

# 2017 Calendar



KERANG DISTRICT HEALTH - QUALITY ACCOUNT



Dear Community Member

On behalf of Kerang District Health I am very pleased to provide to you the Kerang District Health Quality Account for 2016 as a Calendar for 2017.

The last twelve months has seen the completion of our \$36.3M capital redevelopment which has taken five years and this project will provide our local community and our staff with first class health and residential aged care facilities now and for the future.

Our Partnering with Consumers Committee has continued to meet on a monthly basis throughout 2015/16 and I thank them for their very valuable contribution.

Throughout 2015/16 Kerang District Health received fantastic results via the patient satisfaction surveys carried out and I would like to acknowledge the time taken by patients in providing this valuable feedback.

In closing I would personally like to thank Karen Transton our Quality Co-ordinator for her work over the last twelve months and in particular, her contribution to our Partnering with Consumers Committee.

I would also like to acknowledge the contribution of the Board of Management, management and staff in the quality improvement process at Kerang District Health.

Yours sincerely

Robert Jarman  
**Chief Executive Officer**

The *Quality Account* is widely distributed in Kerang through a letter box drop and to the outlying districts through the mail delivery system. Copies for reading are also available at the hospital, medical clinics and local library for your enjoyment. We welcome your feedback about the *Quality Account*.  
*Please complete the survey to help us to improve our Quality Account.*



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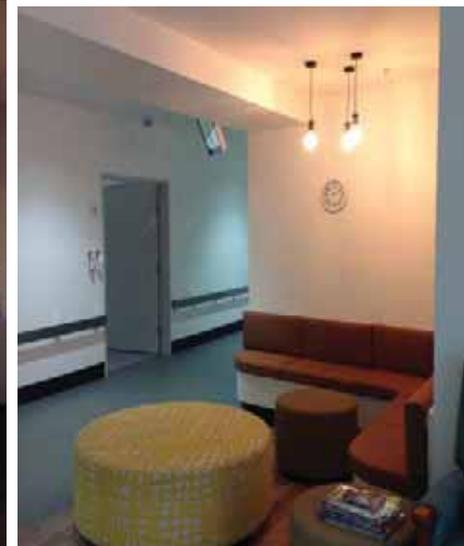
*Ambulance, Police and Fire - Phone 000*

*Kerang District Health - 54509200*

*Terry White Pharmacy - 54521010*



***THE INSIDE STORY-*** Kerang District Health is nearing the completion of the \$36.3 million dollar redevelopment. *So..... we would like to show you the inside.*



## Health service accreditation.

During the past year Kerang District Health has been working towards addressing the 22 recommendations received from the 2014 organisational wide survey. Many of the recommendations were around consumer partnership and consumer participation. We encourage all consumers to become involved, whether this is in their own care or working with Kerang District Health to improve or review service delivery. We welcome your feedback and look forward to continuing our partnership with our community.

In June 2017 Kerang District Health will be surveyed against the 10 National standards for re-accreditation. During this survey the Australian Council on Healthcare Standards (ACHS) will visit for three days and review our systems and processes to meet the 10 National Standards. Kerang District Health's current accreditation expires on the 3<sup>rd</sup> of November 2017.

In March 2016 "Glenarm" underwent an unannounced support visit by the Australian Aged Care Quality Agency (AACQA), Glenarm passed this visit complying with all 4 Aged Care Standards, and no recommendations were received. "Glenarm" is currently accredited until 7<sup>th</sup> March 2018.

## STRATEGIC DIRECTION

Late in 2015 Kerang District Health enlisted community groups to assist with the hospitals Strategic Plan for 2016-2018. A "Tea for Ten" project was used to hear from the broader community. A member from each community group invited nine other community members, supported by Kerang District Health, a morning tea was hosted. Three questions were put to each group to enable different views and perceived direction for the hospital for the next 3 years. Service providers such as police, schools and the community health networks were also involved. From these discussions the strategic plan was developed. Kerang District Health's Strategic Plan for 2016-2018 can be accessed from our website: [www.kerangdistricthealth.com.au](http://www.kerangdistricthealth.com.au)



With the assistance of community groups and key stakeholders Kerang District Health reviewed their Strategic Plan in 2015 and from this review new Values were developed in the acronym of CARE.

*Our staff are committed to our values and seek to achieve them for every person, every time.*





Percy Ladgrove cooking up a storm at the "5 ways to wellbeing" breakfast.

# THE MEN'S SHED



Noel "Kojak" Connolly



The Men's Shed is a meeting place for the men of Kerang and surrounding districts, offering social networks, working in partnership with community groups such as Rotary and Lions to benefit the whole community. The Men's Shed operates with the support of Kerang District Health. In April this year the Men's Shed hosted a health and well-being breakfast where speakers from Northern District Community Health Service spoke on the "5 ways of well-being: connect, be active, take notice, keep learning and give". Hope Assistance Local Tradies (HALT) presented a presentation on Men's mental health and how important it is to seek help and not suffer in silence. The group enjoyed a hearty breakfast of bacon and eggs cooked by the men from the Men's Shed. If you would like to become involved with the Men's Shed please contact Kerang District Health for further information on 54509200.



Brian Moore, Percy Ladgrove & Des Schmidt enjoying the social event



## *“Opportunity has doubled.”*

Following the move of District Nurses to the new Allied Health building at Kerang District Health, an opportunity for the Rita Hall Opportunity Shop became available to double in size. This year with the ladies hard work and community support a cheque for \$79,000 was donated to the hospital, being one of the highest annual contributions to date. The “hole in the wall” was officially opened in June this year with the opportunity shop now occupying two buildings; a morning tea to celebrate this special occasion was enjoyed by volunteer workers.



Jenny McNeil,  
Shirley Austin, Edith  
Wishart, Claire Fagg,  
Sandra McCallum  
and Jill Sparkes  
organising the extra  
displays made  
possible by the  
extension.

*Kerang District Health welcomes all volunteers for various projects or ongoing activities. To become a volunteer please phone 54509200.*

## *DISTRICT NURSING*



Our professional and competent District Nurses offer a range of services designed to meet the needs of each individual client. Clients can be referred to this service by a General Practitioner, Health Care Professional, family member, friend or by self-referral, District Nursing Services are available: Monday to Friday 8.00 am - 4.30 pm and Saturday and Sunday 8.00 am - 12 midday.

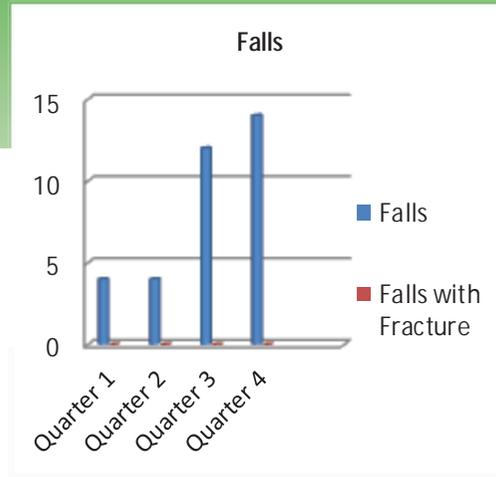
A Community Nursing Clinic is also available to the general public from 1 pm-2 pm, Monday- Friday at the District Nurses Office in the Allied Health building at Kerang District Health, please note this office is closed on Public Holidays. No appointment is necessary for the Community Nurse Clinic.

For more information please contact Kerang District Health 54509200.

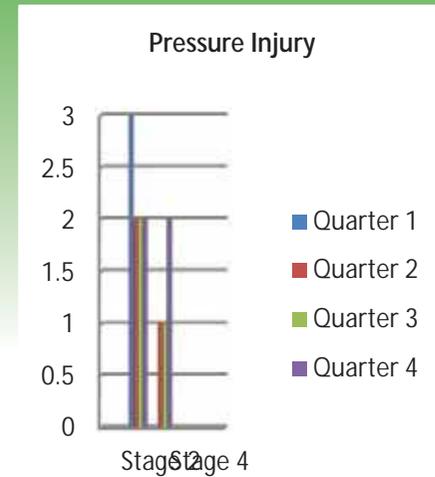




Joyce Moore,  
Jean Woodfull &  
Betty Hosking



Falls are defined as “an event that results in a person coming to rest on the ground, floor or lower level”. Glenarm has Injury minimization interventions in place for residents at risk of falling, such as initial assessments, ongoing supervision of residents when walking and hip protectors for high risk residents. Maintaining resident’s physical condition and regular exercise helps towards fall minimisation.

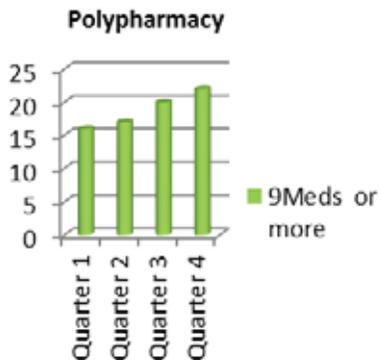


The risk of developing pressure injury increases as a result of age-related changes such as: skin integrity, immobility, impaired cognitive status and fragility. Glenarm conducts daily skin inspections and 3 monthly pressure risk assessments on residents and “at risk” residents are identified. Pressure relieving devices are utilised to prevent ongoing pressure injuries.

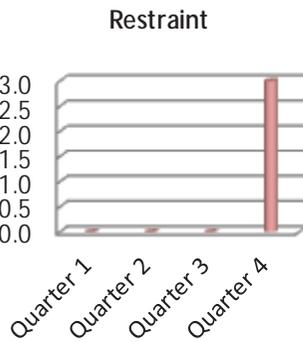
The **National Aged Care Indicator Program** is a voluntary program for aged care services. Indicators measure aspects of service provision which contribute to the quality of care and services given by the provider, and to consumers’ quality of life and experiences.

**The main objectives of the Indicator Program are:**

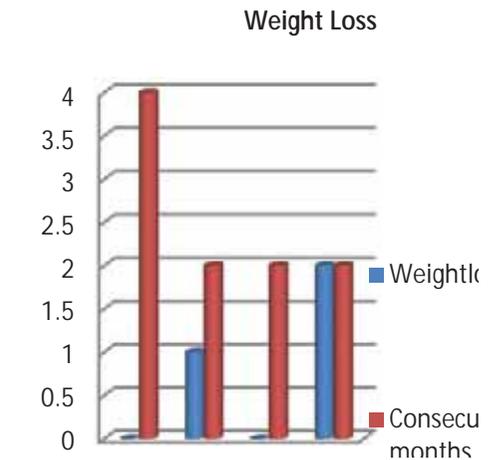
- To give consumers transparent, comparable information about quality in aged care to aid decision making
- For providers to have robust, valid data to measure and monitor their performance and support continuous quality improvement.



The number of residents prescribed 9 or more medications in Glenarm is marginally higher than the states average. Glenarm is continually working alongside their doctors to reduce these statistics.



Restraint is any adverse practice, device or action that interferes with a resident’s ability to make a decision or which restricts their free movement. Glenarm’s average for restraint is higher than the state average and we continuously review ways to avoid the use of restraint.



Unplanned weight loss occurs among older people for a number of reasons, including: dementia, behaviours or forgetting to eat. Glenarm works alongside a dietitian who assesses and implements food plans for residents who have been identified to be at risk of unplanned weight loss.



# COMMUNITY SERVICES

Our dynamic healthcare team at Kerang District Health provides quality holistic care to each patient admitted to our service, ensuring that all needs are identified and met, including physical, emotional and spiritual needs. The hospital offers a range of services designed to support your ongoing recovery.

## W D THOMAS ACTIVITY CENTRE

### Planned Activity Group - Centre Based

Monday, Wednesday, Friday 10:30 am - 3:00 pm

**Planned Activity Group** - Mobile (Koondrook, Mystic Park, Lake Charm, Quambatook) Tuesday and Thursday, 9 am – 3 pm

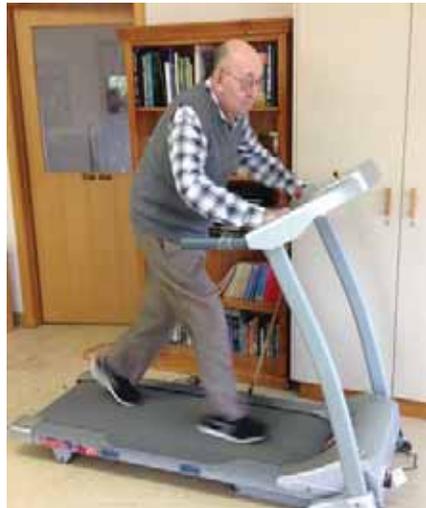
**Planned Activity Group** – Exercise, Tuesday and Thursday, 9 am-1 pm

**Tai Chi** - Tuesday and Thursday, 10-11 am

**The Men's Shed** - Tuesday, Wednesday and Thursday, 8 am – 4 pm

# TAI CHI AND EXERCISES

Keeping active is important for recovery



*Our focus is on people remaining actively involved in their own care.*

A Tai Chi program is available at the WD Thomas Centre on Tuesdays and Thursdays with two sessions being available, 9 am and 1 pm, no referral is necessary. Exercise programs are also available on a Tuesday and Thursday at 9 am and 1 pm, for the exercise program your first attendance will include an assessment to gauge your exercise needs and current capabilities. Referrals can be sent to your Doctor or the Physiotherapist if further assessment is required before commencing exercise classes. For further information phone Kerang District Health: 54509200



Tai Chi class at the WD Thomas Centre



## *INFECTION CONTROL*

The Victorian Department of Health target for Influenza vaccinations in Healthcare workers is 75%. In 2015 65% of Kerang District healthcare workers were vaccinated. A 2016 program to increase staff awareness of the importance of Influenza vaccination to protect themselves and their patients was rolled out. Influenza vaccinations are supplied free to all staff members at Kerang District Health. This year the clinics were set up in each department to allow staff to attend, frequent reminders were sent via email or over the intercom to advise staff the clinic was in their department and to encourage them to take part. The 2016 Influenza vaccination program has been a success; due to the new program in 2016 85% of staff were vaccinated.



Cheryl Dear receiving her Influenza vaccination from Margy Christen

## *FOOD SAFETY AUDITS*

Kerang District Health is audited annually against the Food Safety Act 1984 and the Food Safety Standards of Australia. The audit was conducted in February 2016 and a certificate of compliance was issued.

External cleaning audits are also conducted annually, results received for 2015 were 98%, and the most recent audit conducted in July 2016 resulted in an overall compliance of 99%.

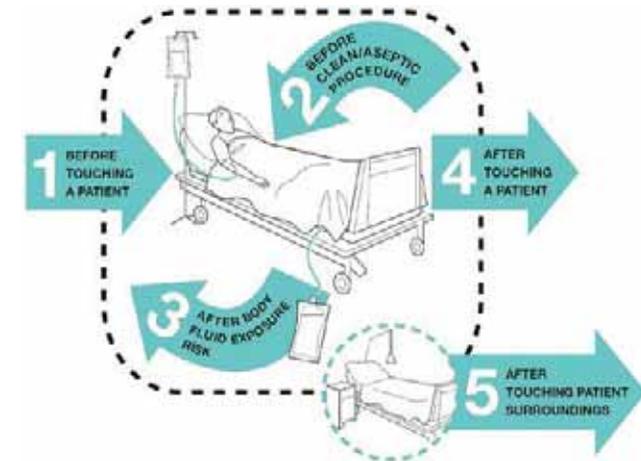
Victorian Healthcare Experience Survey asks patients using our service to also rate the cleanliness of their room and bathroom facilities, 2 questions are asked.

- ✚ How clean were the toilets and bathrooms that you used in hospital? Patients rated the cleanliness of the facilities as 100%.
- ✚ In your opinion how clean was the hospital room or ward that you were in? Patients rated the cleanliness of the room as 99%.

## *HAND HYGIENE*

Visual audits of hand hygiene are conducted quarterly and results are reported to the Department of Health.

June 2016 resulted in a score of **94.7%**. Hand hygiene is extremely important to prevent the spread of infection. All staff, patients and visitors are encouraged to use the hand rub on entering and exiting their room or the building. Patients are offered hand hygiene before meals, staff practices include the 5 moments of hand hygiene, hand rub is available throughout the hospital for everyone to use.





Our staff told us that we could improve communication. So we have...

Introduced monthly Staff Forums.

Started weekly Department Heads Huddles.

## Actions & Strategies taken to promote a positive workplace

Our staff told us that we could be better at rewarding and recognizing our team's achievements...

We have been trialing Green Cards to thank and recognize each other.

My organization motivates me to help achieve its objectives

70%

Overall Staff Engagement

73%

Management is driving us to be a safety-centered organisation

79%

I feel a strong personal attachment to my organisation

74%

I would recommend a friend or relative to be treated as a patient here.

93%

I am proud to tell others I work for my organisation

76%

The culture in my work area makes it easy to learn from the errors of others...

83%

Patient care errors are handled appropriately in my work area

80%

Trainees in my discipline are adequately supervised

68%

% of staff that agree with the following statements...

How do we source our information?

The People Matter Survey is a tool used to gain feedback from our staff in all areas of our organisation. This tool is an online survey that is conducted across all Health Services in Victoria.

Feedback received includes;

- Workplace Culture
- How staff gauge patient safety
- Staff Engagement
- Bullying and Harassment
- Leadership and Management
- Public Sector Values

My suggestions about patient safety would be acted upon if I expressed them to my Manager.

79%

KDH does a good job of training new and existing staff.

83%

I am encouraged by my colleagues to report any patient safety concerns I may have.

87%

You told us that bullying in the workplace has increased. So we have...

I would recommend my organization as a good place to work

75%

My organization inspires me to do the best in my job.

72%

Started conversations about 'Above and Below the Line Behaviours' that will be rolled out to every team in KDH. Bullying Training is mandatory for all staff in 2016.

We were told that the leaders of KDH need to do more to model the KDH Values...

We have introduced new KDH values under the acronym: CARE and we're promoting them at every opportunity.



## PARTNERING WITH CONSUMERS



Dale Spinks, Jenny Makeham and Lindsay Maplestone enjoying gluten free cake for Coeliac Awareness Week presentation by Karyl Hewitt.

As part of the National Safety and Quality Healthcare Standards all health services must form a partnership with their consumers to be involved and informed about our health service. Kerang District Health has an active consumer committee, meeting monthly. The committee is involved in areas of patient safety, results of surveys conducted, and areas for improvement, design and redesign of the health service, brochure development and working in partnership with the health service to improve the hospital experience for all consumers. We are calling for expressions of interest in the Partnering with Consumers Committee from all interested members of the community. Please contact Kerang District Health for further information by phoning 54509200.

## TRANSITION OF CARE

Working in partnership with patients to assist with their own care is paramount. Patients need to feel they are in control as much as they want to be. Decisions about treatment and care are in partnership with our patients and discharge planning is commenced on admission. Patients are assessed for services or appointments necessary to continue their recovery at discharge. Results from the Victorian Healthcare Experience Survey show patients are being assisted to return to home.

Patients are asked to look back on their experience and reflect if they were given the information for managing their care at home, 85% of patients felt sufficient information was received, and their family or home situation was taken into account. Thinking about when they left hospital 92% felt adequate arrangements were made including transport, meals and aids.



Student nurse Stephanie checking Police Officer Tanya's blood pressure at the Kerang District Health stand at the recent Kerang Show.

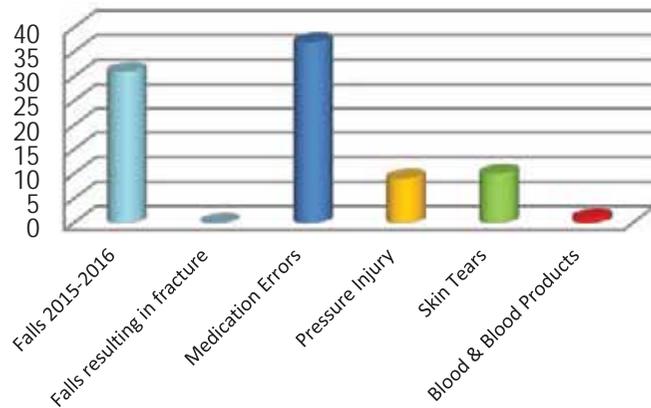


## ADVERSE EVENTS

Adverse events or near miss data is collected and reported at the highest level of governance. This enables the service to review practices and action areas of concern, best practice is used to assess and limit risk to patients.

Adverse events from falls, pressure injury, blood/blood products, pressure injury and medication errors are reported, addressed and actioned. The collection of this data enables trends to be identified and generates improvements.

Adverse Events in acute care 2015-2016



Adverse events are reviewed monthly by the Incident Review Committee and from this committee recommendations are made to reduce the risk of any further events, this may include education for staff, change in clinical practice (the way we do things), change of infrastructure to avoid further injury, implementation of devices to decrease the risk of injury. In the last year there has been a change in culture to report incidents or near misses to allow for improvement. Education has taken place to enable staff to recognise an adverse event, how to report an adverse event and the results of the reviews are shared with staff for further education.



Staff education and information on Blood and Blood Products



Information to highlight how to prevent and manage pressure injury

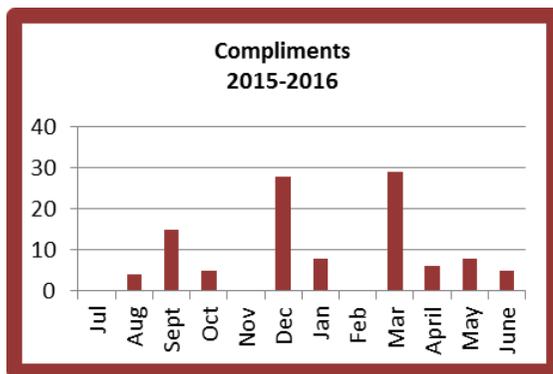


Information display for Anti-microbial Awareness Week, informing staff and consumers how they can help combat the resistance of antibiotic use



## WE VALUE YOUR FEEDBACK –

Kerang District Health receives feedback from our consumers in many forms. As a patient at Kerang District Health you will receive a survey after you have left hospital from the Victorian Healthcare Experience Survey, this will ask you about your experience at our service. Our results from this survey have been very positive Jan – March 2016 resulted in an overall satisfaction rate of 98% and in April – June 2016 our results for the overall experience was 100%. Through this survey Kerang District Health can identify areas for improvement and work towards a better experience for our patients. Other ways to give feedback is by completing the comments, complaints and suggestion form found at the front reception desk or the feedback form given to you at discharge. All feedback received is reviewed and actioned to address areas of concern or areas for improvement.



A total of 108 compliments were received for 2015 – 2016

“I have never seen such high standard of care, help and attention, careful, cheerful and courteous. The attitude of the staff is better than any standard I have come across”

“Many thanks for all the care and kindness I received during my hospital stay.”

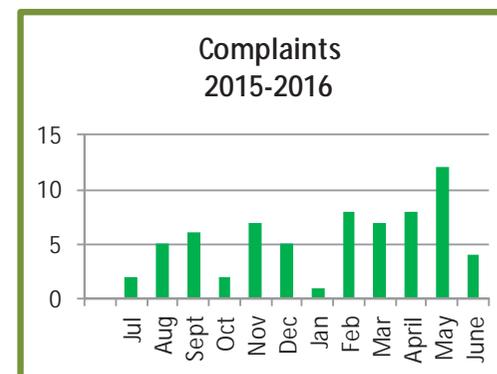
We received 23 feedback forms back from last year’s Quality of Care report and have implemented some of the suggestions in this edition to improve our report. We thank you for your feedback and we hope you enjoy reading this year’s Quality Account, please take the time to complete this year’s feedback form to inform us of how the report can be improved or what you liked about the report.

Returned survey comments from 2015:

Include phone numbers for hospital, emergency services and chemist  
Voluntary services available to participate in for Kerang District Health  
Redesign the feedback form

Include thank you notes and photos of staff and flowers received

Registered Nurse Candice, happily receiving a bouquet of flowers from a patient’s family members in appreciation for the care received whilst at Kerang District Health.



A total of 71 complaints were received for 2015 –2016, all complaints are reviewed and improvements have been made from your feedback.





*Comments received by catering staff at Kerang District Health:*

*"Meals were beautiful and very enjoyable".*

*"Many thanks for the delicious meal. The corn beef & mustard was spot on and the vegetable combination complimented it very well. Would love to come and see your kitchen at some time."*

*(This patient was invited to have a tour of our kitchen and was very happy.)*

*"Thank you for such a beautiful lunch, best meal I've enjoyed since touring Australia on a trip".*



1.6% of the population of Kerang identify as Aboriginal.

Closing the Gap for aboriginal people in health care has been a priority of the Australian government since 2008. Indigenous access to adequate, preventative and comprehensive primary health care is essential. At Kerang District Health the Aboriginal Liaison Officer Esther Kirby, works closely with the community and the Mallee District Aboriginal Service to support our population. Esther can be contacted by phoning Kerang District Health on 54509200.

## **MATERNITY SERVICES AT KERANG DISTRICT HEALTH**

### **1 Birth at KDH for 2015 - 2016.**

Whilst Kerang District Health has not re commenced birthing services in the last 12 months, they still have a midwife available on each shift for antenatal or postnatal care. Women are welcome to transfer back to Kerang for their postnatal period if their birthing hospital agrees to the referral. Women who have straight forward, uncomplicated pregnancies are encouraged to attend the midwife obstetric antenatal service at Swan Hill District Health, and women who require greater levels of care or assistance during their pregnancy are encouraged to attend Bendigo Health for their antenatal and birthing requirements. Kerang District Health offers a Domiciliary Midwife who will come and visit the new mother and baby in their home despite where the baby was born.



**LGBTI – WORKING TOWARDS THE RAINBOW TICK**

The working group established to acknowledge and increase the inclusion of Kerang District Health's LGBTI community has been educating the staff at the 2016 Professional Development Day to be aware of how Kerang District Health is working towards an inclusive service to achieve the Rainbow Tick. We have just approached the second year of this project, including review of our documentation and policy to enable inclusion. Kerang District Health is seeking a consumer who would like to become involved in this project. If you would like to become involved or require more information please contact Kerang District Health on 54509200.

*A compliment received related to LGBTI inclusive service:*

***Staff were very nice and we felt very cared for. As a same sex couple we felt welcomed and comfortable. Thanks.***

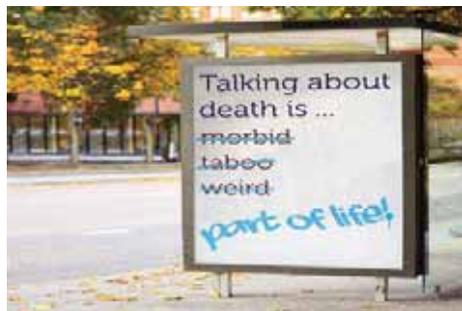


## ADVANCE CARE PLANNING

Advance Care Planning - is a process comprising of discussions which enable a person to plan for their future medical treatment and other care, particularly for a time when they are not competent to make or communicate decisions for themselves. Having the conversation about what treatment and care loved ones want during a serious illness or at the end of their lives can be difficult and emotional for families. When faced with such a decision, even family members who know us well would struggle to know our wishes, and having to make a decision about end of life care can lead to prolonged guilt whichever way the decision goes.

### WHO CAN HELP ME WITH ADVANCE CARE PLANNING?

Talk to your family members and close friends about your desire to plan ahead. Talk to your Doctor about Advance Care Planning or contact Kerang District Health and they can arrange for an Advance Care Plan facilitator to assist you. Phone 54509200



*Consumer comment after completing an advance care plan:  
I recently attended an information session organised by Kerang District Health and presented by Sue Gray, the Advance Care Plan facilitator. Sue outlined many reasons why these plans are so important and how easy it is to go through this process. Following this I thought it was time to have a serious think about how I wished to be treated. Although I have made my wishes very clear I realised that these may not be adhered to. Having discussed this with my family we agreed to make an appointment with Sue, who was amazing as she talked us through the whole process. An appointment was made with our GP; an Advance Care Plan was completed and returned to Sue. Copies have been provided to all family members and others involved.*

In January 2015 Kerang District Health commenced an Advance Care Planning program to inform and discuss what an Advanced Care Plan is and how you can complete an advanced care plan. Several community and staff education sessions were attended to start the conversation.



35 discussions have been attended and 27 completed Advance Care Plans have been received for 2015-2016

### A letter received from a client who has completed an Advance Care Plan:

*I attended my Advance Care Plan with the District Nurse Sue. Sue was very easy to talk to, listened and was very caring and explained everything in a way I could understand, Sue made me feel very comfortable discussing these matters. I think it is something everyone should consider doing while they are able to, not everyone is in a family situation, and you may be on your own with no family at the time of your life, so it was good for me to put my thoughts and wishes down, knowing that my wishes will be followed. Thank you Sue for handling this in a caring and gentle way, I'm glad I've done it now and have peace of mind. This was not upsetting or daunting to do, it just felt right.*



