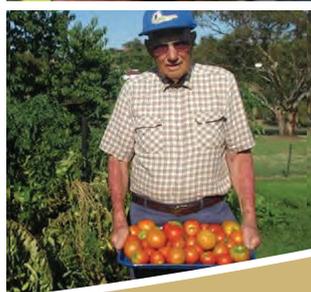
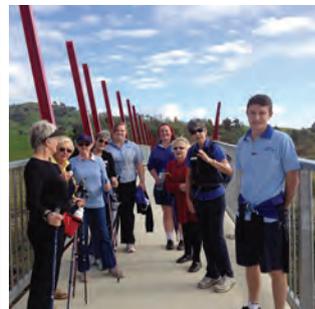




# QUALITY OF CARE REPORT 2013-2014



# Strategic Plan 2012 - 2017

## Vision Mission and Values

### **OUR VISION**

To Excel as a Rural Community Health Provider.

### **OUR MISSION**

To Provide High Quality and Effective Health Services.

### **STRATEGIC ASPIRATIONS**

1. To Make The Greatest Possible Impact On Our Community's Health
2. To Achieve Continual Financial Viability
3. To Develop And Utilise Partnerships That Add Value To Our Efforts
4. To Develop Strong Operational Practices Throughout The Organisation
5. To Build A Workplace For The Future

### **OUR VALUES**

- ❖ Willingly Being Accountable
  - ❖ Valuing People
- ❖ Achieving Results Through Teamwork
  - ❖ Integrity In All We Do
- ❖ Respect For Others At All Times

# INTRODUCTION

Welcome to the 2013 - 2014 Quality of Care report for Tallangatta Health Service (THS). At THS we are committed to improving the health outcomes of our Patients, Residents and the community. As a small rural health service we are continually adapting to the changing needs of our community, listening to their ideas and suggestions, to ensure we are always delivering positive outcomes.

We hope you enjoy reading about our achievements and progress in our journey to improve the quality and safety of the care we deliver. The report was prepared by a team of THS professionals, each of them contributing a significant component of the achievements.

On behalf of the Board of Management, Executive and staff members, we thank all who have assisted us throughout the year, and we trust that you will find the report to be an enjoyable read.



**Robyn Gillis, Chief Executive Officer**



**Andrew Brown, Board Chair**

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# TALLANGATTA HEALTH SERVICE

Tallangatta Hospital and Tallangatta & District Extended Care Centre Inc. merged as one organisation in July 1997 to be renamed as the Tallangatta Health Service (THS). This resulted in the integration of Bolga Court into the management structure of the Health Service.

THS has 66 registered beds – 15 state funded acute care beds; these beds are utilised for:

- General /sub-acute care
- Medical care
- Post-surgical care
- Respite care
- Palliative care
- Transition Care Program

There are 51 Residential Aged Care Beds across two accredited onsite aged care facilities which include:

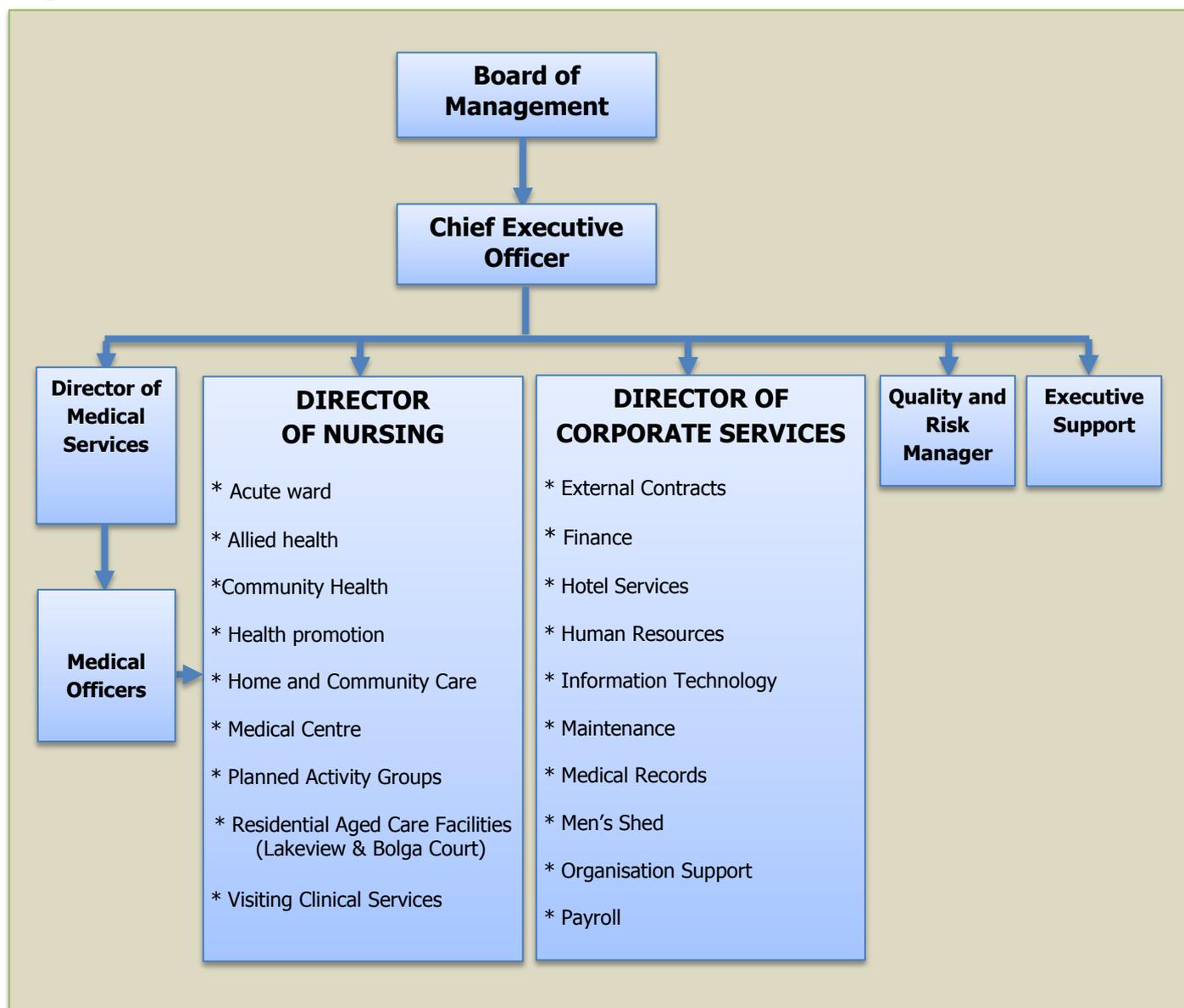
## Lakeview

Provides high residential aged care and respite care services – 15 beds

## Bolga Court

Provides low and high residential aged care and respite care services – 36 beds

## Organisational Structure





## Our Community

THS provides services to the people and communities of Bellbridge, Bethanga, Dartmouth, Eskdale, Granya, Mitta Mitta, Tallangatta and all areas in between. We make up part of the Western Region of the Towong Shire in the North East of Victoria.

Known as being one of Victoria's best kept secrets, and nestled in a valley surrounded by beautifully sculptured hills, the township is situated on the banks of Lake Hume. Tallangatta, colloquially known as the "new town" was planned and built in the 1950s when the "Old " was flooded when the height of the Hume Dam wall was raised increasing storage for irrigators downstream.

As one of the larger employees within the local community, THS has a Full Time Equivalent of 91.22 employees as at 30 June 2014 and 61 Volunteers.

## 2013 - 2014

### Key Achievements Summary

Embedding & establishing new community partnerships

Increase in Volunteer Roles & number of volunteers

Meals on Wheels Labelling System

Health Promotion - 10,000 steps

Implementation of E3 learning

Medical Centre Accreditation

New clinical care equipment

IT System Upgrades

New computers

Energy Audits

Advocacy Service

Nurse Practitioner Role

Solar Hot Water System

Onsite Optometry Visits

Implementation of RosterOn

Successful grant submissions

Staff recruitment to key positions

Facility upgrades & refurbishments

Appointment of 2<sup>nd</sup> Permanent Medical Officer

Residential Aged Care Facilities improved occupancy

## Population Profile

The estimated resident population of the Towong Shire is 5,891 which equates to 2,976 males and 2,915 females as reported by the Australian Bureau of Statistics (ABS) in 2011. The median age of 47 is greater than the Victorian median age of 37. The highest proportion of the population, 44.2% is aged between 35-64 years with 21.7% of the population aged 65 years or more. It is predicted that by 2016 persons aged 65 years or more will have increased to 27.4%, which is greater than the state's, which is anticipated to be 15.9%.

The majority (93%) of residents are from an English speaking background born either in Australia, United Kingdom, or New Zealand with 96.1% of people reporting they only speak English at home. Other languages spoken at home include from ABS 2011

German 0.5%	Italian 0.2%
French 0.1%	Spanish 0.1%
	Polish 0.1%

During 2013 – 2014 there were no admissions to the health service or residential aged care facilities that indicated or were identified that they required the services of an interpreter.

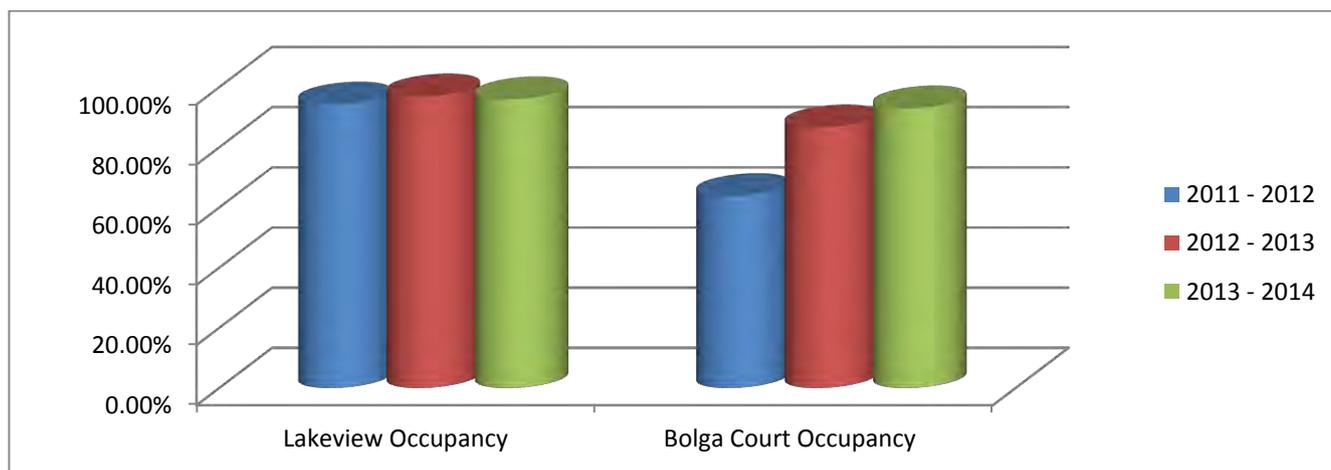
The Cultural & Spiritual Diversity Policy of THS developed in July 2012 remains appropriate & responsive to the needs of our community.

There were no Patients or Residents admitted who identified themselves as Aboriginal or Torres Strait Islanders (ATSI).



## Statistics

	2011 - 12	2012 - 13	2013 - 14
<b>Acute</b>			
<b>Inpatient Total Separations</b>	116	63	66
<b>Inpatient Bed Days</b>	2091	1256	1682
<b>Residential Aged Care</b>			
<b>Total Bed Days</b>	11092	12410	17457
<b>Lakeview Occupancy</b>	94.2%	96.9%	95.9%
<b>Bolga Court Occupancy</b>	63.8%	86.6%	92.9%



PROGRAM	HOURS 2011 - 12	HOURS 2012 - 13	HOURS 2013 - 14
<b>Home Care</b>	3170	3317	3209
<b>Personal Care</b>	639	773	953
<b>Respite care</b>	191	262	161
<b>Assessment</b>	890	777	908
<b>District Nursing</b>	1830	1876	2047
<b>Property Maintenance</b>	135	186	130
<b>Planned Activity Groups</b>			
	<b>Core</b>	<b>4304</b>	<b>4338</b>
	<b>High</b>	<b>208</b>	<b>362</b>
<b>Total Hours</b>	<b>11367</b>	<b>11891</b>	<b>16072</b>



The Tallangatta Medical Centre underwent re-accreditation with the Royal Australian College of General Practitioners in November 2013. Well done to the Medical Centre team who prepared the report that was required to be submitted prior to the survey team's arrival and those who worked closely with the surveyors during their visit.



# WORK HEALTH AND SAFETY

The Occupational Health and Safety (OH&S) Program at Tallangatta Health Service (THS) is designed to provide a safe working environment for all staff and volunteers whilst promoting a positive health and safety culture within the organisation.

The program is about:

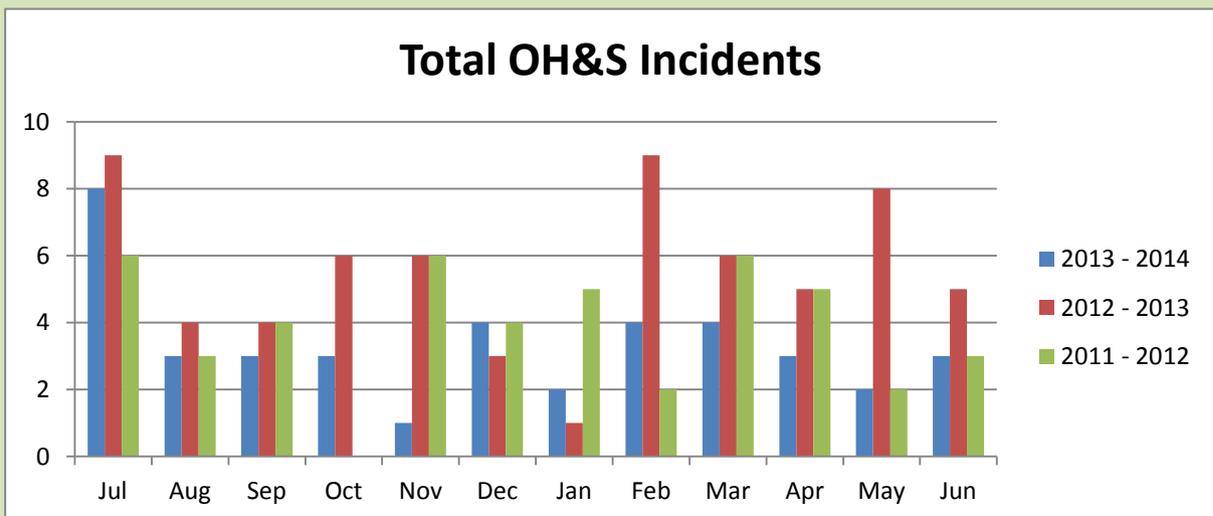
- Reducing risks to staff, volunteers, visitors and eliminating hazards
- Providing opportunities for training and education
- Completing workplace safety audits and risk assessments
- Reporting staff incidents and hazards
- Monitoring and reviewing OH&S through continuous improvement programs.

### Our Plans

- Further staff to attend OH&S external training and refresher training courses
- Formalise the process for staff to become committee members
- Complete OH&S operational documentation reviews
- Ongoing monitoring of incidents or near miss events related to OH&S

### 2013 – 2014 Improvements

- Workplace safety inspections completed of all areas. These are now conducted annually at THS.
- Training two staff members in OH&S – completion of five day course and four staff refresher training.
- Review of operational documents related to OH&S program.
- Development of a Bushfire Management Plan.
- Maintenance staff attended working at heights training.
- Replacement program of floor coverings to aid in the wheeling of clinical care equipment.
- Allied Health annual audit of patient/resident equipment.
- Development and implementation of the Risk Screen for Home Visits.
- Provision of Fleet Vehicle steering wheel covers for summer.
- Purchase of fire blankets for use in HACC and District Nursing fleet vehicles



June 2014 – A Worksafe Victoria Inspector visited THS to complete an assessment against the Aged Care Facility Resident Handling Assessment Tool August 2013. Areas included in the review were:

Incident Reporting and Investigation  
 Manual Task Policy & Procedure  
 Emergency Response Procedures

Review of Risk Control Measures  
 Risk Controls for Manual Tasks

At time of going to publication, the final report had been received and there were no resulting actions required.

# PROFESSIONAL DEVELOPMENT

## Nurse Practitioner Appointment

After many years of hard work Sue Reid – Community Nurse at THS successfully completed her studies and became endorsed as a Nurse Practitioner with Australian Health Practitioner Regulation Association.

Sue’s Nurse Practitioner endorsement covers Primary Care and includes a scope of practice covering Women’s Health, Sexual Health and Immunisation. In addition Sue also provides services for Continence; Breast Care and Asthma. Sue has worked with THS for more than ten years and is well known to the Towong West Community.

In Australia, the Nurse Practitioner role was developed to address the changing needs of the community. The first Nurse Practitioners in Australia were endorsed in 2000 and there are approximately 1000 Nurse Practitioners endorsed in Australia today with approximately 150 in Victoria.

Through training and expertise Nurse Practitioners are able to perform advanced physical assessment, order diagnostic tests, interpret the results of these tests, initiate referrals to relevant health care providers and prescribe appropriate medications and therapies as needed. The Nurse Practitioner works extensively with other health care providers such as General Practitioners.

The benefits for THS is Sue working with the local GPs located at the Medical Centre where she is able to see patients within her specialty areas. Sue is able to have longer appointments with her patients providing holistic care. She is able to provide information and education as well as attend to clinical needs. Sue working in collaboration with the GPs enables patients to have many of their health needs met locally. It has been Sue’s passion along with the support not only of THS and her colleagues but most importantly the community that has contributed to the success of her role.



**Sue Reid, Nurse Practitioner**

## Second Permanent Doctor Appointed

In early 2014 THS was able to appoint a second permanent Medical Officer to join Dr Anne McMahon in the Medical Centre.

Dr Rizwan Akhter joined our busy practice in January moving from Queensland where he had previously worked in a General Practice. He has a keen interest in aged care, complex and chronic disease so is well suited to the needs of the organisation and wider community.



**Dr Rizwan Akhter**

Staff members are excited to have two permanent Doctors employed at THS. This also provided us with the opportunity to extend consultancy hours one day a week until 7pm. This was trialled for three months providing a greater flexibility for patients. Unfortunately the demand decreased after the initial higher uptake; which may have been attributed to the wintry conditions, so the Medical Centre has reverted to 5pm closing for the time being.

## Student Clinical Placement

Student activity at THS in 2013 – 2014 was busy. THS has developed, over the years, a strong reputation for providing students with quality learning experiences during their placements. Placement experiences are provided in all aspects of the health service from maintenance through to community services, administrations, hotel services, nursing, personal care and allied health. One of the common feedback comments we receive from students is how positive and supportive the staff are toward them whilst they are learning to apply their studies in a real life setting.

During the 2013 - 2014 year THS provided a total of 420 placement days for approximately 58 students. THS has partnership arrangements with all the regional Universities, TAFEs and Community Aged Care Education providers as well as with the local Tallangatta Secondary College. The Secondary College students are supported by our Leisure and Lifestyle team providing a range of creative and artistic activities over the course of the year. In 2013 - 2014 a total of 80 hours was volunteered by the 10 students to the health service.



**Tallangatta Secondary College Students participating with Lakeview Residents in the garden during Lifestyle Activities.**

### Clinical Supervision Support Program:

This year we have had six staff members undertaking foundation and intermediate level clinical support training. These one day workshops have been funded by Health Workers Australia and the Department of Health (Victoria). In the Hume Clinical Training Network they are being conducted by Charles Sturt University.

This training has supported our staff members in their various roles and in the preceptor program of the students that they work with.

### Best Practice in Clinical Learning Environments

The health service has also participated in the state coordinated Best Practice for Clinical Learning Environment which aims to provide guidance to health services, in partnerships with their education provider partners to facilitate the creation and maintenance of positive education cultures and improve the student experience through strategies and mechanisms that monitor the quality of the clinical education environment.



## Student and Volunteer

In April 2014 Charles Hansen commenced his Aged Care work placement with THS. Charles was studying the Dual Certificate III in Aged Care & Home and Community Care with Albury/Wodonga Community College. Charles was keen to experience work as an Aged Care worker within a small rural health service, completing his work placement in Bolga Court over a six week period, graduating in July 2014.

As a mature age student, Charles has brought with him a wealth of personal and professional experience, having cared for his late Grandmother in the USA, before making his move to Australia. Whilst in Australia, his partner's Father had passed on, and he then moved his Mother to live with them. After witnessing unusual patterns, Charles then had Mum assessed to find out she was diagnosed with Dementia. Charles then became her Full-Time Carer (24/7), along with doing all the necessary research to enable him to care using Best Practice principles as an Aged Carer and having to organise activities, until her passing.

During his time with THS, Charles' interest in working with clients with a diagnosis of Dementia grew, and it was this passionate interest, founded after caring for his partner's Mother, Charles decided to work as a Volunteer, assisting these residents with one on one and group lifestyle activities each Friday. Charles has brought to our Lifestyle Programmes a creative and innovative flair which all the residents have keenly embraced.

Charles has decided to move on with further studies in the area of Leisure & Health for Certificate IV and will be completing his work placement once again at THS. We appreciate Charles' work both as a student and a volunteer with the health service and look forward to his continued contributions to the health and wellbeing of our residents into the future.



Student Charles Hansen with residents Audrey Muller and Norma McJames.

## Continuing to Learn

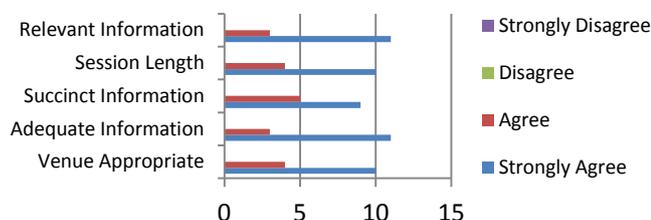
All staff members at THS are continually provided with opportunities to further enhance their skills and knowledge to perform their roles. As well as undergoing Mandatory Education covering topics such as Infection Control, Manual Handling, Cardio Pulmonary Resuscitation, Emergency Management, Fire and Evacuation; each staff member is provided with the opportunity to participate in other sessions held regularly throughout the year.

The education offered at THS may be in the form of "toolbox sessions" consisting of short 15 – 30 minute periods of information. Other sessions may be held over longer periods from an hour to half day and even up to three days. Off-site course or seminar opportunities provide staff with knowledge and or industry updates, on return this is then shared with their colleagues. The Health Service remains committed to the education of staff members to enhance the care that it provides for its patients, residents and community clients.

THS provided the venue for Palliative Care Training in November not only for THS staff, but also for staff from other local agencies. The eight hour training session held over two days at the Health Service enabled a greater number of staff members to gain valuable knowledge to improve their work practices. THS plans to continue to host such sessions that would have otherwise been held at larger regional centres.



### Palliative Care Education - November 2013 Participant Evaluation



## Staff Profile

Helen May commenced work at THS in 1978 and Elizabeth Pieper in 1980 as two long term Registered Nurses. They have provided the following report:

Looking back over 30 plus years of service at THS, we feel we are uniquely placed to comment on the changing delivery of health care across the facility and community.

Initially nursing staff at the health services then known as The Tallangatta Hospital assisted in providing the following services:

- ❖ Operating theatre for general and minor surgery
- ❖ Sterilising Department
- ❖ Obstetrics
- ❖ Paediatrics
- ❖ Acute medical and surgical care
- ❖ Active Emergency Department with 24 hour ambulance escort care
- ❖ Medical Officer on call with 24 hour admitting capacity
- ❖ X-Ray Department
- ❖ Pathology service – for inpatients and the community
- ❖ District nursing
- ❖ Home care

However, a small rural health facility such as ours could no longer support all the above services financially, legally or practically. Hence, during the ensuing years, we have witnessed many changes across the entire service role. The changes within the community and their needs have also driven some of the changes that have occurred.



**Registered Nurses Elizabeth Pieper (left) and Helen May (right).**

Changes focus around the attraction and retention of staff, fiscal accountability, departmental regulations and other requirements together with the impact of the rise of the private health care industry.

As a consequence of these changes our service delivery has become increasingly focused around aged, sub-acute and community care. These changes have also included the mentoring of nursing students from local universities and Tertiary and Further Education facilities together with the opportunity of working with culturally diverse staff members. Nursing has become a more fluid occupation, with numerous opportunities in many diverse disciplines, often unheard of years ago. Our continuing education has also changed from a very clinical focus and often disease or patient orientated approach to a broader and diverse range of topics now provided in a variety of mediums due to technological changes.

Our challenge for the future:

This challenge will always centre on our ability to adapt, and remain relevant and effective health care providers, within a much wider health community.

The staff member list (right) reflects current staff working at THS who have provided many years of dedicated service. Their contribution to both THS and their community is highly regarded and respected by the THS Board and Executive, and we thank them.

Helen May	35 years
Leanne Dobinson	34 years
Elizabeth Pieper	34 years
Carmel Smith	29 years
Elaine Mason	27 years
Joy Wolfe	26 years
Ellen Owen	25 years
Kim Clark	23 years
Jenny Walsh	23 years
Angela Stevenson	22 years
Lee Main	20 years

# CONSUMER, CARER AND COMMUNITY PARTICIPATION

## Feedback, Compliments and Complaints

The ability to provide feedback, compliments and complaints about care received at Tallangatta Health Service (THS) is the right of patients, residents, clients and their significant others.

THS aims to support those who provide feedback by being fair and responsive. We encourage consumers wherever possible to try and resolve the issue directly with the service provider. Where a complaint is unable to be resolved at this level then it can be lodged with the relevant Executive staff member.

Information from feedback is extremely valuable as it guides our quality improvement activities. Feedback is responded to and reported back through the Quality Committee.

Feedback forms are located throughout our facility for example at the front foyer, entry to the Aged Care Facilities, Medical Centre, and at the bed side.

Information about the Feedback process is placed regularly in staff and residents' newsletters and tabled at staff and resident, family and friends meetings.

For any concerns regarding clinical care, patients, residents and carers are advised to discuss this with their treating Doctor.

In 2013 – 2014 THS received a total of 24 complaints which was 32% of our total feedback. All complaints were answered within 30 days. There were 51 written compliments received across all sectors of the organisation.

### 2013 – 2014 Key Improvements Resulting from Feedback:

- ❖ Meals on Wheels Labelling System
- ❖ Plans for Increased Car Parking
- ❖ Menu Review for Seasonal Options
- ❖ Labelling System for RACF Resident Clothing
- ❖ Emergency response Education for Staff
- ❖ Consumer Participation Workshop to Review a Range of THS Produced Consumer Information Brochures

THS previously participated in the Victorian Patient Satisfaction Monitor (VPSM) program run by the Department of Health which compared our performance with similar sized & type of health services. This was a state wide satisfaction survey for acute care patients.

From April 2014 THS Acute patients where they have indicated will participate in the Victorian Healthcare Experience Survey (VHES). This is a voluntary survey, but the feedback will assist health services in improving their services. At the time of publication of this report THS does not yet have any data from VHES.



**Compliments, Comments, and Complaints forms are available throughout the facility or may be downloaded at:**

[www.tallangattahealthservice.com.au](http://www.tallangattahealthservice.com.au)

## Satisfaction survey results from our Residents

Residents or their representative are asked to provide feedback on an annual basis through the internal residential satisfaction survey. Comments or suggestions provide THS with further opportunities to improve care and services that have been identified by our users. The return rate for the survey in 2013 was 39%.

There were five additional questions included in the 2013 survey which were:

1. Would you prefer the satisfaction survey to be halved and sent out 6 monthly? No = 94%
2. Do you think that staff members make your visitors feel welcome? Yes = 100%
3. Are the signs at THS clear and easy to understand? Yes = 94%
4. Do you feel you receive good care? Yes = 100%
5. Are you and / or family members consulted about the care provided? Yes = 94%

Where there were response rates of less than 80% over any question a review was undertaken on how this could be improved. The three questions where this occurred included:

	2013	2012	Actions
1. Are there adequate clergy or religious services	76%	87%	Review of Residents Information Handbook including clarity of information on clergy and religious services  Articles about clergy included in the Residents' "News with a View Newsletter"  Information tabled at the Residents meetings
2. Staff members respect privacy	76%	100%	Staff education from Australian Aged Care Quality Agency  Tabled at Staff Meetings & Residents, Family & Friends Meetings  Information staff newsletter
3. The facility is odour free.	59%	90%	Resident rooms carpets replaced with vinyl where odour issue identified  There were no reported complaints regarding odour concerns prior to or following the vinyl replacement program  Ongoing review & monitoring by Environmental Services



## Home and Community Care (HACC) Service User Feedback

In June 2014 the THS HACC team randomly selected 50% of the current clients to participate in a HACC survey. There was a return rate of 48%.

The results identified that 90% of users received Home Care Services and 6% District Nursing Services.

The three questions rated the highest were:

- That the agency provides you with the right type of service? - 100%
- That the agency provides services in the way that they said they would? - 100%
- That the agency offers you a choice of when you receive services? – 96%

The three questions rated the lowest were:

- Do you know where else you can go to raise concerns about our services that we provide to you? – 63%
- How to request access to your information? – 72%
- What is an advocate and how to obtain one? – 76%

Where results were not as expected improvement actions have been implemented and these include:

- Providing information in the client newsletter
- Review of program admission documents & consumer information
- Contacting individuals who had included contact details on survey
- Providing additional consumer information to clients

A repeat survey of randomly selected clients is to be attended.

## Feedback from our Staff

The Executive team of THS holds staff forums quarterly. This is an opportunity for the Executive to provide information about current developments, news and to share thinking on different happenings around the organisation.

This open session is also an opportunity for any staff member to provide feedback, make suggestions or ask questions. One of the suggestions from staff at the January meeting was to provide a suggestion box where staff could provide anonymous feedback. Even though THS has a feedback compliments, comments and complaints form that can be utilised by patients, residents, staff, volunteers or visitors, we produced a simple anonymous template form for staff to provide feedback and suggestions to resolve.

There were 55 individual items submitted, those with common themes were linked together and reports tabled fed back to staff via meetings and staff newsletters. As all suggestions were anonymous no individual feedback was provided. Examples of suggestions and improvement outcomes include:

Staff Suggestion	Improvement Outcome / Action
Changes to uniforms – to be more comfortable	Special staff meeting on uniforms held, review of uniform policy and implementation of new uniform items
Inadequate number of secure lockers for Hotel Services Staff belongings	New lockers purchased and installed
Outdoor sitting area of Bolga Court cleanliness	Cleaning schedules reviewed and developed by Director of Corporate Services and maintenance staff
Bolga Court requires a better paper shredder	New shredder purchased
Respite Residents admission paperwork to be completed prior to presentation for admission	Working party developed to review admission process for both Respite and Permanent Aged Care Residents
Staff Meal areas to have recycling system	Hotel Services reviewing cost effective / efficient recycling systems to trial in staff areas

# People Matter Staff Survey 2014

The People Matter Survey provides THS with benchmarked data about what employees think about THS as a place to work. THS Staff can voluntarily participate in this survey. The results identify where our employees consider that the organisation is performing well or above expectations and also areas where improvements may be required and actions to improve designed.

The survey results are compared with similar like-sized organisations. THS previously participated in the survey bi-annually, but this year decided to look more timely to see if the improvement actions implemented had been effective.

Whilst the survey provided us with information such as 96% of the workforce is female, 94% work part time and 48% have been employed for greater than six years, other data was also collected across a variety of focus areas including; values, employment principles, work environment, patient safety, job satisfaction and engagement. Some examples of results for such areas included:

**My workplace strives to achieve customer satisfaction 97% (2013 = 95%, 2011 = 77%)**

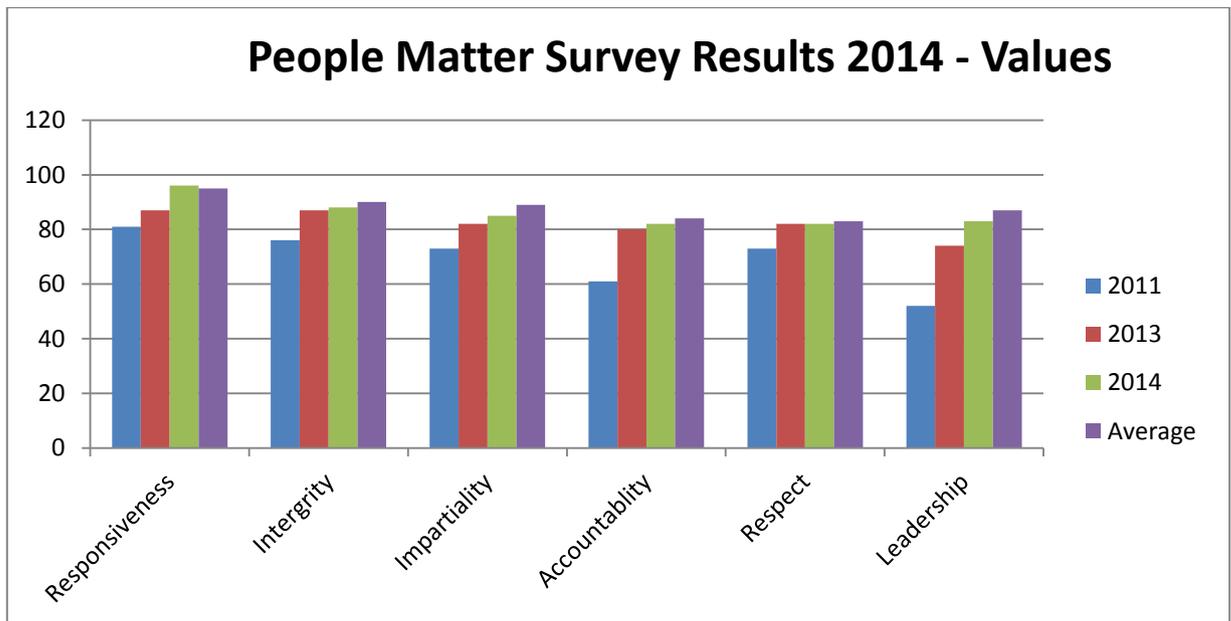
**My organisation has policies that require recruitment of employees on the basis of merit 79% (2013 = 71%)**

**I receive help and support from other people in my work group 97% (2013 = 93%, 2011 = 90%)**

**Aware of organisations code of conduct 100% (2013 = 100%, 2011 = 88%)**

**Management is driving us to be a safety – centred organisation 88% (2013 = 88%)**

**Overall job satisfaction 75% (2013 = 67%) slightly lower than the averages of 80%**



## Volunteering in our Community

The THS Volunteer Coordinator position was established in July 2012. Whilst the role of the Volunteer Coordinator is to identify volunteer roles and coordinate volunteers, support on a day to day basis is carried out by THS staff including Clinical Care, Leisure & Lifestyle, Home and Community Care (HACC) and Hotel Service staff.

There are currently 61 registered Volunteers, an increase from 45 in June 2013. Eighteen new Volunteers registered since July 2013. Having Volunteers at our Rural Health Service enhances the quality of care provided to our community.

The Volunteer Coordinator has been busy over the last 12 months evaluating, monitoring and improving all aspects involved with Volunteering at THS. Some of the achievements have been the development and launch of the THS Facebook Page. This page has been used to positively promote THS in the community, through posting about Volunteering Opportunities, Health Advice and Health Promotion, Positions Vacant and networking with other community organisations.



**Volunteer Noel Webb with Bolga Court Residents Ian Halden (L) and Wayne Street (R)**

### Meals on Wheels

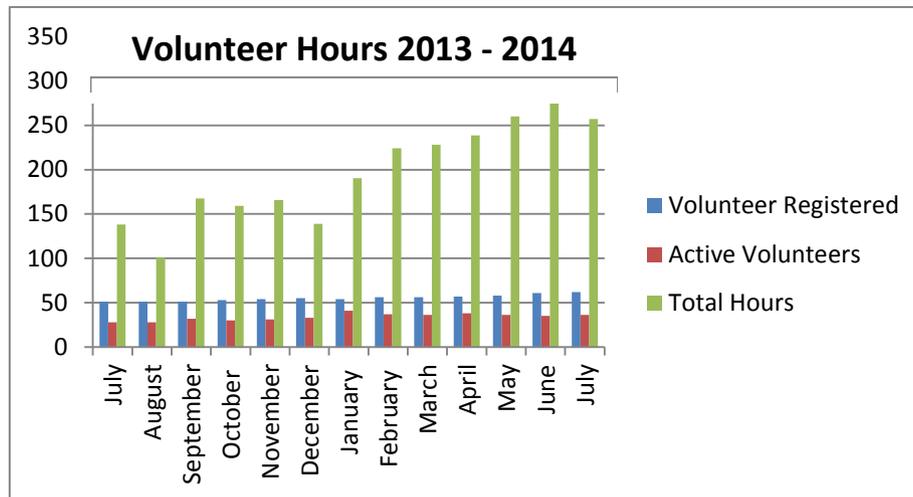
During 2013-14 Meals on Wheels has been fully staffed by our dedicated Volunteers! Our clients and staff at THS would like to say a HUGE THANK YOU! Even on those very hot summer days and blistery winter days our Volunteers always have a smile!

### Did you know?

**According to our statistics over the last 12 months  
Volunteers Contributed 2324 Hours of Service!  
This is a whopping total of 44 hours a week!**



The graph below indicates the increase in hours that our volunteers have achieved during 2013 – 2014.



If you would like to volunteer at THS please contact our Volunteer Coordinator on 6071 5200. We have various positions available to suit you. Positions available include delivery of Meals on Wheels, Volunteer Friends, Volunteer Drivers, Nail Care, assisting staff on day outings and community groups, reviewing publications, and much, much more! Just ask us. THS@ths.vic.gov.au



*Tallangatta Health Service would like to say  
**“Thank You”**  
 to our Volunteers for their kindness and commitment throughout  
 2013 - 2014*

## GIZMO

A group of interested students from years 11 & 12 at Tallangatta Secondary College participated in a program developed to assist senior members of the community with using their ‘Gizmos’. These can be anything from an Ipad to a Fish Finder. The first session was held at THS helping staff with some of their devices. The session ran smoothly and as it was received with such interest further sessions were planned. It was of benefit to the students to see how effectively their program ran and to the participants who at the end of the session now had the knowledge to use their devices more effectively & efficiently. The students have also held sessions for Residents and also the wider community throughout different locations to assist people of all ages and experiences with their devices.



**Tallangatta Secondary School Student Rhys Torpy showing Ron Koller some of the finer attributes of the IPAD during a recent Gizmo session.**

## Men Active in Living (MAILmen)

The THS MAILmen group commenced in 2008, and has been operating ever since as a social activity group specially designed for men. The group consists of up to 20 local men over 65 years who meet on a monthly basis for lunch and outings of interest.

During a planning meeting at the commencement of 2014 the men identified that they would like to have an overnight outing as a group. This was something that had been suggested in the past and was once again brought up by the group's participants. Some members are now unable to travel with family or friends, but still yearned for a holiday that they could share with friends.

Plans soon evolved and developed with Canberra being the chosen destination. Finally nine men, two staff and a volunteer headed off on the three day / two night adventure to Canberra in the bus.

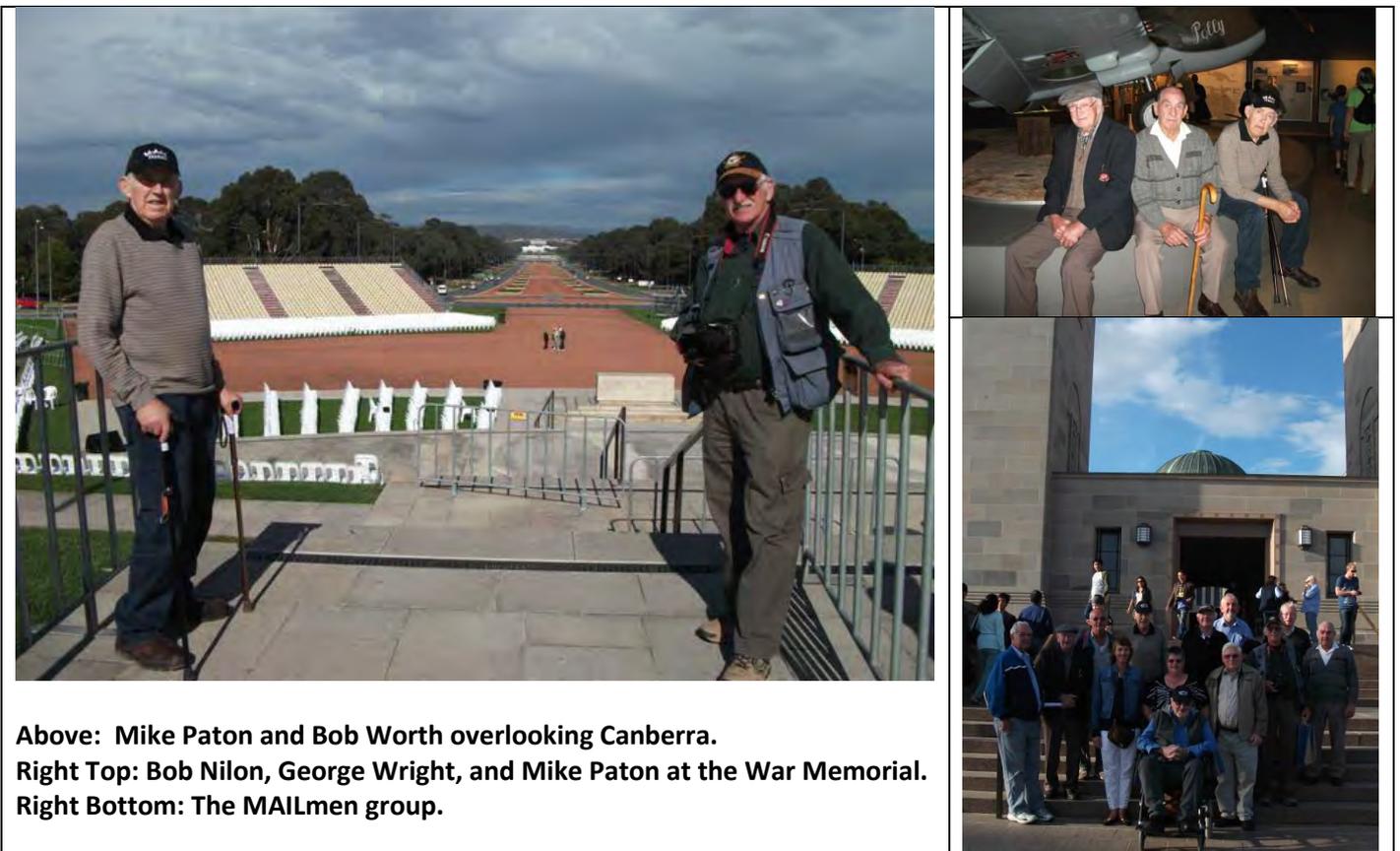
A schedule of events, attractions and sight-seeing had been planned in consultation with the staff and group prior to departure; and on completing the adventure all felt it was a positive experience.

Evaluation from the trip included verbatim comments such as:

- The trip ran as smoothly as possible
- 10/10 could not have been better
- Weather fine and accommodation good
- We all got a lot out of the history at the War Memorial and enjoyed the Canberra Mint
- Taking a break away from normal routine, the journey there and home was just lovely
- Thank you to everyone for all the planning



Plans are already underway to consider when and where the next trip may take place.



**Above: Mike Paton and Bob Worth overlooking Canberra.  
Right Top: Bob Nilon, George Wright, and Mike Paton at the War Memorial.  
Right Bottom: The MAILmen group.**

## Men's Shed Open Day

August 2013 saw the Tallangatta Men's Shed opening its doors to the public to welcome interested people from the area and fellow Men's shedders from the region, who came from far and wide.

Over 60 people came to see inside the shed and meet the team involved. Special Guest speaker Paul Sladdin, whilst acknowledging the Men's Shed Movement and its benefits to the community throughout Australia, was also most complimentary to Tallangatta citing that it had the best view he had ever seen. His involvement with the Men's Shed movement began in 2005 when he was instrumental in the founding and establishment of the Mansfield Community Men's Shed and contributed to the development of the Victorian Government's Men's Shed policy and funding program.

The Tallangatta Men's Shed is happy to welcome new members and is open every Thursday. Currently there are around ten men who access the shed regularly.



Paul Sladdin speaking at the Men's Shed Open Day August 2013

## Lunch and Laughter



Way back in 2008 THS commenced a Planned Activity Group which, six years down the track, we are proud to say is "still going strong".

Lunch and Laughter was formed as a social luncheon group for Home and Community Care (HACC) eligible participants who meet fortnightly. Participants enjoy not only the lunch provided, but also the social interaction such as quizzes, games or just friendly conversations.

Of the 15 – 18 attendees each week, 12 are original members of the group, since inception. As the group has evolved, those attending have contributed their ideas, and input, whilst always maintaining its simplicity and friendliness.

Taking the opportunity to enjoy the wonderful spring weather and to partake in some exercise the group often heads out in the bus to enjoy places of interest for their lunch.

**Anyone interested in joining either of these groups are encouraged to call THS on 02 6071 5200 and ask to speak to the Director of Corporate Services (Men's Shed) or the HACC office (for Lunch & Laughter Group).**

# HEALTH PROMOTION

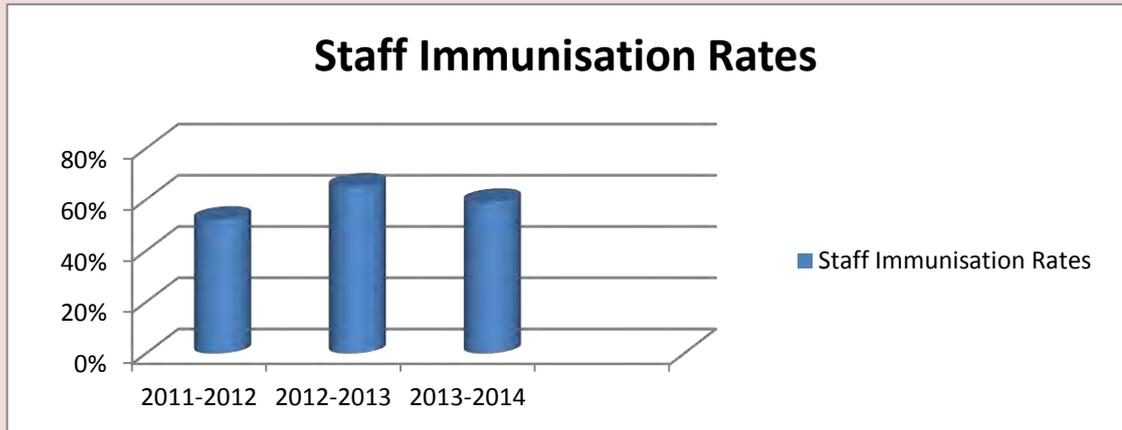
## Staff Immunisation

Staff members have supported and embraced the influenza immunisation program again this year with our vaccination rate almost reaching the state target of 60%

2011 – 2012 rate = 52%

2012 – 2013 rate = 65%

2013 – 2014 rate = 59%



This year we also collected data from staff members that had declined to have the immunisation at work and/or were immunised at other venues.

## 10, 000 Steps Challenge

April 2014 saw the introduction of the “10,000 Step Challenge”. This initiative, promoted by our Physiotherapist, was to encourage staff to increase their levels of physical activity. Adults spend half of their waking hours at work, so increasing physical activity during the work day is a practical way for many to become more active. The free health promotion program encourages, with the use of step-counting pedometers, monitoring of daily physical activity.

The current National Physical Activity Guidelines recommends that adults have 30 minutes of moderate activity on most days of the week; the 10,000 Step Challenge is a reasonable daily target for healthy adults to achieve.

A total of 80 participants registered for the program, 60 being staff members and 20 were from the community. Over the six week program there were 20 teams consisting of four members who all completed the challenge.

A total of 36,312,460 steps were walked by the participants over the six week challenge. The greatest individual number of steps was 1,125,623. Participants commented they were surprised and challenged at the level of exercise and activity required to meet the initiative and some participants reported weight loss over the six week period.

Significant health and well-being benefits can be made simply by moving more every day and the 10,000 Step program can be adopted for all ages.



Left to Right: Virginia McKenzie and Kirsty Chalmers (Hotel Services) with Sharon Star (Volunteer Coordinator) with Robyn Gillis (CEO) and Kathie Maloney (Physiotherapist) at the 10,000 Step Awards presentation.



## Health Promotion - Bridge Walk – May 2014

The Tallangatta Health Service (THS) Health Promotion team is very active in and with our local community. An example of this was, 'The Bridge Walk' – that is, the Sandy Creek Bridge Walk that was organised for a lovely sunny autumn day in May 2014. The walk involved the distance options of either two or three kilometers for the 26 participants who were supported by THS volunteers, five Tallangatta Secondary College (TSC) students and THS staff.

After the walk a healthy lunch was hosted by the Hospitality students of TSC. This also provided a great venue and opportunity for the THS Health Promotion & Women's Health Nurse to discuss the importance of being proactive in managing your own health and wellbeing, including information on why you should have regular health screenings.

THS is especially interested in supporting the health and wellbeing for the members of our community. If you would like to be involved in future events or existing programs of THS please contact the Health Service 02 6071 5200 or email [THS@ths.vic.gov.au](mailto:THS@ths.vic.gov.au).



**Foreground: Joyce Giltrap, Betty Wright, with Sharon Star THS Volunteer Coordinator.**



**Diabetes Educator Denise Johnston, Nurse Practitioner Sue Reid, with Barry Grant at the Farm Expo.**

## Promoting Health at the Farm Expo

The THS staff annual attendance at the Tallangatta Farm Expo is about spreading the word on health promotion and the services provided by THS. The Expo has been an important date on the calendar of the THS Community Health Team, as it enables the health message to be delivered to a wider audience, many of whom do not come into regular contact with health professionals. This year 20 health checks (using the Diabetes Screening Tool), were undertaken on both men and women aged over 50 years. This resulted in those who were identified as being in the high risk category being advised to see their Medical Officer. Other referrals were also made on the day including to the Diabetes Educator and the THS Exercise Program.

Participation by the health service staff in community events such as the Expo provides the health professionals with opportunities to inform community members of the services available at THS, to reiterate the importance of regular health checks, spread the health promotion message and encourage individuals to take responsibility for their own health.

THS Nurse Practitioner Sue Reid gave a presentation on the importance of keeping healthy; healthy eating; physical activities; attending screenings and the importance of regular health professional visits.

## ACCREDITATION

### Our Accreditation Status

An outline of the accreditation processes that are in place across Tallangatta Health Service (THS) and the status as at 30 June 2014.

	ACUTE	HOME & COMMUNITY CARE	RESIDENTIAL AGED CARE FACILITIES	GENERAL MEDICAL PRACTICE
	Australian Council on Healthcare Standards (ACHS) EQUIP 5	Community Care Common Standards	Australian Aged Care Quality Agency	Royal Australian College of General Practitioners (RACGP) Standards
Last Audit	November 2012	2009	August 2012 Support visit January 2014	November 2013
Accreditation Achieved	Yes	Yes	Yes	Yes
Next Audit	December 2014	December 2014	August 2015	September 2017
Comment	<i>Self-Assessment Report to be submitted against the National Safety &amp; Quality Health Service Standards October 2014 prior to on site surveyors assessment</i>	<i>Self-Assessment report to be submitted October 2014 prior to on-site surveyors assessment</i>	<i>Expect at least one support (either announced or unannounced) visit annually</i>	

THS is required to achieve and maintain accreditation with approved accrediting bodies. Currently our Acute services of THS are accredited until November 2014 under EQUIP5 from the Australian Council on Health Care Standards.

From January 2013 all Health Services will be required to meet the newly implemented National Safety & Quality Health Service Standards developed by the Australian Commission on Safety and Quality in Health Care.

THS has been preparing to meet these new standards and will be assessed in December 2014.

Accreditation is one tool, in a range of strategies, which can be used to improve safety and quality in hospitals. It is a way of verifying:

- Actions are being taken
- Systems data is being used to inform activity
- Improvements are made in safety and quality

	<b>Standard 1</b> Governance for Safety & Quality in Health Service Organisations		<b>Standard 2</b> Partnering with Consumers
	<b>Standard 3</b> Prevention and Controlling Healthcare Associated Infections		<b>Standard 4</b> Medication Safety
	<b>Standard 5</b> Patient Identification and Procedure Matching		<b>Standard 6</b> Clinical Handover
	<b>Standard 7</b> Blood and Blood Products <i>THS has an exemption from this standard as we do not administer blood</i>		<b>Standard 8</b> Preventing and Managing Pressure Injuries
	<b>Standard 9</b> Recognising and Responding to Clinical Deterioration in Acute Health Care		<b>Standard 10</b> Preventing Falls and Harm from Falls

	<h2>Clinical Governance</h2>
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### Definition

Clinical governance is the system by which Boards, managers, clinicians and staff share responsibility and accountability for the quality of care, continuously improving, minimising risks and fostering an environment of excellence in care for consumers, patients and residents. (Definition: based on Australian Commission on Safety and Quality in Healthcare National Safety and Quality Health Service Standards 2012).

Clinical governance at THS is about providing a safe quality of care for patients, residents and consumers and being accountable for this.

The Board at THS ensures that:

- Patient, Resident & Consumer expectations of safety is paramount in clinical care planning and delivery
- There are appropriate systems in place to monitor the performance, efficiency and effectiveness and where possible comparing to known benchmarks.
- Health professionals providing services at THS:
  - Have initial and annual credentialing processes in place to formally verify and evaluate qualifications and experience and delineation of the scope of their practice in accordance with the resources available at THS.
  - Workers operate in a safe environment, and are assisted to keep up-to-date with relevant clinical information and practices and quality assurance.
  - Participate in the identification and management and evaluation of risks.

THS through our Strategic Plan has a Framework that focuses on areas to ensure that we provide adequate care which include:

- Strong operational practice
- Developed partnerships
- Continual financial viability
- Workforce for the future
- Positive impacts on community health

Meetings such as the Clinical Review Committee, OH&S Committee, and Quality Committee are key bodies for monitoring trends and identifying risks and provide directions for clinical quality and safety. These committees report to the Board of Management.



## Partnering with Consumers

The Oxford dictionary defines partnership as a state of being a partner in which all persons who take part in the relationship contribute to and share the outcomes of that partnership. Active and respectful partnerships in health are critical to ensuring that the right services are made available at the right time, to the right people in the right way.

Consumer or patient centred care is healthcare that is respectful of, and responsive to, the preferences, needs and values of patients, residents and clients. At THS one of our strategic aspirations is to “Make the greatest possible positive impact on our community’s health and develop and utilise partnerships that add value to our effort”. To this end we need to hear the voices of all members of our communities about what we do, how we do it, and could we do it differently?

During the course of 2013 - 2014 we had a number of formal and informal opportunities to meet with our communities who use or would potentially use our services. They provided us with valuable feedback about our service.

These feedback opportunities included but were not limited to:

- Revising & editing our marketing and consumer information brochures
- Review of our activities programs
- Feedback on our Volunteer Handbook
- Active involvement with local primary schools re the Healthy eating Achievement program
- Working with our community members to improve services provided by the medical centre

Quality improvement is the true “Never Ending Story” for THS. There are lots of ways you can work with us to make your Health Service a responsive and vital health care organisation positioned to respond to future needs.

Below are some of the ways you can assist us:

- Be actively involved in your own health care.
- Know who your care providers are. If staff members do not introduce themselves, ask for their name & position.
- Write down any questions for us you may have, as you think of them.
- Be sure you read and understand any information provided to you.
- If you do not understand, or the information provided is unclear, let us know straight away.
- If you think there is something that we can do better let us know immediately
- If you feel you are not being heard let us know.
- Tell us if our service meets your expectations? If not how could we improve it?

## Community Consultation



In August 2013 THS hosted a community consultation and presentation about the new Regional Cancer Centre which is being built in Albury. The forum offered the community of Tallangatta and district the opportunity to be involved in this consultation process from the early stages; they were encouraged to put forward their issues and concerns.

## Open Board Meeting with Tallangatta Secondary School Students

As part of the process of community consultation the Board of Management of THS met with the student leadership group of Tallangatta Secondary College to gain feedback on health issues affecting our youth. Students were asked questions around access to services and information, physical activity, healthy eating and confidentiality.

Students readily gave insight into their thoughts around what is impacting them and their peers in regards to these topics.

Whilst the students noted they are familiar with some of the prominent services that THS provides, they were keen to discover the existence of others such as a mental health worker, and allied health practitioners.

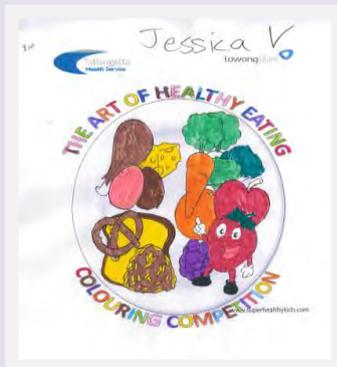
Gaining access to services was also something that many of the students raised as issues. The location of the health service in relation to the school posed a barrier to many of the out of town students. Being seen to make appointments or contacting a service was prohibitive to those seeking confidential information. Healthy eating and physical activity were also seen as important topics to those present. The THS Nurse Practitioner now holds a young people's health clinic twice monthly at the Secondary College during school terms.

The Board Members enjoyed having the opportunity to engage with all year levels of the secondary school and to hear their opinions. The themes and ideas gathered from the open forum will be considered with future strategic planning for the health service.



**Tallangatta Secondary College Principal Alby Freijah, Board Member Jean Teek, Student Representative Tom Hurley.**

## Healthy Eating Art Competition



The Health Service, in conjunction with the Towong Shire and the spring 50's Festival, held a Healthy Eating Art Competition engaging local primary school students who had previously been visited by members of the Health Service promoting healthy eating strategies.

The Service was overwhelmed with not only the number of entries, the quality, but also the individual artist's interpretations of what healthy food means. The Board Members involved with the task of judging all 120 entries truly found it a difficult task to find the winners for the categories. The Health Service was fortunate to be able to display, with the artist's permission, some of the art work onsite for Patient's, Resident's and staff enjoyment.





## Infection Control



The Infection Control Program of THS is about maintaining a safe environment for our patients, residents, staff, volunteers and visitors. All staff members take an active role in the infection and prevention strategies for THS.

One strategy implemented is Hand Hygiene. This is a simple, low cost strategy that plays a major role in keeping everyone safe by preventing the spread of most organisms that cause healthcare associated infections. Hand hygiene audits are attended quarterly.

Our compliance rate of 78% for the reporting period July 2013 – June 2014 is in excess of the Department of Health target of 70% and an increase from the previous year rate of 76.6%.

**A Word on Sharps (Above left)** Registered Nurse Rincy Sijo demonstrating the new sharp container that can be taken to the bedside to allow for the disposal of sharps as close as possible to the point of generation. This eliminates the need to carry any used sharps needles in an unsafe manner. A closed top device is utilised by staff to take the prepared medication and needle to the bedside.

**Our Environment:** The THS cleaning audit results indicate that we exceed the Victorian Public Health Services cleaning standards. External Cleaning Audit results:

July 2011	July 2012	July 2013	July 2014
90%	94.6%	90.8%	91%

Through our annual residential aged care survey residents indicated their satisfaction regarding the safety and cleanliness of their environment with results such as:

Satisfaction with room cleanliness?	Do you feel safe within THS?
Yes = 82%	Yes = 94%



## Medication Safety

Medicines are a treatment used in health care, often associated with a high incidence of errors. Medication errors are reported via the electronic reporting tool Victorian Health Information Management Systems (VHIMS). This enables THS to monitor events or circumstances and supports change processes. Each incident is reviewed to see if improvements can be made to prevent a recurrence. Incidents are reviewed by the Quality and Clinical Review Committees which track trends and promote activities to prevent reoccurrences.

During 2013 – 2014 there were 40 medication related incidents reported across the Health Service, an increase from 34 in 2012 – 2013, but a decrease from 50 in 2011 – 2012.

A number of strategies have been implemented to reduce the number of errors such as:

- Provision of staff education and training across a range of medication safety initiatives
- Development of supportive documentation to assist staff with medication management
- Introduction of Mortar and Pestle for each Resident assessed as requiring crushed medications
- Implementing the use of Oral Medication dispensers
- Completion of the Medication Safety Self-Assessment and development of action plan
- Review of medication storage and security including related waste management

THS has identified the need for continued work to reduce the number of medication incidents.

### Advice for our Patients

Upon presentation to your Doctor or to the Hospital please bring all your current medications with you. The staff members need to know what you are taking as it assists in planning your care, and also if they are considering new medications as they may interact. Prescription, over-the-counter and herbal medications, their strengths, and the frequency taken is all important information that the clinical care team require. Additionally upon discharge from Hospital check that you have been provided with a discharge list of medications that you are currently prescribed and that you have been provided with appropriate consumer information for any new medications prescribed.



## Patient Identification

At THS we ensure that the correct patient receives the correct care by correctly identifying the patient. The correct identification of a patient is performed either verbally or physically before any treatment commences.

As the identification of patients is performed so regularly it can sometimes be seen as unimportant. The development of safety routines for tasks that are commonly performed such as patient identification provides a defence against simple mistakes.

During 2013 – 2014 changes that have been implemented to prevent any patient identification errors include:

- Review of the Identification of a Patient / Resident / Consumer Policy
- Use of standardised data is included on all patient name tags
- Physical audits of Acute Patients to ensure patient identification name tags are insitu with correct standardised data
- Daily Handover list now includes unique patient identification number

For residents in Residential Aged Care:

- Review of the Photograph Resident Procedure
- Audit of Residents identification photographs to ensure compliance is attended annually
- Labelling of Residents photographs with unique identifiers

There have been no reported adverse events related to patient or resident identification in 2013 – 2014.



## Clinical Handover

THS patient / resident handover occurs for every change of shift between clinical nursing care teams; that is at least three times per day. To support staff they utilise the Acute or Residential Aged Care Facility Handover form which is updated regularly throughout the day to reflect current patient / residents condition.

Following review of this form we now include data such as the patient/resident unique medical record identifier number, and for Acute patients their expected date of discharge is also included to support patient bed management.

The Clinical Handover Policy was reviewed in April 2014, which supports and guides staff with the clinical handover process. Effective clinical handover can reduce communication errors between health professionals and improve patient safety and care.

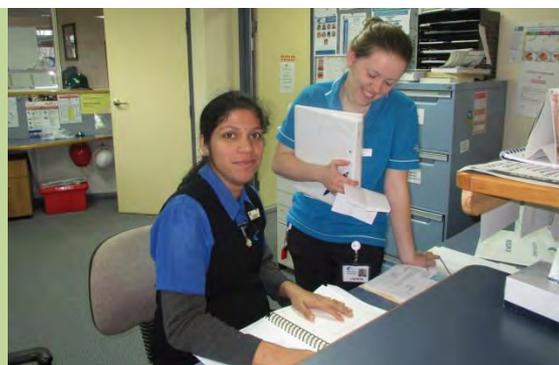
There are numerous other handover opportunities that occur throughout the day for each individual patient / resident and this also includes documentation in Medical Records to support the clinical care and/or proposed treatments for individuals.

### Definition – Clinical Handover

Clinical Handover is the transfer of professional responsibility and accountability for some or all aspects of care for a patient, or group of patients, to another person or professional group.

- Australian Commission on Safety & Quality in Healthcare - National Safety & Quality Health Service Standards 2012.

**Right: Registered Nurses Elizabeth Xavier and Lauren Mullavey**





## Pressure Injuries

THS recognises that prevention and management of pressure injuries is an important safety issue for our residents and patients and remains a priority for staff.

To reduce the risk of pressure injuries for our patients and residents we:

- Assess patient's / resident's skin on admission to determine if they have an existing pressure injury or are at risk of developing
- Identify each individual's risk factors and attempt to reduce these risks
- Provide education and resources to patients / residents and their significant others on pressure injury prevention
- Provide a multidisciplinary team approach in the prevention and management of pressure injuries
- Use pressure – reducing support surfaces and equipment – all beds have pressure reduction foam mattresses
- Provide opportunities for staff with training and education on pressure injuries management and prevention
- Encourage patients / residents to move regularly & assist those who cannot

Who is at risk of developing pressure injuries?

Patients / Residents who:

- Are confined to a bed or chair
- Are immobile for long periods
- Are unwell for extended time periods
- Are underweight or have a poor nutritional intake
- Are experiencing a loss of sensation
- Are smokers or have been

To be able to compare the incidence of pressure injuries developed in hospital with other like sized organisations, THS submits de-identified data to The Australian Council on Health Care Standards on the incidence of pressure injuries developed in the acute ward six monthly. This data identified that we are comparable to like sized organisations and have shown improvement in the prevention and management of Pressure Injuries since our first submission of this data in Jul 2012 – Dec 2012 when our rate was recorded at 0.32%.

Time Frame	Our Rate	Aggregate Rate for Peer Group
Jul 2013 – Dec 2013	0.11%	0.11%
Jan 2014 – Jun 2014	0.11%	0.10%

In May 2014 THS Clinical Care Staff reviewed all hospital patients in one day to ensure that their skin condition and documentation related to skin inspections were comparable. By gaining consent from the patients, a physical skin inspection was attended to determine if there were any pressure injuries evident on the day. This was also compared to the patients skin risk assessments attended by staff on admission and thereafter weekly. It was pleasing for staff to report that the risk assessment documentation and skin inspections were equal and that there were no pressure injuries identified during this process.

### Definition – Pressure Injury:

***A localised injury to the skin and /or underlying tissue, usually located over a bony prominence. As a result of pressure, shear, and /or friction or a combination of these factors damage occurs to the skin, muscle and/or bone. Australian Commission on Safety and Quality in Health Care October 2012.***

Two staff members from THS attended the 'Champions for Skin Integrity Training' in October 2013. This program is based around Residents receiving care in a Residential Aged Care Facility who have a wound. The program is recognised as being successful in achieving improved wound management with a decreased prevalence and severity of wounds in Aged Care.

The training, based on the Train the Trainer program, then progressed to the two staff members training clinical care staff at THS to improve wound management care within the organisation.



## CARE DELIVERY

### Residential Aged Care Quality Indicators

Data is submitted quarterly to the Department of Health from the two Residential Aged Care Facilities of THS.

A range of data submitted that compares THS with other organisations within Victoria includes:

- the prevalence of pressure ulcers
- prevalence of falls and fall related fractures
- incidence of residents prescribed nine or more medications
- incidence of physical restraints
- incidence of unplanned weight loss
- incidence of weight loss greater than 3 kg

	Lakeview Nursing Home	Bolga Court
<b>Pressure Injuries</b>	There were four pressure injuries reported. A reduction from ten reported in 2012 – 2013.  The rates were comparable to the State-wide High Care Rates.	There were eight pressure injuries reported during the year, the same as in 2012 – 2013.  These rates were slightly higher or comparable to the State-wide High / Low Mixed Rates.
<b>Falls</b>	The prevalence of falls and fall related fractures.  There were reported falls per quarter of between 8 – 22 falls which placed us above the State-wide High Care Rates for all but one quarter.  There were two fractures related to falls.	The prevalence of falls and fall related fractures.  There were reported falls per quarter of between 10 – 23 falls which placed us above for two quarters and below for two quarters of the State-wide High / Low Mixed rates.  There were no fractures related to falls.
<b>Physical Restraint</b>	No restraints were used for the year.  Therefore we are below the state wide rates in all reporting quarters.	No restraints were used for the year.  Therefore we are below the state wide rates in all reporting quarters.
<b>Medications</b>	For each quarter there were between 2 – 6 residents prescribed nine or more medications.  Total of 13 Residents for 2013 – 2014 Total of 9 Residents for 2012 – 2013  These rates were below the State-wide High Care Rate	For each quarter there were between 4 – 10 residents prescribed nine or more medications.  Total of 26 Residents for 2013 – 2014 Total of 42 Residents for 2012 - 2013  These rates were below the State-wide High / Low Mixed rates
<b>Weight Loss</b>	There were six residents reported over the year with weight loss >3kg, which meant our rates were below the State-wide High Care Rates.  Number of Residents with unexplained weight loss was 16	There were six residents reported with weight loss > 3kg which was below other organisations in the State-wide High / Low Care Mixed Rates.  Number of Residents with unexplained weight loss was 18

The results are reported quarterly at the Quality committee and to the Board of Management. Where results are outside expected parameters a review is undertaken. This was attended for the number of residents with an unexplained weight loss for the second quarter 2013 – 2014. This review indicated that all Residents had been reviewed by the Dietician before, during or soon after the reporting period. Where indicated other allied health specialists were involved and action plans to implement changes for improvement were developed.

## District Nursing

District Nursing has been operating at Tallangatta Health Service (THS) for many decades providing a valuable service to the communities within the west end of Towong Shire. Our five District Nurses are supported by two casual District Nurses and provide a seven day a week service as required by our clients. Their geographical footprint extends from Dartmouth to Bellbridge/Bethanga to Koetong, Granya, Talgarno and Sandy Creek. Many days the staff will travel in excess of 100kms radius from Tallangatta to visit clients within our catchment.

Our District Nurses provide a range of services which include, but is not limited to, wound assessment and management, pathology collection, medication management, health check assessments, and palliative care. They work very closely with the client's General Practitioner and other multidisciplinary health professionals to ensure that the client and his / her significant others receive optimal treatment and support.

In 2013 - 2014 our District Nurses have delivered 2047 hours of service which has been an increase from 2012 – 2013 of 1876 hours, and 2011 - 2012 of 1830 hours.

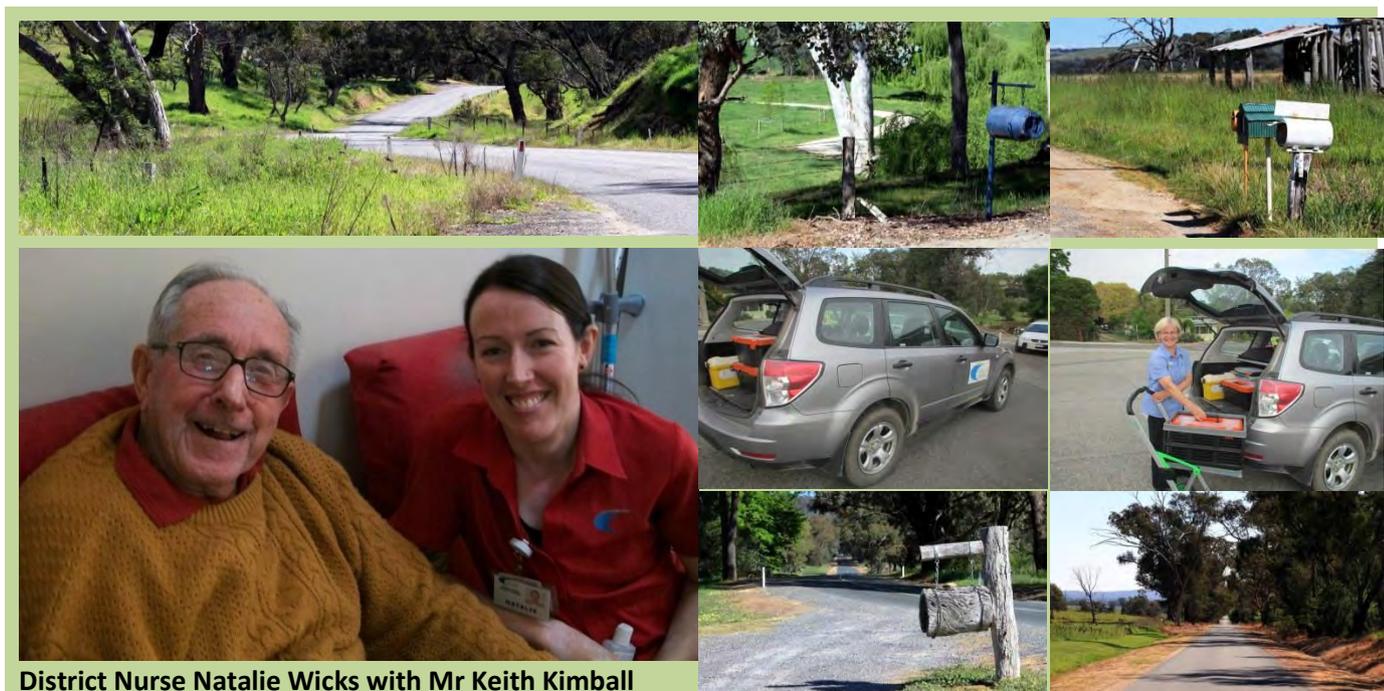
Their day starts with a review of client lists, case reviews and where necessary referrals to General Practitioners, and other health professionals. On any day they can visit up to ten clients across the catchment. At times they are on call to assist families and clients with care concerns, especially for Palliative Care clients.

Regular assessment of clients ensures that the District Nurses meets the needs of the client; this may mean that some clients are visited daily, whilst others may be seen weekly or fortnightly. A care plan is developed in consultation with the clients and their significant others and this is reviewed when there are changes to the client's condition, this may be as frequently as weekly to six monthly depending on the individual identified needs. Working as a team the District Nurse, the individual client and his / her significant other set goals for their ongoing care management.

At the end of the day the two staff members rostered for the day return to the office to complete individual client documentation, follow up medical results or complete referrals for clients. They also review and develop client lists for the following days. District Nursing at THS is a varied and progressive service. The Nurse's skills are constantly developing and their knowledge base is forever expanding to meet the increased complexity of the clients that they care for in the community.

If you believe you may require the services of a District Nurse or know someone who could benefit from the service, you can either self-refer or request your General Practitioner or other allied health professional to make a referral for you.

You can contact the District Nurse Team by phoning the Health Service on 02 6071 5200 and requesting to speak with a member of the District Nursing Team for further advice.



# Catering Services

The catering department during 2013 - 2014 has been very busy with increased training and use of new equipment to achieve optimum performance. Throughout the year the cooks have been learning new techniques that have improved meal preparation, assisted with time management, whilst ensuring our high food safety standards. Most of our meat dishes are now slow cooked using a process called overnight cooking. This has achieved wonderful results with less meat shrinkage and deliciously tender roasts and casseroles. This has been supported with feedback from our patients, residents and clients.

With the help of a generous volunteer, we worked extensively on implementing a completely new, electronic Meals on Wheels labeling system. Following a successful trial, this was fully implemented in June 2014. Whilst reducing labeling errors, we have also found a time save of 1.5 hours per week on the labeling process. Feedback from Meals on Wheels recipients during our trial period indicated improved satisfaction with the labeling of our products.

The catering team are always working hard on new ideas and techniques to modify existing recipes so that they can be texture modified, ensuring they still look, smell and taste appealing. Our menus continue to be seasonally reviewed by our dietician to comply with relevant dietary standards and consumer feedback.

Residents provided feedback through our annual Residential Aged Care Survey indicated their satisfaction regarding their meals with results:

Is the food appetising?	Are there adequate food choices?
<b>Yes = 88%</b>	<b>Yes = 82%</b>

The food transportation vehicle has become a vital part of our daily operation, with all staff being trained in its use and operating it on a regular roster.



Meals on Wheels are delivered to clients throughout the catchment including the areas of Dartmouth, Mitta Mitta, Bethanga, Talgarno, Koetong, and places in between.

Total Meals on Wheels Delivered		
2011 – 2012	2012 – 2013	2013 - 2014
3832	3607	4729

**New Meals on Wheels labels**



**Food Safety:** The Tallangatta Health Service (THS) food safety program is monitored in a variety of ways which includes the External Food Safety Audit which is attended annually. THS was found to be compliant. The audit did; however, provide recommendations which have all been fully implemented. These included:

- Construction & maintenance
  - Repairs to infrastructure including shelving, light fittings & painting
  - Repairs to equipment – can opener
- Cleaning & Sanitising
  - Cleaning of equipment – can opener & dishwasher
  - Cleaning of infrastructure – ceiling
- Improved monitoring documentation as per the food safety program

## Transitional Care Program

In 2011 a partnership between THS and Albury Wodonga Health (AWH) – Wodonga Campus was commenced for The Transitional Care Program (TCP).

The TCP program aims to assist older people in their recovery after an acute hospital admission by providing a multidisciplinary coordinated care team approach to meet the identified patient care needs. This may include physiotherapy, occupational therapy, dietetics, social worker and Medical Officer input as examples. THS conducts weekly patient allocation meetings which includes members of the multidisciplinary team from both AWH and THS planning care, discharges and transfers.

By having TCP at THS, locals have the opportunity to continue their rehabilitation, close to family and friends which is important within rural communities.

The program also provides patients and their significant others the opportunity to consider long term care arrangements and options which may include continuing to live independently at home with local support services or permanent care options. Many of our TCP patients return to their homes on completion of the program.

The average length of stay on the program is eight to ten weeks.

During 2013 – 2014 there was 622 bed days for TCP patients.

## Urgent Care Room

An Urgent Care Room is situated at THS, and whilst presentations have declined during the past year, this may be attributed to the Medical Centre now employing two permanent Doctors and also extending opening hours for a trial of three months until 7pm as requested from community feedback.

Presentations to THS 2013 – 2014 = 30

Presentations to THS 2012 – 2013 = 38

Presentations to the Urgent Care room in the past year have been predominately for dressings, pathology, medication administration, chest pain and BP monitoring.

## Looking Ahead to 2014 - 2015

- ❖ Air conditioning replacement for the Hospital, Kitchen and Lakeview
- ❖ Bolga Court Module 2 Renovations
- ❖ Car park upgrade for additional parking
- ❖ Improved Internet Services – Optical Fibre Cabling installation
- ❖ Application for increased Student positions
- ❖ Accreditation for Home & Community Care & Hospital
- ❖ Victorian Healthcare Experience Survey results
- ❖ Telehealth for RACF residents
- ❖ Centenary celebrations
- ❖ Lakeview Courtyard refurbishment
- ❖ Lakeview security / fencing
- ❖ Increased Allied Health Services
- ❖ Patient Clinical care equipment purchases
- ❖ Consumer Participation Plan
- ❖ Completion of RosterOn
- ❖ Advanced Care Planning Project
- ❖ Consumer Health Literacy Project



## Distribution

The Quality of Care Report is promoted and distributed in the following ways and locations:

- THS key personnel
- To the Board of Management
- Ladies Auxiliary & Men's Shed
- All THS public waiting areas and departments
- Public Offices & Schools of Tallangatta
- On line via our Website and Facebook
- Promotion through Local Newspaper

## Evaluation 2012-2013

An invitation for readers to provide feedback on last year's report was supplied with both hard and electronic copies of the distributed report.

Formal responses were received and included responses such as:

- The report was easy to read
- The length of the report was adequate
- There were no suggestions regarding content or layout for the next report

## Acknowledgements and Feedback

THS would like to take this opportunity to thank staff, consumers, patients, residents, volunteers, families and friends for featuring in and compiling the Quality of Care Report for 2013 – 2014. In particular, our consumers who have reviewed the draft report prior to publication.

We value our readers' opinions. Please provide any feedback about this report to Deb Cullen, Quality & Risk Manager by using the evaluation form available within this report or email [debbie.cullen@ths.vic.gov.au](mailto:debbie.cullen@ths.vic.gov.au). Additionally if you are interested in providing your details for a consumer focus register please provide your name and address for registration.

### Tallangatta Health Service

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PO Box 77 Tallangatta, 3700

Phone: 02 6071 5200 Fax: 02 6071 5293

[www.tallangattahealthservice.com.au](http://www.tallangattahealthservice.com.au)

Email: [THS@ths.vic.gov.au](mailto:THS@ths.vic.gov.au)

## Centenary Celebrations

In 1910, a public meeting was held for the purpose of establishing a hospital at Tallangatta. The new building, situated in "Old Tallangatta" and described as a small cottage hospital, was completed and opened in late 1914, with the official opening in March 1915.

To coincide with the anniversary of the official opening, a celebration weekend will be held in 2015. A Centenary Ball is being held on the evening of Saturday 7 March, followed by breakfast on Sunday morning. Other events are being planned throughout the community of Tallangatta.

Table bookings are now being taken for the ball. Please phone 02 6071 5200 for more details.

If you have any memorabilia or photographs of interest you would like to share, please contact us on the above number. We would love to hear from you and your ideas.



**Original Hospital at Old Tallangatta**

## Staff Service Awards

The following dedicated staff of THS received awards for service during the 2012-2013 year. The awards were presented at the 2013 Annual General Meeting.

### 10 Years

Emma Nankervis    Kim Miller





