



OUR VISION: To Excel as a Rural Community Health Provider



OUR MISSION: To Provide High Quality and Effective Health Services

TALLANGATTA HEALTH SERVICE QUALITY ACCOUNT 2015-2016

www.tallangattahealthservice.com.au



Highlights of the year

Health Purchasing Victoria procurement compliance

Successful grant funding – will modernise accommodation in Bolga Court

Quality of Care - Accreditation of Bolga Court Hostel and Lakeview
Nursing Home against the Aged Care Accreditation Standards,
outstanding results

Financial sustainability – operating surplus

More secure environment for staff and residents - perimeter fencing of
Bolga Court

Falls Strategy enhancement - exercise gym program designed to improve
core strength to assist in fall reduction for residents with physical and
social benefits

“Do it with me, not for me” - Active Service Model approach has kept
clients healthy and active in their homes with appropriate support

Improving our people’s safety at work - Installation of safe roof access
system and upgrade of duress alarm system

Building safety systems improvement – Fire System Upgrade design and
tender

Inclusion in trial of National Aged Care Quality Indicators consumer
experience and quality of life pilot program for Bolga Court and Lakeview

Resident lifestyle improvements – establishment of garden club

Board members dined with Aged Care Residents – feedback from
residents very positive

Welcome from the Board Chair and Chief Executive Officer

We are delighted to share our achievements through our Quality Account which illustrates what we do to ensure the best of care to our patients, residents and community. Our person centred focus means that we are always striving to meet individual needs and this often means reviewing our service delivery and making improvements.

Our report will highlight the many wonderful things that we have done to make our care even better. We cannot do this without the feedback we receive. It is invaluable in telling us if we are providing the quality we are striving for. We therefore thank everyone for the feedback they give to our service; it is a very important part of quality care.

Quality care is a continuous process as we adapt to the change in delivery of care and ensure contemporary practice is occurring. It is a team effort and the Board of Management and Executive thank our team for their commitment to providing safe, quality person centred care and the success they have had in achieving this.

We trust you will enjoy reading and celebrating our success with us and we welcome feedback on our report.

**Acting Board Chair Robert Lees
and CEO Denise Parry**

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Pictured above left: Acting Board Chair Mr Robert Lees; above right: Chief Executive Officer Ms Denise Parry

ABOUT US

Tallangatta Health Service (THS) functions under the Health Services Act 1988 (Vic) and is delegated its functions by the Minister of Health. THS is funded as a small rural health service by the Department of Health and Human Services to provide public health services. The service is located on one site above the picturesque Lake Hume foreshore in Tallangatta, providing care on site and care in the community.

Our service operates within a Strategic Plan that drives our future and has a vision that THS will, '*excel as a rural community health provider*'.

Our strategic aspirations are to:

Develop Strong Operational Practices throughout the Organisation;

Make The Greatest Possible Impact on Our Community's Health;

Develop and Utilise Partnerships that Add Value to Our Efforts;

Achieve Continual Financial Viability;

Build a Workplace for the Future

These are living aspirations to which our achievements are reported regularly to the Board of Management.

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.

Towong Shire



THS has 15 funded acute care beds which are utilised for:

- Sub-Acute Care
- Medical Care
- Post-Surgical Care
- Palliative Care
- Transition Care Program

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

- Lakeview = 15 beds
- Bolga Court = 36 beds

THS provides onsite Allied Health Services to Patients, Residents and Community clients which includes:

- Audiologist
- Diabetes Education
- Dietitian
- Occupational Therapist
- Optometrist
- Physiotherapist
- Podiatrist
- Social Worker
- Speech Pathologist

SERVICE PROFILE	2015 - 2016	2014 - 2015
Inpatients	83	63
Total Bed Days (excluding TCP)	1 020	1 029
TCP Bed Days (Transition Care Program)	594	634
Residential Care		
Permanent Care Bed Days	16 245	16 492
Respite Care Bed Days	666	960
Occupancy Bolga Court	89.5%	93.2%
Occupancy – Lakeview	92.9%	95.3%
Urgent Care Room		
Presentations	84	74
Home and Community Care (HACC) programs - Hours		
Planned Activity Groups	7 205	6 997
Home Care & Personal Care	3 654	4 096
District Nursing	1 718	1 487
Respite Care & Assessment	1 028	895
Property Maintenance	222	131
Cultural Diversity		
Admitted Patients identified as Aboriginal & Torres Strait Islander	0	0
Admitted Patients requiring Interpreter services	0	0

Risk Management

Risk Management is defined by the Australian Commission on Safety and Quality in Health Care as the design and implementation of a program to identify and avoid or minimise risks to patients, employees, volunteers, visitors and the health service.

At THS we aim to achieve high quality of care and a safe working environment whilst at the same time minimising risks. Managing risk at THS is about identifying opportunities to improve our patients / residents care. Reporting and monitoring of these improvements is through the Quality Committee, a monthly



CONSUMER, CARER AND COMMUNITY PARTICIPATION

Granya Open Board Meeting

As part of its commitment to engaging the communities of the whole catchment area it serves, the Tallangatta Health Service (THS) Board of Management travelled to Granya where an Open Board meeting was attended by several community members who shared their thoughts and ideas.

The catchment of the THS comprises roughly of an 80km radius from the township of Tallangatta. The population of approximately 3500 people are located within the township as well as in the valleys and small farming communities surrounding them.

Equity of access for rural community members is a key priority of the Victorian Government. The THS Board commenced holding Open Board meetings five years ago, and since then they have been held in Tallangatta at the local bakery, the Secondary College, and at Mitta Mitta, Bethanga, and in 2016 Granya.

The Open Board meetings provide a great opportunity to hear the community's views. The Granya community members who attended generally expressed their gratitude for the services that the Health Service provides. They also demonstrated their self-sufficiency in being able to instigate support amongst themselves, although public transport and inefficient mobile phone and internet services were highlighted as their main concerns.

The Board members and Executive who were present talked about the My Aged Care website: the access pathway into community services, and respite and permanent residential care. Brochures were also distributed about these services. Although very happy with THS, the community did identify that an exercise or walking group may be beneficial.

The Board members and Executive team were extremely appreciative of the community members taking the time to share their thoughts and ideas about the health service, and the Granya Hall Committee provided a lovely afternoon tea, the epitome of country hospitality.

Since the Open Board meeting, THS activity staff members have scheduled to meet with Granya residents at their community luncheon to promote the THS exercise program and Planned Activity Groups, and to determine how best to meet the identified needs of the Granya community.

Open meetings are viewed as important as the information will inform the Board in future strategic and service planning. It is planned that these will be scheduled into the Board calendar as regular events.



Board members and Executive staff in consultation with Granya community members at Granya in May 2016



Board Members meet with Residents

The Tallangatta Health Service (THS) Board of Management meets regularly. The Board members are volunteers who give their time and knowledge to overseeing the governance of the organisation.

In March the Board members spent time with the residents of Lakeview and Bolga Court over an evening meal. This was to provide the Board members a greater insight into our residential community, and the operations of the organisation.

The evening was enjoyed by both parties; the residents happy to have new faces at their mealtime, and the Board who enjoyed hearing from residents about how happy and well looked after they are. One Board member commented that the residents were “relaxed, happy to chat with me, no complaints made even though I specifically requested if they had any to make”. Another added “they were very appreciative of the staff and commented on how nice the staff members were to them.”

Board members agreed that the dinner was a worthwhile experience and wish to repeat it again in the future. The interaction with the residential community gave a valuable perspective of the organisation which can be drawn on for future planning.



Above: Bolga Court Resident Betty Fraser and Board Member Bob Currie;
Below: Lakeview Resident Keith Delderfield with Board Member Robert Lees



Tallangatta Fifties Festival Fruit and Fitness

Tallangatta Health Service (THS) was once again represented at the Fifties Festival promoting healthy eating and active lifestyles. Many festival attendees purchased fresh fruit salad topped with frozen yoghurt; the stall ably manned by staff and Board members.

In conjunction with Towong Shire the Health Service conducted a children's art competition with participation from the local primary schools. The theme was “Let's Get Physical” and drew many colourful entries, which were on display at the Health Service for the residents and the public to view at their leisure.

Volunteers



“One of the healthiest things we can do is to volunteer. Volunteering leads to healthier, happier, and longer lives”.

“VOLUNTEERING is not just good for our physical health, but for our psychological and emotional health too”

Volunteering at Tallangatta Health Service

As at 30 June 2016:

Registered Volunteers = 64 2853 HOURS

“Thank You” to our Volunteers for their kindness and commitment throughout 2015 – 2016

A happy and vibrant atmosphere filled the Activity Centre in May, whilst volunteers came together for lunch and recognition as part of the National Volunteer Week Celebrations. The day was an opportunity to give thanks and recognise the time Volunteers give to the residents, patients, clients and Tallangatta Health Service. There was much laughter and fun as Volunteer Coordinator Kelly Lord led the group with a version of “Family Feud” and some Volunteer centred word games. Fierce but fun competition was held between the tables, and many prizes were given! This was followed by a delicious lunch prepared by the Hotel Services team and served by the Executive and Managers.



THS Auxiliary members L to R: Carol Ludbrook, Jean Schubert, Elaine Ledingham, and Judy Cochrane at the recent Volunteer Luncheon

Pet Therapy

"Jazz" and Amanda provide residents with regular opportunities to have close contact with animals. Animals used in the program are well socialised and obedient. Pet Therapy provides many benefits including, but not limited to, decreased stress, improved motor skills and opportunities to reminisce.



Social Visits

Spending time listening, learning and sharing enables Residents to express their true personalities. Volunteers provide an important outlet for this activity.



Meals on Wheels

During 2015-2016, Volunteers have continued to support residents in the community by delivering in excess of 3060 Meals, in all weather conditions.

Hand Care is a volunteer Program which has been running for over 30 years! A dedicated team of Volunteers contribute more than 300 hours per year.

Arts and Craft

Volunteers continue to support residents with various arts and crafts projects, promoting creative thinking and cognitive skills. This activity is thoroughly enjoyed by all participants!



Lifestyle and Leisure

Residents are encouraged and supported to participate in a wide range of interests and activities that appeal to them. Meetings of Residents, Families and Friends are held regularly at both Bolga Court and Lakeview. During these meetings, Residents have identified that they would like to engage in swimming, dancing, and school visits. This feedback was actioned by the Lifestyle and Leisure Team who incorporated the following activities into their program:



Left: The students of Tallangatta Valley Primary School attend Bolga Court each month to undertake public reading with our residents. Intergenerational activities provide the students an opportunity to improve their reading whilst engaging with residents who are delighted to be of assistance.

Right: Bolga Court Resident Cheryl is pictured enjoying the pool experience and the psychological and physical benefits this activity provides. This is an example of specific Person Centred Care and ensuring individual needs are met.



Left: Lakeview Resident Patricia being fitted for shoes on our Shoe Safety day. Suppliers came to THS to provide fitting and sales for the Residents. This project enabled several Residents and community members to have their footwear needs met locally without needing to travel into Albury Wodonga.

Right: Keith is pictured happily listening to Talking Books on audio equipment which was donated by the THS Auxiliary for the pleasure of the Residents.



Left: Residents are pictured enjoying an Afternoon Tea Dance in the Activity Centre. The Old Time dance music was supplied by local musicians Ed Kilo, Bevan Seymour, and Noel Larsen. They had the Residents and community members dancing, clapping, and foot tapping all afternoon.

Right: As well as attending ANZAC Services at the Cenotaph in Tallangatta, Residents made their own “Field of Flanders” poppies commemorating each soldier who registered in Tallangatta for WW1. Many local family names were represented and provided memories for residents. This display on the lawns of the Bolga Court front entrance provided a talking and meeting point for many.



Left: Volunteers Marion and Lois assist Heidi and Cheryl to pot up plants including daffodils and succulents. This project connects Residents with the beautification of their own community and provides them a sense of wellbeing through achievement. Sensory stimulation has been linked to health rewards.

Right: Residents regularly go out for lunch to venues in and around Albury Wodonga whilst visiting various interesting places along the journey. Anne has a fondness for animals; during one of the many outings she was able to enjoy spending time with the horses.



Left: Lifestyle and Leisure staff member Lanelle takes the Ice Cream Trolley around the facility weekly. This is very well received by Residents particularly during the summer months. The Residents are given the choice between two different flavours each week.

Right: Lakeview Resident Keith busy at a supervised cooking session. Residents enjoy sampling their results as well as sharing the gourmet treats with others; a source of enjoyment for all.



Men Active in Living (MAILmen)

The Tallangatta Health Service (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.

At a planning day held in 2015, the MAILmen group expressed that they would love to do another overnight trip. They had enjoyed one to Canberra in 2014 which they had found to be fun, relaxing, and informative. So in June 2016, with unpredictable weather in front of them, nine members of the group, one volunteer, and two staff members boarded the THS bus and left for a two night trip to Tumut.

Day 1: Morning tea was enjoyed at Holbrook to view the submarine. It was then onto an old goldmine site and water falls at Adelong for a picnic lunch. Once arriving in Tumut, a tour of the broom factory resulted in 13 straw brooms purchased, following a demonstration and history of how the factory started. Dinner at the bowling club was enjoyed whilst watching some State of Origin football on the television.

Day 2: Everyone was up early for a cooked breakfast before heading off to Blowering Dam. Morning tea was then had at Talbingo Dam before a trip to the Tumut 3 power station. After lunch back at Tumut, local museum volunteers gave a great talk on the history of the town, accompanied by a scrumptious afternoon tea. A visit to the Montreal theatre capped off the day's activities before dinner at the Oriental Hotel.

Day 3: A cooked breakfast started the day before loading the bus and leaving Tumut early. Gundagai was the first stop and a visit to the local museum. Heading homeward, a final meal was shared at the club at Wagga Wagga before arriving back at Tallangatta around 4.30pm.

M·A·I·L
men



Day 1

MAILmen:

"Great lookout, made the lunch very scenic"

"Good company, great scenery"

Volunteer:

"Very interesting, enjoyed the broom factory"

Day 2

MAILmen:

"Great day, very interesting information and beautiful scenery"

"Good day, nice drive"

"Well done girls"

Volunteer:

"Great day, full on. Nice being a volunteer visiting two interesting places run by volunteers"

Day 3

MAILmen:

"Enjoyed every minute of the trip"

"Museum had a lot of stuff to look at"

"Plenty of variety and things to look at over the past three days"

Volunteer:

"The group got on well and is still getting on well. Weather didn't affect us at all"



Consumer Engagement

Each year the Home and Community Care Department of Tallangatta Health Service conduct quarterly training days for the Community Support Staff. These training days are a great opportunity for staff, clients and external service and training providers to come together to share their experiences, new information and learnings. The 2015 December meeting of the team provided an opportunity for two clients to share their journey within the health system. Both clients had experienced an acute episode of illness which required hospitalisation with regional health service providers. Once they had overcome the acute episode of illness they returned home to receive services from the THS community services team.

One client, Margaret Kirk, authored a book after her experiences having suffered a severe stroke whilst still having young children at home. Margaret felt it important to articulate her experiences so that health professionals were better informed of the impact their practice or lack of practice has on the patient and their health outcomes. Margaret was able to share a number of excerpts from her book highlighting the importance of staff communicating effectively with patients with such techniques as having a clear name tag visible to the patient, staff introducing themselves, speaking clearly and slowly, not using abbreviations and not talking over the client to one another as if the patient was not there. Margaret also highlighted the importance of touch and gentle physical contact by staff and making sure instructions to undertake tasks were broken down into individual steps.



Graeme spoke of his experiences with both regional and metropolitan health services and the challenges he and his carer faced whilst being cared for outside of his community. Graeme highlighted the relief he felt once he was able to return home and the importance of being able to access local community services to provide ongoing care. "There is nothing like being at home and having staff share a joke, smile, be professional, and follow through on requests" he said. Graeme wrote a poem called "Of Hip and Gut" (reproduced in this report) about his experiences which he read to staff at the training day. Graeme spoke of the positive outcomes he experienced in returning to good health by having a strong family and community social network to support him and his carer during his recovery.

This training opportunity with our clients provided staff with great insight into the client journey. Staff commented on the importance of listening to and understanding the client's journey from their perspective and how, sometimes, as health professionals we take for granted that the client fully understands with all that is happening to and around them.

The following verse has been extracted from the poem “Of Hip and Gut” written and shared by Graeme Aldrich:

Of Hip and Gut

*There was action out at Albury Base, it was being noised around
That GA's grumpy guts was running on no sound
Out at Albury Private when they banged in his new hip
It seemed that all had gone OK, but his bowel just up and quit!!*

*A blur of consternation and some pointed conversation
Suggested need for action with little time to waste
And so the ED 'theatre' at the Base became the destination
With transfer by the ambos in a fair amount of haste*

Sequel – Of Gut and Hip

*I'm happy to be home at last, my condition could be worse
A weeping wound from surgery past, in the care of the District Nurses
You never know just who you'll see when they make a daily call
They're all so kind and cheerful - I dearly love them all*

*These daily ministrations continued for some weeks
With the troublesome belly wound still beset with leaks
While the patient said 'To keep on smelling like a flower
It would be a source of pleasure if I could only shower!'*

*With District Nurse collusion, up came a good solution
A freezer bag with tape on and fix it like an apron
And the water from the shower will then run right off
Oh! Great delight that night washing all the cobwebs off!!*

*Unfortunately the stubborn wound continued slowly weeping
Surgeon Stuch took a look and said - 'We'll fix it while he's sleeping'
So back it went to 'theatre' - 'In a night or two', Stuch said,
But this extra stay in hospital took seven more days instead.*

*And so it went on day by day that stretched out into weeks
Though the gut was healing there were fairly frequent 'streaks'
As the intestinal gymnastics created great commotion
Quick – off you dash - it's another of those 'motions'!!*

*Each day the healing progress created satisfaction
With a frequent photo record to show successful action
And hearty congratulation greeted steady 'granulation'
And other strange vocabulary applied to the situation*

*Of course the hip that started this still needed much attention
Daily exercise and 'around the block' are two that rate a mention
Regular pummelling from the 'Physio' almost creates a tear
And frequent interrogation – 'Is that hurting much?' I hear*

*And so it was that I healed up well – with great help from our District Nurses
It's been a pleasure to have you call – I hope you like these verses!!!!
There's Rosalie from Mitta way – been here a year or three
She zips about her duties – a real joy for you to see
And Nikki drives from Howlong and attacks her chores with zest
While Melody knows the tune (sorry!!!) and never fails the test*

*Young David tends his garden and has a cat to keep
Grant's over from Bethanga way – he's wrapped up in his sheep
Saturdays and Sundays it's Rincy or Biji or Liz
Who greet you at the treatment room where all the action is*

*The most important player in this long consideration
Hasn't been neglected in this rambling dissertation
Without my home based carer – chauffeur, chef and nurse
My forced recuperation could be a great deal worse*

*To my treasured life's companion of over 50 years
Thanks for all the 'buck ups' and helping stem the tears
Help with putting socks and jocks on – and jeans and footwear too
Also trimming toenails and helping with the loo*

*I'll try to keep my back straight and walk instead of slouch
And spend more time in the outdoors and less upon the couch
I'm not yet ready for a marathon or nine holes upon the course
I'll put a few lost K's back, as I'm eating like a horse*

*The last consult with Khoury has only just been done
I'd hoped he'd have some wisdom to release this seized up bum
This ectopic ossification requires some maturation
Twelve months more or so for this patient to be patient*

*Then it's back again to 'theatre' for visit number five
To 'excise' restrictive bone growth – ain't it good to be alive?
I'm forced into a slow walk and cannot drive the car
I'd prefer to return to normal – Thanks for all your help so far!!*

The Final Chapter!!

*And now the postscript, since twelve long months have passed
And the anticipated 'excision' has taken place at last
My 'seized up bum' has been set free, shoulders back, eyes not down cast
And memories of months gone by are clearly fading fast*

*I still have need of all your help up there at THS
With pills for this, blood test for that - you'll always be the best
To Dr Anne, Smiling Lou, Leanne and the caring band
We'll still see each other – you're the best in all the land.*

QUALITY AND SAFETY

Consumer and Staff Experience

Consumer feedback is highly valued and sought after from the teams within Tallangatta Health Service (THS). Listening to our community and the users of our many services helps us plan, design and deliver services to best meet their needs. Numerous strategies and methods are utilised to engage our community and to assist them to provide us with feedback; whether it be a compliment, complaint or suggestion for improvement.

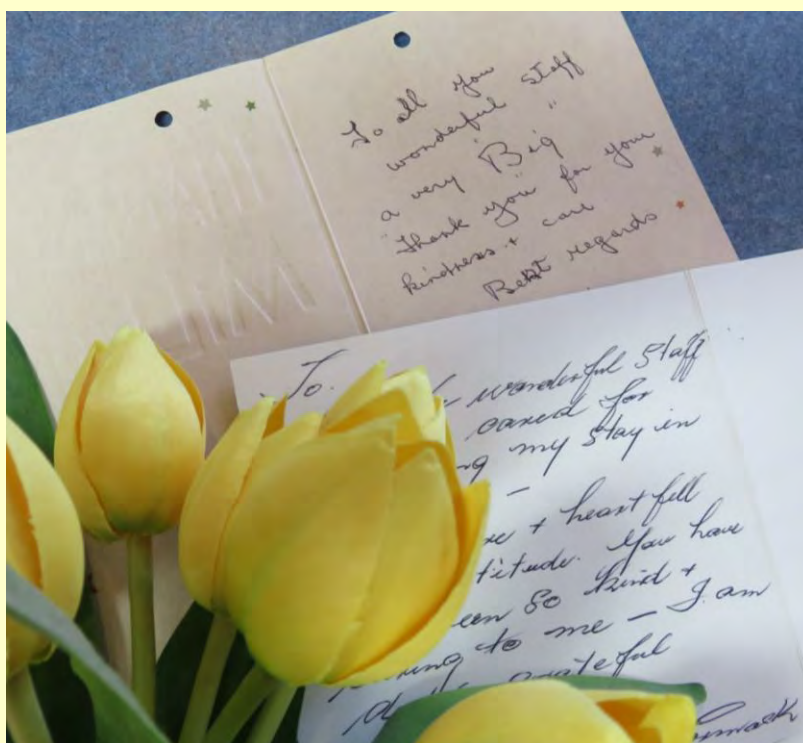
Examples of community engagement and ways to provide feedback may include:

Annual Residential Aged Care Survey	Resident Family & Friends Meetings
Victorian Health Experience Survey for Acute	Patient Discharge follow up Telephone Contact
District Nursing Surveys	Home and Community Care Users Survey
Annual Open Board Meeting	Medical Centre Client Survey
Employee Surveys	Feedback Forms



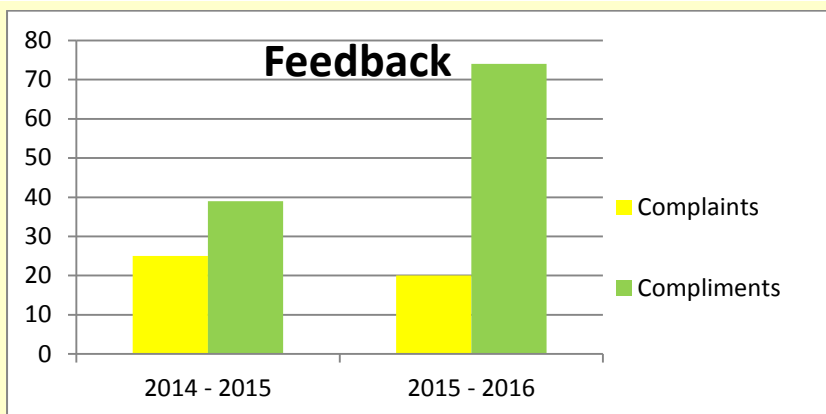
Compliments, Comments, and Complaints forms are available throughout the facility or may be downloaded at:

www.tallangattahealthservice.com.au



Information about the feedback process is placed regularly in staff, Residents' and Home and Community Care newsletters and tabled at staff meetings, 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.

THS Feedback	2013 - 2014	2014 - 2015	2015 - 2016
Total Feedback received	75	78	99
Complaints	32%	39%	20%
Compliments	68%	51%	75%
Suggestions for improvements	Not recorded	10%	5%



Complaints are reviewed by Senior Management and reported to the Board of Management. Responses are actioned within our target timeframe of 30 days. There have been no complaints closures that have exceeded our target.

2015 – 2016 Feedback	Outcome
Dissatisfaction with some Meals on Wheels	Client Survey undertaken by dietitian Improvement actions include changes to dessert options and vegetable cooking methods
Service vehicles unclean	Scheduled car cleaning maintenance program developed
Request for additional Lifestyle and Leisure activity choices	Lifestyle and Leisure planning day held with a review of planned activities to include additional events as suggested by residents such as swimming

THS Acute patients are invited to participate in the Victorian Healthcare Experience Survey (VHES). This is a state wide voluntary survey, gathering data on people's healthcare experiences.

Comparison data with other similar health services is available and the feedback will assist health services in improving their services. Currently due to THS having a small number of admitted patients, there is an insufficient sample size for data to be used by the health service.



**Victorian Healthcare
Experience Survey**

Verbatim Responses for 2015 – 2016

VHES Questions	Examples of Patient comments
What could the hospital do to improve care and services?	The care was adequate Very happy with my care Nothing – they were excellent They could not do more – just lovely staff
What were the best things about your hospital stay?	Getting better and being looked after The kindness and understanding of staff Good food, good nurses, good cleaners Interaction with other people The very good care given to me by all
What were the worst things about your hospital stay?	Being cooped up Missing home The food – vegetables were over cooked

People Matter Survey

The People Matter Survey (PMS) is an independent survey commissioned by the Victorian Public Sector Commission to measure the satisfaction of staff working within the public health sector. The survey provides an insight into what it feels like to work at the health service. With changes and improvements to the survey for 2016, most results cannot be compared with any previous surveys.



Survey Responses to PMS -

Overall job satisfaction:

2016 = 70%

2015 = 69%

Response Rate	Tallangatta Health Service	
2014	20%	
2015	36%	Paper based and online
2016	18%	Online only

Patient Safety	% agreement
Patient care errors are handled appropriately in my work area	90%
THS does a good job of training new and existing staff	60%
I am encouraged by my colleagues to report any patient safety concerns I may have	87%
The culture in my work area makes it easy to learn from the error of others	53%
Trainees in my discipline are adequately supervised	60%
My suggestions about patient safety would be acted upon if I requested them to my manager	73%
Management is driving us to safety – centred organisation	83%
I would recommend a friend or relative to be treated as a patient here	80%

The PMS survey results report arrived in July. The Executive and Management team are now providing feedback to staff regarding the results, and are working with them to decide how to make improvements in identified areas. Some initial actions have included:

- PMS survey report tabled at meetings for staff consultation
- Memo and information provided to staff
- Scheduled meetings for staff groups with Chief Executive Officer




Promoting our Workplace Culture

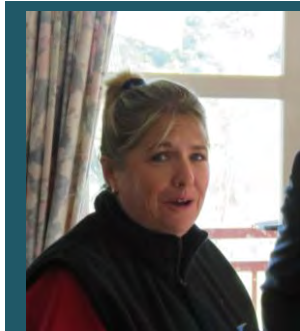
In early 2016 the Executive team commenced a review of the organisation Values from our Strategic Plan 2012 - 2017. These “Values” guide all employees on how to conduct themselves, to work together in achieving excellence in our service provision and care to our community.

Staffing groups were requested to review each of the statements. This supported all employees in being aware of them, to consider what they meant to each individual and how we see these in action within the workplace. From this work a single page of five points per value was developed.

By contributing to this exercise all staff were involved in consolidating a THS team with shared understanding of our clear purpose and direction reflective at all levels within the workplace.

- ◆ Willingly being Accountable
- ◆ Valuing People
- ◆ Achieving Results through Teamwork
- ◆ Integrity in all we do
- ◆ Respect for Others at all Times

				
OUR MISSION:				
To Provide High Quality and Effective Health Services				
OUR VISION:				
To Excel as a Rural Community Health Provider				
OUR VALUES				
Willingly being Accountable	Valuing People	Achieving Results Through Teamwork	Integrity in all we do	Respect for Others at all Times
We take responsibility for our own actions	We are courteous and welcoming to all	We support our team and share the load	We are responsible and accountable even when no one is watching	We are courteous and respectful at all times
We take pride in our work	We recognise success and support others to achieve	We combine our knowledge to improve performance	We respect other opinions	We do not tolerate discrimination, harassment or bullying of others
We admit mistakes and complete tasks	We treat all people with courtesy and respect	We support others to excel	We respect privacy and confidentiality	We do not tolerate gossip
Transparency in all we do	We recognise individuality in others	We recognise our strengths and limitations and seek assistance when we need to	We adhere to THS Code of Conduct	We respect others choices
We take responsibility for results – positive and negative	We listen	We take pride in our work	We focus on providing best care to our patients, clients and residents	We treat others fairly and equally



Meeting Australian Standards in Healthcare

National Safety and Quality Health Service Standards (NSQHSS) (10 Standards)	<p>Self Assessment Report was submitted November 2015.</p> <p>The next self Assessment report will be due November 2016.</p> <p>Accreditation valid until February 2018.</p>
Residential Aged Care – The Australian Aged Care Quality Agency	<p>August 2015 two day accreditation audit of both facilities which successfully met the 44 outcomes with compliance achieved.</p> <p>Support visits by the agency in March 2016 to both facilities which were found to be compliant.</p> <p>Accreditation valid until August 2018.</p>
Community Care Common Standards – Home and Community Care Services	<p>Currently fully accredited. No audits conducted in 2015 – 2016.</p>
Royal Australian College of General Practitioners Standards	<p>Full compliance November 2013 – The Medical Centre has submitted a self assessemnt report and is currently preparing for Accreditation scheduled in August 2016.</p>
Food Safety Audit	<p>External Audit conducted in June 2016 and full compliance achieved.</p>
Cleaning Audit Standard	<p>Full compliance achieved July 2015.</p>

In 2014 the site surveyors for the NSQHSS applied two recommendations from a total of 243 actions. These two areas require additional actions and progress will be reported annually through our self-assessments. At the next site survey in 2017 evidence of the actions that THS has initiated since 2014 will be reviewed by the site surveyors to ensure that we have met these recommendations. THS has been monitoring the actions implemented through meetings to ensure that we remain on track.

Recommendations:

1. Clinical Workforce Training in Aseptic Non Touch Technique (ANTT)

- Staff training matrix annually reviewed
- An annual requirement is for all registered and enrolled nurses providing clinical care to complete ANTT training which includes an electronic learning module and competency training
- Review of Operational documents to support ANTT

2. Identify and implement a mechanism to engage consumers and carers in the analysis of the health service's safety and quality performance

- Consumers engaged in reviewing consumers information forms and brochures
- Consumers reviewing and analysing staff feedback on quality of training
- Students providing feedback on clinical experience
- Service users of programs involved in program reviews and coordinators appointment and role

Acute Care Specific Indicators

Preventing Falls and Harm from Falls

The multidisciplinary Falls Working Party monitors and evaluates falls and near miss fall events, including slips and trips. This information is utilised to support staff with the overall prevention and management of falls; with the aim to improve the outcomes for patients by decreasing both the frequency and harm from falls. All falls and near miss events are reported and monitored through the electronic reporting tool; Victorian Health Information Management Systems (VHIMS).

De-identified falls data from the Acute ward is submitted to The Australian Council on Health Care Standards who compare the incidence of falls with other like sized organisations.

There were no serious injuries reported from patients sustaining a fall in 2015 – 2016. For the majority of the falls reported the patients sustained no injury or harm. Where injury occurred they are classified as minor injury types (skin tear, abrasions, bruising). The multidisciplinary team continues to work to try and reduce falls across all facilities.

Time Frame	Inpatient Falls - Our Rate	Aggregate Rate for Peer Group
Jul 2015 – Dec 2015	0.66%	0.63%
Jan 2016 – Jun 2016	0.85%	0.64%

Time Frame	Fractures or Closed Head Injuries - Our Rate	Aggregate Rate for Peer Group
Jul 2015 – Dec 2015	0.00%	0.02%
Jan 2016 – Jun 2016	0.00%	0.01%

World Health Organisation – definition of a Fall:

An event which results in a person coming to rest inadvertently on the ground or floor or a lower level.



Key Improvements	Outcome
Holders for bed controls	Safe storage and access.
Call bell replacement and installation of clasps	Improved access to use and security of
Motion Aid Sensors	Monitors patient movement and alerts staff to assist
Safe Footwear Day	Education and access to safe appropriate footwear
Bed Wheel and Brake Maintenance program	Ensures all bed wheels and brakes are working
Implementation of Bedside Handover Checklist	Improved clinical handover

Preventing and Managing Pressure Injuries

Pressure Injuries (PI) were previously known as pressure ulcers or bed sores. They can occur due to unrelieved pressure usually over a bony area, especially when an individual has restricted movement. Pressure can be caused from other devices such as equipment or oxygen tubing pressing on noses and ears. Once these injuries occur they can be difficult to heal, especially if individuals have clinical conditions such as poor circulation. Pressure injuries reported at the health service are reviewed by Senior Clinical staff. PIs that are observed on admission and those that are required whilst in our care are reported and monitored through VHIMS.

A multidisciplinary Skin Integrity Working Party has been convened providing a forum for key staff in relation to the prevention and management of skin integrity issues. Key outcomes to date have included:

- Education & training
- Equipment purchase
- Documentation audits and reviews
- Pressure Injury point prevalence survey

De-identified pressure injury data from the Acute ward is submitted to the Australian Council on Health Care Standards who compare the incidence with other like sized organisations.

Time Frame	In-patients who develop a Pressure Injury - Our Rate	Aggregate Rate for Peer Group
Jul 2015 – Dec 2015	0.00%	0.07%
Jan 2016 – Jun 2016	0.14%	0.10%

Infection Control

Tallangatta Health Service has had zero health-care associated infections for the 2015 – 2016 period. The healthcare-associated infections that are reported on specifically are Staphylococcus Aureus Bacteraemia (SAB), Methicillin Resistant Staphylococcus Aureus (MRSA), Clostridium Difficile (CDI) and Vancomycin Resistant Enterococcus (VRE).

Your 5 Moments for Hand Hygiene



Hand hygiene

Hand Hygiene compliance auditing of the “5 Moments of Hand Hygiene” is undertaken over three periods within the year. The Hand Hygiene compliance rate is 80% or above.



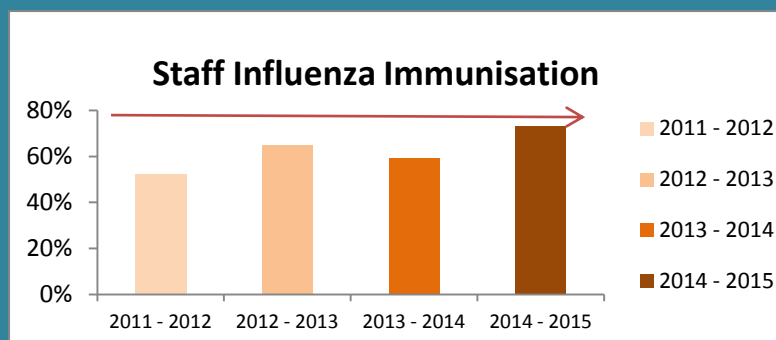
Audit 3 2015 = 89.4%
Audit 1 2016 = 84.5%
Audit 2 2016 = 85.9%

Medication Management

The safe and appropriate use of medications to minimise errors is important for the safety of our patients and residents. All medication errors are reported and monitored through the electronic reporting tool; Victorian Health Information Management Systems (VHIMS). During 2015 – 2016 there were 69 reported medication errors with nine errors being related to the acute ward. These events were classified and related to administration, documentation and storage. Incidents are reported to the Clinical Review Committee. Actions implemented from medication error investigations have included:

- A review of medication storage, stock volumes and ordering documentation
- Implementation of Tallman lettering (a combination of lower and upper case letters to highlight the difference between look-alike drug names, making them more easily distinguishable)
- Education and training – clinical care staff E 3 Learning Safe Medication Management
- Bedside handover audit and review
- For discharge planning pre- printed envelopes for discharge documents developed which includes current medication lists
- Occupancy and Discharge meeting includes community care staff.

Healthcare worker influenza immunisation



Employees are provided with free Influenza Immunisation which is administered by a qualified Immunisation Nurse.

Tallangatta Health Service (THS) reached 73% which is just below the Department of Health and Human Services compliance rate of 75%.

THS participates in the Victorian Hospital Acquired Infection Surveillance System (VICNISS) which allows us to compare our rates of infection over time with other Victorian hospitals. Reports indicate that we have had no health care associated infections for the four specifically reported areas for 2015 – 2016.

THS also reports other indicator data such as the staff exposure rates. The health service has had no reported parental or non- parental exposures during the reported time period.

Time Frame	THS Reported parental exposures sustained by staff	Aggregate Rate for Peer Group
Jul 2015 – Dec 2016	0.00%	0.03%
Jan 2016 – Jun 2016	0.00%	0.04%

Parenteral exposure = Skin penetration injury with a needle contaminated with human blood or body fluid

Time Frame	THS Reported non- parental exposures sustained by staff	Aggregate Rate for Peer Group
Jul 2015 – Dec 2016	0.00%	0.01%
Jan 2016 – Jun 2016	0.00%	0.01%

Non - parenteral exposure = Skin penetration injury with a needle not contaminated

Consumer Information now available in our Residential Aged Care Facilities

THS was a pilot site for the Health Literacy Project for Public Sector Residential Aged Care Services. The health service coordinated with consumers, staff, volunteers, residents and their families a review of information sheets drafted by the Department of Health & Human Services (DHHS). Small groups met to discuss the information sheets contents with the feedback provided being correlated and returned to the project manager. These groups met over several months as the different sheets were provided reviewing two or three in a session.

In June 2016 we received the final publications from the DHHS and they are now displayed in both facilities for our Residents, families and carers, with positive feedback received.



Left: Review of consumer information with residents and volunteers.
Right: Printed brochures from DHHS.



Residential Aged Care Specific Indicators

Aged care specific indicators help to assess the quality of care and services that are provided to our Residents of Lakeview and Bolga Court Residential Aged Care Facilities.

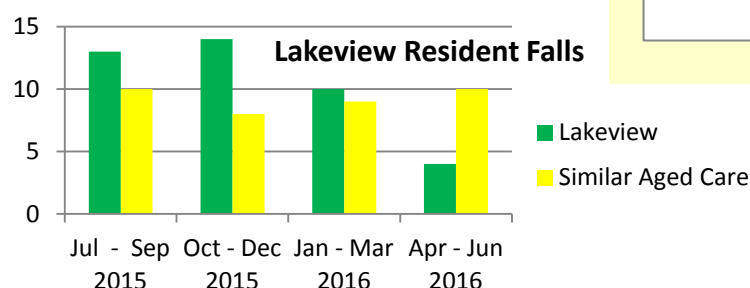
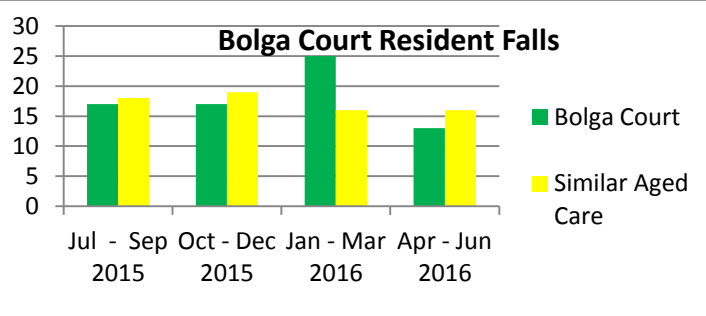
Our results continue to demonstrate that there are areas in which we are doing well in and areas that we are working to improve.

Falls:

Lakeview Nursing Home

There was a total of 41 falls for the year
A reduction on the previous year of 52 falls
There was between 4 – 14 falls per quarter

There were 3 fractures related to a fall



Bolga Court

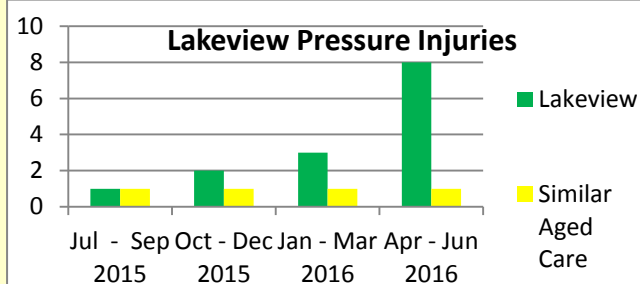
There was a total of 73 falls for the year
A reduction on the previous year of 83 falls
There was between 13 – 26 falls per quarter

There were 3 fractures related to a fall

Pressure Injuries:

Improvement Actions:

Falls Working Party
Staff education and training
Workplace safety audits
Safe Footwear day
Hand rail reviews



Lakeview Nursing Home

There were 14 reported Pressure Injuries
- an increase on the number reported in the previous year.

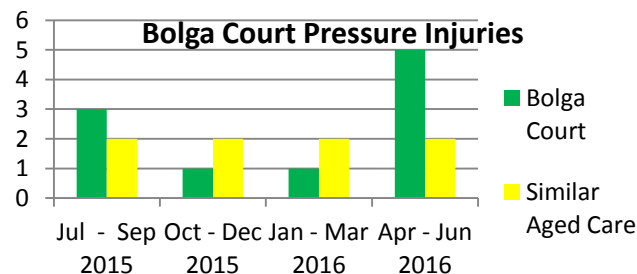
Resident's acuity and an increase in the number of respite admissions can directly affect this data.

Bolga Court

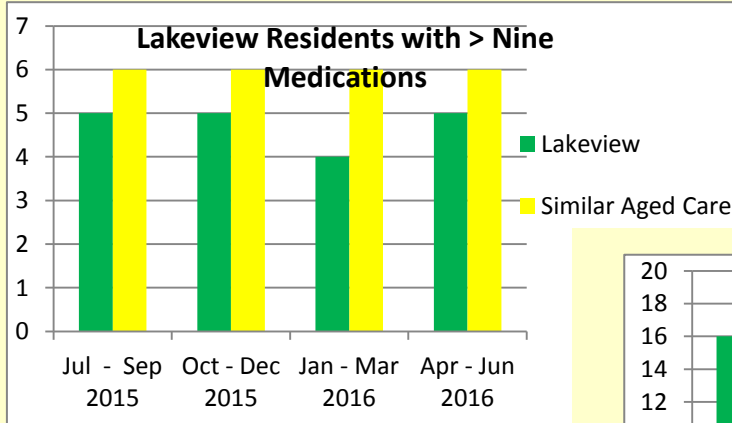
There were 10 reported Pressure Injuries - a decrease on the number reported in the previous year

Improvement Actions:

Multidisciplinary Skin Integrity Working Party
New equipment – pressure relief mattress & cushions
Operational Document Review
Education and training



Medications:



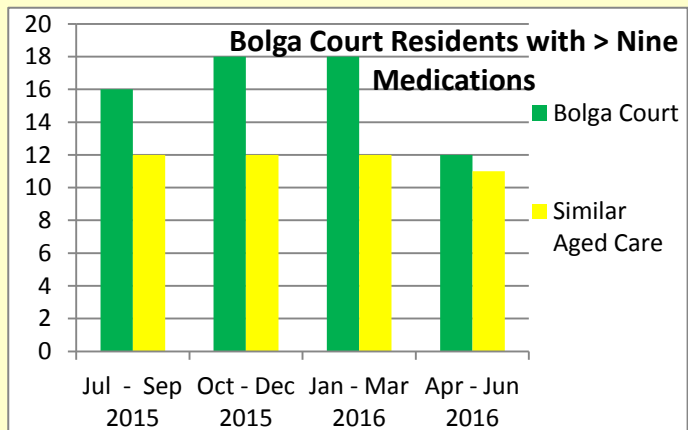
Lakeview Nursing Home
Between 4 -5 residents were prescribed 9 or more medications per quarter.

This was a decrease from the previous year

Bolga Court
Between 12 - 18 residents were prescribed 9 or more medications per quarter.

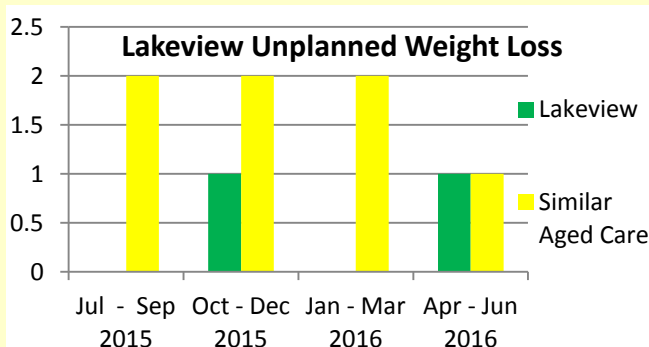
This was an increase from the previous year.

Resident's acuity and an increase in the number of respite and permanent admissions can directly affect this data.



Improvement Actions:
Introduction of National Residential Medication Chart
Medication Chart Audits
Staff education and training
Community pharmacist presentations

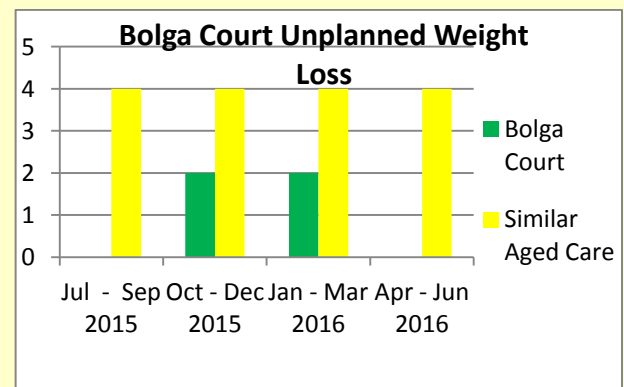
Unplanned Weight Loss:



Lakeview
There were two Residents with unexplained weight loss.
This is a 50% reduction from 2014 -15.

Bolga Court
There were four Residents with unexplained weight loss.
This is a 60% reduction from 2014 -15.

Improvement Actions:
Resident Dietary reviews by Dietitian
Implementation of portion controlled measured multipurpose thickener
Resident Catering Satisfaction Survey
Summer Ice-cream trolley and winter cappuccino / hot chocolate trolley



Restraints:

Staff members actively use a variety of techniques to minimize the use of restraints. During 2015 – 2016 there was no reported use of restraint in our residential aged care facilities.

CONTINUITY OF CARE

Resident Story



In 1946 Edna, a nurse at Tallangatta Hospital (in the Old Town) met local farmer Keith who had come for assistance after a farm accident. It was an instant attraction and after a four year courtship they married in 1950. Edna continued nursing so the couple could buy their own home on the family property, Bay Creek. Their home was built a short distance west of Tallangatta by a local builder, where they lived for sixty years.

Edna and Keith had a daughter and a son who completed the family. In his younger days, Keith enjoyed playing football until his farming duties took precedence. Being an active young family, a tennis court was built on the property for the children to enjoy.

Throughout the years, Edna especially enjoyed cooking, craft work such as knitting and her wonderful garden. Keith managed the farm which included the dairy and beef cattle, sheep; as well as a productive vegetable garden and orchard of fruit trees.

In 2010 the couple retired from the farm and moved to their new house in Tallangatta where they had the joy of establishing a new garden. Keith's health suddenly deteriorated and after receiving acute care in a Regional Health Service it was determined that he could not return home and so moved into Residential Aged Care in Lakeview in 2014. Edna continued to live at home independently maintaining the garden and also being a regular Lakeview visitor.

The care team at Lakeview organised for Keith to have fortnightly visits home utilising the health service bus and the allied health team for Keith to see his beloved garden and to share lunch with Edna. These visits continued until Edna moved into Bolga Court.

Edna's own health started to deteriorate and for her to remain in her own home, which was her choice, she commenced using support services from THS. The health service helped her to maintain her independence and assisted her by providing services including personal and home care, meals on wheels and property maintenance from our Home and Community Care (HACC) team. These support services steadily increased until a further decline in her health and wellbeing and her realisation that she wasn't quite able to manage independently; she chose to move into Bolga Court in 2015. Edna was very thankful for the extra time that she was given at home before transitioning into a Residential Aged Care Facility.

Keith and Edna now meet at either of their 'new homes' sharing meals together or meeting with a group of their new friends. As well as finding time for each other, Keith and Edna enjoy many hours together participating in a wide range of activities including the garden project for Residents.

Keith is also a participant of the Residents Physical Activity program, which is a twice weekly exercise program, under the supervision of the Physiotherapist and Allied Health Assistant. The Physiotherapist assessed Residents for their suitability to participate in a structured program held in the onsite Gymnasium. The eligibility of Residents was based on several factors that included but was not limited to; cognitive and health status, motivation and identified benefits to the Resident. The Residents commence with a ten minute warm up session and then move through the various exercise stations with support and supervision from staff. Explanation of the purpose of the exercise plus correct techniques are continually assessed and monitored. At the completion of each session there is a cool down period which is then followed by morning tea and further time for evaluating the mornings session and chatting. The group also offers a time of socialisation, meeting with other Resident's from another facility is an added benefit.

This program has allowed for individuals to maintain and improve their independence. It is an important component of wellness and connections to social life. It has facilitated Keith to be now more independent and mobile with supervised use of a motorised scooter.

When asked the question "What makes a long marriage a good one"? Edna replied "It's all about give and take and lots of love."

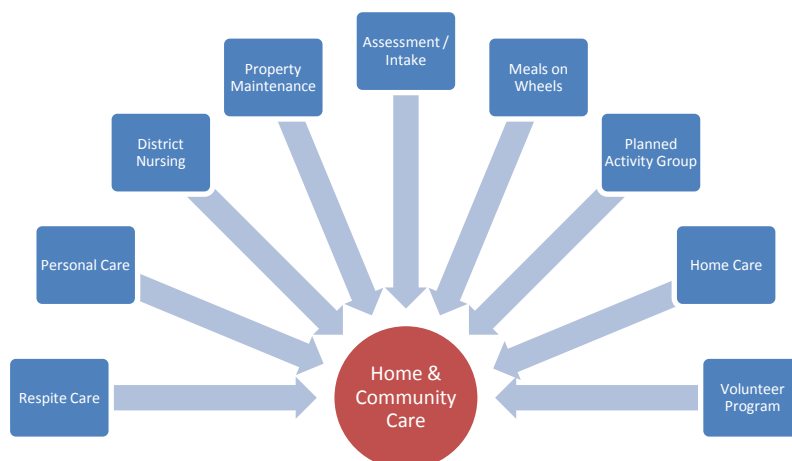
The staff members at THS are committed to support couples such as Keith and Edna, to continue their lives together in a supported environment.

The story above is a wonderful example of how Home and Community Care (HACC) services can be provided to support individuals to maintain independence in their own homes.

These services were all accessed by Keith and Edna.

THS provides HACC services in the community or home setting. This service provides support:

- For frail older persons
- For persons with a disability
- For persons who care for a frail aged person or person with a disability.
- For people with Dementia



Quality Improvement from Resident Feedback

Some of the Residents at Bolga Court had voiced a concern to the Occupational Therapist (OT) regarding kettles and the difficulty they had in safely using those provided. The Residents stated that they wanted to be able to make their own cup of tea or coffee for themselves or visitors, without always requesting staff to assist. This simple task provides individuals with great satisfaction and comfort in that they can make a drink how they like it and when they want it. The weight of the kettles and the difficulty pouring boiling water from them made it difficult to independently make a drink.

New kettles were sourced by the OT and trialled with the Residents, with the most ideal being purchased for the modules. The kettle was found to be light weight, user friendly for people with restricted strength and mobility, could be filled by a small jug, and provided the Residents with greater independence.

Right: Resident Merv is now able to make his own “cuppa” without assistance.



Nurturing the Healthy Eating Message

As part of Health Promotion work undertaken by Tallangatta Health Service, staff members partnered with the community to spread the healthy eating message to local children. Sue Reid (Nurse Practitioner) and Denise Johnston (Diabetes Educator) visited the Tallangatta Kindergarten to present a healthy eating session.

The session promoted health and wellbeing and covered healthy eating, food options, and fussy eaters. Food guidelines were presented which highlighted food that contains essential nutrients such as calcium and iron, of which children may be lacking. Parents were given the opportunity to ask questions and to join the Kinder Health and Wellbeing Achievement program. Colourful handouts, brochures, and fridge magnets were supplied with sample bags including drink bottles and toothbrushes.

Following this initiative Denise and Sue again met with the Kindergarten to participate in a Supermarket Walk. Parents met at the local Supermarket and information was provided on supermarket tips for healthier shopping. These messages included awareness to food labelling and awareness of unit prices. The parents were then given the opportunity to walk around the supermarket and find products they would normally buy, and then try to locate a healthier option.



The children also visited the supermarket, joining their parents, identifying the different fruits and vegetables. Written resources were provided identifying healthy food options, smart supermarket shopping tips and label reading identification and pitfalls.

The Kindergarten and Tallangatta Health Service work closely together to promote healthy lifestyles for children and their families; this important work will continue into the new year.

Left: Denise Johnston and Sue Reid with children and parents in the supermarket, shopping for healthy foods

Lakeview Residents Dining Room Menu Board



A refurbishment of the dining room menu board was undertaken following feedback from Residents and their families.

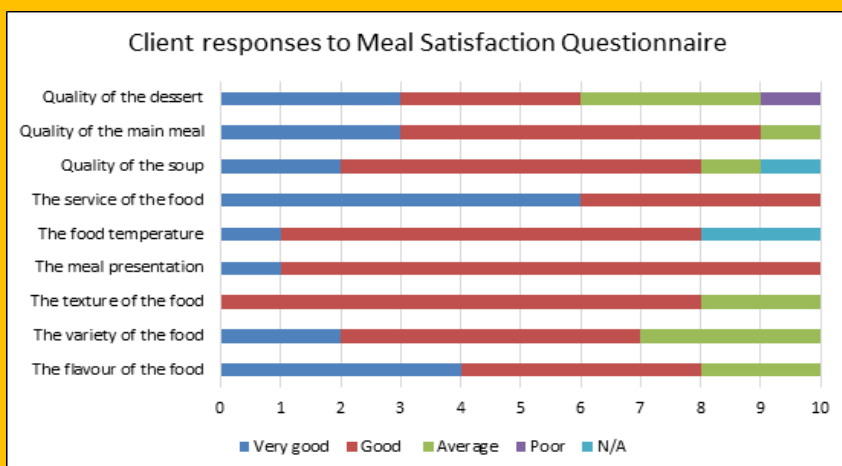
Originally, the menu was written on a whiteboard with other information; at times this made the board difficult to read. Following a complete “makeover” the original whiteboard was decorated to appear like a curtained window looking onto a laden table of food. Excess clutter was removed from the board and a border was created so the menu could stand out making it easier to read. The improved layout, the use of only black text and larger font size, addressed the concern voiced by the Residents.

The refurbishment has positively received by staff and Residents. Not only did it enhance the dining room experience, but it provided a pleasant and colorful visual display.

Meal Satisfaction



Dietitian Catherine Robichaud



Optimal nutrition client centred care is a crucial component of promoting and maintaining health and wellbeing. Meals on Wheels (MOW) is a service provided to members of the Tallangatta community and enables people to continue to live in their homes when they are unable or limited in their ability to cook for themselves. This can enhance quality of life and can decrease hospital admissions and time in long term care. The MOW Victoria service is guided by the MOW Victoria Best Practice Guidelines. The guidelines provide a benchmark to meet standards and strive for optimal client care. Ongoing reviews of the Tallangatta Health Service (THS) MOW service enables identification of opportunities for improvement and recognition of tasks done well.

The aim of this project is to review the THS MOW service and develop recommendations for improvement from client feedback to increase client satisfaction.

Improvements made following Suggestions	Current items of satisfaction
Cook vegetables (especially greens) for less time	Continue cooking the meat in the current method
Replace the plain cake used in some desserts	Recognise the staff for their great service
Increase volume of sauce accompanying some desserts	Continue with the current system of plating meals
Revise the fish recipes to increase appeal	Current systems of transportation & delivery times
Revise some soup recipes and to trial new flavours	Portion sizes adequate

Conducting reviews of the THS MOW service demonstrates evidence and dedication to meet requirements, and a commitment to meeting the needs of the community.

RosterOn

Tallangatta Health Service (THS) introduced the software program RosterOn to the Payroll system, enabling staff rosters and payroll process to be produced in a consistent and transparent manner.

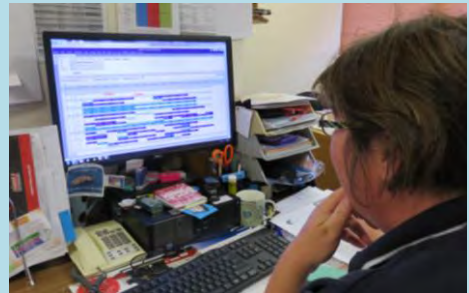
Previously, the fortnightly manual payroll process and the cross checking of timesheets and rosters was labour intensive and time consuming, particularly during a busy Monday morning period when finalization was required. Often key staff members including clinical managers were occupied with this process, which may have taken them away from their clinical role for long periods.

Throughout 2015 – 2016 RosterOn has been consolidated for both rostering and payroll purposes. Training and education has been ongoing during the implementation process and will continue to support all staff in its use.

The fortnightly payroll process has now become more efficient with less time demands across all departments.

What you thought of last year's Quality of Care Report

Detail	Feedback
Easy to Read?	Yes
Presentation?	Excellent
Report Length?	Just right
What would you like to see more of.....?	Nothing



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Acknowledgements

THS would like to thank patients, residents, volunteers, staff, families and friends for their contributions to this report and for allowing us to tell a small part of their journey. We value our readers' opinions and encourage all to email THS or complete the Feedback form so we can continue to make this report valuable to our community.

**Would you like to know more about
becoming a volunteer at
Tallangatta Health Service?**

**Please phone Tallangatta Health Service on
02 6071 5200 and ask to speak to Kelly, our
volunteer coordinator.**



Website:

www.tallangattahealthservice.com.au



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