 5	parkrun Is every Saturday 6
7	8	9	10	11	International Nurses Day 12	13
Mother's Day 14	National Volunteer Week 15 – 21 May	16	17	18	19	20
National Palliative Care Week 21 – 27 May	22	23	24	Biggest Morning Tea (Cancer Council) 25	26	27
28	29	30	31	Multiple Sclerosis Awareness Month Thyroid Awareness Month Crohn's and Colitis Awareness Month		



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Local Consumer Centred Care

In 2022 TDHS recommenced the administration of blood and blood products. This enables our community members to receive this vital service locally.

Stephen Vail using TDHS blood service.

June 2023



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1	2	parkrun is every Saturday 3
Bowl Cancer Awareness Month						
4	5	6	7	8	9	10
11	King's Birthday 12 Public Holiday Men's Health Week 12 - 18 June	13	14	15	16	17
18	19	20	21	22	Term 2 School finishes 23	24
25	26	27	28	29	30	



Acknowledgement of Country:

We pay our respects to the Traditional Custodians of the land we are meeting on today, the Kirrae Whurrung people of the Eastern Maar. We extend that respect to their Elders both past and present and to any other Aboriginal people present today.

Photo by Stephen Hanel.

Diversity

Australian culture is as broad and varied as the country's landscape and this is reflected in the country's food, lifestyle and cultural practices and experiences.

Cultural awareness is interlinked with healthcare and its understanding is vital to providing patient centered care. At Timboon and District Healthcare Service (TDHS) we understand that each patient is an individual with distinct beliefs, behaviors, and requirements.

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.

July 2023



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
30	31	Cancer Support – Dry July Kind July				parkrun is every Saturday 1
NAIDOC Week 2 – 9 July 2	3	4	5	6	7	8
National Diabetes Week 9 – 15 July 9	Term 3 School starts 10	11	12	13	14	15
National Farm Safety Week 16 – 22 July 16	17	18	19	20	21	22
Donate Life Week 23 – 30 July 23	24	25	26	27	28	29



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Inclusion

Consumer centred care is at the foreground of TDHS to ensure that everyone has access to the services they require.

Warrnambool based Archie Stevenson, who is visually impaired, stayed at Timboon and District Healthcare Service for respite providing his wife and carer Susan with a much needed break. In order for Archie to maintain as much independence, security and comfort as possible during his stay, his guide dog Leo stayed with him.



August 2023



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Tradies National Health Month		1	2	3	4	5 parkrun Is every Saturday
	6	7	8	9	10	11 Red Nose Day
	13	14	15	16	17	18
	20 Speech Pathology Week 20 - 26 August	21	22	23	24	25 Daffodil Day (Cancer Council)
	27	28	29	30 National Meals on Wheels Day	31	



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Mental Health

Life in rural and remote locations can be rewarding, but it can also be tough for people living there to get help and support for mental health issues.

Our General Practitioners at the Timboon Clinic work as part of a large team and pursue areas of special interests.

Dr Shashika (Shashi) Jayakody helped fill a service gap by completing additional training and being able to deliver initial physiological strategy consults.

September 2023



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Prostate Cancer Awareness Month					1	2 parkrun is every Saturday
3 Father's Day	4 Women's Health Week 4 - 8 September	5	6	7	8	9
10	11	12	13	14 R U OK? Day	15 Term 3 School finishes	16
17	18 Dementia Awareness Week 18 - 24 September	19	20	21	22	23
24	25	26	27	28	29	30

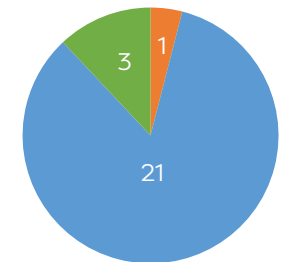


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Aged Care

At Timboon and District Healthcare Service (TDHS) we are proud to offer both residential aged care as well as dedicated respite service to assist carers in their responsibilities.



- 21 Falls
- 3 Pressure injury
- 1 consumer with 9 or more medications
- 0 Restraint
- 0 Proton pump inhibitor medicines
- 0 Antipsychotic medicines
- 0 Unexplained weight loss

October 2023



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Daylight Savings at 2.00 am clock forward 1 hour – change your smoke alarm batteries 1	Term 4 School starts 2	3	4	5	6	parkrun is every Saturday 7
8	9	10	11	12	13	14
National Carers Week 15 – 21 October 15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	Breast Cancer Awareness Month Defibrillator Awareness Month – Shoctober Physical Activity Australia - Walktober			

YOUR FEEDBACK MATTERS



Feedback

To ensure growth, development and quality improvement, we must become aware of what we do well, areas we can improve in and how people perceive us. Feedback from others can be the gift of sight. It is one of the fastest ways to focus our efforts, correct our course and achieve our goals. Receiving feedback and putting it into action is especially important in order to grow our service.

2021/2022	
Compliments	35
Suggestions	15
Complaints	51

Graeme Gebert is giving the electronic Feedback QR code system a try.

November 2023



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Men's Health Awareness Month - Movember			1	2	3	parkrun is every Saturday 4
5	6	Melbourne Cup VIC Public Holiday 7	8	9	10	Remembrance Day 11
12	13	14	15	16	17	18
19	20	21	22	23	White Ribbon Day (Gendered Violence Prevention) 24	25
26	27	28	29	30		



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



December 2023



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
New Year's Eve 31	Bowel Cancer Awareness Month - Decembeard				1	parkrun is every Saturday 2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	Term 4 School finishes 20	21	22	23
Christmas Eve 24	Christmas Day Public Holiday 25	Boxing Day Public Holiday 26	27	28	29	30



Disclaimer: 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 organization.
TDHS states that photos in the calendar were taken either prior to the COVID-19 or with COVID-19 restrictions in place.