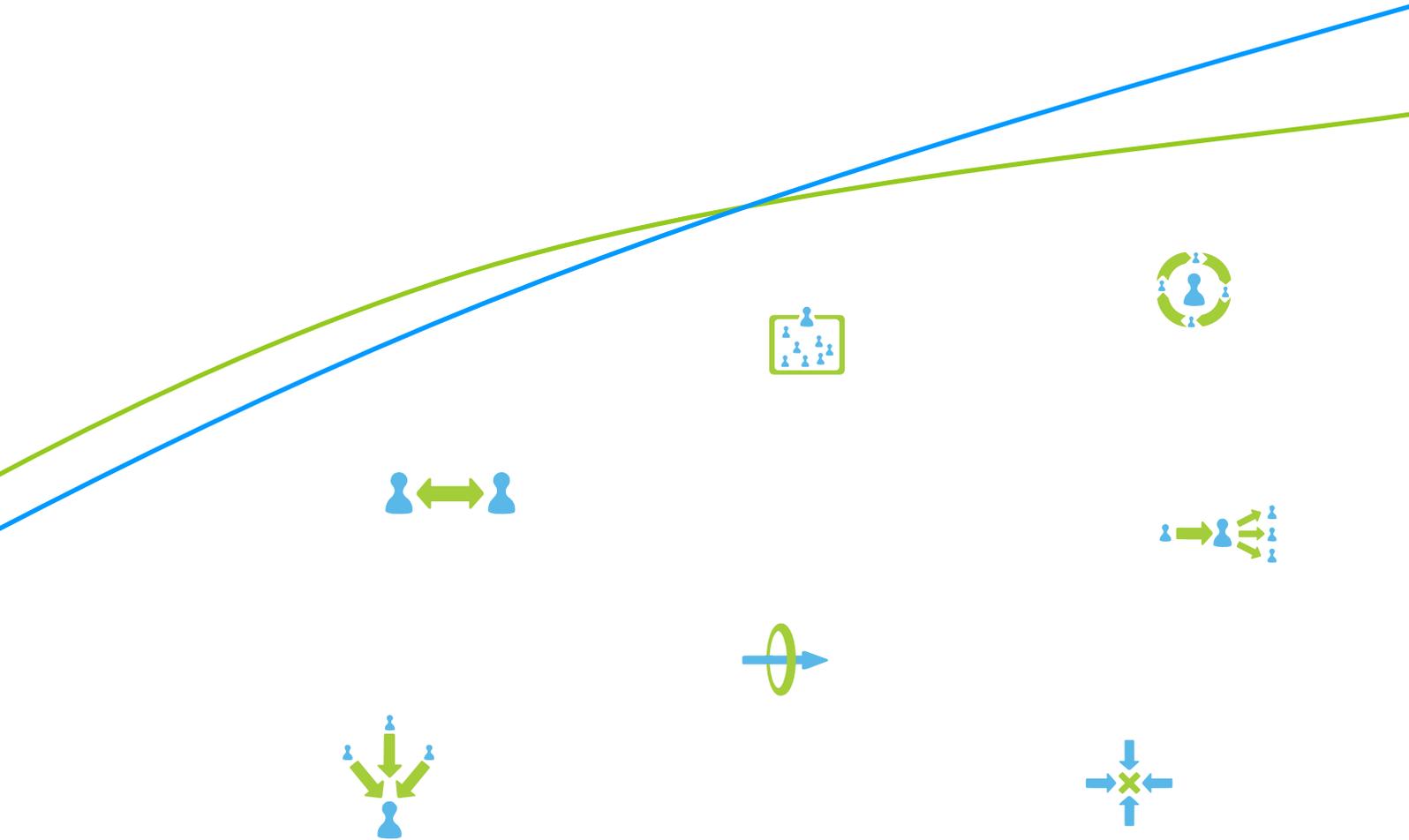


Yea & District Memorial Hospital

Quality of Care Report 2008 – 2009



Yea & District
Memorial
Hospital

Quality of Care Report 2008 - 2009

Purpose

The Quality of Care report is produced each year as part of the Annual Report and is a requirement of the funding Yea & District Memorial Hospital (Y&DMH) receives from the Victorian Government.

The Quality of Care report is primarily written for the community serviced by the hospital. It covers all aspects of the organisation including the acute services, residential aged care, Yea Community Health Service and Yea District Nursing Service.

The purpose of the report is to inform the community of the quality and safety systems at the hospital (and how they have performed during the year) and any significant activities undertaken during the year.

Community feedback about the report and its content is welcomed and can be made in writing to:

Yvonne Padgett
Special Projects Coordinator
Yea & District Memorial Hospital
45 Station Street
Yea VIC 3717
Tel: 5736 0463
Email: yeahospital@humehealth.org.au

Suggestions on what could be included in the report in the future are also welcomed.

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Community Participation



Yea & District Memorial Hospital benefits from the contribution of community members in a variety of different areas. The role community members play in the planning, development and evaluation of the services provided by Y&DMH is greatly appreciated.

Some of the current ways the community are involved in the health service include:

- Community representation on the Board of Management
- Acute Patient involvement in the Victorian Patient Satisfaction Monitor
- Feedback received through the *Compliments Comments or Concerns* forms
- Diabetes Support Group
- Buds & Blossoms Group
- Community representation on the Patient Care Review Committee
- Ladies Auxiliary
- Rosebank Volunteer Group



Cultural Diversity

The Government recognises the importance of ensuring that Victorians from culturally and linguistically diverse (CALD) backgrounds have full and fair access to health services.

Funding is provided to all Victorian public acute hospitals to assist them to develop a planned and integrated approach to CALD service delivery. Y&DMH has implemented a Home and Community Care (HACC) CALD plan and an organisational plan for patients, resident and clients.

2008/09 CALD Plan Overview:

- Ongoing education for nursing staff on the use interpreters. To-date 40 staff have completed the online training package.
- A new larger hospital sign was installed at the corner of the Melba Highway and Miller Street, replacing the small sign that was worn and difficult to see.
- The Patient Care Review Committee continues to have an agenda item covering the Cultural and Linguistically Diverse (CALD) area in the hospital. No issues have been raised during the year.
- There has been no requirement for interpreter services in the 2008/09 year. A session had been planned however this did not eventuate due to the fire situation in our area in February 2009.
- The Department of Human Services is currently reviewing the reporting guidelines for the HACC Cultural Action Plans and Y&DMH will maintain its current CALD objective until the new guidelines are released.



Volunteers

Volunteers are an integral part of the Yea & District Memorial Hospital. Most volunteers work in the residential aged care areas of Rosebank Hostel and Rosebank Nursing Home, however Community Health also benefits from volunteer involvement.

Volunteers greatly support staffing efforts to maintain the independence of our residents and enhance their quality of life. Individual volunteers, along with local community groups, give their time and skills freely throughout the year. We offer our heartfelt thanks to these people.

During the past year Yvonne Padgett, Special Projects Coordinator, has developed an orientation package for our volunteers. This provides more information for prospective volunteers on the types of roles available and the rights and responsibilities of volunteers at Y&DMH.

Volunteers assist in a number of different roles including program implementation, assisting residents at meal times, the weekly Buds and Blossoms program, driving residents to appointments, taking residents for a drive or outings. There are also activity groups run by volunteers such as craft, poetry, exercises, bingo, footy tipping, reminiscing, raffles and theme days. Volunteers also assist with the collection of information from residents that guides the development of relevant and enjoyable activities within the facility.

Activities play an important role in providing and maintaining physical and mental agility and our residents benefit from the input of our volunteers in this area.

Residents of Rosebank Hostel and Rosebank Nursing Home enjoy the company of our volunteers and certainly appreciate the continuing commitment they demonstrate to their roles.

Volunteers have monthly meetings where they discuss upcoming activities and volunteering support needs. They also receive information and training on topics such as dementia, communication and basic first aid. Church of England and Presbyterian church services are held

monthly and Father Vincent from Sacred Heart visits every Friday.

Yea Community Health engages volunteer bus drivers for Gentle Water Exercise Group. The volunteer bus drivers enable community members to travel to Seymour each week. The small group of dedicated volunteers are good humoured and very flexible in providing this invaluable role.

Overview of 2009 – 2009

The volunteers have been very active during the year with meetings attracting a good number of regular attendees. Thank you to all our regular volunteers, your ongoing support is greatly appreciated.

During the year musical entertainment has been provided by Russell Hogg, Val Borrie, Vivian Lancaster and Rob & Faye.

Groups that visited during the year included The Reflections from Broadford, The Alexandra Singers, The Entertainers, Yea Primary School (who are involved with a reading session with the residents) and Sacred Heart Primary School.

In 2009 the Buds & Blossoms group celebrated their 4th Anniversary. Thank you to the B&B volunteers, your dedication to the group has reaped a rich reward. Congratulations on the milestone and best wishes for many more happy years to come.

A Special Thank You

For the past thirty years a very special group of volunteers, known as the "bed ladies", have assisted staff to change the bed linen every Monday morning at Rosebank Hostel, using a rostered system. Residents have enjoyed the contact with these friendly ladies over the years and their service has been much appreciated. From mid 2009 staff will be taking over full responsibility for this role, however the organisation would like to extend our heartfelt thanks to these women for their many years of dedicated service.



Risk Management

February 2009 provided Yea and District Memorial Hospital with a comprehensive test of many of our emergency policies, procedures and risk management plans. The lead up to Black Saturday and the events that occurred following the event were handled in an exceptional manner by all staff and volunteers. Although a devastating and confronting event, it demonstrated that the systems that we had in place for such emergencies worked well. It also gave us insight into what could be done in the future to improve the administration of large numbers of casualties into YDMH and how to develop building management systems to avoid smoke infiltration and monitor ember attack safely.

Extensive post fire evaluations and learning's have been discussed with staff, the Department of Human Services, other impacted services, volunteers and the Victorian Bushfire Royal Commission through the Victorian Healthcare Association.

In relation to this, a thorough review has been undertaken on the hospitals backup generator. The engineering department of Goulburn Valley Health, specialist electricians and local electrical contractors have been involved in this assessment and the development of an action plan.

The risk management manual is reviewed every 6 months with additions made to the risk register as required. The most recent addition that was highlighted during the heatwaves of February 2009 was an "interruption to power" risk analysis.

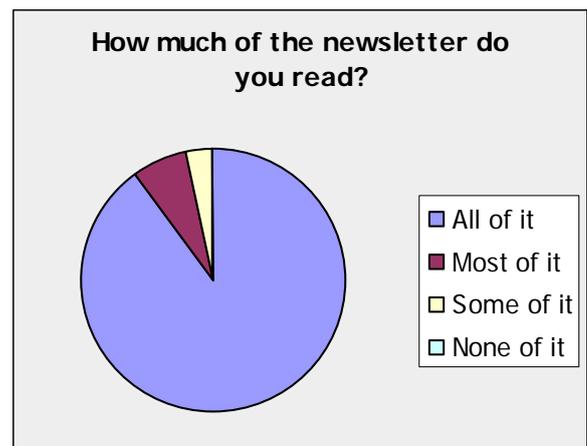
Continued participation in projects such as the North East Division of General Practice Small Rural Hospital Limited Adverse Occurrence Screening (LAOS) Project actively promotes quality improvement and assists the organisation to improve patient safety and avoid clinical system errors. YDMH's Quality and Risk Manager is assisting the LAOS coordinator to review and improve the LAOS system to ensure that it fully meets the requirements of all stakeholders.

Hospital Happenings Newsletter

Communication is the key to successful quality improvement and change management within any organisation, and one of the most successful ways that YDMH does this is to provide a monthly newsletter to all staff.

This newsletter contains the latest survey results, any changes in policies or procedures or relevant legislation and a themed topic such as documentation or confidentiality. All staff members are surveyed annually to gauge how the newsletter is received and if it is achieving its purpose of keeping staff informed.

Results from the staff survey showed the following:



Hospital Happenings has useful information.

Answer Options	Response Percent	Response Count
Strongly agree	46.7%	13
Agree	50.0%	15
Unsure	3.3%	1
Disagree	0.0%	0
Strongly disagree	0.0%	0

Staff Credentialing

It is of upmost importance that all staff delivering services have appropriate qualifications, skills and competencies.

Visiting Medical Officers must have qualifications and registration checked prior to commencing at the hospital by the Credentials Committee, which is a sub-committee of the Board of Management.

Nursing staff have their qualifications and registration checked on commencement of employment and then registration is checked annually.

Continuing education is strongly supported and encouraged by management, with all staff encouraged to attend education sessions which enhance quality of care and job satisfaction. Education programs are both externally sourced or provided internally.

All staff must achieve compulsory competencies in areas such as:

- Basic Life Support
- Privacy and Confidentiality
- Minimal Lift
- Fire Safety

The organisation is also committed to providing education for people in the local community. The past year has seen a number of tertiary and secondary students undertaking placement at the hospital/extended care centre including; nursing, personal care, medical, pharmacy and school work experience students.

E- Learning and Competency Package Development

The development of an E-learning and competency calendar for staff across the entire organisation has been hugely successful.

100% participation rates have been welcomed and many staff having seen this program as an opportunity for education with the convenience of not needing to leave their place of employment.

There are currently 25 online learning competencies available to staff. Some of these are developed internally whilst others are sourced from external organisations such as the Department of Human Services.

Staff satisfaction of the E-learning education program included the following results:

- 90% of staff were either strongly satisfied or satisfied with the overall e-learning process.
- 96% of staff were either strongly satisfied or satisfied with the resources supplied to complete the e-learning process.
- 90% of staff were either strongly satisfied or satisfied with the support provided.

During YDMH's recent review by the Australian Council of Healthcare Standards, the surveyors commented in the report that:

"...the competencies development project was a major successful undertaking for the organisation in 2008.

Action plans and timelines were diligently documented and reviewed until the desired outcomes were achieved and accurate levels of compliance to training and mandatory education could be assured.

Management is congratulated on its support and allocation of resources to this project."

Complaints and Suggestions

YDMH encourages feedback from anyone and facilitates this through having “comments, complaints and suggestion” boxes, pens and paper in prominent places around the building. Inpatients are also informed of how to make a complaint verbally during their admission. This information is also provided in written form and available next to every patient’s bed.

The organisation continues to enjoy a very low complaints rate. There have been 0 formal complaints for this period, however suggestions made by patients through the VPSM or verbally are still reviewed and actioned by either management or Yea for Quality depending on the nature and severity of the comment, complaint or suggestion.

“Yea for Quality”

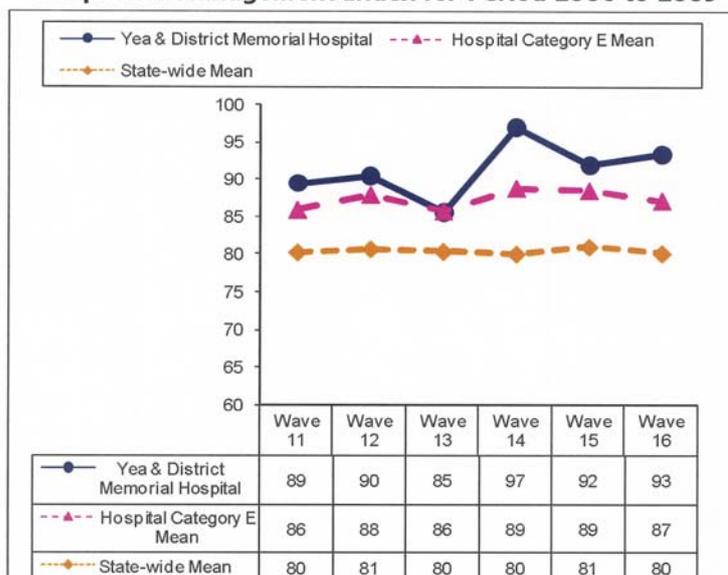
The Yea for Quality (YFQ) project was described by the ACHS surveyors as being a “vibrant bottom up approach to engage all staff in quality improvement”. This is the ‘raison d’être’ of YFQ and contributes to the proactive continuous improvement system at the hospital.

The YFQ team, which consists of a representative from each area of the organisation, reviews the suggestions made by staff, patients, residents, families, visitors, visiting health professionals as well as improvements that can be made through incident or hazard reports or surveys conducted.

Recent outcomes have included:

- The conversion of the unused X-ray developing room into a pantry.
- The relocation of the ice machine to reduce the noise to patients
- Improving the signage for services in The Grace Bennetts Centre
- A mobile Video/TV unit and a selection of videos are now available for acute patients.
- New crockery was purchased for the hospital staff room
- The staggering of staff meal breaks in the nursing home and hostel to improve continuity of care

Complaints Management Index for Period 2006 to 2009



Victorian Patient Satisfaction Monitor (VPSM)

Twice a year Yea & District Memorial Hospital participates in the VPSM surveys coordinated through the Department of Human Services, Victoria.

The VPSM gives our acute patients an opportunity to comment on many aspects of their care, the environment, service provision and satisfaction after they are discharged. This data is then benchmarked across other liked sized organisations in Victoria.

In 2008-2009 the VPSM data again provided us with results that demonstrated a high level of overall satisfaction. YDMH continues to perform well above the average of other Category E sized organisations.

Verbatim responses in the VPSM report are also noteworthy and carry a general theme of satisfaction and include comments such as:

"The fabulous treatment by all doctors, nurses and staff. Very good and plentiful meals. Very clean over all."

"Everything was first class and nothing could have been better"

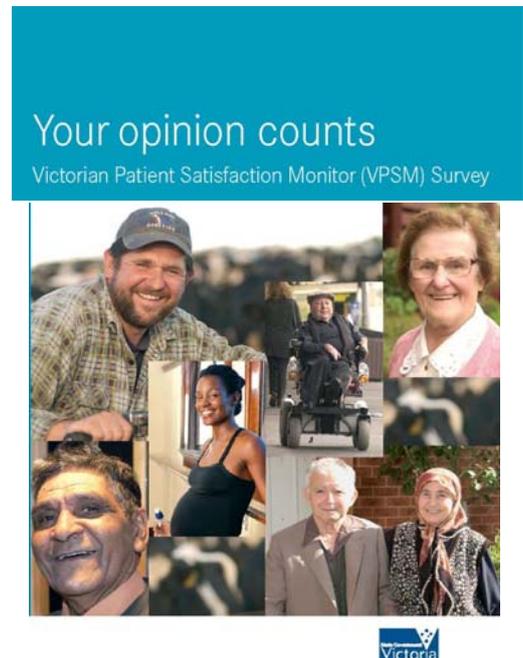
"Helpful nurses, good meals, prompt relief of pain"

Some feedback that was received from the VPSM that led to improvements in the hospital included:

"Not catering for vegetarians besides sandwiches".

"My only concern was the toilet/bathroom. The doors cannot be secured to ensure privacy and I found this very disconcerting".

"Noise from ice making machine, just outside my room"



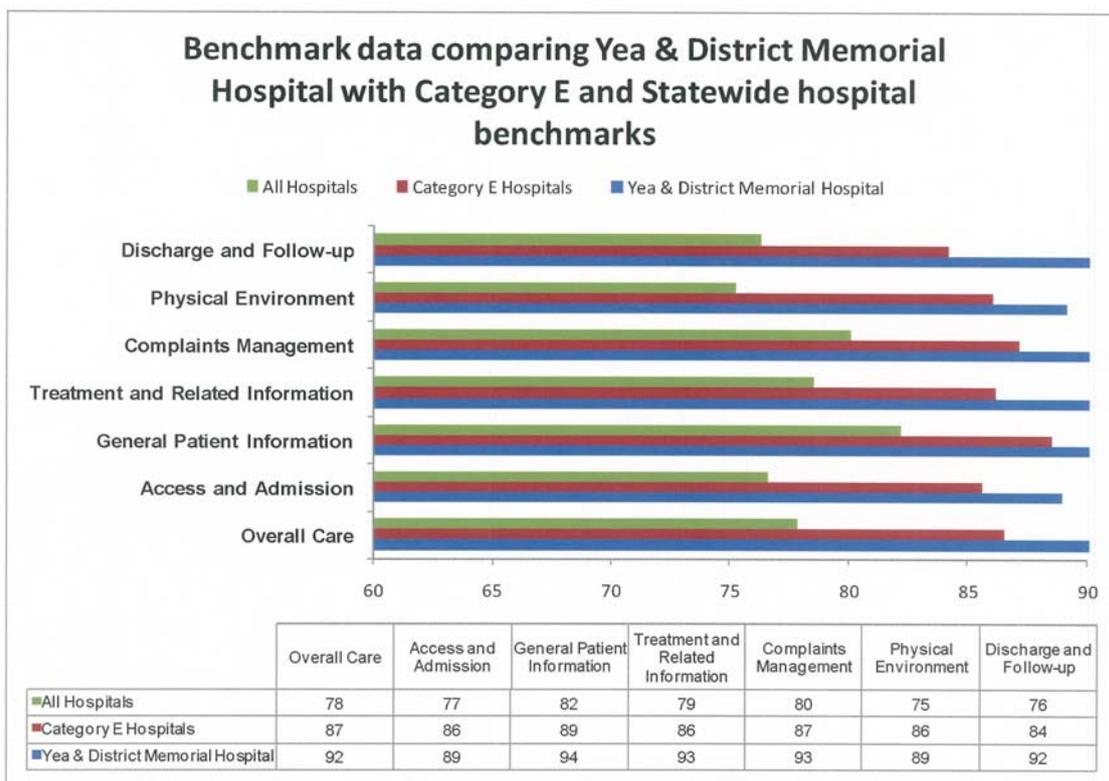
Areas of note from the VPSM for Y&DMH are as indicated in the graphs and charts below:

Overall Care Index for period 2007 to 2009

(From VPSM Wave 16 report, February 2009)

Table 2: VPSM Indices Results for Yea & District Memorial Hospital: Wave 16 September 2008 to February 2009

Index Measure (20-100 Scale)	Your Hospital's Current Wave Score	Your Hospital's Previous Wave Score	Category E Current Wave Average Score	Category E Current Wave Lower Range Score	Category E Current Wave Upper Range Score
Overall Care	92	93	87	73	92
Access and Admission	89	97	86	71	100
General Patient Information	94	95	89	72	94
Treatment and Related Information	93	94	86	69	93
Complaints Management	93	92	87	69	93
Physical Environment	89	90	86	83	89
Discharge and Follow-up	92	89	84	57	92



Hospital Accreditation

Yea & District Memorial Hospital is accredited through the Australian Council of Healthcare Standards (ACHS). The organisation last achieved a full four year accreditation certificate in 2006.

In December 2008 a Periodic Review by ACHS was conducted by two surveyors over a period of two days. This was to ensure that the organisation continued to meet the mandatory requirements of safe and high quality health care and could demonstrate a commitment to continuous improvement.

The results of the Periodic Review clearly demonstrated that Y&DMH is successfully meeting all the required 45 standards. There were seven non-high priority recommendations as a result of this review and many of these have been rectified or improved within six months of the reports receipt.

The organisation is now continuing to develop systems that allow for the ongoing review of all areas and aspects of clinical practice, support and corporate functions.

Nursing Home Accreditation Aged Care Standards and Accreditation Agency (ACSAA)

In June we had our site visit from the Aged Care Standards and Accreditation Agency (ACSAA) and achieved a further three year accreditation, which will expire in August 2012.

Earlier in the year we had a spot check conducted by an assessor from ACSAA which focussed on the nutrition and hydration that is provided to our residents. Their comments from both visits were very positive and complimentary on the 'homelike environment' of the Hostel and how happy residents, their representatives and staff were with the facility overall.

District Nursing Accreditation Home and Community Care (HACC)

In December 2008, an independent surveyor from the Australian Council on Healthcare Standards visited Yea to assess our agency's performance against the Home and Community Care National Service Standards. All Home and Community Care funded agencies are contractually required to comply with the National Service Standards.

Key areas of assessment included:

- Access to services
- Information and consultation
- Efficient and effective management
- Coordinated, planned and reliable service delivery
- Privacy, confidentiality and access to personal information
- Complaints and disputes
- Advocacy.

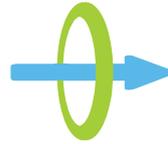
Results were based on assessment of twenty five performance questions. Our agency achieved an instrument score of 19.58 from a possible 20.00 and was rated as of a high standard. The executive summary stated that "the service is well managed and the commitment to care was evident."

The surveyor found that the policy and procedure manual was of a high standard and was impressed by the procedure in place in the event of a bushfire (this preceded later tragic events).

Results of a consumer satisfaction survey, conducted as part of the assessment, reflected consumer satisfaction with the service.

It was pleasing to achieve a successful outcome from the assessment. Much work has been done since the previous review in 2004 and "the outcome of this work was reflected in the high score this agency has obtained".

Infection Control & Cleaning



Infection Prevention and Control is essential for monitoring and providing a safe and pleasant environment for all patients, residents and staff.

Yea & District Memorial Hospital currently has two staff members directly involved in overseeing infection control and cleaning in the hospital.

One is qualified in the area of Infection Control and another who has done a short course of infection control with an expertise in immunisation. Both are Division 1 Registered Nurses.

The Infection Control Nurse is a member of the Victorian Infection Control Professionals Association and the Hume Region Infection Control Group and attends regular meetings in the Hume Region to network and keep up to date with the current changes in infection prevention and control.

Infection Control is a complex area which overlaps with Occupational Health and Safety in several areas and incorporates these responsibilities:

- Food Safety
- Cleaning Standards
- Staff Immunisation
- Waste management
- Linen management
- Storage and use of Sterile Stock /Single use items.
- Micro-organisms identified in specimens
- Antibiotic usage
- Hand Hygiene
- Outbreak Management
- Blood borne infections
- Urinary tract infections
- Surgical site Infections
- Developing and reviewing policies and procedures to reflect current standards, regulations and legislation.

Policies and Procedures

Manuals are being updated as policies change. The third Edition of Infection Prevention And Control Manual produced by The Rural Infection

Control Practice Group Victoria (D.H.S.) was produced for mid 2008, this is the basis of our Guidelines at Yea.

Cleaning Standards for Victoria were also updated.

Food Safety

Staff education is an ongoing process with updates and information sessions by our Dietician and Diabetic Educator, sessions are well attended and very informative.

The kitchen renovation has been a long awaited process and our external audit was conducted in the transition stage for The Grace Bennetts Centre temporary kitchen. There have been a few adjustments for staff, but they have taken it all in their stride with no reduction in the standards of menu or food produced.

There were minor requirements to be met at auditing and a certificate was granted on completion.

Immunisation

Residents and staff maintained a high percentage of Influenza vaccination. Staff numbers immunised have increased and are above D.H.S. requirement.

Infection Prevention and Control

There have been no major infectious outbreaks this year. The main topic of discussion in this area for the 08/09 year was the Swine Flu (H1N1) and its potential impact on the hospital and broader community. Fortunately the Yea community had very few cases with no recorded incident among inpatients. With a vaccine on the way the dreaded pandemic may well be down graded. The Seasonal Influenza also remains a problem.

Cleaning Standards

The new Cleaning Standards of Victoria introduces a system of auditing externally four times a year for 2010, instead of the previous once, and internal audits to continue with those also being checked in the external audits.

The hotel services staff members provide in-house cleaning and continue to maintain their high standards as shown by the audit results below:

Date	Nov 08	March 09	July 09
Internal Audit	96.85%	97.5%	97.4%

Linen

Gouge Linen and Garment Services is our current provider and are maintaining a high standard of service and are keeping up to their contractual agreements.

Hand Hygiene

Hand hygiene remains the main focus of Infection Prevention and Control. We are continuing to encourage all who come into the Yea Hospital complex to use alcohol hand rub to protect their family member, friends and residents and staff, as well as themselves, from the spread of infections.

Risk Assessments

Audits and surveillance are done to identify practices, issues, risks, policies that require change, updating or do not comply with current standards or regulations, best practice and occupational health and safety requirements.

Audit results are posted on the staff room notice board and passed to the Patient Care Review Committee and acted on according to the level required.

Occupational Health & Safety (OH&S)



The Occupational Health and Safety Act 2004 (The Act) is the cornerstone of legislative and administrative measures to improve Occupational Health and Safety in Victoria.

The Occupational Health and Safety regulations 2007 are made under The Act. They specify the ways duties imposed by The Act must be performed or prescribe procedural or administrative matters to support The Act. (Worksafe Victoria) The Act and Regulations are supported by the Code of Practice 2008.

The Occupational Health and Safety Committee aims to meet at least six times per year, this has been slightly disrupted in the 2008/09 year due to the Black Saturday fires of February 2009.

Employee Rehabilitation

Employee Rehabilitation is provided to staff at Y&DMH through the Human Resources department at Goulburn Valley Health. One staff member has required this service during the 2008/09 year.

Safety Audits

Internal safety audits are undertaken three monthly by the Health and Safety officer. Hazard report forms are available for all staff to complete, any equipment which is identified as a hazard is tagged, logged in the maintenance book and located in a specific area of the hospital for review.

Hazardous Substances

All hazardous chemicals are stored to comply with the OH&S Act 2004.

Material Safety Data sheets are available in all areas where chemicals are stored or used. The MSDS were reviewed in May 2009. A review of supplier is to take place in late 2009 to create a more efficient process.

Worksafe Victoria 2008/09

A Worksafe Inspector conducted an inspection to review the *Management of Ambient Temperature Action Plan* and was satisfied with all measures implemented and staff management of the building. Ceiling fans have been installed along the hostel corridor.

Fire Warden Training

All In Charge staff attended the annual fire warden training in November 2008.

NoLift/Manual Handling

Ten new staff members have attended No Lift training at Y&DMH. Two staff members have attended further No Lift training at Goulburn Valley Health.

All non-clinical staff are required to completed the on-line manual handling education package. In 2008/09 there was a 100 per cent completion rate.

Manual Handling Equipment Purchases 2008/09 included:

- 1 Carendo shower chair
- Voyager tracking now installed completely through low care area
- 2 new longer voyager handles purchased

Contractor Management

Contractors are required to sign in and out at the reception counter and to wear a Y&DMH identification tag.

New contractors are orientated by maintenance.

There have been no incidents related to contractors in the 2008/09 year.

Incident Reporting

There were 149 incidents logged during the 2008/09 year.

Of these incidents 133 involved a resident or inpatient and 16 involved a staff member.

Riskman Live has been implemented and 75 per cent of staff have been logged on and have the ability to complete an online incident report. The new system will reduce the need for a paper based system and provide real-time reports.

As part of the reporting system all direct line managers receive an emailed copy of the incident report once it has been logged providing a system that can be actioned in a more timely way. Staff can review the incident that they have logged at any time and can review actions that have been taken.

Medication Errors

Patient safety is at the top of the health agenda at Y&DMH. All discrepancies and medication errors are followed up and investigated.

During the 2008/09 year there were 14 medication errors, however none of these errors resulted in an adverse outcome for a patients or residents.

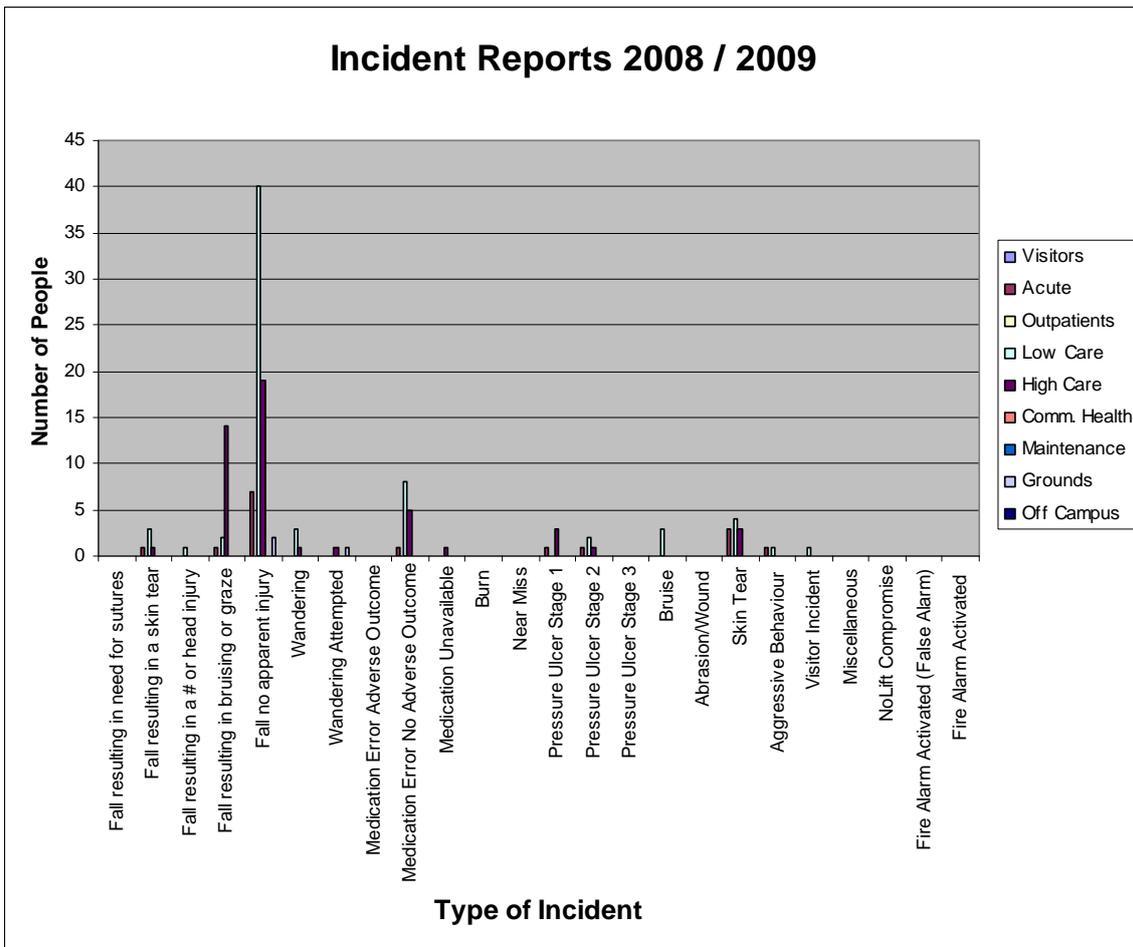
Manual Handling Risk Assessments

Manual Handling Risk Assessments are undertaken:

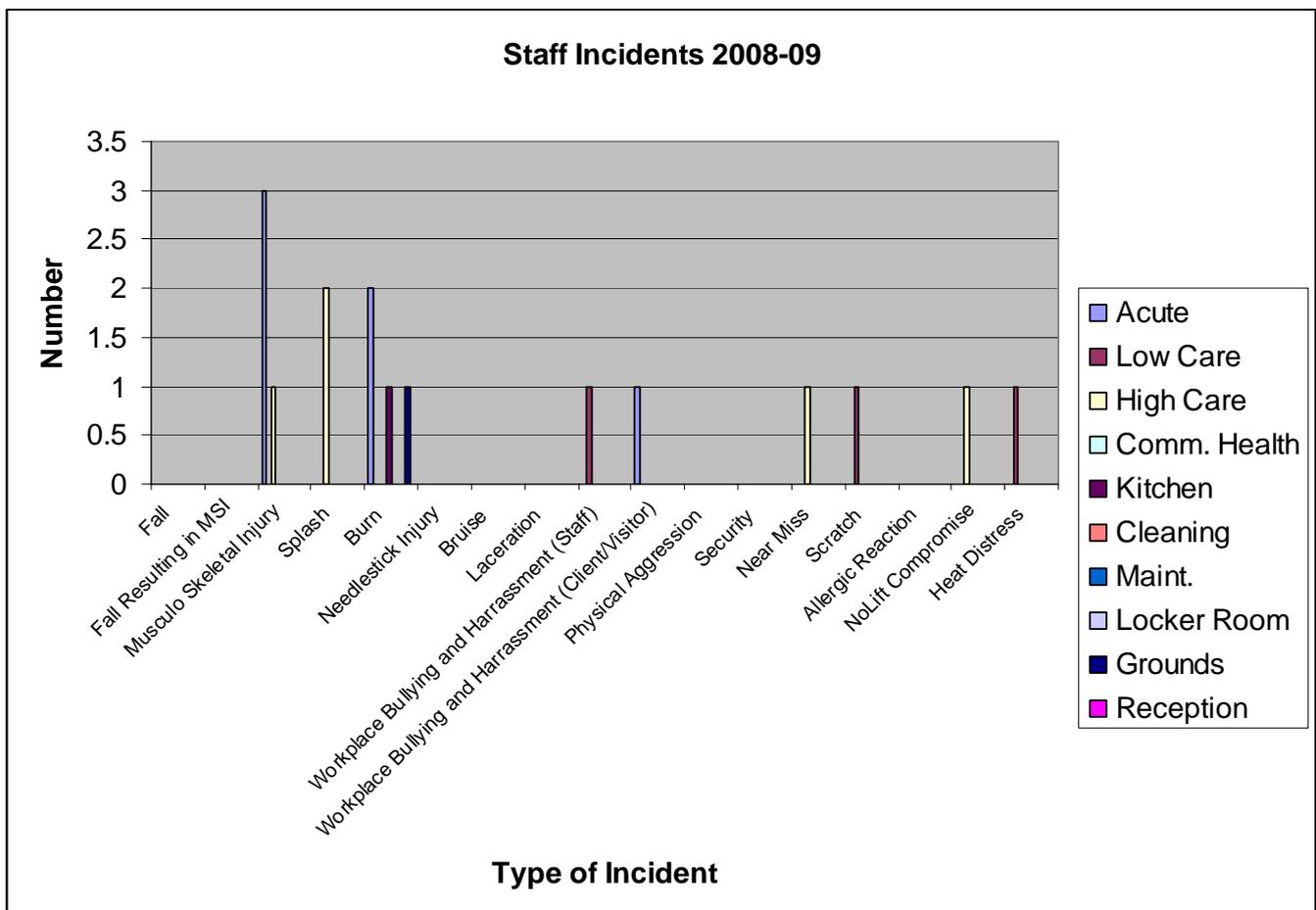
- To provide a safe workplace for staff and patients.
- Assess the risk of Musculo Skeletal Injury (MSD) associated with these tasks
- Eliminate the risk of MSD or, if this is not practicable, reduce the risk.

Risk Assessment and Management in 2008 - 09

Risk Assessed	Risk Management
Assessing carpet join in low care dining room	Assessing the risk as low
Assessing a chair in low care dining room	Providing more appropriate dining room chair
Assessing resident who requires transferring out of bed	Review of manual handling for high care resident
Assessing layout of lounge room furniture	Rearrangement of lounge chairs in high care lounge room
Assisting patients in and out of cars	Review of procedure re assisting residents in and out of cars



Note: # is the nursing symbol for fracture



Falls Prevention

A Fall is 'A sudden, unintentional change in position causing an individual to land at a lower level, on an object, the floor, the ground or other surface' (Abbreviated).

Falls include: slips, trips, falling into other people, being lowered, loss of balance, and legs giving way.

(The Victorian Quality Council Guidelines for Minimising the Risk of Falls & Fall-related Injuries 2004)

Falls and fall related injuries are an important public health problem leading to increased physical disability, changes in living arrangements and psychological trauma associated with an increased fear of falling. At Y&DMH there is a focus on minimising falls and whenever possible to prevent them from occurring.

In the Acute setting at Y&DMH each patient is assessed on admission for their ability to safely ambulate and if they are a risk for falls, this is then recorded with appropriate care needs on their care plan. Any changes in their health status is monitored continually and the care plan updated as required.

Staff are able to refer patients who have identified risk factors or additional needs to appropriate ancillary services such as physiotherapy, podiatry, occupational therapy and optometry.

In the Aged Care setting there is a Falls Prevention Program in place which has a designated nurse responsible for ensuring all residents are assessed for any potential or actual falls risk. This assessment is first completed on admission, then at least annually and again if a resident has a fall.

The areas covered by the assessment include:

- history of recent falls
- medications that may increase their risk of falling, any psychological conditions or cognitive impairment that may alter their ambulation
- any environmental factors that places them at risk.

Staff also utilise the services of appropriate ancillary services to reduce the risk of residents having a fall.

Rosebank Hostel (Low Care) remains the area with the greatest number of falls. This is largely due to the fact that residents in low care are still reasonably independent with their mobility (which is important for their feeling of well being and physical fitness) but does place them at an increased risk of falling.

Some of the strategies that are used to minimise the risk of falls with patients and residents at Yea and District Memorial Hospital and Rosebank include:

- Staff monitor for any changes in health or cognitive status and will reassess if the patient or resident's has increased care needs
- Ensuring that corridors and bedrooms are not cluttered and that they are well lit so that the patients / residents have good visibility.
- Encouraging patients / residents to wear suitable and safe footwear
- Monitoring and encouraging patients / residents to use their walking aids to reduce the risk of tripping
- Supervision of ambulation for patients / residents who have been assessed as a high risk of falling
- Use of floor line beds for high risk residents
- The use of hip protectors for some residents

Y&DMH and Rosebank are committed to the assessment of Falls Risk and the implementation of Falls Prevention Strategies to minimise the risk falls and falls injuries for patients and residents.



Falls data 2008/09

Of 194 recorded incidents during the 2008 / 2009 year 104 were falls.

There were 8 in acute (all with no apparent injury), 55 in low care (33 with no apparent injury, one resulting in a serious head injury) and 41 in high care (33 involved no apparent injury).

These statistics demonstrate that the majority of the falls did not involve injury to the patient /resident (74% of all falls had no apparent injury). There was one fall (1% of total falls) that involved a serious injury in Rosebank and all other falls had injuries such as skin tears, bruising or grazes (25% of all falls).

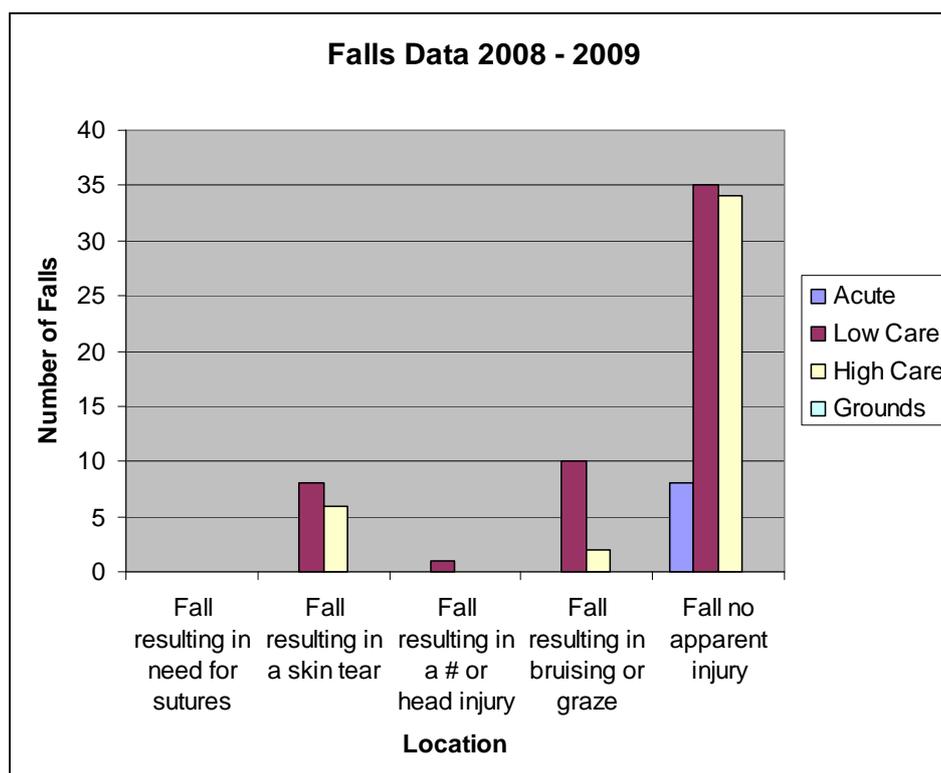
A number of falls in Rosebank involved a resident sliding off a floor line bed (in low position) and being found on the floor. Out of these incidents there were minimal injuries sustained and it seems to support the theory that floor line beds are an effective way to reduce serious injury for residents who attempt to get out of their bed and are not able to do this safely.

Falls incidents in Rosebank are collated monthly and reviewed by both the OH&S co-ordinator and Nurse Unit Manager to check for any signs of trends or issues that could be improved to reduce the risk of falling to residents.

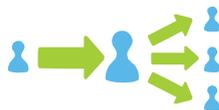
Breakdown of injuries sustained from falls in 2008 / 2009

Location	Acute	Low Care	High Care	Grounds
Fall resulting in need for sutures	0	0	0	0
Fall resulting in a skin tear	0	8	6	0
Fall resulting in a # or head injury	0	1	0	0
Fall resulting in bruising or graze	0	10	2	0
Fall no apparent injury	8	35	34	0

Note: # is the nursing symbol for fracture



Pressure Ulcer Prevention (Bedsores)



Nursing staff of Y&DMH are committed to ongoing vigilance in the area of pressure ulcer prevention. A thorough assessment is made of all patients admitted to the hospital to identify their risk for developing a pressure ulcer.

All patients admitted to the acute ward are provided a pressure relieving mattress. These mattresses are checked regularly for wear and tear and that the mattress depth continues to meet the minimum requirement.

Y&DMH have developed a more thorough nursing care plan which incorporates a detailed health assessment. This plan is used in conjunction with the risk screening tool used on admission.

The care plan is intended to alert staff to inpatients who are at increased risk of developing pressure ulcers and the strategies used to manage the risk.

2008-09 Activity

The state-wide monitoring program did not occur in 2008/09 however staff did attend an education day – *Pressure Ulcer (Injury) Prevention Day*. The presenter for the day was Sandy Dean, Nurse Consultant in Wound Management.

The education day concentrated on the following topics:

- fundamentals of care
- definition of pressure
- definitions and staging of pressure ulcers
- other interventions to consider – ie assistance from allied health experts

Pressure Ulcers – the facts

What is a pressure ulcer?

A pressure ulcer (also known as a pressure sore or bed sore) is an area of skin that has been damaged due to unrelieved pressure.

Pressure ulcers may look minor, such as redness on the skin, but they can hide more damage under the skin surface.

Where are they found on the body?

Pressure ulcers usually occur over bony areas – especially heels, buttocks and toes.

Who gets pressure ulcers?

Anyone confined to bed or a chair, who is unable to move, has loss of sensation, loss of bowel or bladder control, poor nutrition or is unwell is at risk of getting a pressure ulcer.

Source: Move, Move, Move. Preventing Pressure Ulcers. The Victorian Quality Council



Continuity of Care

Y&DMH is committed to enhancing the health status of the community it serves through the achievement of clinical excellence and the provision of high quality health services.

The organisation is comprised of three key areas, Acute, Residential Aged Care and Community Health. The Acute area has 10 beds and an accident and emergency area. Rosebank Nursing Home and Rosebank Hostel provide the residential aged care service. The nursing home has 10 residents and the hostel 15 residents.

Y&DMH has responsibility for the provision of community health services to the west side of the Murrindindi Shire. Housed in The Grace Bennetts Centre, Yea Community Health has a range of services available including a diabetes educator, dietitian, support / access worker, women's health worker, occupational therapist, a psychologist and a speech pathologist and counsellor (Kinglake only).

Community members also have access to an extended range of health services onsite at the hospital as several private providers utilise consulting rooms on a permanent or regular basis. Private services available to the community include podiatry, audiology, physiotherapy, pathology collection, ultrasound, optometry, echocardiography and psychology services.

Staff in all areas of the organisation also work in partnership with other local service providers, such as Alexandra District Hospital, General Practitioners, Murrindindi Shire Council, Mitchell Community Health Services and other visiting services, with the aim of providing the best model of care for people seeking to improve their health outcomes.



District Nursing



The district nursing service provides “nursing care in the home” for residents in the western side of Murrindindi Shire. The service is available for those who require nursing care and may be unable to travel to centre based health care services. This may include the frail, elderly, disabled or those unable to access transport.

Overview of 2008 – 2009

During the past year, the district nurses travelled more than 24,000 kilometres and made 1093 visits (a decrease from the previous year).

The first half of the 2008/09 financial year was a busy time for the district nurses. In December 2008 the service also underwent accreditation through the Australian Council on Healthcare Standards. The service scored 19.58 out of a possible 20 points and had several areas the assessors were pleased with. (See page 10 of this report for more details).



In recent months the Yea & District Nursing Service has started to feel the impact of the tragic February 2009 bushfires. Many of our clients from Kinglake and Flowerdale have been affected with some losing their homes and others relocating. Sadly several elderly clients who had received regular visits for many years have been prompted to move into residential aged care or supported accommodation.

Client numbers declined in the immediate aftermath of the bushfires, however we have seen a gradual increase as new clients are starting to use the service.

All the staff of Yea & District Nursing Service wish the best of luck to all those involved in the rebuilding process.

Client Visit Summary

Category	1 Jul 08 to 30 Jun 09			
	Clients	Visits	Minutes	AvM in
Pensioner	48	1,093	35,223	32.2
Veterans' Affairs	13	771	19,803	25.7
Special charge	6	111	3,331	30.0
Extended Aged Care in Home	3	106	3,160	29.8
Post-acute Care	16	76	2,445	32.2
TAC	1	23	865	37.6
Hospital-in-the-Home	1	5	190	38.0
Work Cover	1	1	40	40.0
Private	1	1	30	30.0
Totals	90	2,187	65,087	29.8

Other Time and Kilometres	
Kilometres:	24327
	Minutes
Travel Time	24,874
OBDCC Time	0
Misc Time	45,534
Totals	70,408

Rosebank Hostel

Rosebank Hostel, as part of the Yea & District Memorial Hospital, provides low level residential aged care for the local community and surrounding districts. Single room accommodation with ensuite bathroom is provided for 15 residents. All of the rooms are fitted with an overhead tracking system allowing for residents with higher care needs to be cared for in line with our "no lift" policy and a commitment to ageing in place. Residents are cared for by personal care attendants and division 1 registered nurses, with access to a range of allied health services.

The Hostel achieved compliance in all standards during a spot check conducted by the Aged Care Standards and Accreditation Agency in September, 2008. Our current three year accreditation expires in August 2009.

Five new residents have been welcomed over the year as others have moved on to nursing homes or passed away. We have been able to offer a period of respite care in between accommodating permanent residents. We have also welcomed some new staff members following resignations and retirements. We continue to make welcome students on work placement.

'Buds & Blossoms' continues to be a popular activity with our residents, one of a range of activities facilitated by a dedicated band of volunteers.

Ongoing staff education continues with staff attending in-house training sessions on:

- communicating with family and friends of a dying resident
- grief and loss
- diabetes
- speech pathology
- pandemic influenza
- outbreak management eg: gastro
- hand hygiene
- gluten free diets

Key staff members also attended a two day training session on the new Aged Care Funding Instrument (ACFI).

'Yea for Quality' continues to be a well utilised forum for staff from all areas to air their ideas for continuous improvement with some very good outcomes for residents achieved during the 2008/09 year.

A dedicated group of volunteers provides a variety of activities for the residents as well as assisting staff with morning tea.



Rosebank Nursing Home

Rosebank Nursing Home, as part of the Yea & District Memorial Hospital, is a dedicated high care facility providing an essential service to our members of the community who require 24 hour 7 day a week nursing care. The facility has 10 beds, all of these are single rooms and have an ensuite bathroom attached.

Our staffing includes registered nurses (both Division 1 and Division 2 nurses) to ensure that all our resident's needs are met. In addition all residents have access to a number of allied health services, such as physiotherapy, speech pathology, dietician, diabetes education, podiatry, palliative care, audiology and optometry.

In March this year the new ACFI (Aged Care Funding Instrument) commenced replacing the old RCS system. The ACFI is the tool that is used by the government to assess the level of funding required by each resident. This has necessitated that the appropriate staff receive training and we are now starting to feel more comfortable with the new system.

As part of our three year accreditation by the Aged Care Standards and Accreditation Agency we had a spot audit by the Agency on 25th September 2008 resulting in compliance with all standards. As part of their recommendations we have developed an infection reporting register.

Quality improvement continues to be an important focus and the monthly 'Yea for Quality' meetings have been beneficial in finding solutions to many suggestions or complaints by staff, residents and visitors.

Some areas that have been or continue to be addressed for Rosebank Nursing Home in the past year are:

- Completion of the review of the food menu. Residents have commented that overall they like the new menu.
- A new process has been developed to ensure that the thickened fluids for our residents with swallowing difficulties are of the right consistency.

- Due to some concerns over clothing labelling we are in the process of introducing a new clothes labelling system that will enable residents clothing to be more easily identified.
- A review of continence products used has been successful in ensuring that each resident is using the most suitable product for their needs.

We recognise that it is important for staff to continue to update their skills and knowledge and over the past 12 months have had staff education in the following areas: swallowing difficulties (including suitable diet and fluids for these residents), Responding to grief and loss, Hand hygiene, Wound management, Bowel management, ACFI and documentation.

Some additional improvements this year include:

- Purchase of new Hi Low beds that provide a safe environment for our residents
- The arrival of a new weighing sling that can used in conjunction with our lifting system and enables us to accurately weigh residents regularly
- New commode /shower chairs have been purchased with assistance from the Yea Hospital and Rosebank Auxiliary.

Staff continue to remain focused on how we can improve and maintain the best home-like environment possible while ensuring optimal care is provided for our residents.



Yea Community Health Services

Yea Community Health Services (YCHS) has responsibility for providing services to the western side of Murrindindi Shire.

Services currently provided through YCHS are:

- diabetes education
- occupational therapy
- counselling
- community and access worker
- dietician
- women's health nurse.

In addition to these, speech pathology and counselling are both provided in Kinglake. Other services are provided to Yea and surrounding districts by Mitchell Community Health Services.

Some staff of Community Health were directly impacted during the recent bushfires. This has understandably contributed to a decrease in service hours during the first quarter of 2009.

Client contacts increased in the second quarter of 2009 however they have remained slightly lower than previous years. This may be attributed to additional health and counselling services being available in areas such as Flowerdale and Kinglake as a result of the post fire activity.

Clients who have been fire affected have also experienced a changing in their priorities and once where they may have been interested in managing their chronic condition such as diabetes, now have more important issues and needs that have taken precedence in their lives.

Yea Community Health Services has and will continue to investigate ways in which the service can assist the communities affected by the fires. Actioned will be taken when further opportunities arise or when a need becomes apparent.

Current Community Health projects include the updating of the health promotion plan for 2009-2012, working with the Lower Hume Primary Care Partnership on the Integrated Chronic Disease Management and Diabetes Self Management teams as well as Service Coordination and Leadership committees.

Health Promotion

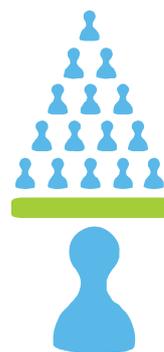
Y&DMH and Alexandra District Hospital are almost through their joint Health Promotion (HP) Plan, which runs from July 2006 to July 2009. This plan has 3 key priorities:

- Physical activity
- Food and nutrition
- Mental Well Being and Social Connectedness

An annual report has already been sent to the Department of Human Services (DHS), with the second annual report due in September 2009. DHS fund and review the HP plans in the region and have provided us with some useful feedback.

The implementation has been driven by the Health Promotion Committee, which is made up of representatives from both hospitals. The Committee assists with the ongoing monitoring and evaluation of the plan, and has also produced a layman's version of the plan for access by the community.

The plan has already gone through some changes, with several initial activities not possible due to inadequate staff resources or a lack of support from project partners. With the support of DHS, the development of relationships with other local education, health and welfare services is seen as a priority for Y&DMH for future health promotion activities to be successful.



Quality of Care Report 2008 / 09

Development

Staff with portfolio areas contributed to the development of the Quality of Care Report. Information was also provided through community feedback.

Distribution

The Quality of Care Report will be distributed in the following ways and locations:

- At the Y&DMH Annual General Meeting
- Mailed to Residents of Rosebank Nursing Home, Rosebank Hostel and /or their family
- Displayed at Y&DMH Reception and in the sitting room for ultrasound and day procedures
- In the waiting room of the Yea Medical Centre
- Available on request

Interested community members may also pick up a copy of the Annual Report / Quality of Care from the Yea & District Memorial Hospital reception area.

Evaluation

Formal evaluation of the Quality of Care Report will be conducted to inform the development of the 2009/10 report.

Evaluation will be conducted through:

- Feedback response form
- Telephone survey of two aged care resident families
- Board member feedback
- Community Representative Feedback

