

Yea & District Memorial Hospital

**Quality of Care Report
2009 – 2010**



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Vision

To be a responsive, relevant and holistic health service

Mission

To provide coordinated services that enhance the health and wellbeing of the community.

Values

Yea and District Memorial Hospital is committed to:

- Integrity
- Respect
- Accountability
- Responsiveness
- Impartiality

Purpose

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.

Welcome

Welcome to the Yea & District Memorial Hospital Quality of Care Report for 2009 – 2010.

The year has again been busy with the impact of the Black Saturday bushfires on the organisation persisting until the end of 2009.

While we coped through the event and in the weeks that followed, we were so impacted that it took quite some time to regain equilibrium and refocus on our work plan. Of course the work plan itself was altered to include review of our bushfire preparedness and emergency plans and management during heat waves.

As part of our internal review (and taking into account the heatwave which preceded the fires), the BOM agreed that a new generator was required which would have greater capacity and provide a clean power supply to ensure continuity of our communication systems (I.T. and I.P. telephony). The new generator was installed in February 2010.

The Department also funded a “review of bushfire preparedness” and works have been undertaken to increase the safety of the Hospital, Nursing Home and Hostel from ember attack.

The major renovation of the hospital kitchen was completed in September 2009. During the renovation, staff worked in a temporary kitchen housed in The Grace Bennetts Centre. I acknowledge the efforts of our food and hotel services staff who met the challenges before them with good humour. By now they have settled well into the new space and have learnt how to work within it.

Information Technology (IT) has had an increased impact on staff as we introduce three new electronic records management systems in residential aged care and community health/district nursing and incident reporting (Management Advantage, UNITI and RiskMan).

A strong staff education program is essential to meet our statutory requirements in relation to mandatory education programs including:

- CPR
- Fire
- Elder Abuse
- Oral Health

Staff are able to access a range of education material in a variety of ways, including off-site as required.

We are mindful of our obligation to the health sector to also provide work place education for students – both through school work experience and tertiary student placements.

These students are always very grateful for the support they receive from the staff who work hard to ensure students can benefit as much as possible from the experience.

The Board of Management has this year commenced a strategic review using an external consultant. The process has involved extensive community consultation which was considered in the context of the policy frameworks we operate within. A new Operational Plan has been developed to be implemented in the next financial year.

As always, our organisation is subjected to a variety of external audits.

These have included:

- An unannounced visit by The Aged Care Standards and Accreditation Agency (ACSAA) in May – all compliant.
- A review by ACSAA of the ACFI (Aged Care Funding Instrument) – to check that our claims for funding to the commonwealth are legitimate – all compliant.
- Australian Council on HealthCare Standards organisation wide survey in June – no none compliance.

I wish to thank the Ladies Auxiliary for their continued commitment to fundraising which has, among other things, enabled the purchase of pressure relieving mattresses for the hostel.

We are grateful also to our strong volunteer group who support the activity program for our Nursing Home and Hostel residents.

Finally I wish to thank our staff for their professional contribution they make to our organisation and to acknowledge the support we receive from our Visiting Medical Officers and partner organisations.

Lorina Gray

Director of Nursing / Manager

Quality and Safety

Risk Management

Yea & District Memorial Hospital (Y&DMH) has continued to progress the lessons learnt from Black Saturday.

Detailed guidelines on staff, patient and resident safety have been developed and reviewed along with the building management systems. Additional resources have been purchased as a result of an internal review or through advice sought externally. These systems and resources will continue to be updated as further information becomes available.

As part of the Black Saturday review in 2009 the Board of Management agreed to fund a new backup generator for the organisation that has the capacity of 110 Kva compared to the previous 75 Kva.

In addition to being able to cope with a greater load, this new generator will be less likely to overheat and provides us with "cleaner" power to our computer backup system. This means a reduced likelihood of phone and computer outages when we are reliant on generator power alone.

During the recent hospital accreditation process, surveyors noted "the leadership team at Y&DMH should be congratulated on its flexible response and follow-up after the Black Saturday fires. The leadership team not only managed the events of Black Saturday at a local level, but also took the opportunity to reflect and learn from this to provide improved services and care into the future".

As part of the risk management portfolio, an extensive review of the organisations risk register was undertaken in 2009 - 10. This review resulted in changes to the risk register with the 54 identified risks reclassified to 12 active risks, that will be reviewed at least quarterly and 45 non active risks that were de-escalated and will be reviewed every six months. Three newly identified risks were added to the active risk register.

The risk register was placed on the new 'RiskMan' incident reporting system which also records the details of incidents that occur within the organisation. These systems can be linked and enables easy tracking of incidents and the actions required, diminishing future risk. This new program and review has led to improved reporting to the Board of Management, Patient Care Review Committee and to staff.

The organisation has seen an increase in reporting of incidents and hazards over the last 12 months. This is believed to be a result of staff becoming more familiar with the online reporting system 'RiskMan' and an environment that encourages open disclosure. Staff also have a better understanding of the importance of entering any relevant information that may lead to a reduction in similar incidents or events.

An increase in the amount of incident information available is seen as a positive. It allows management and relevant staff to review what issues have been occurring and the improvements that can be made through education and changes in equipment, systems or policy.

Staff Credentialing

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

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

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
- Elder Abuse

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 or in residential aged care.

E-Learning and Competency Package Development

Yea & District Memorial Hospital has continued to develop the e-learning and competency program for all staff.

Across mandatory education areas, there has been a 100 per cent participation rate which demonstrates the uptake by staff and their commitment to ongoing learning.

There are currently 27 online learning competencies available to staff. These competencies are a combination of internally developed education and those accessed from external sources such as the Australian Commission on Safety and Quality in Health Care.

Staff satisfaction of the E-learning education program in 2010 included the following results:

- 92% of staff were either strongly satisfied or satisfied with the overall e-learning process.
- 97.5% of staff were either strongly satisfied or satisfied with the resources supplied to complete the e-learning process
- Communication about the competencies was rated as being satisfactory or better by 95% of staff.

During Y&DMH's recent Organisational Wide Survey by the Australian Council of Healthcare Standards, the surveyors commented in the report that:

"The range of online learning... programs is to be commended and ease of access is outstanding for such a small hospital".

Hospital Happenings Newsletter

At Y&DMH we strongly believe that communication with our staff, patients, residents and the community is essential.

The hospital newsletter 'Hospital Happenings' continues to be a popular and useful way of circulating information to all our staff.

With the transition of all staff onto the email network some years ago, communication via email has now become a regular and easy method of sharing information. The newsletter is primarily sent out via

email with some printed copies being placed in strategic locations such as staff lunchrooms.

The newsletter contains the latest survey results, any changes in policies or procedures or relevant legislation and themed topics that are selected based on regularly occurring incidents or issues.

Staff members are surveyed annually to ensure that the newsletter is enjoyable to read, provides useful information if they have any further suggestions for its improvement.

Results from the most recent staff survey showed the following:

Hospital Happenings has useful information.		
Answer Options	Response Percent	Response Count
Strongly agree	26.1%	12
Agree	69.6%	32
Unsure	4.3%	2
Disagree	0.0%	0
Strongly disagree	0.0%	0

Hospital Happenings October 2010

Welcome

- Sharon Anirobus - Hotel Services
- Daise Casswell - PCA
- Bridget Clarke - Community Health
- Julie McLean - Acute

Farewell and best wishes

- Liz Mackwell
- Amber Tull
- Liz Ahern

Medical Phone Advice

Any phone enquiry regarding medical advice must be documented in the 'phone enquiry' book kept at the nurses station. This entry must include the date, time, person calling, patients name, phone number, reason for calling, advice given and the name & designation of the staff member who provided information.

Dietetic Manual

The Nutrition Manual (2009) by the Dietitians Association of Australia is a concise, practical manual with:

- Easy to follow guides to special diets
- Comprehensive Food Choices Chart for Each Diet
- Suggested Menus
- Nutrient analysis for each diet
- Diet Evidence and Nutrient Analysis Booklet

Rain Rain Rain

With all this extreme rain, staff are reminded to record any leaks within the building on riskman.

Sun Room Bookings

The sun room will now be used for small group education and meetings. There is a bookings folder kept at reception.

Not so sweet chemicals in fragrances

Many of us wear perfumes, colognes, and body sprays (not at work please), but the ingredients used in these products may not be all that sweet. Very little is known about the compatibility of the chemicals used in these products and thereby evidence that at least some of these chemicals may be harmful.

Final message: we should not wear fragrances at work, but we also should consider how much and how often we use them for our own health and for those around us.

At YDMH we encourage free speech, unlike this bird!

Complaints and Suggestions

Our organisation continually encourages both internal (staff, volunteers) and external (patients, clients, visitors) feedback. The primary way this is done is through the "comments, complaints and suggestion" boxes located in prominent places around the facility. Inpatients are also verbally informed of how to make a complaint during their admission. This information is also provided in written form and available next to every patient's bed.

Additional suggestions are also made by patients through the Victorian Patient Satisfaction Monitor survey (VPSM) or verbally.

The organisation continues to enjoy a very low complaints rate and any complaints or suggestions that are received are reviewed and actioned either through the Patient Care Committee or the Yea for Quality Committee, depending on the nature and severity of the comment, complaint or suggestion.

"Yea for Quality"

The Yea for Quality (YFQ) project has been described by ACHS surveyors as being a "vibrant bottom up approach to engage all staff in quality improvement". This ensures that we have a proactive continuous improvement system.

The YFQ team, which consists of a representative from each area of the organisation, reviews the suggestions made by staff, patients, residents, families, visitors and visiting health professionals and makes recommendations as to the actions required.

Recent outcomes as part of YFQ recommendations have included:

- A new wound treatment trolley for aged care
- Installation of ceiling fans in Nursing Home and Hostel corridors
- Increased signage in The Grace Bennetts Centre
- Improvements to the clothing labelling and sorting system in aged care
- A outdoor area for staff adjacent to the staff room

Victorian Patient Satisfaction Monitor (VPSM)

Twice a year Yea & District Memorial Hospital participates in the VPSM surveys coordinated through the Department of Health (DoH), Victoria.

The VPSM provides the patients admitted to our acute service 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 2009-2010 the VPSM data again provided us with results that demonstrated a high level of overall satisfaction. Y&DMH continues to perform well above the average of other Category E sized organisations and was the highest rated Small Rural Hospital in the State. We also saw a statistically significant improvement from the previous financial year from 87.9% to 92.4%.

Verbatim responses in the VPSM report continue to trend along a general theme of satisfaction and include comments such as:

"All staff very friendly and helpful. Regular visits by the doctor were great"

"I have nothing but admiration for the staff of the hospital"

"The atmosphere and warmth of all staff at the Yea Hospital is outstanding. My husband and I have only praise and thanks for all staff for making our stay over many years so comforting."



Accreditation

Hospital Accreditation

"Accreditation is a formal process to assist in the delivery of safe, high quality health care based on standards and processes devised and developed by health care professionals for health care services" (ACHS, 2010).

Yea & District Memorial Hospital achieved a full four year accreditation certificate in June 2010 through the Australian Council of Healthcare Standards (ACHS). The surveyors commented on the high level of satisfaction experienced by the consumers as reflected not only through the VPSM results but also in discussion with current inpatients.

There were six minor recommendations discussed at the completion of the accreditation process that will be reviewed and acted on accordingly.

The organisation acknowledges the extensive work put in by many staff in preparation for the survey and the results reflect the staff's ongoing commitment to ensure there is a culture of safety and quality throughout every aspect of the facilities services.

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

In June 2009 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.

Following on from this we had an unannounced visit conducted by two assessors from ACSAA in May 2010 which focussed on regulatory compliance and occupational health & safety issues. Both assessors were satisfied that we were continuing to meet the standards they were reviewing that day and commented on how bright and homelike the hostel and nursing home were.

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.

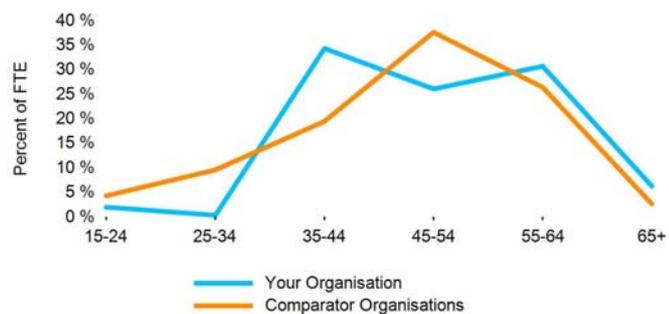


Workforce Profile

Change Over Time

	2006	2007	2008	2009	2010
Headcount - All staff		53		57	52
FTE - All staff		34		34	31
Ongoing + Fixed term Employees					
Percent Aged 50+		57 %		47 %	50 %
Average Age		48.8		47.8	48.8
Percent who are Female		94 %		93 %	94 %
Percent who are Full Time		15 %		7 %	6 %
Average Sick leave per FTE (days)		22.6		13.0	12.8
Percent with greater than 8 weeks leave balance		13 %		5 %	6 %
Ongoing employees only					
Percent of workforce commenced last 12 months		10 %		9 %	2 %
Average tenure		7.7		7.4	7.8

Employee Age Profile



Workforce Demographics

	Your organisation				Comparator Organisations		
	FTE	Annual FTE change	Percent distribution	Distribution change	Percent		
Employment type							
Fixed Term Temporary	0	0	0 %	0 %	4 %		
Ongoing	31	▼	3	100 %	0 %	92 %	
Casual			0	0 %	0 %	5 %	
Sessional			0	0 %	0 %	0 %	
Time fraction							
Part time	28	▼	2	90 %	▲	2 %	71 %
Full time	3	▼	1	10 %	▼	2 %	29 %
Gender							
Female	30	▼	2	95 %	0 %	88 %	
Male	2	▼	0	5 %	0 %	12 %	
Age							
15-24	1	▼	0	2 %	▼	1 %	4 %
25-34	0	▼	2	0 %	▼	5 %	10 %
35-44	11	▲	2	34 %	▲	6 %	20 %
45-54	8	▼	2	26 %	▼	3 %	38 %
55-64	10	▲	0	31 %	▲	3 %	26 %
65+	2	▼	0	6 %	▼	1 %	3 %

Source: State Services Authority Report on the 2010 Workforce Data Collection - organisational benchmark and comparison report for Yea & District Memorial Hospital June 2010

Infection Control & Cleaning

Infection Prevention and Control is essential for monitoring and providing a safe and pleasant environment for all patients, residents and their visitors as well as staff health. 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/Health
- 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
- Surveillance
- Developing and reviewing policies and procedures to reflect current standards, regulations and legislation.



Food Safety

The new kitchen was completed and has given the staff a much improved working environment. The kitchen continues to get good scores on the external food safety audits. All staff handling food are required to participate in a certified healthcare specific food handling education.

Meals are provided to Murrindindi Shire for distribution through the Meals on Wheels program which delivers to the western side of the Shire. The Yea Community Health dietitian has been working with staff to review the menu.

Cleaning Standards

In 2010 the number of external cleaning audits required each year by DoH was increased. This process requires an external auditor, who uses a DoH audit tool. The hospital has achieved very good results. We continue with in house cleaning staff, who maintain the high standard required.

Staff Immunization / Health Program

This is overseen and provided by our Immunization and Infection Control nurses.

All staff are offered a free influenza vaccine each year. Although we met the DoH target for the number of staff receiving the free vaccine, the uptake was less than in 2009. Swine flu vaccination also had minimal uptake and as a result was provided through Yea Medical Centre to reduce wastage of multi use vials.

While the DoH posted a measles alert, no cases were noted at Y&DMH. Hepatitis B vaccination is also available to staff as part of the staff immunization program.

Hand Hygiene

Continues to be a high priority issue in the infection prevention program and there is a lot of emphasis on educating visitors, patients, residents and staff that it is everyone's responsibility not to pass on any microbes. A new program is being put through for students in nursing, medicine, and other associated professions to increase awareness while they are training.

Antimicrobial Usage

Infections are becoming more resistant to our available antibiotics and a limited supply is left to choose from so we are to continue to monitor usage.

Outbreak Management

There were no recorded outbreaks across the facility.

Infection Prevention and Control

New Australian Guidelines for Prevention and Control of Infection in Healthcare have come from the Australian Commission on Safety and Quality in Healthcare.

Occupational Health & Safety (OH&S)

"In 2008 the Prime Minister announced a National review of OH&S laws. The three member review panel chaired by Robin Stewart-Crompton, released its report in January 2009.

The report forms the basis for new model OH&S laws, replacing ten inconsistent systems around the country. The model laws will reflect some key aspects of the Victorian OH&S system.

As they stand now, the reforms will cut red tape, boost business efficiency and provide greater certainty and protection for employers and workers. Reforms are due to be operational in 2011." (Worksafe Report)

Employee Rehabilitation

Employee rehabilitation is provided to Y&DMH through the Human Resource department at Goulburn Valley Health. One staff member has required this service during the 2009/2010 year.

Safety Audits

Internal safety audits are now performed by staff across each area. The online incident reporting system, Riskman, is now used by all staff to identify hazards. Any equipment which is identified as a hazard is tagged, logged in the maintenance book and placed in a specified area for repair.

Hazardous Substances

All hazardous chemicals are stored to comply with the OH&S Act 2004. A new supplier has streamlined the process of chemical supply. Material Safety Data sheets are available in all areas where chemicals are stored or used. The material safety data sheets were reviewed in June 2010.

Worksafe Victoria 2009/2010

Worksafe Victoria inspectors have continued to come in and perform site inspections. All visits have been satisfactory.

Fire Warden Training

All In Charge staff attended the annual fire warden training in December 2009.

NoLift / Manual Handling

All new staff continue to be trained in No Lift. Existing nursing and personal care staff have participated in compliance assessment for No Lift. Non-clinical staff have completed the online manual handling education package. 32 clinical staff and five non-clinical staff successfully completed the Manual Handling Online Competency / Education Package in 2009/2010.

Manual Handling Equipment Purchases 2009/10 included:

- 2 new voyager batteries
- 2 new floor line beds
- 8 new pressure care mattresses (courtesy of Yea Hospital and Rosebank Auxiliary)

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 staff.

There have been no incidents related to contractors in the 2009/10 year.

Incident Reporting

Incidents are recorded through the "Riskman Live" incident reporting system, which all staff can access.

The system allows senior staff and the OH&S committee to analyse any trends and instigate preventative strategies as required.

Any high level risks identified through the system are added to the Risk Register.

The OH&S committee is a sub-committee of the Y&DMH Board of Management, as well the Risk Register tabled quarterly to the Board of Management.

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 2009/10 year there were 45 medication errors, however none of these errors resulted in an adverse outcome for a patient or resident.

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...'

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

Source: *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.

On admission to the hospital each patient's is assessed on their ability to safely walk and if they are a risk for falls. This information is then added to their care plan. Care plans are reviewed daily and updated with any changes when required.

If staff become aware of additional needs, or that more suitable aids are required, patients are referred to allied health professionals such as physiotherapy, podiatry, occupational therapy and optometry.



In the aged care setting there is a Falls Prevention Program in place. All residents are assessed on admission using a FRAT (Falls Risk Assessment Tool) and this is redone at least annually or more frequently if they have falls or their health state deteriorates.

Each resident is assessed by the physiotherapist on admission for their safety with mobility, balance and overall strength. Staff are also able to refer residents to the above allied health professionals to reduce the risks of residents having a fall.

Y&DMH & Rosebank remain committed to Falls Prevention for all patients and residents using strategies such as initial assessment on admission, reviews if health status changes and in Rosebank annual (or more frequent if require) re-evaluation of their falls risk and mobility. Care plans are written for all patients and residents identifying any risks and communicating to staff the individual strategies that need to be implemented for each patient and resident to minimise the risk of falling.

Falls in Rosebank are reviewed by the Nurse Unit Manager shortly after they occur, and then discussed with the OHS Coordinator and Quality & Risk Manager monthly. Any trends or issues that are identified are then looked at and action taken to reduce the risk to an individual or groups of residents.

Falls Data for 2009 / 2010

There were 83 falls related incidents during the year.

The breakdown of these falls shows Acute (hospital) had 15 falls (1 resulting in a fracture), the Nursing Home had 29 falls (1 resulting in a fracture) and the Hostel had 39 falls (3 resulting in a fracture). Of these falls 44% sustained no injuries, 50% sustained minor injuries (including minor bruising, grazes or skin tears) and 6% sustained more serious injuries (fractures).

Pressure Ulcer Prevention (Bedsores)

Staff at Yea & District Memorial Hospital continue to be highly committed to the initial and continual assessment of all patients admitted into our care.

The patient's care plans are completed on admission and reviewed daily. If the care changed and there is a variance the plan is changed in consultation with the patient or their delegate and signed-off accordingly.

All care staff have completed the online education competency in pressure ulcer prevention.

Patients are educated on admission, and during their stay about ways to reduce the risk of pressure ulcers. This includes information on the importance of changing position in bed and when sitting in a chair, walking around if possible during their stay, good footwear and ensuring they drink enough fluids.

All patients receive a copy of the Victorian Quality Council *Move, move, move!* brochure as part of their admission information which is kept beside their bed during their stay.

There was one reported pressure ulcer during the 2009 / 10 year. This incident prompted discussion among staff regarding the patient's right of refusal to care and treatment and the nurses' duty of care.

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, 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 from 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.

Y&DMH is also a member of the Lower Hume Primary Care Partnership and is working together with other agencies to address the catchment wide health priority of mental health promotion.

District Nursing

The role of the district nursing service is to deliver nursing care in the home. The Yea District Nursing Service is based at the hospital and makes home visits to residents throughout the western side of the Murrindindi Shire.

Access to the service is made by contacting the Yea and District Memorial Hospital. Nurses assist in the management of chronic illnesses, medications, wound care and palliative care. The role of the nurse involves monitoring, support, education and technical skills.

This year quality activities for the district nursing service have been directed at service delivery and ongoing professional development of staff.

Active Service Model (ASM)

The Active Service Model is a new approach to service delivery. Agencies such as the Yea District Nursing Service who receive funding through the Home and Community Care Program (HACC) will be implementing this model in the future.

HACC was established to assist the frail and aged to remain living in their own homes and the Active Service Model is a new initiative announced this year to promote greater independence for clients.

The model promotes a "working with" rather than "doing for" approach to the way services are provided and involves people setting their own goals and making decisions about their own care.

It is an ongoing quality improvement initiative which aims to bring about better outcomes for clients by focusing on their strengths and what they are capable of achieving.

The philosophy and strategies of the ASM are directed at making service delivery more effective as service providers face the future challenges of working with an ageing population.

Yea District Nursing Service has submitted an action plan to the Department of Health for implementation of the Active Service Model over the next twelve months. This will involve promoting awareness of the ASM approach to service delivery throughout all levels of the organisation.

Ongoing staff training, strengthening partnerships with other local service providers such as Murrindindi Shire, reviewing current practices and client surveys are planned as part of the initial stage of the implementation process.

Professional Development

Ongoing professional development is the other key area of quality improvement activity.

Throughout the year staff have attended workshops and received training in diverse areas such as infection control, wound management, palliative care and health coaching. The skills and strategies identified in the health coaching workshop will prove to be an integral part of implementing the Active Service Model Plan.

A major component of the work done by district nurses involves wound care. Staff keep informed of current trends and new products in wound care through membership of the Wound Management Association of Victoria and attendance at twilight seminars at the Royal Melbourne Hospital.

Additional support for wound management has been provided by the Hume Wound Care Project which has been organised by the Hume Primary Care Partnership. A clinical nurse specialist has been appointed to coordinate training and provide advice on complex wound management.

Funding has also been made available for wound care equipment. Yea District Nursing Service will receive a Doppler machine which will be used to assess lower limb circulation. Further training in the use of the Doppler is planned for November 2010.



Client Satisfaction Survey

In order to assist future planning it is important to identify the aspects of service delivery which are important to clients. The client satisfaction survey planned for November 2010 will give clients the opportunity to make a valuable contribution to the process of implementing the Active Service Model. Comments and suggestions on how the service can be improved will be welcomed.



Thank You

District nursing staff would like to thank all clients for the goodwill and courtesy they have shown during the past year. The challenge for next year will be to work together to come up with creative new ideas and approaches to service delivery which will achieve successful outcomes and improve the independence of clients.

Client Visit Summary

© Uniti 2010

Yea and District Memorial Hospital
Yea and District Memorial Hospital
District Nursing & Community Health

01/07/2009 to 30/06/2010

Category	Clients	Visits	Minutes	AvMin
Community health high	0	0	0	
Community health low	0	0	0	
Community health medium	0	0	0	
Extended Aged Care in Home	4	187	4735	25.3
Hospital-in-the-Home	1	5	205	41.0
Linkages	0	0	0	
Pensioner	43	966	35600	36.9
Post-acute Care	13	87	2990	34.4
Private	1	1	30	30.0
Special charge	3	47	1225	26.1
TAC	3	53	2530	47.7
Veterans' Affairs	12	456	17357	38.1
Work Cover	0	0	0	
Total	80	1802	64672	35.9

Other Time and Kilometres

Kilometres:	23148
	Minutes
Travel Time:	22101
Misc Time:	30344
TOTAL:	52445

Residential Aged Care

Our residential aged care comprises of two facilities – Rosebank Hostel and Rosebank Nursing Home.

On 10th and 11th June 2009 both facilities had a site audit from the Aged Care Standards and Accreditation Agency (ACSAA) that resulted in achieving compliance with 44 out of 44 standards for both areas. This decision means that we are fully accredited for a further three years until August 2012. In May 2010 we had a unannounced visit by ACSAA in both facilities with the assessors stating they were satisfied that we were continuing to meet the standards.

A main focus for both facilities over the past year has been the transition of a significant amount of our documentation over to a computer program called Management Advantage. While this initially was a little challenging (and required lots of education and support for some staff who were not everyday computer users) it is a positive step forward and when fully functional (hopefully by late 2010) it will save staff time and make our information more accessible and easy to use.

Rosebank Hostel is a 15 bed facility that provides low level residential aged care for the local community and surrounding districts. The Hostel has a commitment to 'Aging in Place' and can, when required, cater for residents with higher level care needs. Each resident has their own room with an attached ensuite bathroom to ensure their privacy is maintained.

Due to our 'No Lift' policy each room has overhead voyager tracking in the ceiling to enable staff to use appropriate lifting equipment for residents with higher care needs. Staffing in the hostel includes personal care attendants, medication endorsed enrolled nurses and registered nurses. A number of allied health professionals visit the facility regularly enabling residents to be assessed when needed, this includes physiotherapy, occupational therapy, diabetes educator, dietician, speech pathology, audiology, optometry and a psychologist.



Over the past 12 months we have seen six of our residents either transfer over to the nursing home or pass away and we have welcomed new residents into the Hostel as this has occurred. Several times between admitting a permanent resident it has been possible to offer a period of respite to a member of the community enabling their family members to have a much needed break.

Our staffing has changed considerably over the past year, with the retirement of Anne Freeman, who had been the hostel co-ordinator for a considerable time. This role has been filled by two team leaders who are responsible to the Nurse Unit Manager for the day to day running of the Hostel. Several other long term staff members have also retired or moved to other work places, this has resulted in new staff, all of whom continue to contribute to the friendly, homelike and caring environment of the Hostel.

Staff education continues to be an important area for both the Hostel and Nursing Home staff, with topics this year including: training on dementia and behaviour management, confidentiality, modified diets and fluids, wound management, heatwave education, elder abuse and chemical usage. This is in addition to our annual compulsory competencies.

Some areas in the Hostel where improvements have been made include:

- The completion of a new labelling system for residents clothing. This has enabled timely return of items from the laundry
- The purchase of five new pressure mattress, these have especially benefited some of the residents who are not as mobile in bed as they used to be and has prevented pressure areas from developing. Funds for these were provided by the Yea Hospital and Rosebank Auxilliary
- The installation of a wall mounted hot water service in the Hostel kitchen
- The introduction of medication endorsed Enrolled Nurses being able to administer medications in both the Hostel and Nursing Home
- A review of the wound management of residents. This is now overseen by the Nurse Unit Manager and continues to be developed further.

Rosebank Nursing Home is a 10 bed high care facility, providing 24 hour nursing care to members of our community. Each resident has their own room with an ensuite attached and voyager tracking is in the ceiling of each room to enable safe movement of all residents in and out of bed.

Staffing in the Nursing Home is a combination of Registered Nurses, Enrolled Nurses and Personal Care Attendants.

Several staff moved on through the year and the facility benefited from being able to quickly replace them with new staff who had moved into the area or updated their qualifications, ensuring the continuity of resident care. Residents in the Nursing Home also have access to all the allied health services listed for the Hostel.

During the past year we have had three new residents join us at the Nursing Home and all have settled in well, enjoying the friendly and homelike environment that is part of being a small facility.

Our activities program is an area we have developed further during the past 12 months, introducing a planned activities program for staff to participate in with residents. This has been enjoyed by the residents who have commented it is nice to have more activities. More changes are planned in the coming months to further enhance our activities program. We are very fortunate to have a fantastic group of volunteers who help us greatly in this area.

Some areas in the Nursing Home where improvements have been made include:

- Purchase of more Hi Low beds that provide a safe, restraint free environment for our residents. Funding for this was provided by the Department of Health
- Upgrading of the computer at the nurses desk in the nursing home
- Purchase of a lower height dining table for residents who are shorter
- Purchase of a new care chair for residents to sit in during the day.
- Introduction of an air mattress for a resident who had a history of pressure areas. This has resulted in a significant improvement in skin integrity for this resident.

In both the Nursing Home and Hostel it remains the focus of all the staff to provide care that best meets the needs of our residents and to continue to look at ways that we can improve the quality of care and quality of life for each resident.

A good way of communicating to residents and their family the care and commitment to quality in the aged care area is the Rambling Rose Newsletter. This newsletter is produced quarterly and includes important updates and information on happenings in Rosebank Hostel and Rosebank Nursing Home.

The newsletter is well received by residents their extended family and the volunteers who give their time in the facility. Contributions to the newsletter are welcomed and could include a short article, poem, photos, inspirational quote or maybe a brain teaser or two.



Yea Community Health Services

The Community Health service provided by Yea & District Memorial Hospital has seen significant change during the past year. Housed in The Grace Bennetts Centre (TGBC) Community Health offered a range of services in the year 1 July 2009 – 30 June 2010 including:

- Diabetes educator .2 EFT
- Dietician .4 EFT
- Support / Access worker .5 EFT
- Women's health worker .05 EFT
- Occupational therapist .35 EFT
- Psychologist .2 EFT
- Paediatric speech pathologist (Kinglake only) .2 EFT
- Counselor (Kinglake only) .2 EFT

The resignation of both the dietitian and access worker during the year resulted in a significant reduction in clinical service hours. Both workers had been with the organisation for more than 10 years and while they are no longer with Y&DMH their skills have been retained in the area as both have moved into other positions within the Murrindindi Shire.

The dietitians position was successfully filled, however before filling the access worker position the Y&DMH Board of Management wishes to review community need and organisational capacity as part of a strategic planning process.

The arrival of a female general practitioner and availability of women's health services at Yea Medical Centre has seen a steady decline in client demand for women's health services provided by Yea Community Health. As a result it was decided, in consultation with the women's health nurse, to discontinue the monthly clinic. This service has been provided for more than 10 years by the dedicated nurse and Y&DMH will continue to monitor consumer demand and consider reinstating the service if required.

The client need for Community Health services has continued to be below average since the Black Saturday fires. This is in part due to additional services being available in fire affected parts of the Shire. The duplication of many of the services offered by Y&DMH has been noted by the Department.

Timely long service leave for many staff has occurred during the year which has also contributed to reduction in clinical hours.

Health Promotion

Yea & District Memorial Hospital works in partnership with Alexandra District Hospital to plan and implement an Integrated Health Promotion Plan (IHPP). This work is done through a health promotion committee comprised of staff from both Yea Community Health and Alexandra Community Health. The currently priority for Murrindindi Shire is 'mental health promotion'.

Y&DMH is usually required to submit an annual report to the Department of Health on the progress on the IHPP, however in 2010 the Department indicated that, as part of the revised reporting requirements for their Integrated Health Promotion Program, agencies were not expected to report individually to the department on IHP work for the 2009-10 financial year.

An additional change to the Department's reporting requirements means Y&DMH also does not have to produce statistics on the number of hours Yea Community Health workers undertake health promotion activities. However the hospital still continues to maintain its own internal record keeping systems to identify how many hours of staff time is dedicated to health promotion.

In 2010 the Health Promotion Committee (HPC) introduced a mentoring program for Allied Health staff, as health promotion is a mandatory aspect of these roles. The aim of this program was for staff with greater experience in health promotion to work with other staff less experienced in health promotion to share their knowledge on health promotion requirements, planning and evaluation. This is progressing well.

Health Promotion Training

An online health promotion training package was developed to educate nursing and allied health staff on the role and importance of health promotion in the prevention and treatment of chronic disease conditions. Nearly 20 staff have completed the package to date.

Lower Hume Primary Care Partnerships – IHP Committee

As Y&DMH receives health promotion funding from the Department of Health it has a responsibility to participate in the Lower Hume PCP IHP Committee. Meetings are held on a regular basis and provide an opportunity for all IHP funded agencies in Mitchell and Murrindindi Shires to work collaboratively on the health promotion priority of mental health promotion.

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
- Buds & Blossoms Group
- Community representation on the Patient Care Review Committee
- Yea Hospital and Rosebank Auxiliary
- Rosebank Volunteer Group

Hospital Strategic Planning

In 2010 community members were invited to participate in the development of a new strategic plan for Yea & District Memorial Hospital.

The hospital was encouraged by the number of people who were interested in being part of this process and contributed through attendance at meetings and events, one on one interviews and facilitated of focus groups.

Information collected during the community consultation process was collated into the Y&DMH Consultation Output Report and used in the development of the *Yea & District Memorial Hospital Strategic Plan 2010 – 2012*.

A full copy of this plan and a one page “snapshot” of the plan can be found on the hospital website:

www.yeahospital.org.au

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.

Y&DMH uses the Australian Bureau of Statistics (ABS) data to review the current CALD representation in the local community. The hospital also works with local and regional organisation to evaluate future trends in population growth and the projected increase in demand for services by people that do not have English as their first language.

Y&DMH has taken the following action to ensure to organisation is ready to provide a service to people who may be non-English speaking and have different cultural requirements.

- Division 1 and 2 Nurses are required to complete a “Using Interpreters” training package on a yearly basis.
- An *Interpreter and Translating Services Policy* was developed in 2006 and was reviewed in 2010. Next review of this policy will occur in 2013.
- The hospital has appropriate signage in place to let people know that interpreters are available if needed.
- CALD issues and requirements are a standing agenda item on the Patient Care Review Committee which is comprised of staff, board of management and community representatives and reports to the Board of Management.
- The hospital also reviews feedback and information on CALD patient satisfaction through the Victorian Patient Satisfaction Monitor (VPSM).



Y&DMH is currently preparing a new Cultural Responsiveness Framework for 2010 – 2013 as part of a whole of organisation approach to diverse population groups in the local community.

Volunteers

Volunteers are an integral part of Yea & District Memorial Hospital and greatly support the overall work of the organisation at all levels.

This includes involvement in the residential aged care activities program, fundraising for essential equipment or being involved in our community programs.

Yea Hospital and Rosebank Auxiliary

At the beginning of the 2009 - 2010 the Auxiliary welcomed five new members, a great start to the year as new ideas and extra help are always appreciated.

A Basket Lunch / Film afternoon was held in the Yea Council Chambers in September. Although not as well attended as hoped, it was very much enjoyed by those who did come and the venue was excellent, comfortable and warm.

The Auxiliary prepared the morning teas for the residents and The Entertainers after the group's four visits to Rosebank and provided a small trading table as well. These mornings are always great fun and enjoyed by all, as was the Carols Evening held in December.

Another beautiful painting was donated by the talented Meg Heres for the annual Christmas raffle which was well supported by the community and has been a fantastic source of funds over many years. Special thanks go to Meg for her generosity and her commitment to Yea Hospital and Rosebank.

The Auxiliary received a very generous donation from the Reddrops Community Fund which was the result of support from the local community when shopping locally.

The major fundraiser for 2010 was the Garden Fete held in April. The Fete proved to be most successful, socially as well as financially. Funds raised have been used to supply pressure mattresses and cushions for residents as required. A hairdryer was also bought for the hostel.

The Auxiliary also purchased a lovely pastel painting by Meg Heres titled *Buds & Blossoms*, which has been hung in the resident's lounge in Rosebank Hostel where the Buds & Blossoms program is held every Thursday in school terms.

Thank you to all the members of the Auxiliary for their hard work, which benefits patients, residents and staff alike.

Rosebank Volunteers Group

It has been a busy year for the day to day volunteers of Rosebank Hostel and Rosebank Nursing Home.

A dedicated group of volunteers participate in a formal volunteer program in the residential aged care area. Their time is given generously in running activities, spending time with residents and attending the monthly volunteer meetings.

This year the volunteers have benefited from training in the areas of basic life support (BLS), provided by a BLS education nurse from the hospital and manual handling with the Yea Community Health occupational therapist. Several of the volunteers also attended a lively training day on pastoral care provided by Mansfield Hospital through the "High Country Angels" program.

Colourful themed days during the year also brought regular bursts of colour to Rosebank including Melbourne Cup, St Patricks Day and the Footy Finals day (including a very enjoyable trophy and medal presentation for the footy tipping competition)

The annual Christmas decorating day on 1st December 2009 saw the hostel and nursing home well covered in a wonderful display of home made and shop bought decorations. The volunteers do a wonderful job bringing the Christmas spirit to Rosebank and it is greatly appreciated by everyone.

Food plays a very enjoyable part in the activities at Rosebank with a fortnightly morning tea provided by a generous long time volunteer. The popular men's breakfasts continued this year with the ladies also enjoying a spot of bacon and eggs too. The BBQ was moved to another location this year so there was no accidental tripping of the fire alarm. However the smell of bacon and eggs was still a distracting and tantalising smell for the early morning staff.

One-on-one time with residents is also a special activity our volunteers provide. Residents really benefit from this personal attention. It might be a chat over a cup of tea or maybe a walk down the street to post some mail or have a coffee.

Thank You!

Management and staff really value the role the volunteers play in the organisation, whether it be fundraising or direct involvement in the everyday care of our patients and residents.

Quality of Care Report 2009 / 10

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

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

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45 Station Street
Yea VIC 3717
Tel: 5736 0463
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Suggestions on what could be included in the report in the future are also welcomed.

