

Introduction

The following document represents the Tallangatta Health Service (THS) 2009/2010 Quality of Care Report. In previous years this report was included within the Tallangatta Health Service Annual Report. It is now being presented as a separate publication.

The purpose of this report is to inform our local communities and the Department of Health about the services THS provides and quality improvement achievements during the past 12 months. The report will demonstrate the work that goes on behind the scenes to provide a quality service that is relevant to the needs of our communities.

Our Values

- Caring to be sensitive and responsive to each other
- Honesty to be open, trustful and trustworthy
- Integrity to be open, confidential and accountable
- Respect to treat each other with dignity, courtesy and as individuals

Our Mission

Tallangatta Health Service is a flexible and dynamic provider of services that meets the changing needs of our rural community.

Our Principles

Tallangatta Health Service is guided in its activities by the following principles:

- The community is consulted to identify effectiveness of service provision and identify changing needs and expectations.
- Best practice is pursued in all areas of health service provisions.
- A culture of professional conduct will be fostered, while striving to enhance the positive image of the Health Service.
- Services provided to the community will be affordable and achieved within the funding guidelines set by Government and the Board Limitation Policies.
- Tallangatta Health Service is a safe and healthy place for all who have contact with the organisation.



Our Profile

Tallangatta Hospital and Tallangatta & District Extended Care Centre Inc. merged as one organisation on the 1st July, 1997. This resulted in the integration of Bolga Court Hostel, managed by the Tallangatta and District Extended Care Centre Inc., into the management structure of the existing hospital complex.

In November 1999 Tallangatta Hospital underwent a name change to become known as Tallangatta Health Service.

With the acceptance into the Healthstreams program, Tallangatta Health Service extended its service provision to the community by introducing community based services including Home and Community Care Services.

Acute Care

Tallangatta Health Service has 15 acute funded state beds which are used to provide:

- General/Sub acute care
- Post-surgical/Medical care
- Respite Care
- Palliative Care
- Slow stream rehabilitation services
- Nursing home type care

Residential Aged Care

Bolga Court Hostel is a fully accredited 36 bed hostel providing permanent low level residential care and respite care. Lakeview Nursing Home is a fully accredited 15 bed facility providing high level residential aged care services.

Integrated Medical Clinic

Tallangatta Health Service also incorporates the Tallangatta Medical Centre. The Medical Centre provides services to both the community and to clients and residents of Tallangatta Health Service.

Primary and Community Care

We continue to provide diabetes education, women's health, men's health, podiatry, mental health and generalist counselling services to community groups, clients and residents. The Health Promotion programs focus on the State's priorities of promoting mental health and wellbeing and promoting physical activities and a healthy community.

Allied Health

Our Allied Health team consists of a Physiotherapist and Podiatrist providing services to inpatients, together with a range of services to community groups, clients and residents.

Home and Community Care

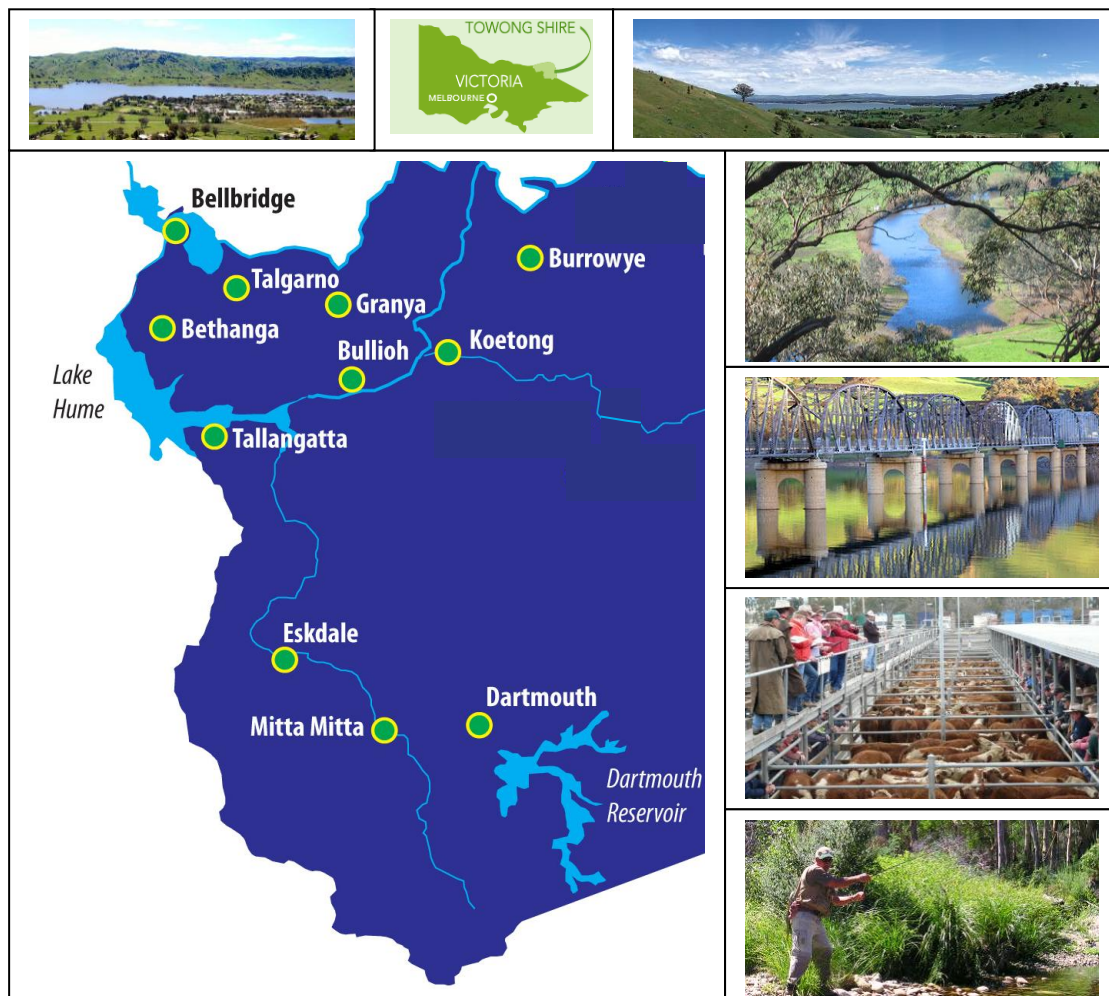
Home and Community Care (HACC) services are delivered directly from Tallangatta Health Service. Home maintenance, personal care, home care, district nursing, meals on wheels and planned activity groups are examples of services provided to HACC eligible clients.

The Community We Serve

Who is our community?

Tallangatta Health Service services the community of the Western Region of the Towong Shire in North East Victoria. It includes people of the townships of Tallangatta, Mitta Mitta, Dartmouth, Eskdale, Bethanga, Bellbridge, and all the areas in between. Our population is primarily of English speaking background (95.9% as per Australian Bureau of Statistics 2006 census data). Statistically we have a predominantly older population due to farming and rural surrounds.

Map of Tallangatta Health Service catchment area





CONSUMER, CARER, AND COMMUNITY PARTICIPATION

Community

Planned Activity Group

Our HACC funded Planned Activity Groups (PAGs) encourage client participation and planning. Clients in the "Lunch and Laughter" program initiated, with the support of a volunteer, the production of a recipe book of their favourite recipes. Initially 70 of these books were sold with sales continuing at a steady pace. Evaluation of this activity within the program has demonstrated that the clients feel they have an increased participation and contribution within their community. After some restructuring, the core Thursday group adopted a new name for themselves, called MCG (Mixed Community Group). The clients still participate in all their favourite activities, however they introduced newspaper reading and "This is Your Life", an activity encouraging participants to share some of their past memories. Having them contribute to planning and decision making has ensured our services are flexible enough to meet their needs.

Case Study – "Men's Health and Wellbeing Pit Stop"

Tallangatta Health Service responds to the needs of consumers, families, carers and the community across the continuum of care.

One example of the preventative and health promoting work in practice was the Tallangatta Men's health and wellbeing 'Pitstop', held in May 2010. Led by the health promotion program of Tallangatta Health Service this involved a collaboration of many agencies providing health and wellbeing checks, information and resources to the 200 men who participated. The Steering Committee comprised members from the Towong Shire Community Support Committee (previously called the Drought Recovery Committee).

Merv Hughes, the ambassador of Andrology Australia and former Australian test cricketer, was the key note speaker and stated '...it's nights like tonight that are about raising awareness that men all over Australia, and in particular country areas, do have problems and if you're having problems, you're not on your own...'.



Men's Shed

The temporary shed provided a place for our men to gather and share was open for a minimum of 150 hours, with 300 visits, four student placements and health promotion information sessions for the Shedders.

Tallangatta Together To Care meetings-

Participation at emergency providers meetings comprised of faith groups, schools, Opportunity Shop, police, Community Education Centre, other services.

Communication –

Information about programs and services was provided regularly to:

Community newsletters - three community newsletters across rural locations

Newspapers - One local newspaper and one regional newspaper

Radio – three local radio stations

Online - Department of Health information sites, Primary Care Partnership sites

Internal – weekly staff newsletter

The following Health Promotion and Community Health programs and services were provided to the community and Tallangatta Health Service clients:

Volunteer Ambulance Officers workshop – Mitta Valley – 7 participants

Mental Health First Aid training – Dartmouth – 36 participants at two workshops

Tallangatta Farm and Water Expo – health checks, Victorian Stroke Awareness

'Count Your Numbers' campaign (lead by Diabetes Educator) – 53 screenings

'Who Cares for the Carer' Staff Health and Wellbeing workshop – 22 staff participated, including 4 managers – training provided by Integrated Primary Mental Health North East Services

'Friends for Life' mental health promotion program for Years 5/6 established in 6 schools (led by Community Nurse) – to be completed December 2010

Other health promoting activities available:

QUIT smoking

Asthma awareness



Residential/Acute

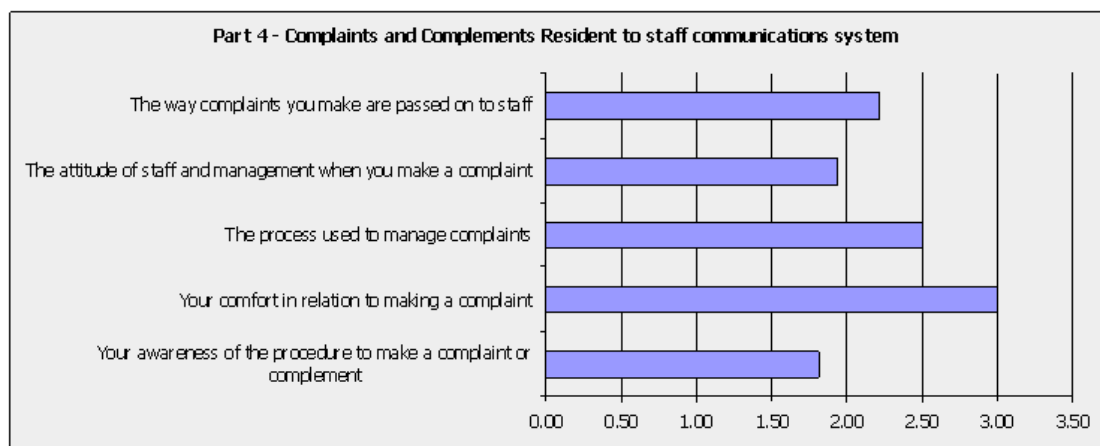
Tallangatta Health Service takes part in the Victorian Patient Satisfaction Monitor (VPSM). This is a survey sent to discharge clients by the Department of Health. Due to the low numbers of discharges at Tallangatta Health Service there were no results for 2009/2010 to give an adequate report of discharge information.

Aged Care Focus Group meeting

This monthly meeting is attended by a combination of Lakeview family members, interested community members, and residents. Discussion is around updating family and friends on the latest development and changes in Lakeview Nursing Home and the organisation. It also gives the opportunity to allow concerns to be raised and addressed.

Bolga Court Residents and Friends Committee

Residents and their advocates are involved in many decisions around Bolga Court. Their monthly meeting allows residents to have their issues raised and resolved. They also use these meetings to plan activities and outings.



Survey results of Bolga Court residents:
Score of 0 represents totally unsatisfied, 3.5 represents totally satisfied.

It had been identified that the activity program in our Lakeview Nursing Home had provision to be further supported by volunteers. After working with members from that department, our volunteer coordination team recruited interested community members to an afternoon tea and then a follow up session. Further work was done by the activities team leader in follow up and support. Through that process we now have 8 new regular volunteers working with the activity program. This model of volunteer recruitment will now be duplicated for support to Bolga Court.



Case Study – 'Client self-management – a rural perspective'

Tallangatta Health Service's Community Health department is reorientating its programs and services to introduce client self-management approaches which support the five standards and a number of the specified strategies of the Victorian government's 'Doing It With Us Not For Us' – strategic direction 2010 – 2013.

Tallangatta Health Service builds the capacity of staff to support consumer, carer and community participation. In early 2010, twelve staff members were trained as accredited Australian Health Coaches, using processes and strategies which promote and support client self-management.

The 'My Health My Life' client self-management program was implemented in 2010. This 10 month program initially involves four workshops. A Volunteer from a remote community in the rural health catchment works in partnership with two community health facilitators to deliver the program with participants. The Volunteer was provided with petrol vouchers to support her to travel the 50 minutes to each workshop.

Participants in the workshops build their confidence, skills and knowledge on making decisions and goal setting about their chronic conditions, risk and protective factors. Participant involvement is assisted by easy to understand, accessible information, contextualised to a rural setting.

Then, over a six month period the participant works with an accredited Health Coach, working towards meeting the goals the participant has set. The Volunteer and participants are actively involved in the planning, implementation and evaluation of the program to build a continuous quality improvement cycle.

The program will be offered to communities in two remote areas in the health catchment in 2011.





Improving Care for Aboriginal and Torres Strait Islanders

This group is represented by very low numbers in our catchment area; however we aim to improve the care of these community members by providing specific cultural training to our staff members. We also have formal and informal arrangements with Rumbalara Aboriginal Corporation in Shepparton, and Mungabareena Aboriginal Corporation in Albury, who we receive referrals from and send referrals to. The care we provide to these clients uses the same approach as care to all other clients in that it takes all their individual needs into consideration and focuses on achieving their individual care goals.

Cultural Diversity at Tallangatta Health Service

Tallangatta Health Service has a Cultural Diversity Health Action Plan. A cultural diversity education program has been offered to staff to enable them to be aware of considering cultural differences when delivering care.

Tallangatta Health Service follows an equal opportunity employment policy. We are able to access multi lingual information sheets to aid in communication. We are also able to access accredited interpreters if required.

QUALITY AND SAFETY

Tallangatta Health Service staff members are committed to both quality and safety in all aspects of the planning and delivery and evaluation of services. Key measures will be highlighted in this report.

Infection Control

Tallangatta Health Service has a dedicated Infection Control Nurse who undertakes training, auditing, and reporting in relation to infection control across the organisation. All staff members have an induction session on infection control upon employment, with further education in this area on a regular basis.

Our infection control measures include:

- **Cleaning Audits**

Areas within our facility are designated into three risk areas in terms of cleaning audits:

High risk – acute ward and treatment rooms

Moderate risk – Lakeview Nursing Home and Bolga Court Hostel

Low risk – Administration areas

Of these areas, internal cleaning audits are completed monthly, with external audits being carried out twice a year. Monthly results over the past twelve months have

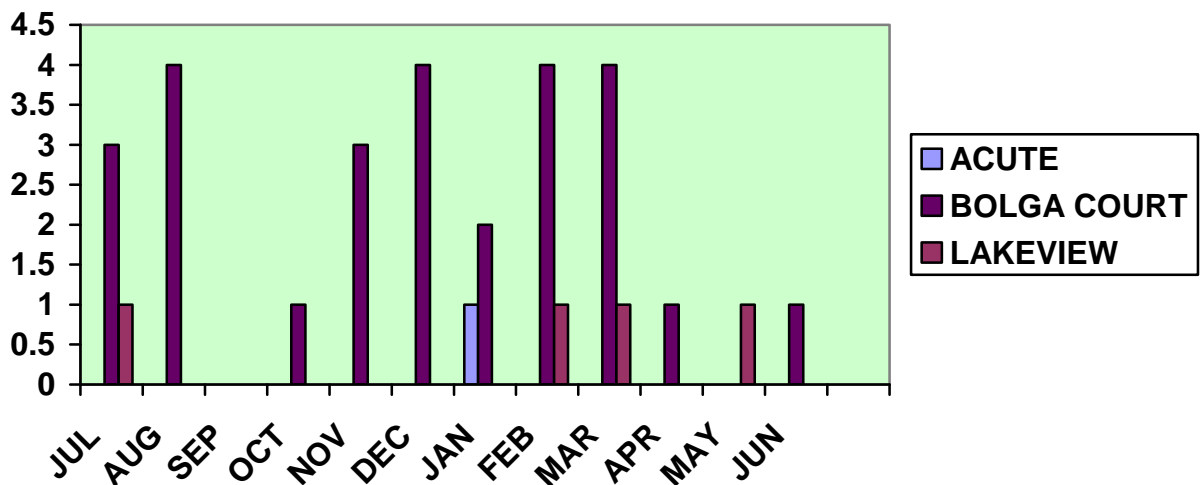
seen scores between 88% to 94% which is well above National Standard of 85%. This is across all three areas.

- **Hand Hygiene Compliance**

Hand hygiene is recognised to significantly reduce infections acquired in health facilities. We have a hand hygiene program within Tallangatta Health Service which includes alcohol based hand rubs which are available to all staff members throughout the facility. Tallangatta Health Service uses the World Health Organisations five moments for hand hygiene. Each of these moments recognises important times when hand hygiene should be performed. This program is used to monitor and report on hand hygiene compliance. Our compliance rate for the five moments is between 70% to 100% which is in excess of the Victorian Department of Health target of 60%.

Medication Errors

These are reported through our mandatory reporting system Riskman. The reason for any errors is determined and then appropriate interventions are put in place to prevent further occurrences.



2009-2010 Medication omitted doses - Riskman report





Falls Monitoring and Prevention

Our service includes a high proportion of aged clientele, therefore our falls rates are impacted by their health and mental status.

Falls in both our aged care facilities, acute ward, and in the community are all documented on the mandatory reporting system, Riskman. These incidents are then managed on an individual care plan basis which is our primary strategy to reduce the incidences of falling. A falls risk assessment tool is used within the Health Service and the community. Other interventions include:

- the use of walking aids
- the use of motion and bed sensors
- referrals to our strength and gentle exercise sessions
- referrals to a physiotherapist
- use of wheelchairs and support aids
- good medical and pain management
- use of visual aids

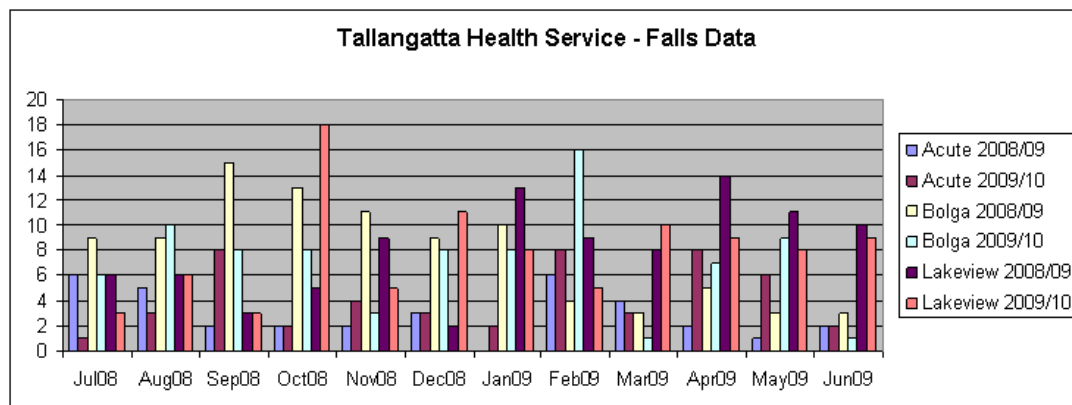
Falls prevention is of a prime focus area of the following programs offered at Tallangatta Health Service enhancing our community:

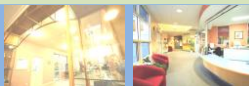
- Polewalking groups - Tallangatta, Bethanga and Mitta Mitta
- Community walks – held in Old Tallangatta and Mitta Mitta
- Tallangatta Health Service Staff Gym program

Tallangatta Health Service takes part in the Public Sector Residential Aged Care Survey (PSRACS). This is a survey across many indicators such as falls, wounds, medications etc. across Victoria.

Falls throughout the facility

Prevention of patient falls is a significant patient safety concern in both the acute and aged care facilities. By providing essential data on risk factors for falls in older people and using root cause analysis to discover the cause of the initial fall and find ways to prevent recurrences.





Pressure Wound Monitoring

One of our residential aged care indicators includes the monitoring of pressure ulcers. The prevention of ulcers is an important safety issue and continual assessment of the skin integrity of all patients on admission assists in this management strategy. Further prevention strategies include reporting of all pressure ulcers and using pressure reducing support surfaces and equipment. Wound consultants who have had specific training in this area are used for up to date techniques to assist in healing.

Residents with pressure ulcers

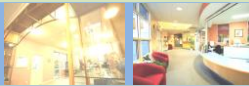
	1 st quarter	2 nd quarter	3 rd quarter	4 th quarter
Lakeview	26%	40%	14%	14%
Bolga Court	3%	3%	3%	9%

Accreditation

Accreditation with an approved accrediting body in a health service is public recognition of that service delivering high quality care.

Tallangatta Health Service has 3 accrediting bodies.

TYPE	STATUS	NEXT REVIEW
Australian General Practitioner Accreditation Ltd. (Medical clinic)	Full accreditation completed November 2010. Awaiting accreditation report.	November 2013
Australian Council of Health Standards – (Acute ward and HACC)	4 year cycle, received full accreditation	February 2011
Aged Care Standards and Accreditation Agency Limited - Lakeview and Bolga Court	3 year cycle – achieved all 44 standards August 2009	August 2012



Credentialing, Scope of Practice, and Certification of Staff

Thorough processes are undertaken to ensure that all staff members including clinicians are certified, credentialed, and working within their scope of practice. These measures include:

- Compliance with mandatory reporting requirements to authorities (e.g. Department of Health)
- Support from an external Director of Medical Service who oversees our medical staff member's credentialing and scope of practice
- Initial and annual checks of registrations and qualifications for our nurses and allied health professionals
- Police checks for all staff members and volunteers
- Working with children checks for staff members, where appropriate
- Documentation of sighted original qualification certificate upon employment of all personal care attendants working in community
- Regular training updates and study days allocated to staff members to update and maintain skills
- Medical Staff – Fully credentialed

We currently have a nurse in her final year of study to become a Women's Health Nurse Practitioner.

Home and Community Care credentialing

Early in the financial year, we finalised an ongoing HACC project. Our service delivery and coordination team worked closely to form a partnership with Assessment services from Indigo Shire and City of Wodonga to achieve the status of HACC assessment designation. During this process, many of the procedures and systems were reviewed to streamline the way in which clients are assessed, resulting in minimal stress and anxiety to them by alleviating the need for multiple assessments. Ongoing consultation between the partnering organisations ensures that the HACC assessment project outcomes are being delivered to clients across all areas.

Community Health and Health Promotion Staff participated in the following training during 2009/2010:

- Accredited Health Coaching
- First Aid / CPR update
- 'My Health My Life' self-management facilitation
- Focus Group facilitation
- Arthritis Foundation self-management facilitation
- Chronic disease project management – Department of Health
- Mental health promotion session as part of Mandatory Training in 2009
- Diabetes self-management staff training sessions
- Volunteer training workshops for Pole Walking leaders – roles and responsibilities & risk management August 2009 – 20 participants at 2 workshops

Risk Management

Tallangatta Health Service uses RISKMAN as the incident and risk management system throughout the organisation. This system allows incidents and risks to be tracked and any follow up procedures to be logged until a satisfactory outcome is achieved. Risks are rated from 1-5 in severity of consequences, with those between 1 and 3 (most severe) reported on and discussed at Department Head and Executive level.

Emergency Risk Management

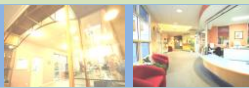
The implementation of the Tallangatta Health Service Heatwave Policy was part of the broader Bushfire Emergency Plan and was undertaken in consultation with the Towong Shire. As a result vulnerable community clients have individual plans documented to be implemented to ensure their safety as the need arises. In the future, these plans will be reviewed prior to each bushfire season to ensure ongoing safety.

Complaints Management

Our complaints management policy details an extensive procedure to document and follow up any complaints received. This allows for our clients and our community to give feedback and to be treated fairly throughout the process. Our brochures throughout the facility and our resident packs outline the steps to make a complaint. Our Home and Community Care clients are given information on how to make a complaint upon admission into the program which is kept in their information/communication folder. All complaints received are forwarded to the CEO and Executive Team. Quality measures put in place include the flagging of trends and resultant systems and actions to prevent reoccurrences.

We had received 3 complaints in a short period of time from Property Maintenance clients giving us feedback that the mowing service needed to be provided in a timelier manner. After a review of service delivery, operational changes were made which provided improved resources across both rural and town clients. Client satisfaction was reviewed three months following introduction of the new system. Clients expressed 100% satisfaction in regard to cost and timeliness of the service.





CONTINUITY OF CARE

Understanding what the people of Tallangatta and the surrounding area require from their health service is an important part in providing dynamic and flexible care.

Needs Assessment – nine focus groups were held in October 2009 with participation from 100 community members about their health and wellbeing needs. Responses were themed using a risk and protective factors approach and recommendations made to the executive to support planning.

Outcomes included:

- Development of the weekly Tallangatta Health Service Staff Gym Program from early 2010 onwards
- Introduction of health promotion and chronic disease self-management program

Community and Allied Health Programs

Physiotherapy: Community and Client / Residents

Allied Health Support Programs: Gentle exercises, Strength training exercises, Hydropool sessions (Albury), and Osteoporosis prevention and management – Bellbridge

Diabetes Clinic: Fortnightly client support, and ComNet community support meetings; establishment of Integrated Chronic Disease Management Working Group in partnership with Upper Hume Primary Care Partnership

Women's Health Clinic: Tallangatta, Mitta Valley, and Bellbridge

Occupational Therapy: For Clients and Residents

Financial Counselling: Weekly outreach service by appointment

Generalist Counselling: For client support

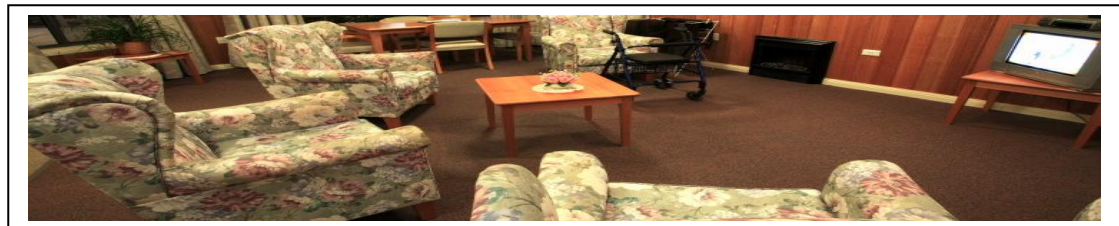
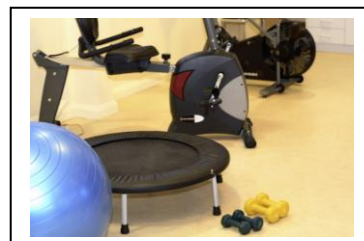
Community Nurse: Human development program with Years 5/6 in 6 schools

Home and Community Care (HACC)

Tallangatta Health Service receives HACC funding for Domestic Assistance (home care), Personal Care, Respite Care, Property Maintenance, Meals on Wheels, Planned Activity Group (both core needs and high needs), Volunteer Coordination, and HACC Assessment. All of these services are managed through the HACC department. District Nursing is also HACC funded which is run independently, although closely aligned to the HACC department.

Our organisation places a strong commitment upon professional development. During the 2009/2010 period, direct care staff members were offered and involved in a variety of training sessions. As well as annual mandatory training which is done internally, they attended sessions offered by external agencies onsite who delivered a challenging behaviours workshop, an elder abuse session, emergency response training, staff wellbeing in-service, and an information session by Alzheimers Australia. Three staff members also attended a weekend seminar titled "Not Just the Cleaning Lady" which focussed on promoting the importance of a direct care worker's role in the care of the client. Our direct care staff achieved a 100% attendance rate at mandatory training and also all undertook annual performance appraisals.

At a HACC management level, our service coordination and delivery team have been involved in the Hume Region Training Advisory Committee, the Local Government Advisory Network, the Towong Transport Working Group, and information sessions on Integrated Chronic Disease Prevention and Management, and Central Intake. We are moving toward adopting an "Active Service Model" which is being implemented by all HACC agencies and which the Department of Health has provided funding for. This model primarily promotes a "doing with" approach as opposed to one of "doing for". It also focuses on working with the clients to achieve their goals rather than being task orientated. HACC management staff members attended an Active Service Model seminar, and direct care staff members commenced receiving training in this area.



Distribution and Evaluation

The Tallangatta Health Service Quality of Care Report is made available to all patients and visitors to our facility from the waiting areas and front reception, and at the main entrances to Bolga Court Hostel, Lakeview Nursing Home, and our Acute ward. Copies are distributed to the members of our Board of Management, Auxiliary, and key personnel within our organisation. The report is also published on our website at: http://www.tallangattahealthservice.com.au/quality_safety/reports.html Further copies are available to the public by phoning 02 6071 5200.

The Quality of Care Report is lodged with the Victorian Department of Health.

Enclosed with this report is a feedback form. We value your opinion and encourage you to complete this evaluation and return it to us via mail to:

Tallangatta Health Service
PO Box 77
Tallangatta, 3700

or you may drop the form back to us at front reception.

