



TIMBOON
AND DISTRICT
HEALTHCARE
SERVICE

Quality Account

2022/2023

*Working Together for
a Healthy Community*



TIMBOON
AND DISTRICT
HEALTHCARE
S E R V I C E

Acknowledgement of Traditional Owners

We acknowledge the Traditional Owners of country throughout Australia and recognise their continuing connection to land, waters and culture. We recognise that Timboon and District Healthcare Service meets on the lands of the Eastern Maar People and we wish to acknowledge them as Traditional Owners. We pay our respects to their Elders past, present and emerging.





All public health services and registered community health services submit an annual quality account.

This account provides our community with an open and transparent account of our performance and improvement work.

Our annual quality accounts are available on our website and a hard copy of this issue can be obtained by contacting us on the contact details below.

Timboon and District Healthcare Service is committed to providing accessible services. If you have any difficulty in understanding this account, you can contact us to arrange appropriate assistance.

CONTACT US

-  (03) 5558 6000
-  timboon@swarh.vic.gov.au
-  www.timboonhealthcare.com.au
-  www.facebook.com/tdhs.mps/



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Our **VISION**

Working together for a healthy community

Our **PURPOSE**

KEEPING PEOPLE AT THE HEART OF OUR ACTIONS THROUGH:

- Partnering for outcomes
- Engaging the community
- Innovative service delivery
- Maximising quality and safety
- Embracing change
- Promoting health and well-being across the lifespan

Our **VALUES**



We foster an open and positive work environment through honest and ethical behaviours

We are understanding of peoples differing needs, opinions and feelings, and treat everyone with empathy

We take responsibility for our actions, attitudes and decisions and the impact it has on others within our workplace

We promote an inclusive and diverse culture by valuing the differing views, qualities, needs and feelings of each other

We invest in continuous development opportunities, so we can continue to deliver exceptional services to our community

Care at a Glance

Working together
for a
healthy
community

17,160
Clinic
Presentations

676
Urgent
Care Centre
presentations

1426
Medical
Inpatients

110
Theatre
Cases

8
Ambulance
Arrivals

115
Staff
Employed

3376
Allied Health
Service Hours

188
Xray
appointments

2279
District
Nursing
visits

CEO Welcome

Welcome to the Timboon and District Healthcare Service (TDHS) Quality report for 2022/2023. Readers will note a change to the format used in recent years, we trust you enjoy the change. This report provides us with an opportunity to showcase the excellent services we provide within our facility, including Timboon Clinic and in consumers' homes. It is a great opportunity for our community to see and understand the special work that our staff are engaged in on a daily basis, which I am privileged to observe and lead. I commend our quality report to you.

At TDHS we strive to provide both safe and quality care in line with our ICARE values. We are able to achieve this by engaging with our community and listening to our consumers through the various feedback options provided and by assessing ourselves against industry benchmarks. This attention to the delivery of quality care allows us to provide the very best care to our community. Where review of any adverse incident demonstrates we could have done better, we are responsive to those outcomes. It is worth noting the number of adverse incidents experienced at TDHS, an often-used quality indicator, is below the benchmark. As further evidence of the quality care provided at TDHS, we were also accredited by the National Safety and Quality Health Service Standards (NSQHS) and strive to provide aged care services in line with the Aged Care Quality Standards (ACQS).

Recently, we purchased the Timboon Clinic, for the first time bringing the service into the fold. While we had always worked closely we have now formalised the relationship, which has great potential for both the clinic and TDHS. The Timboon Clinic is often the first step on the journey to receiving quality care at TDHS. Our highly skilled General Practitioners will chart a course for each consumer to achieve their health goals, often involving services provided at TDHS.

When you arrive at TDHS you may be admitted to our acute ward, cared for by our highly skilled multidisciplinary team of doctors, nurses, physiotherapists, exercise therapists, podiatrists and social worker. As you progress and head home your care will still be provided by our dedicated staff in District Nursing or Community Care. We will provide you care but when that care extends beyond our scope of practice, we will find you the right care in the right place at the right time. This may be through our biggest sub regional local partner in Southwest Healthcare or further afield to either Geelong or Melbourne.

In the case of emergencies, our Urgent Care Centre (UCC) is here to provide the highest level of care. You will be met by one of our highly skilled nursing team, who will provide an assessment and the care you may require. When the consumer's condition sits beyond the nurses' scope our UCC is supported by an on-call doctor. On occasion we recruit the services of Ambulance Victoria, who will transport the consumer to a more appropriate service, this is quality care in action.

As part of the Barwon South West region, TDHS has specific roles and responsibilities, the fulfilment of which enhances the quality of care for our consumers. Each health service in the region is part of a much bigger system, contributing to providing quality healthcare to all Victorians.

I would like to thank contributors to this report and to the consumers that provide ongoing assistance to our health service. If you would like to provide feedback for inclusion in next year's report please do so by visiting our website (www.timboonhealthcare.com.au), by contacting 03 5558 6000 or by completing our feedback form available at our healthcare service and returning to: Clinical Quality and Patient Safety Coordinator, TDHS, 21 Hospital Road, Victoria, 3268.



A stylized, handwritten signature in black ink, appearing to read 'Gary Castledine'.

Gary Castledine
Chief Executive Officer

About Us

Timboon and District Healthcare Service (TDHS) is at its core, heavily motivated and driven by the community. This stretches back to its beginnings – when a group of local citizens from surrounding townships across Heytesbury Shire met to talk about establishing a local hospital. As Timboon was considered the heart of the area, it was agreed as the right place for a hospital serving all communities, and the Timboon and District Hospital was officially opened 8 December 1955.

The current 14 bed multipurpose hospital facility and healthcare service was proposed by the Minister for Health in the mid-1990s as a way forward for Timboon.

Throughout its history, TDHS has evolved to meet the changing needs of the communities it supports, adapting to changes across healthcare and the economic environment to increase overall well-being and quality of life for all residents. A large part of this need has been met with the help of dedicated and tireless volunteers, who have given their time, money and generosity to ensure the prosperity of our healthcare service. The healthcare service brings together acute hospital care, aged care, urgent care, and a medical clinic facility, along with, a commitment to community health, specifically designed to cater to the needs of rural, sometimes isolated, communities.



Dr Peter Fox (right) and his wife Mary, a nurse, whose work is defining in the history of the Timboon hospital, making house calls in the early days.

Partnering with Consumers

REGIONAL ASSESSMENT SERVICE

Regional Assessment Service (RAS) is a Commonwealth funded service for older people (aged 65 and over, and Aboriginal people aged 50 and over). The assessment determines a person's eligibility for services and their care and support needs. At TDHS we are very fortunate to have a RAS Officer who provides assessment to community members in our catchment.

RAS Officers conduct a Home Support Assessment to determine eligibility for a range of Commonwealth Home Support Program (CHSP) services for older people who need assistance to keep living independently at home.

An assessment takes around one hour, and the assessor will ask you lots of questions about your wellbeing, including how you are managing and what help you are receiving. The assessor will then discuss your goals with you to develop a care plan and determine the available care that best meets your needs.

Your family, carer or friends are welcome to be present during your assessment and an interpreter can be arranged for you if necessary.

Assessments are conducted in the consumer's home. There is no cost to this service.

Please find below the results of the most recent audits and satisfaction surveys of our RAS.

NATIONAL SCREENING AND ASSESSMENT AUDIT

	JULY	OCTOBER	JANUARY	APRIL
2021/2022	100%	100%	not recorded	100%
2022/2023	100%	100%	100%	100%

REGIONAL ASSESSMENT SERVICE SATISFACTION SURVEY

	JULY	OCTOBER	JANUARY	APRIL
2021/2022	100%	97%	not recorded	99%
2022/2023	97%	88%	100%	100%

CARE COORDINATION

Care coordination helps engage consumers in their care as well as streamlining their care activities. It involves organising the consumers' various needs as they go between multiple providers, but also includes the coordination of discharge planning which of course, commences upon admission.

The overall goal of care coordination is to enable a more holistic, personalised approach to healthcare. The four core components of successful care coordination are:

1. A holistic understanding of a consumers health needs.
2. Streamlined access to care services and providers at TDHS and other Healthcare Services.
3. Concise, actionable information which supports consumer engagement.
4. Strong communication to coordinate care transitions between clinicians.



John achieved his goal of returning home and living independently with the help of the RAS service and Care Coordination.

John's Journey

Please see the below timeline of our treasured community member John which highlights the important role both the RAS service and Care Coordination play in our community.

11th February 2019	John had a Home Support Assessment completed post-surgery to determine his eligibility for community-based services (no services engaged at this stage).
11th July 2022	The provision of meals commenced with John attending the healthcare service weekly to pick up his meals.
3rd December 2022	John was involved in an accident and arrived at South West Healthcare Emergency Department for treatment.
4th December 2022	John was admitted to the Medical Ward at South West Healthcare
9th December 2022	John transferred to Timboon and District Healthcare Service (TDHS) as an Acute patient for ongoing care.
12th December 2022	John engaged with the TDHS Occupational Therapist to assist determining the requirements of pressure care and safe mobility.
9th January 2023	John partook in a consultation with the TDHS Exercise Physiologist to fast track his physical recovery through rehabilitation.
17th January 2023	John had a consultation with the TDHS Dietitian to streamline his nutritional requirements to promote wound healing.
20th January 2023	John was transferred to St John of God Hospital Warrnambool for surgery related to the original accident.
21st January 2023	John was transferred back to TDHS as an acute patient for recovery.
24th January 2023	Multi-Disciplinary Team Meeting (Complex Care Coordinator, Allied Health Acute Nursing and District Nursing) held where Acute Patients Discharge planning is discussed. At this meeting it was agreed by the team that John may benefit from the Transition Care Program (TCP) in assisting his transition from hospital to home.
24th January 2023	The TDHS Dietitian reengaged with John upon his return to review nutritional requirements for wound healing.
6th February 2023	A Comprehensive Assessment was completed with John's consent in preparation for his discharge to the Transition Care Program – Home Based (a twelve-week program to provide additional support and case management upon a consumers return home).
8th February 2023	A family meeting was held in preparation for John's discharge from TDHS.
9th February 2023	John was referred to District Nursing Service for ongoing wound care.
9th February 2023	John was referred to Occupational Therapy for a Home Assessment prior to discharge.
14th February 2023	Occupational Therapist and John attended his home to complete the Home Assessment.
14th February 2023	The TDHS Dietitian completed a review with John prior to discharge.
15th February 2023	A meeting was held with John, his family, the TDHS Complex Care Coordinator and the TCP Coordinator prior to discharge to determine services to be commenced and formalise the TCP arrangement.
15th February 2023	The Community Care Supervisor was engaged to implement services upon John's return home.
16th February 2023	John was discharged from TDHS as an acute patient and transferred to Transition Care Program – Home Based with the following services in place - Personal Care, Domestic Assistance, Physiotherapy and Community Transport.
16th February 2023	Delivered Meals were reinstated for John.
6th May 2023	John was successfully discharged from the TCP achieving his goal of "returning home and living independently." John then transitioned to the Commonwealth Home Support Program (CHSP) a program designed to provide minimal ongoing services allowing people to remain at home living independently.

COLLABORATION BETWEEN PATIENTS, FAMILIES AND CLINICIANS

Consumer communication boards and bedside handover continue to be used as ways to engage consumers and actively participate in their healthcare.

Bedside handover is communication with consumers and their families that occurs at the change over of each nursing shift. The handover involves a review of your planned care, goals you may have for the day and any concerns you may have. It is at this point the consumer communication boards are reviewed and updated accordingly. Ensuring the details of the nurse caring for you, and that the day and date are up to date. The communication boards are an opportunity for the consumer and their families to write any questions they may have for the doctor or nurse, providing the opportunity to be as involved in your care as much as you wish.

The communication boards also contain individual consumer information that directly relates to any important safety issues that staff need to be aware of, including information about risk of falling or allergies (food).

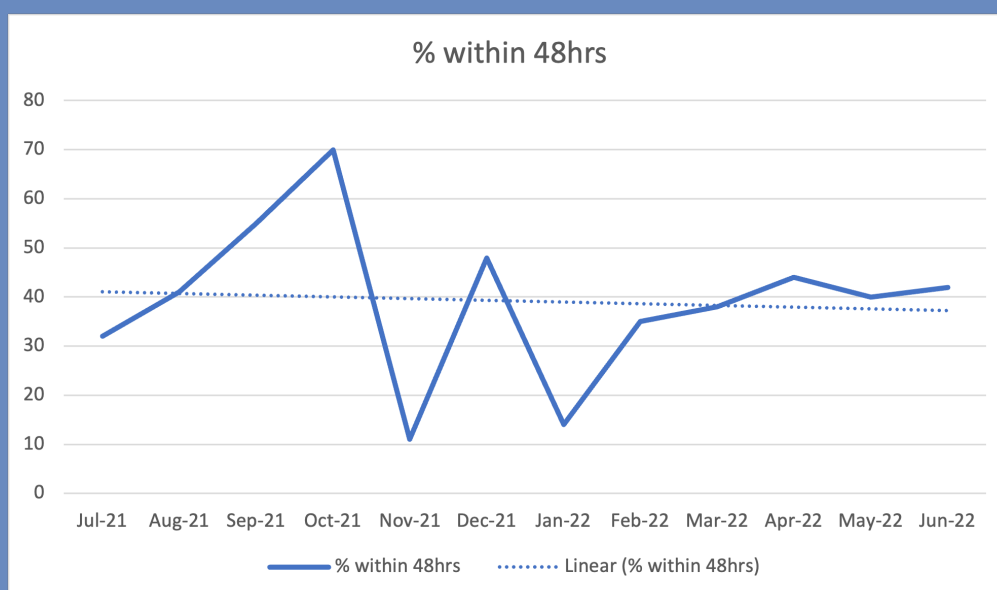
Clinical bedside handover ensures effective handover occurs between clinicians, enabling transfer of key aspects of your condition or care. The handover of care will occur at your bedside in order to provide an opportunity for you or your families to be involved in the process.

Consumer Experience:

LEAVING HOSPITAL

A discharge summary is shared between the consumer and their healthcare providers on discharge home from Timboon and District Healthcare Service (TDHS). Sharing information between the health service, General Practitioner (GPs) and other healthcare providers is an important part of ensuring you receive the ongoing care required once you go home. The discharge summary will include information about the hospital you were discharged from, tests you may have had, an overview of the admission with an update on any changes to your care that may have been made. TDHS measure the timeliness of the discharge documents to make sure they are reaching GPs and other health providers within 48 hours. To ensure safe, high quality continuity of care.

Percentage of Discharge Summaries Completed and Disseminated to Patients and Other Health Providers within 48 hours of Patient Discharge



Consumer Experience:

LIZ'S STORY - FROM BROKEN LEG TO EXCEPTIONAL CARE

On the 18th February 2023 Liz was enjoying a walk along the beach when a large rock fell hitting her leg. She sustained an open fracture of the tibia and fibula and was airlifted to the Royal Melbourne Hospital (RMH). On discharge, after a 16 day stay, Liz requested to have her rehabilitation closer to home.

After having a conversation with a District Nurse Liz asked the RMH to send referrals to TDHS. The dedicated District Nurses promptly commenced home visits to oversee her wound care. After a month of attentive care, Liz progressed to the next phase of her recovery journey. This phase involved engaging in physiotherapy sessions at TDHS, expertly guided by Sarah Rahles-Rahbula and James MacAuslan.

Right from the outset, Liz found “everything so easy”. She appreciated the seamless transition from District Nursing to the rehabilitation team, and was heartened by the warm and welcoming smiles she encountered at the reception, a comforting start to her healing journey

In her ongoing recovery, Liz attends the Open Rehab Supervised Exercise Group twice a week as well as attending the Timboon Clinic for regular check-ups with her GP Andrea Hedgland.



TDHS Exercise Physiologist Ryan Dawson (left), Physiotherapist Sarah Rahles-Rahbula (middle) and Allied Health Assistant Tracey Heeps discussing team approach

Feedback

COMPLIMENTS, COMPLAINTS AND SUGGESTIONS

At TDHS we have a dedicated team of health care professionals and support staff who endeavour to provide the highest possible standard of care and service. We appreciate all feedback about the services and care we provide. The feedback received is used to continually improve the quality of our services. Any information provided will not affect your care. You will be treated with respect and your feedback will be dealt with in a timely manner.

Feedback can be provided by completing a Feedback Form located throughout the healthcare service, the link on the TDHS website, in person, or by using the QR codes located throughout the healthcare service. For the 2022/23 period a total of 127 items of feedback were received. All feedback received was reviewed by the Feedback, Review and Evaluation Committee and a response provided. A monthly feedback report is completed and displayed at TDHS for the Community and Staff.



YOUR FEEDBACK MATTERS



Compliments



Suggestions



Complaints



Health Promotion and Community Engagement

Health promotion involves working with people before they show the signs of disease, optimising their opportunities to make healthy choices and thereby preventing disease. Timboon and District Healthcare Service (TDHS) runs multiple community awareness programs and health events (e.g., Women's Health, Men's Health) to improve overall well-being in the community, although COVID-19 has put a hold on many of these face-to-face programs and events. TDHS is proud of its strong relationship with the Timboon P-12 School; our ongoing collaboration enhances opportunities for our younger community members to have access to a range of health-related resources and learning experiences (i.e., Secret Girls Business, Secret Boys Business) as well as participate in activities and special events, (i.e., Walking to School, Healthy Breakfast, Smiles for Miles), that promote optimum health and wellness for our future generation. During COVID-19, where possible, health programs and events were held via Webex or Zoom. Social media and printed publications were a major platform for health promotion and awareness during this time period.

Our Community Engagement Officer, assists with the development of community communications and engagement strategy. This has increased media presence, via different platforms, including information during awareness months and events and COVID-19 education. The Community Engagement Officer also organises our Quarterly newsletter with local community members sharing their health journeys, which is often also picked up by our local newspapers resulting in increased engagement and the spread of health awareness.

The following 2022/2023 national health awareness campaigns have been supported by TDHS on social media (including monthly Vlogs) and/or in our Quarterly newsletter:

- Covid and flu awareness
- Alcohol and Other Drug addiction awareness
- Mental Health awareness – Push Up Challenge, Covid
- National Reconciliation Week
- National Palliative Care Week
- National Volunteer Week
- International Nurses Day
- International Day of Midwife
- Pay it forward Day – Gratefulness, Empathy and Mindfulness
- Blood Cancer awareness (and Covid)
- Menopause awareness

- Endometriosis awareness (EndoMarch)
- International Day of Happiness – Gratefulness, Empathy and Mindfulness
- Cultural Diversity week
- Ovarian Cancer Awareness month – Teal ribbon day
- Summer Wellness series – Healthy lunch boxes, Tai chi, Walking for Health, Nutrition and Label reading
- Multiple Sclerosis awareness
- Feel good February
- Volunteer awareness
- Summer awareness – fire safety and water safety
- Skin cancer awareness
- Outdoor activity health awareness

- Hay fever and pollen season awareness, as well as thunderstorm asthma
- Bowel Cancer awareness (Decembeard)
- Gender Based Violence awareness (16 days of activism)
- My Aged Care access awareness
- Men's health issues awareness (Movember)
- Defibrillator awareness (Shocktober)
- Breast Cancer awareness month
- Carer's support awareness
- World Cerebral Palsy day
- Chronic illness awareness

- Parkinson's disease awareness
- Therapy Dog Awareness month
- RUOK day
- Women's Health week
- National Meals on Wheels day
- Winter Wellness video series – tips from Diabetes Educator, Dietitian, Social Worker, Community Health Nurse and Exercise Physiologist
- Brain injury awareness week
- National stroke week
- Farm Safety Week
- National Diabetes Week



Our People Matter

The people matter survey is an independent opinion survey designed to give employees an opportunity to express their experience and perceptions of a range of workplace issues and practices, including management and leadership, service delivery and employee engagement.

The 2022 TDHS People Matter Survey demonstrated that our staff have made improvements following the 2021 survey. This is a reflection that the actions and quality improvements that we have put in place continue to support safe, high-quality care.

CONSUMER SAFETY CLIMATE	BENCHMARK	2021	2022
I am encouraged by my colleagues to report any patient safety concerns I may have	82%	93%	89%
I would recommend a friend or relative to be treated as a patient here	76%	84%	87%
My suggestions about patient safety would be acted upon if I expressed them to my manager	74%	84%	88%
Management is driving us to be a safety-centred organisation	74%	74%	75%
Patient care errors in my work area make it easy to learn from the errors of others	62%	77%	67%
The culture in my work area makes it easy to learn from the errors of others	62%	77%	67%
Trainees in my discipline are adequately supervised	61%	53%	58%
This health service does a good job of training new and existing staff	58%	48%	50%

Workplace Culture

Timboon and District Healthcare Service (TDHS) values its staff. We invest in their health and wellbeing and provide a variety of learning opportunities so all staff can confidently undertake their roles and responsibilities.

Workplace culture can be defined as the unique character of an organisation – its personality. A positive workplace culture in a health service attracts talented staff, impacts staff wellness, and improves the health and satisfaction of both staff members and patients. Happy staff members ultimately mean they are less likely to want to leave TDHS, leading to better and more consistent consumer care.

TDHS provides its staff with a range of health and well-being opportunities throughout the year. These are aimed at supporting a healthy workplace and lifestyle. Some of these include Staff fun days (Jeans for Genes Day, Halloween, Opshop Glam Melbourne Cup, Movember -moustache signs, Day on the Green, Christmas decoration competition, Rainbow day IDAHOBIT day), 16 days of activism 2022 (colouring in socks) – November into December, Push Up Challenge – June.



Education

At Timboon and District Healthcare Service (TDHS) we are modelling the future of healthcare with a strong foundation in education, we will continue to expand and grow this service in 2023/24. Our goal in the education sector is to invest in our healthcare workers to make a difference in the lives of the patients and community. As you can see from the stats below we have had a vast array of students through our facility from metro and rural areas and we will continue to develop on this over the next year. As we reflect on the past year, we look forward to an even brighter future for healthcare education at TDHS.

2022-2023 STUDENT PLACEMENT STATS

TDHS is proud to offer student placements for a variety of health professions. These included Nursing, District Nursing, Community Care work and Allied Health work. For 2022/23 we welcomed students from Deakin University (Burwood, Geelong, Warrnambool), South West Tafe, Southern Cross Education, Signet Institute of Australia, Genu, Alpine Health and Mercy College.

	ACUTE/MEDICAL	DISTRICT	AGED CARE	WORK EXPERIENCE
Student Placements	25	9	7	2
Placement Days	415	50	88	9

Student Feedback:

"I thoroughly enjoyed my placement at Timboon and District Healthcare Service. The staff are welcoming and always say hello as you pass by. They are very knowledgeable in whichever part of the health service department they are working in. I certainly enjoyed my time working with the District Nurses throughout the fortnight of my placement. They were all sensational teachers, understood how different people learn and were able to make all the tasks less overwhelming. They took the time out of their work day and showed me many different aspects of nursing and what to learn. I found/was shown many different routines and patients, was taught about lots of kinds of wound care and medication names and how they worked and what they were for. Overall I think that my placement was enjoyable and a great success."

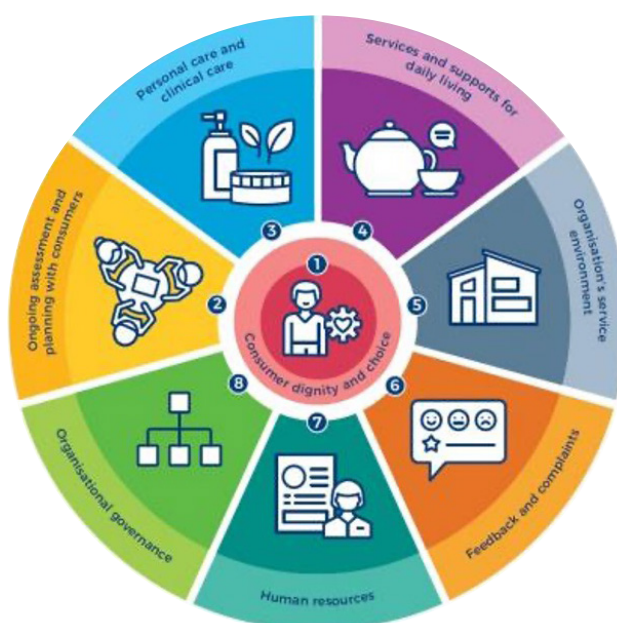


Deakin University students with some of our new training equipment purchased with 2022/23 Annual Appeal donations from our generous community

External Reviews

Here at TDHS we are required to meet a number of standards in order to continue to operate the services we offer our community. Passing an accreditation demonstrates that TDHS provides safe, quality care for our consumers.

ACCREDITATION FRAMEWORK	DEPARTMENT	DETAILS
National Safety and Quality Health Service Standards ((NSQHS)	Organisational wide excluding Community Care and Timboon Clinic	TDHS successfully accredited until March 2025. Short notice assessments have commenced which mean TDHS will receive 24 hours' notice prior to an assessment.
Aged Care Quality Standards (ACQS)	Community Care	Change over in progress from Common Care Standards to ACQS.
National Disability Insurance Scheme (NDIS)	Organisational wide	Mid cycle assessment completed successfully in May 2023. The NDIS have a 3 year accreditation cycle.
Australian General Practice Accreditation Limited (AGPAL)	Timboon Clinic	Timboon Clinic successfully accredited until September 2025. This is a 3 year cycle.
Diagnostic Imaging Accreditation Scheme	Radiology	Successful accreditation achieved for general x-ray June 2020. This is a 4 year cycle.



Keeping Everyone Safe

For the 2022/23 period TDHS held weekly meetings reviewing any incidents, near misses and hazards reported through the Riskman system. This ensures that interventions are implemented to minimise the risk of harm to both the consumer and employees. For the 2022/23 period all incidents logged were reviewed by the Incident Review and Evaluation Committee (IRE) at weekly meetings. The IRE committee consists of all middle management and the executive team. These incidents are also reported to the Department of Health.

Total incidents reported: 470, with 10 Incident Severity Rating (ISR) 2 incidents. These incidents are reviewed independently and reported to the Board of Directors.

INCIDENT SEVERITY RATING	NUMBER OF EVENTS (2022/2023)
Sentinel Event	0
ISR 1 - An unexpected death not related to the natural course of the patient's illness or underlying condition. Permanent harm/reduction in function requiring a higher level of care and advanced treatment.	0
ISR 2 - Permanent or temporary reduction in function requiring advanced treatment	10
ISR 3 - Temporary or no loss of function requiring minor treatment	91
ISR 4 - An incident resulting in no harm but having the potential to do so.	369

STATUTORY DUTY OF CANDOUR

Statutory Duty of Candour (SDC) is a legislative requirement to be introduced to all health services in November 2022. SDC is a review process that healthcare services are required to complete when a consumer suffers a serious injury (SAPSE). There are strict timelines and guidelines to be followed for the SAPSE review. TDHS is then required to report this to the Department of Health in a quarterly report.

TDHS has developed a procedure following the Safer Care Victoria (SCV) guidelines and adapted the SCV forms. Staff were encouraged to attend education provided by SCV.

TDHS conducted 1 SAPSE review commencing in June 2023, using our partnership with Terang Mortlake Health Service to develop the review panel.

SERIOUS INCIDENT RESPONSE SCHEME

The Serious Incident Response Scheme (SIRS) is aimed at reducing the risk of abuse and neglect of older Australians receiving aged care services.

The SIRS complements the Charter of Aged Care Rights, the Code of Conduct for Aged Care, the Aged Care Quality Standards and open disclosure requirements.

TDHS has introduced the SIRS procedure in relation to Community Care Services.

Keeping Patient Information Safe

TDHS protects your privacy by ensuring personal information is secured through policies regarding access, handling, storage and disposal in accordance with the Health Records Act 2001. Maintaining your privacy and the confidentiality of your personal information is important to us.

When you become a consumer of TDHS, a medical record is created. This includes information such as your name, address and contact details, as well as information about your health problems and the treatment you receive. Every time you attend or have contact with the healthcare service, new information is added to your record. Your medical history, treatment and any information provided to the hospital are treated confidentially. We cannot use or pass on information about you to anyone unless you agree, or it is required by law.

Personal information relating to you can only be disclosed in the following circumstances:

- When you (or your next of kin) consent to the disclosure of information;
- For your ongoing treatment;
- When the law requires disclosure e.g. infectious diseases, subpoena of information for court or tribunal hearings, Mental Health Act 2014, Health Services Act 1988.

If you are concerned that there has been a privacy breach please refer to the TDHS website and search under the Information tab for advice on how to proceed.



Infection Control

HAND HYGIENE

Hand hygiene is a core strategy in the prevention of health care associated infections and the transmission of antimicrobial resistance. The World Health Organization introduced the “5 moments of hand hygiene” in 2009 to reduce health care associated infections. At TDHS we audit these 5 moments regularly.

HAND HYGIENE	24/10/22	25/03/23
Compliance	86%	92%

REPORTABLE INFECTIONS

TDHS complete monthly surveillance on our hospital acquired infections. This occurs across both our acute and aged care consumers. The hospital acquired infections we report on are in the tables below. These tables reflect zero hospital acquired infections to our consumers during the 12 month period in both our acute care and aged care consumers.

ACUTE CARE/AGED CARE												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Methicillin Resistant Staphylococcus Aureus	0	0	0	0	0	0	0	0	0	0	0	0
Staphylococcus aureus Bacteraemia	0	0	0	0	0	0	0	0	0	0	0	0
Vancomycin Resistant Enterococcus	0	0	0	0	0	0	0	0	0	0	0	0
Clostridioides difficile Infection	0	0	0	0	0	0	0	0	0	0	0	0

COVID

It is important we reduce the COVID-19 transmission risk where possible, to help protect vulnerable consumers in our care, and our staff. As we move towards a Covid normal, some restrictions we have been able to be altered but some interventions remain within the health service. We thank you for your patience and understanding as these interventions are altered as needed and reviewed regularly. We also thank you for your kindness and support as we continue to navigate COVID-19 and strive to provide excellent care.

- COVID-19 Immunisation is available by contacting Timboon Clinic

ANTIMICROBIAL STEWARDSHIP PROGRAM (AMS)

AMS is a group of strategies which aims to promote the best use of antimicrobials such as antibiotics, antivirals & antifungal agents. The AMS program has a number of areas it strives for including: reducing incorrect prescribing of antimicrobials, improving consumer outcomes and reducing adverse consequences of antimicrobial use such as, antimicrobial resistance & toxicity to our consumers.

Here at TDHS we:

- Provide AMS education and training to medical staff
- Audit all antimicrobials prescribed to our inpatient consumers
- Provide ongoing AMS education to clinical staff throughout the year



At the height of the pandemic Personal Protective Equipment (PPE) was necessary to keep both staff and community safe

Palliative Nursing Care

Timboon and District Healthcare Service use a consumer centred model of care that is designed to meet the wishes of consumers and their families at the end of life, or those requiring symptom management. Consumers are supported by their local General Practitioner, Nursing and Allied Health team during their inpatient stay or as they transition back to their own home.

For those wishing to spend their final days or months at home, supported by the Southwest Healthcare Community Palliative Care team & Palliative Care Consultancy team, District Nurses from TDHS continue to provide high quality care in the comfort of your own home.



Timboon Clinic

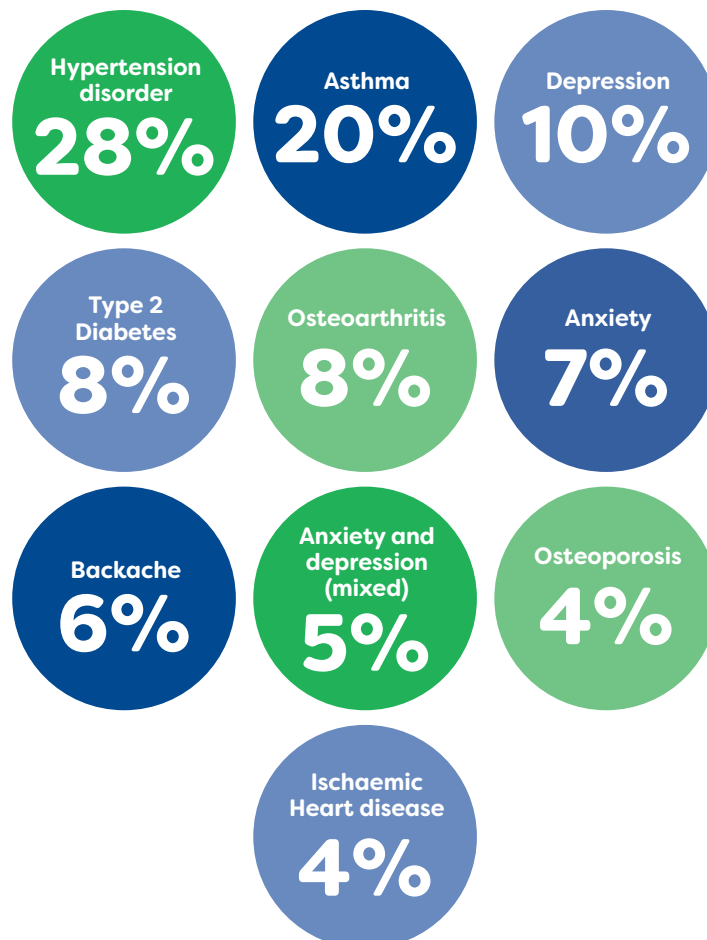
Timboon Clinic aims to provide the best care possible for our community. Our clinic has a team of experienced General Practitioners, Practice Nurses and other Health Professionals dedicated to your health and wellbeing. Services provided are extensive and include, but are not limited to:

- General Consultations,
- Women's/Men's health,
- Immunisations,
- Chronic Disease Management and
- Health assessments.

There are also a number of visiting clinicians including an Osteopath, Chiropractor, Western Regional Drug and Alcohol Centre (WRAD) and Otway Health a cardiology service.

Currently Timboon Clinic has an active patient population of 15,074 and on any given day, the clinical team will see 66 patients.

10 MOST PREVALENT CHRONIC CONDITIONS PRESENTING TO TIMBOON CLINIC.



Residential Aged Care

QUALITY INDICATORS

TDHS is required to report aged care data quarterly to the Victorian Health Department through the Indicator Program for our 4 aged care beds.

These included:

- Unplanned weight loss
- Falls
- Medications or Antipsychotics
- Restraint
- Pressure injury

The indicator program is designed to monitor performance, provide quality improvement in aged care and give older Australians transparent information on the quality of care provided by an aged care facility.

Moving forward the program has expanded to 11 indicators.

UNPLANNED WEIGHT LOSS

TDHS is required to report on unplanned weight loss. Weight loss can be an early indicator that a consumer is unwell and if addressed early can be remedied.

UNPLANNED WEIGHT LOSS	
2022/23	0
2021/22	0
2020/21	0

FALLS

As people aged the risk of falling increases. All consumers admitted to TDHS are screened to identify falls risk factors and targeted individualised strategies are implemented, regularly reviewed and monitored. If required referrals are completed for Physiotherapy, Exercise Physiology or Occupational Therapy.

All consumers admitted to TDHS are provided with the booklet “Don’t Fall for it”.

FALLS	
2022/23	7
2021/22	21
2020/21	0

MEDICATIONS OR ANTIPSYCHOTICS

Polypharmacy is defined as the prescription of nine or more medications to a care recipient. Regular monitoring of polypharmacy is important because polypharmacy has been associated with reduced quality of life and harm such as adverse drug events, cognitive decline, and hospitalisation.

Antipsychotics are medications prescribed for the treatment of a diagnosed condition of psychosis. TDHS must report if this class of medication is not being used for this purpose.

TDHS must report against polypharmacy and antipsychotics.

All our residents at TDHS have a regular medication review by their GP and a 6 monthly review by a pharmacist.

>9 MEDICATIONS	
2022/23	2
2021/22	1
2020/21	1

ANTIPSYCHOTICS – COMMENCED 2021/22	
2022/23	0
2021/22	0

RESTRAINT

Restraint is always used as a last resort and only when a consumer is at serious risk of hurting themselves, other consumers or staff. TDHS must report against any restraint used in aged care.

Prior to using restraint, discussions occur with both the General Practitioner and family/carers. All other avenues of management are attempted.

RESTRAINT	
2022/23	0
2021/22	0
2020/21	0

PRESSURE INJURY

Pressure injuries are more commonly referred to as pressure sores or bed sores. At TDHS all consumers are screened for their risk of developing pressure injuries on admission. At times an Occupational Therapist will review the consumer and advise nursing staff on interventions to implement in order to reduce the risk.

TDHS is required to report the number of pressure injuries our aged care consumers develop.

PRESSURE INJURY	
2022/23	0
2021/22	3
2020/21	1

Room Updates – **Renovations**

Back in 2020 TDHS began the process of updating our ward rooms and renovating the ensuites. Due to the arrival of COVID 19 restrictions the project was put on hold. During 2021/22 TDHS had sporadic periods where trades were allowed onsite as restrictions eased and then again reinstated.

Finally in 2022 we were able to unveil 2 rooms with disability ensuites, 10 completed ensuites and 14 single rooms.



TDHS consumers were finally able to use our upgraded ward rooms and bathrooms in 2022

Escalation of Care

TDHS recognises that early detection of deterioration in a consumer can be facilitated by the measurement of observations and timely interventions with escalation when abnormal readings occur.

Observations provide us with important information on the consumer's clinical state.

This ensures we promptly recognise deterioration of a consumer, and it enables us to escalate their care in a timely and appropriate manner.

The TDHS electronic medical record system, TrakCare, is where consumer observations are documented. This system provides flags to staff when observations are outside of the normal range, prompting staff to escalate a consumer's care.

Community Care Workers recognising a change in their consumers state report and escalate this to their manager. In an emergency '000' is contacted to attend to the consumer.

District Nursing conducts observations based on the consumer's needs. Any minor deterioration in the consumer's condition is fed back to the referrer of the consumer. In an emergency '000' is contacted to attend to the consumer.

REACH

TDHS is committed to the early recognition of clinical deterioration in consumers and acknowledges that the consumer, family or carer is part of the process.

TDHS have implemented REACH which is a system that helps consumers, their family and carer/s escalate their concerns with staff about worrying changes in a consumer's condition while in hospital. It stands for Recognise, Engage, Act, Call, Help is on its way.



Urgent Care Centre

TDHS operates a 24-hour, seven day a week Urgent Care Centre. Nursing staff have seen 676 consumers presenting to Urgent Care in the past 12 months. Nursing staff work in collaboration with our medical officers and ambulance officers to meet consumer care needs in areas such as assessment, consultation, treatment and referral.

The introduction of Virtual Emergency through Northern Health and telehealth through University Hospital Geelong has provided assistance to our team of nurses to continue to support the community when a medical officer is not available.

Some consumers may require further investigations or more specialist assessment so are transferred to a major hospital. Once the assessment is completed and treatment plan developed there is the opportunity to be transferred back to TDHS to continue your recovery.



* i.e. South West Healthcare, University Hospital Geelong



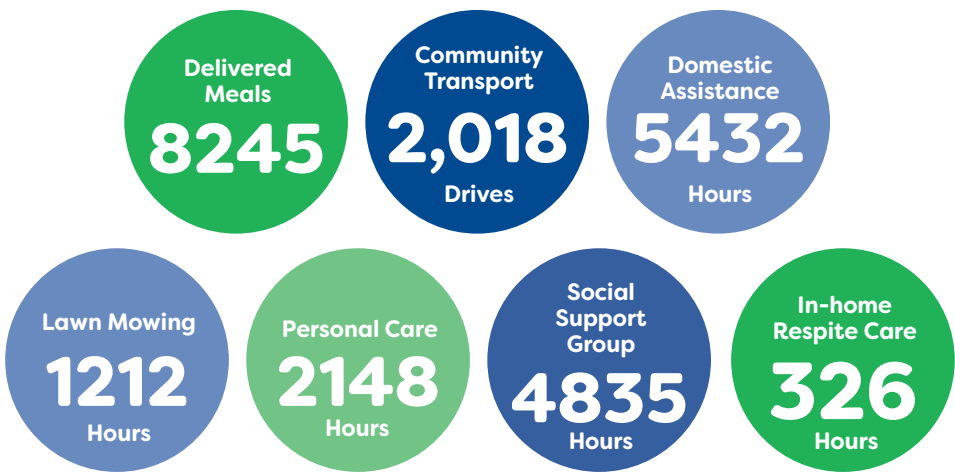
Community Health

HOME AND COMMUNITY CARE SERVICES

The Home and Community Care Service provides care and support services to frail older people, younger people with disabilities and their carers residing in the community, allowing them to remain in their home in a supported environment rather than a premature or inappropriate admission to long term residential care.

TDHS currently employs 26 staff to provide assistance which includes delivered meals, domestic assistance, personal care, lawn mowing, community transport, social support and in home respite care.

BREAKDOWN OF SERVICES DELIVERED TO OUR COMMUNITY



DISTRICT NURSING

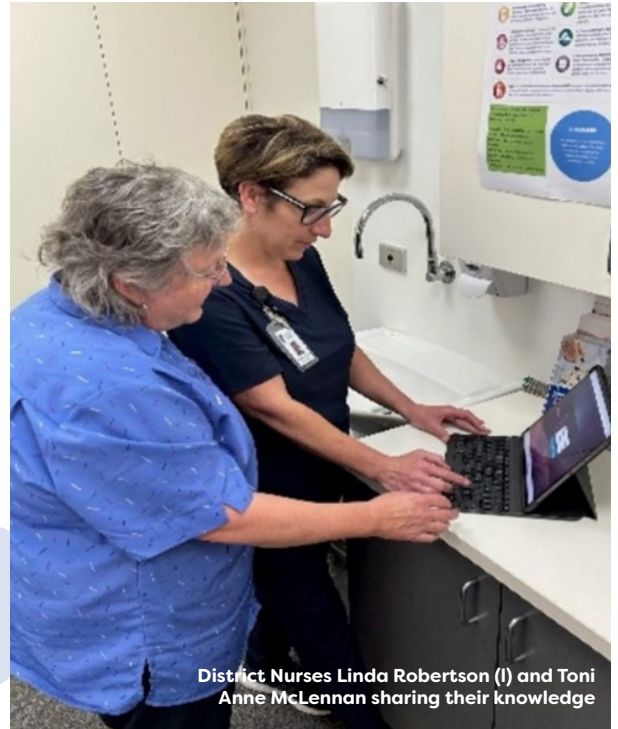
TDHS District Nursing Service experienced a busy year. The DNS team provide a wide range of care, treatment and education not only to the consumers but their carers and family including:

- hygiene and skin care
- catheter care
- palliative care
- technical nursing care

The team consists of 3 part time and 3 casual nurses.

2279

consumers
visited in the
community by
the DNS team.



District Nurses Linda Robertson (l) and Toni Anne McLennan sharing their knowledge

Feedback received 2022/23

"I was very happy with the nurses who cared for me while my wife was on holiday. They know their job and are professionally trained. I am thanking them very much."



District Nursing Coordinator Sherryl Mueller (l) and TDHS consumer Carmel Flannagan

Allied Health Service

The Allied Health Service continues to grow its capacity in delivering services to the TDHS community. Our current services include Physiotherapy, Exercise Physiology, Occupational Therapy, Dietetics, Diabetes Education, Social Work and Health Promotion. In addition to these services TDHS also facilitates visits from private providers and other health services including Podiatry, Maternal Child Health, MPower, Dentistry, and Audiology.

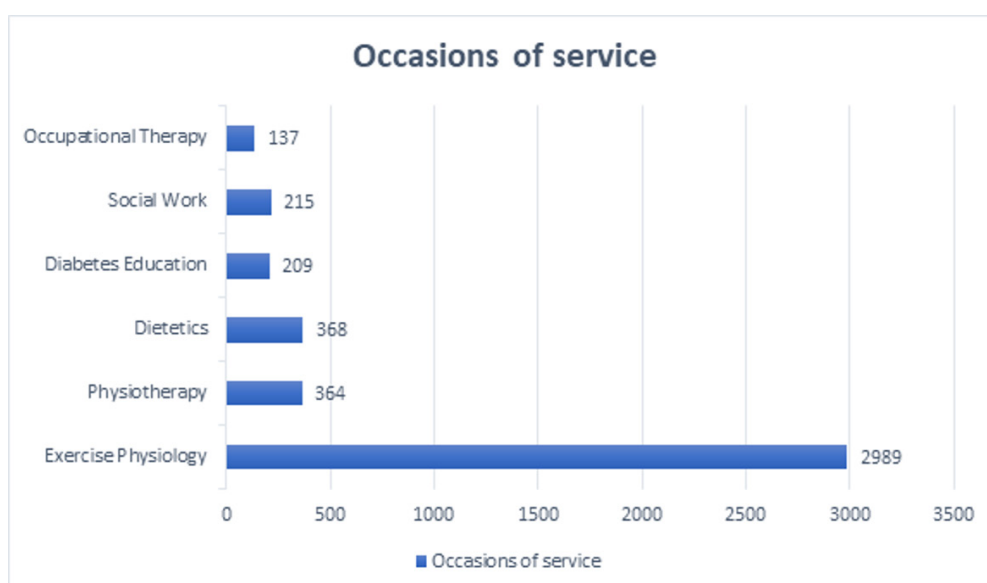
Throughout the 22-23 period Allied Health has seen a gradual increase in service as we slowly progress out of COVID restrictions. Throughout the year we have seen an increase in Full Time Equivalent (FTE) with multiple new faces added to the team including a new Physiotherapist, Occupational Therapist and Health Promotion Officer. Most of our Allied Health staff are on site in a part time capacity which sees, Exercise Physiology Full time Monday to Friday, Health Promotion 3 days a week, Physiotherapy 1-2 days a week, Dietetics 2 days a week, while Social Work, Occupational Therapy and Diabetes Education are all on site once a week.

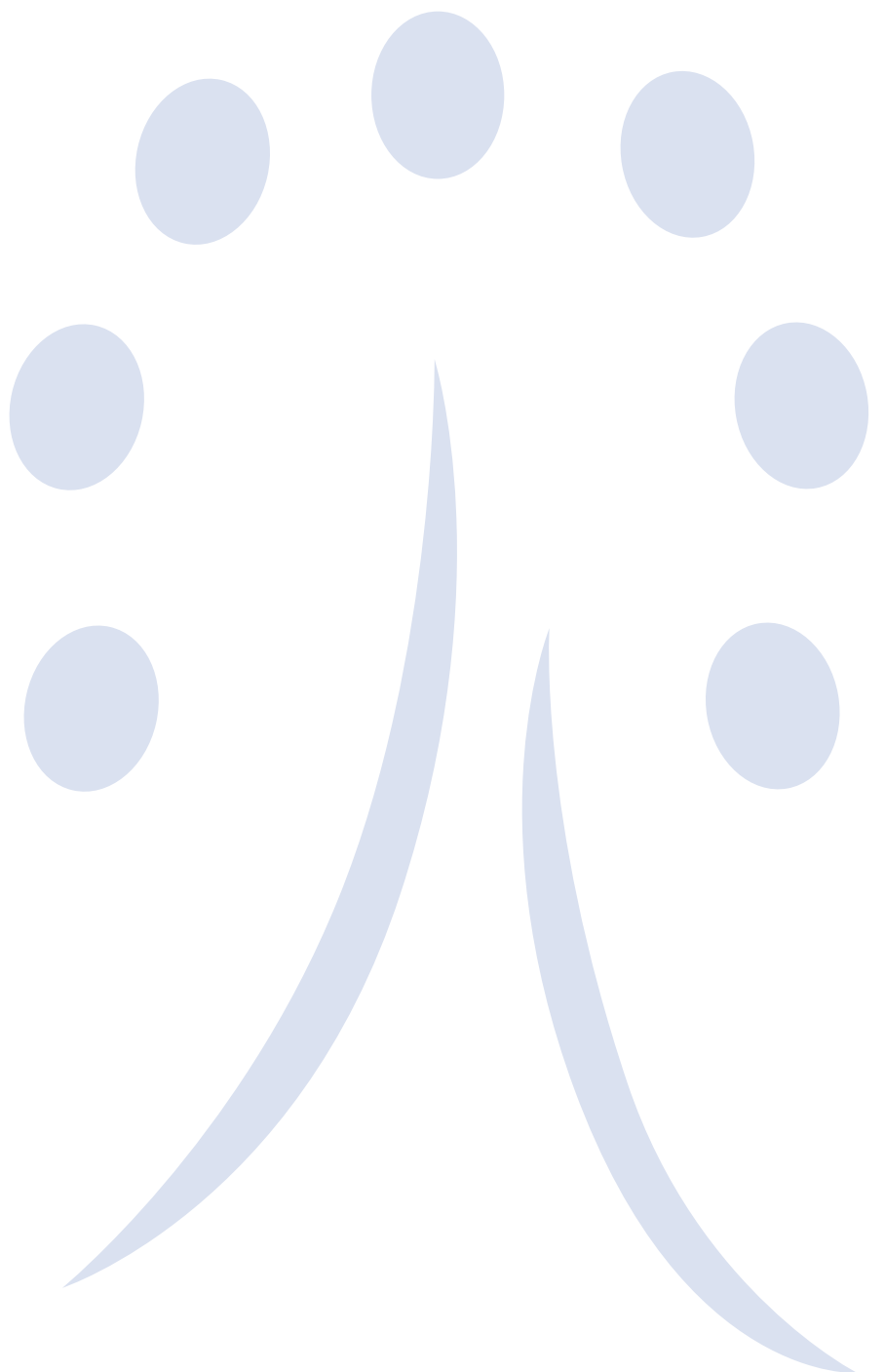
TDHS currently offers a comprehensive suite of allied health and rehabilitation services which provides access to both inpatients and the community, including but not limited too; a comprehensive exercise program, provision of equipment and home modifications, diabetes management, nutritional advice and education, crisis support and counselling.

The TDHS Exercise Program is delivered by both Exercise Physiologists, Physiotherapists and Allied Health Assistants and is structured to include General Strength sessions, Post Surgery and Musculoskeletal Rehabilitation, Mums and Bubs Return to Exercise program, Tai Chi, Chronic Disease management, Parkinsons Exercise group, Men's and Women's Strength programs, Falls and Balance Rehabilitation as well as 1-1 sessions with either an Exercise Physiologist or Physiotherapist.

Some notable achievements for the year include a complete overhaul of the menu provided at TDHS, a return of the Mums and Bubs exercise program, Allied Health staff attending the International Job fair in England and the development of a new and improved health promotion plan.

Please see the table below for a snapshot of Services provided for the 2022-2023 period.







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"Caring hands" by 2020 TDHS Photo
Competition winner Chloe Jackson