The logo for Tallangatta Health Service features a stylized blue and gold wave shape on the left. To its right, the text "Tallangatta" is written in a large, gold, serif font, and "Health Service" is written below it in a smaller, blue, sans-serif font.

Tallangatta Health Service

Empowering People for Health

QUALITY ACCOUNT 2017-2018

www.tallangattahealthservice.com.au

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'Empowering People for Health'

Strategic Vision 2018-2027

our care

is relevant, safe, high quality and responsive

our infrastructure

is planned for future needs

our partnering

with community cultivates connections

our workforce

is adaptive, skilled and compassionate

Our Values



integrity



caring



adaptable



respect



excellence



Welcome from the Board Chair and Chief Executive Officer



Board Chair Robert Lees

Each year we have the great pleasure on behalf of the Board of Tallangatta Health Service to present our organisation’s Quality Account.

The Quality Account highlights the safe, high quality care we deliver to our patients, residents and clients in a person centred environment.



Chief Executive Officer Denise Parry

This year the Board launched our 10 year Strategic Direction to lead the direction of Tallangatta Health Service from 2018-2027. Our new vision of ‘Empowering People for Health’ is something we are very proud of. As part of this our values were redefined with staff involved throughout the process. Our new values are: Integrity, Caring, Adaptive, Respect and Excellence.

The quality of our care is reliant on clear direction from the Board, strong operational leadership and a supportive culture for our staff and volunteers. This is an area that we have focused on over the last two years with our ‘Together We Care’ culture strategy and this links well with our strategic direction.

Our organisation works in a continuous improvement environment. We use feedback from those we care for, accreditation standards and healthcare best practice to guide our improvements. This year there are a number of highlights that demonstrate our commitment to ensuring that every person we care for has the best care, within an environment to enable their decision making throughout their journey, so empowering them for their health. As you read through our Quality Account you will see the shining examples of our care which is attributed to all of the team at Tallangatta Health Service.

Our Directors and Leadership team take time over the year on a number of occasions to meet with residents and their families. This year we have enjoyed activities such as evening BBQ’s and Christmas in July. These events provide opportunity for residents and their families to meet not only each other but also feedback directly to our Board Directors and Leadership Team on our service.

It is with thanks that we express our sincere gratitude to all the team at Tallangatta Health Service that come to work each and every day to provide the best care possible. They all contribute to ensuring our reputation as a service you can be reliant on and trust, knowing that we have the best interests at heart of the people we care for. Please join me in thanking them for their dedication and excellence in quality care delivery.

We trust you will enjoy reading about our care and we welcome your feedback on this report.

Robert Lees
Board Chair

Denise Parry
Chief Executive Officer



2017-2018 Board Directors (Back row L to R): Peter Colliccoat, Andrew Brown, Ann Eagle, Jacqueline Sutherland, Robert Currie (Front row L to R): Robert Lees, Kim Stewart

Our Health Service

Acute Services

The Acute ward is made up of single and double rooms, with either individual or shared ensuites. Patients admitted to the ward are accepted for care from one of our two General Practitioners from the Tallangatta Medical Centre, catering for public or privately insured patients. Post-Acute Care is also provided to patients. During 2017-18 there were a total of 70 separations from the Acute ward.

Beds are also available for patients in the Transition Care Program through our partnership with Albury Wodonga Health – Wodonga Campus. The program allows for local community members to have the opportunity to continue their rehabilitation close to home and amongst their families, friends and support networks. The average length of stay for this program is between six – twelve weeks. During 2017-18 there were 459 bed days utilised for the program.

Urgent Care Room

Our Urgent Care Room is available for emergency care 24 hours a day. It generally cares for people after hours providing what would be a medical treatment or assessment that a General Practitioner would provide. During 2017-18 there were 32 presentations to the Urgent Care Room. Presenting clients are assessed by skilled staff, to be treated by the nurse and/or undergo consultation with a General Practitioner.

There is also access to Telehealth Services enabling consultation with an Emergency Doctor at Albury Wodonga Health. If the presentation requires additional support for higher care needs then transfer to the Emergency Department of Albury Wodonga Health will be required.



L to R: Nursing staff Grant Hill, Haydon Cunninghame, and Calum O'Donnell

Residential Aged Care

Lakeview Nursing Home is a 15 bed Commonwealth funded high care nursing home offering permanent and respite care. Bolga Court Hostel is a 36 bed Commonwealth funded facility offering permanent and respite care. During 2017-18 there was an occupancy of 17,276 bed days which was an increase of 702 bed days from the previous year. Both facilities are accredited with the Australian Aged Care Quality Agency.

Medical Centre

The Medical Centre has two General Practitioners and other health professionals who provide services to the Acute ward, Residents of the Residential Aged Care Facilities, and to the wider community and catchment areas. Other health related supports such as pathology services can be accessed from the Centre.

District Nursing Services

This services provides a range of home based services to the community both in the township and surrounding catchment areas. The service takes clients of all ages and referral can be made from yourself, a carer/friend, your Doctor or other health professionals.

Primary Health Care

A variety of services are available which includes: Dietetics, Diabetes Education, Physiotherapy, Occupational Therapy, Podiatry, Women's Health, and Exercise Physiology. This team supports individuals to meet their health goals and promotes health and wellbeing.

My Community and Home Care

Home and Community Care services delivered include home maintenance, personal care, home care, domestic care, meals on wheels, allied health, nursing, and planned activity groups. These services are provided to eligible clients, as assessed against My Aged Care criteria, or to fee paying clients. The Commonwealth Home Support Program, National Disability Insurance Scheme and Veterans Home Care are specific programs within this service.

For more information about any of these services please contact Tallangatta Health Service: Phone 02 6071 5200 or email THS@ths.vic.gov.au

Embracing Diversity

The current Census Data for 2016 for the Towong Shire has identified that:

- 1.5% or 92 people identify as Aboriginal and / or Torres Strait Islander
- 5% of the Towong Shire population are living with a severe or profound disability
- 82.6% of the population were born in Australia. The other countries of birth were England, New Zealand, Germany, Netherlands and Philippines
- 90.4% of people only speak English at home. Other languages spoken at home included German, Malayalam, Italian, Tagalog and Slovene

During 2017-18 we had seven patients admitted to hospital who stated that they were not born in Australia but they did not indicate that they spoke a language other than English, nor did they request or were assessed by staff as requiring an interpreter. We have not had any identified Residents in our Residential Aged Care Services as requiring interpreter services throughout 2017-18.

During 2017–18 at Tallangatta Health Service we have:

- Reviewed our Diversity Policy
- Reviewed Interpreter and Translation Services Policy
- Reviewed our Style Guide and Logo Policy to ensure consistent consumer information is produced
- Provided training and additional resources to staff
- Reviewed staff responses to the People Matter survey related to the diversity and inclusion module

The Employee People Matter Survey results:

- 85% of staff indicated that there is a positive culture within my organisation in relation to employees from varied cultural backgrounds. This result is equal to the average of other organisations.



Recognition of our Aboriginal and Torres Strait Islander (ATSI) People

Tallangatta Health Service has an action plan developed from the Aboriginal Health Cultural Competence audit undertaken in 2017. This plan is devised to enable Tallangatta Health Service to contribute to improving health outcomes for the ATSI people.

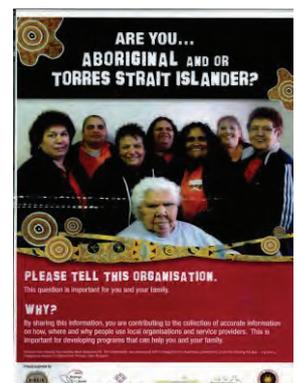
Throughout the year we have:

- Regularly reported and communicated to staff, stakeholders and the wider community including ATSI elders in the community
- Improved awareness of the profile of the ATSI population in the catchment area
- Maintained an Aboriginal Service Provider directory in service areas
- Implemented Aboriginal Cultural Competency training to Board and senior staff

The Employee People Matter Survey results:

- 82% of staff indicated that there is a positive culture within my organisation in relation to employees who are Aboriginal and /or Torres Strait Islander. This response is greater than all other organisations where the average was 67%

During 2017-18 there was one patient who identified as ATSI admitted to the hospital.



Lesbian, Gay, Bisexual, Transgender & Intersex (LGBTI)

Tallangatta Health Service is committed to supporting diversity in our workplace and community, and ensuring that our organisation is LGTBI friendly with an inclusiveness which is visible and tangible.

In November 2017 our LGTBI working party completed our LTBTI organisational audit. Since then we have continued to work through a variety of strategies identified in the action plan including:

- Awareness through celebrating the diverse lives of young people by Wear it Purple Day
- Staff resources such as informative DVD's and poster displays
- Review of client management software identifying level of inclusiveness of genders
- Provided staff education, awareness and training opportunities

The Employee People Matter Survey results:

- 87% of staff indicated that there is a positive culture within my organisation in relation to employees who identify as LGBTI. This response is greater than all other organisations where the average was 72%



Working Together to Reduce Family Violence

Strengthening Hospitals Response to Family Violence (SHRFV)

The Royal Commission into Family Violence 2016 (Victoria) recognised that health systems are an early contact point to those who are victims of family violence.

The latest data available for the Towong Shire is from The Crimes Statistic Agency 2016-17 where there were 78 reported family incidents, although it is well documented that many of these types of events may go unreported. To support staff working in the health care sector the Department of Health has funded various projects.

Tallangatta Health Service has joined a small regional consortium to work through the recommendations from the commission. This group is made up of Albury Wodonga Health (the lead coordinating body), Corryong Health, and Beechworth Health. Thus far the project has provided:

- Employee education and awareness – 62 participants completed training in 2017–18
- Resources for employees and consumer information brochures developed
- Streamlined referral processes and relationships developed with expert external agencies
- Development of staff support systems including the introduction of the Family Violence Staff Leave Policy providing support to employees experiencing family violence, and also providing a safe working environment.

Some key messages:

- *Family violence takes many forms*
- *Family violence is a health issue*
- *Not all family violence is physical, but it all affects our health*
- *Everyone has the right to feel safe in their relationships*
- *Everyone has the right to feel safe at home*



Listening to our Consumers

Tallangatta Health Service welcomes and encourages any feedback from our patients, residents, clients, their families and carers, and community. We rely on information about your experiences with our service to help us improve. It provides us with an opportunity to reflect on our practices and ensure we are meeting your needs. We welcome feedback about aspects of our service provision and especially when we have not met expectations.

From complaints received during 2017-18 we have been able to initiate improvements across the organisation such as:

- Increasing the number and location of receptacles to receive written feedback
- Changes to parking arrangements of fleet vehicles which have made allocated spaces more easily accessible during business hours for community clients
- Staff education regarding use of hand sanitiser products in the home
- Reviewing the Lifestyle and Leisure program for Residents; an increase in and provision of different opportunities for residents has increased participation levels.

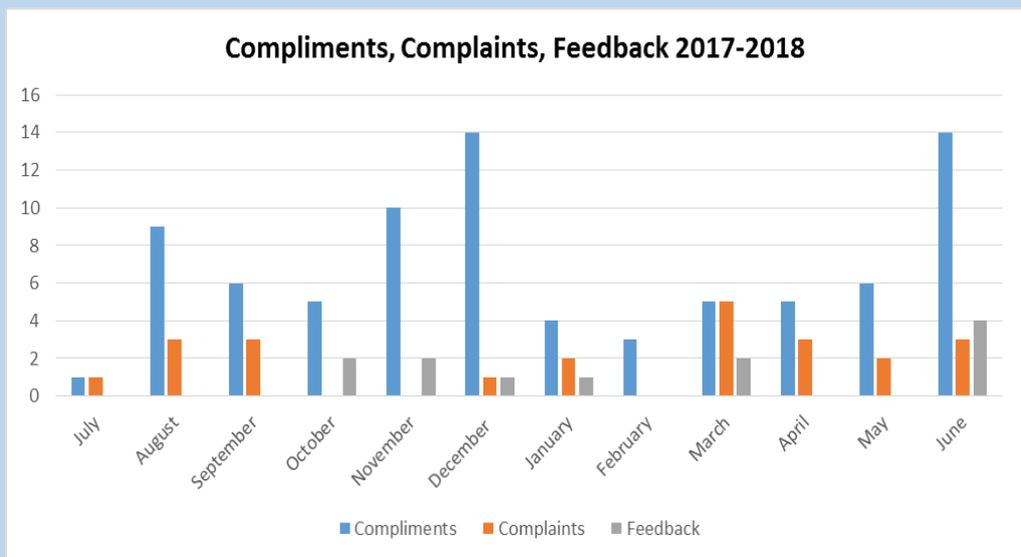
Being Involved in our Health Service

Some of the ways which you can be involved and/or provide feedback include:

- In person to the staff on duty at the time – this may be the best way to have your minor issues or concern addressed and supports a quick resolve.
- To the Nurse Unit Manager – you may be able to see them during business hours or be supported to make an appointment at a mutually agreeable time and day.
- Complete a Compliment, Comment, Complaint or Concern Form which are located at entry points throughout the facility with locked receptacles nearby for posting.
- By telephone, email and/or by making an appointment with a Manager or Executive.
- By participating in surveys and other organisational feedback requests – there are several of these that occur throughout the year and through the various departments, such as the annual residential satisfaction survey, meal surveys, and telephone discharge surveys.
- By being involved as a volunteer and joining one of the various programs or committees such as our Consumer Engagement Advisory Group. Committee membership provides opportunities to learn about aspects of the organisation and why the health service undertakes certain roles.
- Contact with External Complaints sources - such as the Health Complaints Commissioner and or the Aged Care Complaints Commissioner.



Photos from top to below: Participants at Aged Care Information Session; Health Promotion Old Town Walk with the community; Engaging with Volunteers at Tallangatta Health Service Volunteer Luncheon; Connecting with the community and Farm and Water Expo



Patient Feedback

Victorian Health Experience Survey

Patients who are admitted to our Acute ward are invited to participate in a voluntary state-wide survey where the results are benchmarked against other like size facilities. Participants of this survey are not identified. Due to Tallangatta Health Service having a small number of admitted patients there has been insufficient numbers to date for the data to be used by the health service.

Fortunately the number of participants now required for benchmarked data has been reduced and therefore Tallangatta Health Service hopes that in the future, data from this state-wide survey will be available and will provide opportunities for further improvements. Consumer information provided to our patients about this survey is currently under review. It is hoped that by providing additional resources to our patients and their families about the importance of completing the survey, the participation rate will increase.

Patients discharged from the Acute ward are contacted with a telephone call from a Registered Nurse 3–5 days after discharge. This call is to not only check on the patient’s wellbeing, but to ensure that they were satisfied with their care in hospital and that any discharge arrangements that were made have been implemented. It also provides opportunity to address any concerns that had not been identified prior to discharge.

Some of the feedback provided by Patients:

- *I had a smooth transition to home and the discharge process efficient*
- *Nursing staff went above and beyond in care provision*
- *Very happy and appreciative of all the care I received and all the discharge information and brochures I was provided*
- *Some initial disappointment with the food, but on discussing with staff they helped me*
- *Very happy with the treatment that all the nurses have given*

Strategic Direction 2018 - 2027

As part of the process of developing the new Tallangatta Health Service Strategic Direction of 2018-2027, extensive consultation was undertaken with a range of stakeholders, from within the community and with other health providers. The external and internal analysis and consultation process which was undertaken has underpinned the development of the future of Tallangatta Health Service.

We thank all those who have participated and provided input.



Our Garden Club

The Daisies Garden Club has been a wonderful initiative which commenced with Bolga Court Residents and has now flowed over to our Residents who reside in Lakeview. Who knew we had so many ‘green thumbs’ amongst us? The Residents have all taken great pride in being able to contribute to the various gardens with the feel of dirt through their fingers, watering cans at hand and secateurs at the ready. These are all fabulous tools for reminiscing past experiences from their own gardens and provides an opportunity for sharing knowledge with each other. Residents have been able to grow plants not only for their own enjoyment but for a little fundraising as well. Fruit and vegetables for eating such as peas, spring onions and strawberries have been very eagerly sought whilst the garden beds and pots are for simply sharing the enjoyment of the ever changing scenes. Some Residents have taken it upon themselves to have their own raised garden bed which has been a wonderful way for promoting ownership of tasks and generating a wonderful sense of pride and meaning to their achievements. The Garden Club has become a program with many flow on effects incorporating tasks for our Men’s Shed attendees and the cooking group as well who manage to turn the produce into some wonderful culinary delights. Gardening has also increased the opportunity and motivation for physical activity. For people who thought they would not be able to garden again, they have found a way to continue their passion in a safe and supported environment and to see their pure joy at what they can achieve in this space is a marvel in its own right. The conversations generated from the Daisies Garden Club are wide and varied and often flow into the dining room.



Fernery Garden

We welcomed Bill to Bolga Court in December 2016. He was ably supported to the transition into full time care, of which we all feel was due to him being able to continue his love of gardening, and more specifically the love of growing ferns. Bill was fortunate to have chosen the Module within Bolga Court with a suitable area on the southern side, perfect for his passion, and complete with a shade shelter in place. With the support of his family, the Garden Club, and staff, he has been able to nurture ferns from his previous home and grow many new ones too, making a lovely tranquil setting for all to enjoy. Bill’s extensive knowledge of ferns is not lost as he imparts all sorts of knowledge and information extending from his passion, and we have all learnt much more about these beautiful plants as a consequence.



Above and below: Bill in his fernery at Bolga Court



Left & above: plants grown by Garden Club residents

Our Volunteer Teams Working Together

Volunteers are a community's most valuable asset, and the volunteers at Tallangatta Health Service are no exception. The meaning and value they give to our client's and resident's day to day lives can never be underestimated.

Our volunteers are able to be there and help out when families may not; assisting not only our residents, but the community, to be involved with activities such as:

- hand and nail care
- altering and repairing clothes
- reading books / newspapers to those with vision impairment
- providing company and a listening ear while walking
- playing games, undertaking jigsaws or playing cards
- helping out with the gardening club groups
- providing performances and music therapy
- supporting our Community Planned Activity Groups participants
- delivering Meals on Wheels
- driving clients to specialist medical appointments

OR sometimes it is just simply the pleasure of sharing a cuppa and having a chat.



Above: Volunteer Noela with Hazel enjoying a Planned Activity Group



Above: Volunteers enjoying a Volunteer Lunch held May 2018

Our volunteers have reported that their roles have provided them with lots of lovely experiences and the opportunity to build new friendships, the hardest part being the loss of those friends when the time comes and they pass on.

We are not always present to say thank you in person, but we certainly value and appreciate the difference volunteers make to not only those in our care but to also those working within the health care sector.



**In 2017-18
Volunteers hours
= 2,118**

- Average of 23 active volunteers each month
- Almost 303 hours was spent by the nail care team helping residents feel special by having hands and nails pampered
- Almost 30 hours was spent behind the sewing machine for clothing repairs and alterations
- 540 hours was spent supporting our Residential Aged Care Residents with Lifestyle & Leisure activity programs

We welcome all volunteers and would love to hear from you if you can spare some time.

**ARE YOU LOOKING TO SHARE YOUR TIME WITH OTHERS?
DO YOU HAVE AN INTEREST IN YOUR LOCAL COMMUNITY?**

Then volunteering may be for you.

For more information, please phone Tallangatta Health Service on 02 6071 5200 and speak with our Volunteer Coordinator.

Preventing Harm in Hospital

Tallangatta Health Service is committed to providing safe high quality care, aiming to reduce the frequency of adverse events and reduce the harm caused by the events. Adverse events are defined as incidents in which harm resulted to an individual receiving health care. Any adverse event at Tallangatta Health Service is reported. An example of such an event may be a fall, medication error, skin tear, or pressure injury.

Medication Safety

The appropriate and safe use of medications to minimise errors is important for the safety of the individuals we provide care for. Where there has been a reported event these are investigated and actions to prevent recurrence implemented.

The total number of reported medication events for 2017-18 was 93, similar to the reported number of events for the previous year which was 89. These events, on review, have caused no harm to our patients or residents. Medication safety initiatives introduced to improve medication safety include: training and education to staff; Albury Wodonga Health Chief Pharmacist a member of the Clinical Review Committee; electronic monitoring of medication fridges; and pharmacopeia review.

Preventing Falls and Harm from a Fall

These events remain a focus for Tallangatta Health Service and remain one of the most likely adverse events to occur. The Falls Working Party reconvened this year with a multidisciplinary focus to analyse these events and any resulting trends. We have implemented new strategies in our fight against falls and harm from falls including:

- Bed height indicators
- Bed and Mattress reviews
- Lifestyle and Leisure program review
- Mobility equipment safety checks

As illustrated to the right, bed height indicators show the correct height of the bed position to be during transfers. They are measured individually for each patient/resident.



Prevention and Management of Pressure Injuries

All new patients and residents undergo a skin assessment upon admission and are assessed for existing pressure injuries and/or screened for their likelihood of acquiring a pressure injury during their stay. We have a number of pressure relieving devices that can be utilised to support our clients and their clinical care.

Tallangatta Health Service submits data to various governing bodies for benchmarking purposes with the results being evaluated through not only our Safe Quality Care Assurance Committee, chaired by an external facilitator, but also our Clinical Review Meeting chaired by our Director of Medical Services.

Inpatients who develop a pressure injury

July – Dec 2017 = 0	Aggregated Rate for Peer Group Organisations = 0.07%
Jan – Jun 2018 = 0.12%	Aggregated Rate for Peer Group Organisations = 0.06%

Strategies Implemented for the Management of Pressure Injuries:

- Staff education for pressure injury prevention
- Additional equipment
- Review of Allied Health staffing hours

Right: Occupational Therapist Katie Beal and Physiotherapist Brianna Habermann assessing pressure injury equipment



Living with Us

Public Sector Residential Aged Care Quality Indicators Results

One of the ways we monitor the safety of the care we provide to our Residents is to use a Department of Health and Human Services program called the Public Sector Residential Aged Care Quality Indicator Program. We report on a suite of indicators which can be compared to other similar aged care facilities. The results of this information is displayed and reported for the Residents and their significant others. The results are also disseminated to staff groups throughout the organisation. When identified Tallangatta Health Service develops action plans and monitors improvement initiatives implemented.

Indicator	Lakeview Rate PER 1000 bed days	Bolga Court Rate PER 1000 bed days	State-Wide Rate PER 1000 bed day
Pressure Injuries			
Stage 1	0.00	0.08	0.35
Stage 2	0.40	0.08	0.35
Stage 3	0.00	0.00	0.05
Stage 4	0.00	0.00	0.01
Falls	14.25	6.43	7.66
Physical Restraint	0.00	0.00	0.53
Use of 9 or more Medications	3.76	3.71	4.40
Unplanned Weight Loss	0.20	0.58	0.78
Significant Weight Loss (> 3 kgs)	0.00	0.33	0.78

Quality Improvement Initiatives have been implemented for the residential aged care facilities. These include:

Pressure Injuries

- Mattress replacement program
- Purchases of additional equipment – e.g.: cushions, mattress overlays
- Staff education including electronic program for Pressure Injuries implemented

Falls

- Falls Working Party reconvened
- Equipment and devices to reduce the harm from falls
- Staff survey education and additional resources
- Operational document review



World Health Organization

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

Preventing and Controlling Healthcare Associated Infections

Hand Hygiene

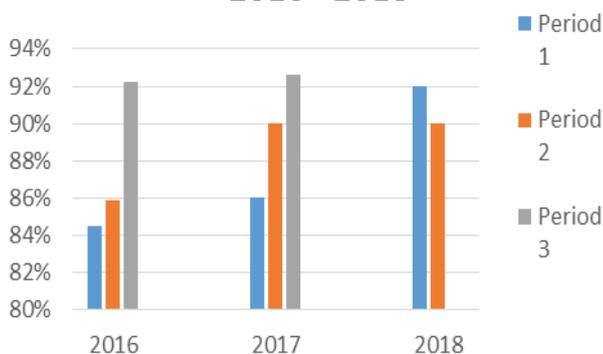
The simplest and most effective way to prevent passing infections on to other people in hospital is to wash your hands. This applies to everyone in the hospital setting; visitors are encouraged to wash their hands on entering and leaving the facility. To enable this Tallangatta Health Service has strategically placed and increased hand sanitisers at entry points throughout the organisation.

Tallangatta Health Service monitors the hand hygiene of staff. An Infection Prevention and Control Coordinator (IPCC) conducts hand hygiene audits to ensure compliance is at or above the benchmark of 80%. To date we consistently exceed this. The result is benchmarked against other organisations and the results are reported to staff, consumers and the Board. In future we plan on installing new hand sanitiser and soap dispensers to improve Hand Hygiene within the organisation.

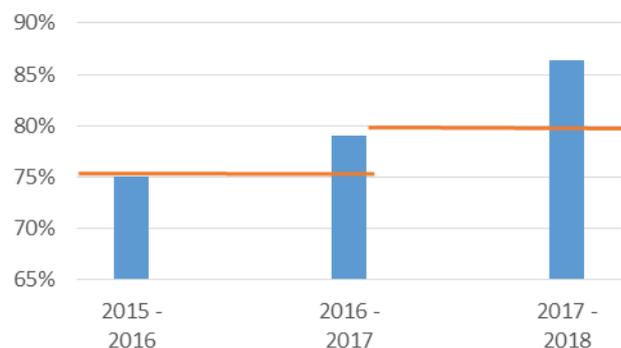
Healthcare Worker Influenza Immunisation

Influenza is a common and very contagious virus. It mainly results in a few days bed rest for most people, however for others, particularly those with medical conditions and/or the elderly, it can cause serious health problems and may even result in death. At Tallangatta Health Service we want to protect staff from influenza and ensure the staff do not pass on the virus to patients or residents in their care. In 2017-18 there were 86% of Tallangatta Health Service staff immunised; this is above the Department of Health and Human Services immunisation guidelines for healthcare workers of 80% and greater than previous years. The results may be evident of having an additional staff member able to undertake immunisation and increased promotion of the program.

Hand Hygiene Results
2016 - 2018



Healthcare Worker Influenza Immunisation



Antimicrobial Stewardship

Tallangatta Health Service monitors antibiotic use to ensure that the prescription and usage is in line with the Australian Therapeutic Guidelines for Antibiotics. This is important to ensure that antibiotics continue to be effective in the treatment of infections. Inappropriate use of antibiotics may lead to the resistance of antibiotics and cause problems with their use for treatment of infections.

At Tallangatta Health Service we review antibiotic use in the following ways to limit the possibility of inappropriate use of antibiotics:

- Education to staff and patients
- Reporting to the Clinical Review Committee
- Clinical staff have access to the Therapeutic Guidelines for Antibiotics
- Monitoring of patients and residents prescribed antibiotics

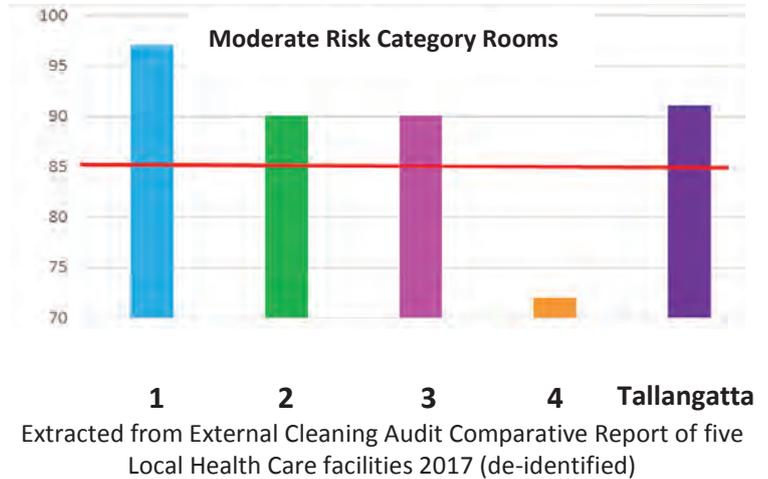


Right: Robyn Reeves (Registered Nurse) celebrating Antibiotic Awareness Week November 2017

During 2017–18 there was one reported healthcare associated multi-resistant organism infection, which was Methicillin Resistant Staphylococcus Aureus (MRSA) in a wound. This was managed according to the guidelines. Other specific healthcare associated infections that are reported are Methicillin Resistant Staphylococcus Aureus, Clostridium Difficile, and Vancomycin Resistant Enterococcus.

Hospital Cleanliness

An external auditor inspects Tallangatta Health Service annually and reviews how clean our facilities are. For 2017-2018 we are pleased to report we achieved 93.5%, an outstanding result by the impressive teamwork shown at Tallangatta Health Service. Internal audits are also undertaken monthly which ensure this high standard of cleanliness is maintained. This is a great result for our patients and residents.



From the 2017 Residential Satisfaction Survey 87% of residents indicated they were satisfied with their room cleanliness, an improvement on the 2016 result.

Accreditation

Accreditation occurs when external independent assessors judge our level of performance in relation to the relevant healthcare standards. Accreditation is a legislative requirement where we are required to meet a minimum set of mandatory health care standards for each service to remain in operation.

Hospital

Our hospital is accredited by the Australian Commission on Safety and Quality in Healthcare Standards as meeting all of the relevant National Safety & Quality Health Service Standards. The survey team in December 2017 stated :

“Tallangatta Health Service has provided a thorough pre-survey report demonstrating a culture of quality improvement and an intentional effort to engage the community it serves. The survey team observed a commitment to the development, implementation and evaluation of sustainable systems and processes in both the clinical and corporate areas of the organisation”.

At the site visit in December 2017 they were able to close two previous recommendations that had been applied in 2014 and did not issue any further recommendations.

Community Services

Accreditation of this service was undertaken in May 2018 against the Home Care Standards. There were no recommendations made by the survey team and they confirmed that the service met the three standards and 18 expected outcomes.

Aged Care

Our residential aged care facilities of Lakeview and Bolga Court are fully accredited for the services they provide by the Aged Care Quality Agency until October 2018. The service will undergo a reaccreditation review in July/August 2018. Our facilities have been assessed as meeting all four standards and the 44 expected outcomes in the previous review, and have both met outcomes assessed at support visits undertaken in January 2018.

Medical Centre

Our onsite Medical Centre underwent accreditation which was achieved with no recommendations in August 2016 and is scheduled to be assessed again in 2019.

STOP PRESS: Successful re-accreditation for both aged care facilities was achieved in August 2018



Listening to our Staff

– What they have told us

All employees are able to participate in providing feedback by completing the annual People Matter Survey. This is an independent survey run by the Victorian Public Sector Commission and gives employees an anonymous opportunity to let the Executive, Board and each other know how we are going across a range of areas, including patient safety and supporting diversity.

From the results in the following table it is evident that we are tracking consistently higher than average against other organisations in the patient safety sector, and generally higher than in 2017.

For supporting diversity and the engagement index Tallangatta Health Service continues to work in these areas. During 2017-18 afternoon teas for new staff members were introduced to capture feedback regarding the on boarding and orientation of staff to our organisation. It is envisaged that support programs such as these and education opportunities continue to be developed to support staff and promote a safe and supportive workplace.

People Matter Survey Question	2018	2017	2018 Organisation State Wide Comparison
Patient Safety			
Patient care errors are handled appropriately in my work area	92%	93%	76%
This health service does a good job of training new and existing staff	82%	66%	65%
I am encouraged by my colleagues to report any patient safety concerns I may have	97%	95%	84%
The culture in my work area makes it easy to learn from the errors of others	74%	70%	70%
Trainees in my discipline are adequately supervised	85%	80%	64%
My suggestions about patient safety would be acted upon if I expressed them to my manager	85%	82%	78%
Management is driving us to be a safety centred organisation	92%	82%	79%
I would recommend a friend or relative to be treated as a patient here	82%	82%	79%
Supports Diversity			
My organisation fosters an environment where all staff are treated fairly and with respect	74%	80%	72%
My organisation fosters an environment of inclusiveness	77%	80%	70%
Senior managers actively support diversity in the workplace	87%	75%	74%
Engagement Index			
I would recommend my organisation as a good place to work	76%	81%	72%
I am proud to tell others I work for my organisation	79%	80%	75%
I feel a strong personal attachment to my organisation	74%	76%	71%
My organisation motivates me to help achieve its objectives	75%	73%	68%
My organisation inspires me to do the best in my job	74%	76%	69%
Overall job satisfaction	79%	81%	73%



Workforce Profile

GENDER	WORK HOURS	TENURE	ABORIGINAL / TORRES STRAIT ISLANDER	AGE	COUNTRY OF BIRTH
 92% female 8% male	 Full time = 15% Part time = 85%	 0-5 years = 58% 6-10 years = 29% 11-20 years = 10% 21 years or more = 3%	 No staff identified	 15-34 years = 13% 35-54 years = 54% 55+ years = 33%	 Australia = 90% Overseas = 10%

Green Turtle Campaign

The Green Turtle Campaign commenced in January 2018 to remind us to look after the environment by using resources such as electricity and water wisely, and to recycle both at work and home.

Actions commenced have included:

- The 'Green Turtle' sticker to prompt staff
- Introduction of sensor lights in identified areas
- Recycling stations for batteries
- Implementation of waste 'ecobins' and posters
- Inclusion of waste management performance reports at Occupational Health & Safety meetings

Green Turtle Campaign



Turn Off Lights

Turn Off Computers

Reduce Water Usage

Halve Waste

Tallangatta Health Service



Working as a Team with our Community Clients

*Bill had deteriorating health and was living alone on a farm in an isolated area, with limited family and community supports available at that time. He decided to accept a room in our Residential Aged Care Facility. After about twelve months his health improved a little, and he decided to discharge himself from the facility and move to a self-contained unit by himself. To achieve this goal and decision he was supported by the health service.

As Bill did not have personal furniture items, these were sourced with the assistance of the District Nursing Service, Social Worker, Assessment Officer and Red Cross. Being able to live independently again was supported by home care staff who assisted with meal preparation, domestic assistance, escorted shopping trips, garden maintenance, social support and hygiene assistance have all been provided.

Bill managed very well for some time with only the assistance and support of the home care staff, until they started noticing that he was forgetting to take his medication. A referral to the District Nursing Service was initiated and they became involved with seeing Bill at home again and assessing the changing situation. It was identified that he was forgetting to take his medications at the prescribed times, so the District Nurses set a timer in Bill's mobile telephone to prompt him that his medications were due. He has not forgotten to take any medications since.

An Occupational Therapy referral was recommended and an assessment undertaken, which determined that Bill would benefit by having a scooter to improve his ability to mobilise and socialise outside of his unit. With a scooter being sourced through the Rural Allied Health Team, some modifications were required at his front door. This has enabled him to safely get in and out of his unit with his scooter, and also decrease the risk of theft as the scooter can be safely stored when not in use.

Bill is now able to independently attend to some of his own shopping, attend to personal finances and undertakes visits to the local library which he enjoys.

By continuing to support and monitor Bill's health, the District Nursing Team determined that Bill's general health was declining. This was identified to be related to a worsening chronic back pain and increased shortness of breath. With his Doctor, the District Nursing Team, and other multidisciplinary health team providers, supports to gain relief for these symptoms have since been achieved.

Despite the food preparation assistance, weight loss was becoming an issue due to the chronic pain deterring him from preparing meals, so a referral to the dietitian and the introduction of Meals on Wheels for a period has seen this slowly resolve.

With Bill's consent a referral to the Hospital Admission Risk Program (HARP) is to be completed to support him with his shortness of breath and recurrent chest infections and to try and reduce both hospital admissions and doctors' visits, thereby improving his quality of life and maintaining his goal of independence.

**Bill preferred not to use his real name*

Hospital Admission Risk Program (HARP)

HARP provides information and support for people with long term health problems to help them manage at home better and reduce the need for hospital admissions. HARP consists of a multidisciplinary team who work together to help individuals understand their condition and treatment. Please speak with your Doctor if you require further information.



Our Staff Learning Together

District Nursing

In February this year two of our Registered Nurses from the District Nursing Team headed off to Wangaratta to a seminar on wound management.

This course was presented by Latrobe University and provided theory based knowledge and practice skills which ensures our staff are providing a quality service to not only our community clients, but which can also be used as a resource in our Residential Aged Care Facilities.

Wound debridement is an important step to assist wound care and to promote wound healing. It was a great opportunity not only to update skills, but to network with other District Nurses in the region.



Above: District Nurses Natalie Gower and Rosalea Jeffery practising new wound management techniques

New Nursing Staff

We welcomed two new Registered Nurses to our team in February. The new intake of Graduate Nurses will spend the first twelve months of their nursing careers at Tallangatta Health Service working with our supportive team. This supervision will assist them in their transition from student nurse to Registered Nurse. We wish them well on this exciting journey and career.

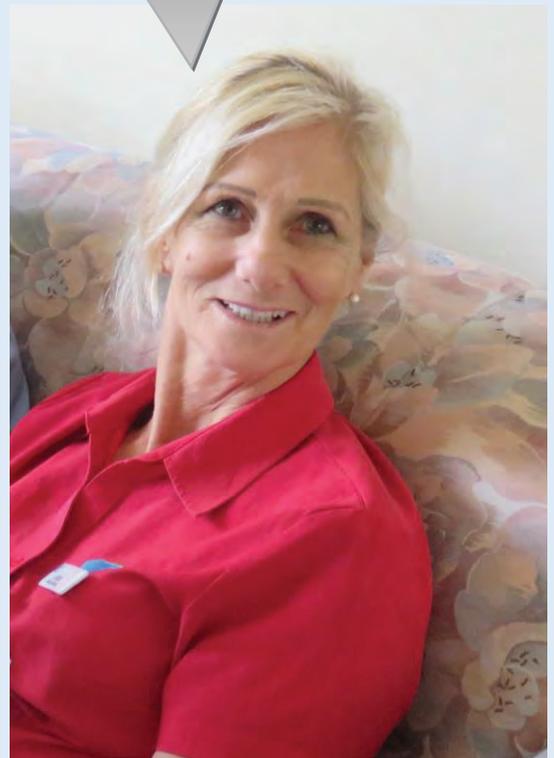


Above: Graduate Nurses Leesa Vonthein and Stern Strauss

Enrolled Nurse

Louise Thornton was successful in attaining a Banksia Palliative Care course scholarship to attend the Palliative Care Resource Nurse course. Throughout the course Louise was able to gain up to date knowledge on the best practice principles relating to palliative care clients, and training around providing support to patients and their families. A component of the course was based on various communication styles and strategies utilised by clinicians when interacting with patients and their families. From the training Louise now feels well versed on the latest and best evidenced based practice treatments both pharmacological and non-pharmacological for managing symptoms in Palliative Care patients. She has also gained confidence in knowing how to provide excellent psychosocial support to patients with a life threatening illness and their families.

“I feel privileged to have had the opportunity to complete this course and look forward to utilising my new knowledge further”



Understanding Dementia Training

In May a staff forum on the Understanding of Dementia and the Behavioural and Psychological Symptoms was held. This daylong session was eagerly sought after by keen staff wishing to learn more in this area, as we see an increasing number of our patients, residents and clients with signs and symptoms of this disease. By having an improved understanding, we support staff in providing optimal clinical care for our clients. Positive feedback from the attendees was received (as below).



“Great practical session with current information I can utilise in the care of my clients”.

“Timely education as we now have increasing client complexity”.

“I really enjoyed this and feel I have learnt lots that I can adopt to my work”.

“Will improve my documentation & the clinical care”.

Our Staff Working Together

Dragon Boat Team

Tallangatta Health Service participated in the 10th Annual Dragon Boat Regatta on Gateway Lake run by the Brave Hearts Dragon Boat Team. Staff members across several departments came together to train, then competed in the race held in November. Each member of the team was matched to one or two residents who they were rowing for, with posters made to signify this, complete with pictures of residents posing with the oars. Although the team did not place on the winners list on the day, they displayed cohesive teamwork and determination. Above all, they had fun, and came home with the “best tent” theme award.



Education

Tallangatta Health Service recognises the critical nature of workforce planning and development in response to demographic, economic and service changes. Our staff work in an ever evolving environment which demands they remain abreast of new innovations and care models to ensure we continue to provide a quality and safe service to our internal and external clients.

The continuation of ongoing professional development programs for our staff is one of the key strategies Tallangatta Health Service has to ensure staff currency and competency in our service delivery. The development of such a program is informed by a variety of influences such as our incident management system, feedback from our clients / patients / residents and their significant others, government policy changes, new technology changes and implementation of new services to name a few.

As Tallangatta Health Service provides a broad range of community, acute and residential services our training program is designed to address the various skill and knowledge set requirements. As one new staff member commented “there is always tool box training sessions available every week on a wide variety of topics. I feel well supported both by the organisation to access training and by the clinical education staff. They are always approachable”.

Jobs Victoria Employment Network program

The Jobs Victoria Tallangatta project involved a Wodonga TAFE-led consortium that included the Tallangatta Health Service, Towong Council, Gateway Health, Junction Support Services, the North East Local Learning and Employment Network, and the Wodonga Skills and Jobs Centre. This consortium provided direct support to participants within the Jobs Victoria project as they gained experience across aged care, community care and the disability care employment areas.

“We were particularly pleased with the collaborative nature of this project and the fantastic outcome for the participants” said Denise Parry, CEO of the Tallangatta Health Service.

“The project allowed our Health Service to be actively involved in the training of the selected participants and to grow some of our employees from our local area. The nature of the consortium meant that the participants were well-supported during their study and training activities.”

Towong Council was also pleased to facilitate the project’s commencement in the centralised, newly built Tallangatta Library and Community Centre. “Rural isolation can play a major part in disadvantage for job seekers” said Towong Shire Council Mayor Cr. David Wortmann.

“We are very pleased to be able to support this initiative”.



Above: Participants of the Jobs Victoria project which was run in Tallangatta in 2017.

Comprehensive Care

Person Centred Focus - End of Life Care

Tallangatta Health Service has established systems to ensure safe and high quality care is provided to those who are approaching the end of life. End of life care is provided in the Acute setting, residential aged care facilities and in the community through our District Nursing Services. Through multidisciplinary case care meetings and the occupancy and discharge planning meetings care planning for people to move seamlessly between their homes or aged care facilities and the hospital during their end of life care phase can occur.

We have adopted the essential elements of the National Consensus Statement on end of life care and use Victoria’s End of Life and Palliative Care Framework to guide our care. Care provided is person-centred and planned in partnership with the patient, family and other significant others to ensure individual wishes are respected and care reflects cultural and spiritual beliefs.

Care is provided by a multidisciplinary team consisting of medical and nursing specialists, palliative care specialists, pharmacist, social workers and other specialists where identified such as dietitian or wound management specialists.

For those individuals requiring end of life care in the hospital we have designated areas for families to support them with either some where to stay overnight or to take a break at any time.

The End of Life Care approach at Tallangatta Health Service is focussed on:

- Spiritual and psychosocial support
- Providing relief from pain and other distressing symptoms
- Offering support systems to help people live actively as possible until death
- Offering bereavement support
- Improving the quality of life for those with life limiting illnesses

Comments from a recently bereaved daughter of a patient, November 2017:

“...all staff were wonderful to both my mother and members of my family...”
 “.. staff provide care, comfort, and dignity..”

September 2017 - Comments from a recently bereaved family praising the information leaflets provided in our Palliative Care area. They had been through a similar experience 2 years earlier with their mother:

“...we were not provided with anything like this to help us understand the experience...”

Benchmarked Palliative Care Audit

In March 2018 Tallangatta Health Service participated in the Hume Region Palliative Care Audit. This audit was to examine the key processes of a palliative approach and end of life care. The audit tool used was an adapted validated tool which at completion of the audit will facilitate benchmarking results across the participating facilities. Preliminary report results for Tallangatta Health Service identified that:

- All clients had Advanced Care Planning documentation
- Psychosocial support to family was provided and well identified
- Symptom management & comfort measures were well identified, documented and managed



Right: “Take Control” booklets to assist with Advance Care Planning



This year the Health Service was fortunate to receive a donation of a painting for our Palliative Care room. Staff members extended their thanks and appreciation to Mrs Schulz for the kind donation she had made by painting a lovely ocean scene view.



L to R: Director of Clinical and Aged Care Lisa Allen, Mrs Val Schulz, and Nurse Unit Manager Haydon Cunninghame

Accessing our Report

The Quality Account is available on the Tallangatta Health Service website and printed copies are distributed throughout the public areas of the health service such as administration areas, waiting rooms and the Medical Centre. We also provide copies to local health organisations, local libraries and agencies such as the schools and council offices.

The Quality Account is distributed to all attendees at the Tallangatta Health Service Annual General Meeting held annually in November.

You can download a copy of the Quality Account at www.tallangattahealthservice.com.au or request a hard copy by emailing THS@ths.vic.gov.au

Tallangatta Health Service continuously strives to improve; receiving feedback on this report is a valuable part of this process. We encourage you to provide feedback on what you would like to read in future editions of this report.

We ask that you complete the survey included in this report or email your thoughts to us at:

Debbie.Cullen@ths.vic.gov.au

Thank you to our patients, residents, volunteers, employees, families and friends for their contributions to the content of this report and allowing us to tell a small part of their story.

Deterioration and Escalation of Care

The ability of our staff to recognise that the condition of our patients and residents is deteriorating and to respond to their needs in an appropriate and timely manner is an essential component of safe and high quality care.

The health service provides staff with resources to facilitate the timely recognition and management when their patient or residents condition is progressively or suddenly deteriorating and to escalate the care or treatment. Resources include:

- Operational documents
 - Policy and Procedures to support staff in the management of escalation of care
 - Supportive assessment documentation tools, such as ISBAR (Introduction, Situation, Background, Assessment and Request Form which is a simple framework that provides an effective way of prioritising information when communicating clinical information and escalation of the deterioration)
 - Clinical Escalation Flowcharts
 - Observation Response Chart with track and trigger systems specifying thresholds for each observation recorded, including graphical information
 - Emergency Management Plan and Emergency Codes flow chart reviewed November 2017 to improve reader clarity for immediate actions to be undertaken
- Effective recognition and response systems and auditing processes
- Arrangements with external after hour services
- Education and training; including simulation scenarios and medical emergency systems
- Use of additional documentation including the National Consensus Statement – Recognising and Responding to Clinical Deterioration 2017
- Information and signage for patients and their families such as the “Speak Up “ posters are displayed, and signage is displayed at call point areas
- Our effective discharge telephone survey questions patients on their understanding of raising concerns or changes regarding their health status whilst in hospital. 100% have indicated that they were aware of the system



Above: Registered Nurse Tracey Vine



Health Promotion

Health promotion plays an important role within Tallangatta Health Service. Health promotion promotes health and wellbeing to not only the staff members but also to the wider community.

Tallangatta Health Service works in partnership with Beechworth Health Service; Indigo Health and Gateway Health which is called the Upper Hume Integrated Health Promotion Steering Group. The group has developed a plan called the Upper Hume Healthy Eating and Active Living Catchment Plan. The plan aligns with Local Government Council Plans and Municipal Health and Well Being Plans. This includes supporting local government to implement initiatives that support healthy eating and active living. Tallangatta Health Service plays an important role in implementing the Achievement Program framework in early years and primary schools. The Achievement Program also has a Workplace and Secondary School focus with which Tallangatta Health Service has registered as a workplace participant. The Achievement Program has a focus on creating healthy places where we work, learn and play.

Tallangatta Health Service is also very supportive with providing and displaying information and education celebrating Women’s Health week giving opportunities about menopause, cardiac health, breast health, mental health, bladder health and family violence.



Above: Staff members of Tallangatta Health Service accessing health promotion information

RUOK Day was promoted by an information display at Tallangatta Health Service, and with an information display stand in the main street of Tallangatta in partnership with Towong Shire. RUOK Day is about inspiring and empowering everyone to meaningfully connect with people around them and to support anyone struggling with life by simply asking ‘are you OK?’



Above: Social Worker Cathy Wallace and Towong Shire Community Development Officer Lou Newman



Above: ROUK Day display at Tallangatta Health Service to promote mental health awareness

Social Support

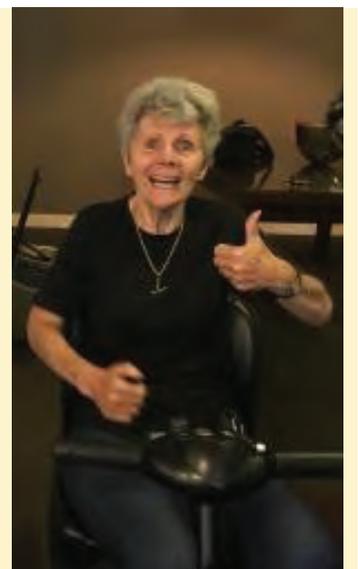
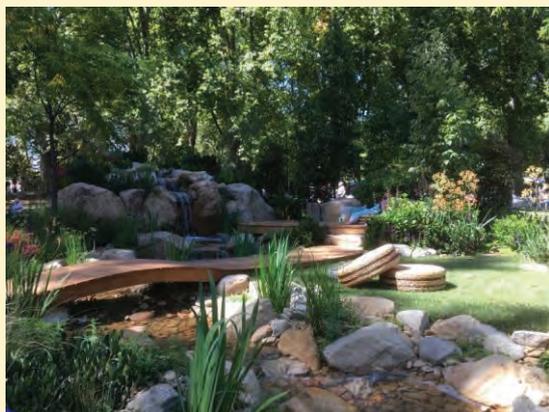


As a part of the Social Support Group program, ten community clients assisted by two Tallangatta Health Service staff members and a volunteer, attended the Melbourne International Flower and Garden Show over two days in March 2018. The weather was perfect for such a trip. Plenty of stops along the way for refreshments were scheduled, including a delicious morning tea and lunch prepared by the Tallangatta Health Service kitchen. The group stayed overnight in apartments located conveniently close and within walking distance of the flower show. After a delicious and full buffet breakfast on the second day, the group divided into three groups to eagerly check out the wonderful displays. There were rows and rows of stalls selling all things garden and all the clients enjoyed looking through these and purchasing different items.

Inside the Exhibition Hall were amazing flower exhibitions including dresses, table settings, themed arrangements and much more that kept the group busy for hours. A welcome morning tea break was enjoyed among the beautiful flowers in the Exhibition Hall before continuing on to marvel at each unique arrangement. Lunch was from one of the many food stalls outside the hall and eaten in the sun to songs from "Beautiful" – the Carole King Musical.

Leaving Melbourne in the mid-afternoon, an ice-cream stop was had at Seymour, with a stop in Wangaratta for a Chinese dinner prior to arriving in Tallangatta around 8.30 pm.

All those who went on the trip commented on how well organised it was, how well they were looked after by staff and how it was such great value for money. The trip provided a lot of social interaction, mental stimulation on a subject they all enjoyed, physical exercise and nutritious meals. Staff were pleased at how smoothly the excursion went and enjoyed seeing the clients have such a great time.





TALLANGATTA HEALTH SERVICE

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