

# 2018 Calendar

KERANG  
District  
Health



**KERANG DISTRICT HEALTH  
QUALITY ACCOUNT**

KERANG  
District  
Health



# QUALITY ACCOUNT



## 2018 CALENDAR

### Our Vision:

**Kerang District Health seeks to improve the health and wellbeing of the community**

### Our Values:

**Caring**

- We will be person-centred, show compassion and empathy

**Accountability**

- We will be transparent, trustworthy, and responsible for our actions

**Respect**

- We will embrace and be considerate of the differences, between all people.

**Excellence**

- We will be dedicated to every person, every time.

### In this Issue:

*January- What is the Quality Account?*

*February - Maternity Services, Take a stand.*

*March- Accreditation Status*

*April- Work Safe, Child Safety*

*May- Aged Care Indicators*

*June- Consumer Involvement*

*July - Infection Control*

*August- Feedback*

*September- Men's Shed*

*October- Dulcie's Story*

*November- Our Staff Matter*

*December- WD Thomas Centre*

**Kerang District Health:**

Phone 54 50 9200

Terry White Pharmacy:

Phone 54 52 1010

Pathology opening hours: 8 am - 4 pm

Phone: 54 50 9296

Radiology opening hours: 8 30 -330 pm

Phone: 54 50 9274

*Dear Community,*

*It is with great pleasure that I present to you the Kerang District Health Quality Account for 2017.*

*The Quality Account is aimed at providing information to the community about the range of quality systems we have in place at Kerang District Health.*

*In releasing this report I would like to take the opportunity in thanking staff and VMO's at Kerang District Health for their valuable contribution in working towards achieving such good results in providing safe, quality care to our clients.*

*Robert Jarman*

*Chief Executive Officer*





**Interpreter services** at Kerang District Health are available for patients who require one and can be accessed by staff or families through the Translating and Interpreter Service National by phoning 131450.



*Overall, 95% of our patients rated their care received while in hospital as good or very good.*

## *What is the QUALITY ACCOUNT?*

The purpose of the Quality Account is to provide accessible information to our community about the quality of care and safety at Kerang District Health.

The aim of the Quality Account is to improve our community's understanding of and engagement with the quality systems,

processes and outcomes provided by Kerang District Health.

Your feedback about our Quality Account is important to us. Feedback received following the publication of last year's Quality Account has driven some changes for this year's edition: larger squares for the calendar, more photos of staff, explanation of why we

produce the Quality Account, visiting hours, and hours of service for Pathology & Radiology.

The Quality Account is widely distributed through a letterbox drop and to the outlying district through the mail delivery system.



## **We value your feedback**

Feedback to KDH can be accessed in many ways: a feedback form and reply envelope are located at the front reception desk and can be placed into the locked box or sent via post. Patients are encouraged to complete a feedback form after discharge, or feedback can be given by emailing Kerang District

Health via the website, or email directly to [contact@kerhosp.vic.gov.au](mailto:contact@kerhosp.vic.gov.au)

The *Victorian Healthcare Experience Survey* (VHES) is conducted by Ipsos Australia on behalf of the Department of Health and Human Services and Public Health Services throughout Victoria.

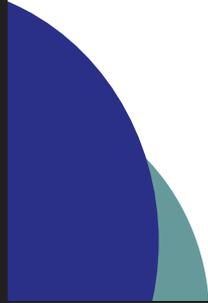
Measuring patient experience contributes to improving the safety and quality of the care our health service provides.

## **DYING TO KNOW DAY**

Kerang District Health held a *Dying to Know Day* morning tea for staff education and participation about starting the conversation. Emphasis was around the importance for all of us to have a plan, not only the patients we care for.

Director of Clinical Services,  
Chloe Keogh cutting the cake to start the conversation





# January 2018

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## *KDH Midwifery Services*

*“We wish to compliment all staff on their care during my stay, of all the hospitals I have been in, Kerang has been fantastic”*

*Please let the staff know that I appreciate their care and what a great job they all do.*

KDH has not been able to replace their GP obstetrician since August 2015, despite advertising and offering incentives for doctors who may wish to move to the town.

For women in the Kerang area who are planning or expecting a child there are birthing services offered at: Swan Hill District Health, Bendigo Health, Echuca Hospital and Cohuna hospital.

For women experiencing a low risk pregnancy there may be the opportunity to have shared Antenatal Care

with a midwife in Kerang- to save travelling to every appointment at the birthing service you have chosen.

This would need to be in cooperation with your antenatal care Doctor or Obstetrician.

If this is an option for you please contact Kerang District Health on 54509200 to make an appointment with the antenatal midwife.

Once you have returned home post natal domiciliary care can be provided by our Midwives who work within the District Services team. They will visit you at home to help you with your babies feeding, sleep patterns, and general wellbeing.



## *Strengthening our hospital's response to family violence:*

All health services provide training to health workers to notice the warning signs, to respond respectfully to family violence.

Health services have developed response procedures, so they have the right processes in place to make sure that patients who are the victims of family violence don't fall through the gaps.

Kerang District Health in 2016 added "Take a stand" to their mandatory training program for all staff to

gain knowledge on: what is domestic violence, support services available, supporting someone you know and how to take a stand against domestic violence.

Our 2017 program, conducted by our local police, included statistics of family violence for our area and how to respond to violence in the hospital setting.

**Take a stand against Domestic Violence**

Hopeless Crime Physical Lonely Control  
Hurt Children Fear Crying RAGE  
Verbal Anger Depression Abuse  
Apologies Why Lies Insecurity  
Partner Scared Anxiety Assault  
Bruise Victim



# February 2018

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## Accreditation Status

In June 2017 Kerang District Health underwent an organisation-wide accreditation survey with the Australian Council of Healthcare Standards. All 10 National Standards were reviewed and Kerang District Health achieved compliance with all 10 standards. Of the twenty two (22) recommendations from the 2014

organisational accreditation all were closed off as part of the 2017 survey. The 2017 survey resulted in three (3) recommendations.

This will allow Kerang District Health to work towards the recommendations over the coming three years.

Kerang District Health's current accreditation will expire in November 2020.



Dawn Jager & Karen Dear

*"It's not the hospital, it's the people that work here, they are wonderful, it must be the rural setting, all staff are in-tune and the care is more personal, we can't fault anything."*



Due to a restructure of the accreditation systems District Nursing Services are now accredited by the Australian Aged Care Quality Agency. In August 2017 Kerang District Health District Nursing Services were re-accredited meeting all three (3)

Commonwealth Home Care Standards and eighteen (18) outcomes. District Nursing Services are accredited until 2020.

Glenarm Nursing Home underwent an unannounced support visit by the Australian Aged Care Quality



Agency in March 2017 all four (4) Aged Care Standards and forty four (44) outcomes were achieved. Glenarm Nursing Home is due for re-accreditation in December 2017. Current accreditation expires in March 2018.

## LGBTI – Working towards the Rainbow Tick



Kerang District Health continues to acknowledge and increase the inclusion of our LGBTI community. As we enter year three (3) of this project our plans to achieve the Rainbow Tick are continuing.

Finalisation of areas to meet the standards will take place over the next year.

If you would like more information or would like to be involved in this project please call Kerang District Health 54509200.

Jackie Chester,  
Sandra Farrant &  
Jess O'Donohue





# March 2018

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Kerang District Health is committed to creating a positive working environment for all its employees.

Unacceptable behaviour is never OK and can have a negative impact on the physical and mental well-being of health care workers.

These behaviours include: aggressive gestures or expressions, verbal abuse, intimidating physical behaviour, physical assault and extreme acts of violence or aggression.

Worksafe Victoria promotes that no matter the situation, aggression and violence against healthcare workers is never ok. Kerang District Health wishes to thank the community for their ongoing support in staff safety.



### Safeguarding Our Children



Mikayla and Fleur Boal with Dr Amiri (Dentist) awaiting surgery

*“Thank you each and every one for your care and consideration while I have been in hospital”*

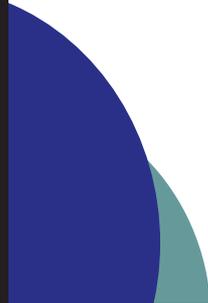
Victoria has introduced compulsory minimum standards for organisations that provide services for children to help protect children from abuse. Child Safe Standards will ensure all organisations dealing with children have appropriate responses in place for allegations of child abuse or misconduct.

Organisations such as hospitals will be equipped with the tools to prevent abuse and respond appropriately if the abuse of a child is alleged to have occurred.

While many organisations already have policies in place, these guidelines will ensure that minimum standards for child safety are implemented.

Kerang District Health has reviewed policy, reporting and recruitment processes to comply with the Child Safety Standards.

To keep our children safe, parents are asked to stay with their child for the whole of the admission. Equipment has been brought to enable a parent or guardian to stay overnight with their child.



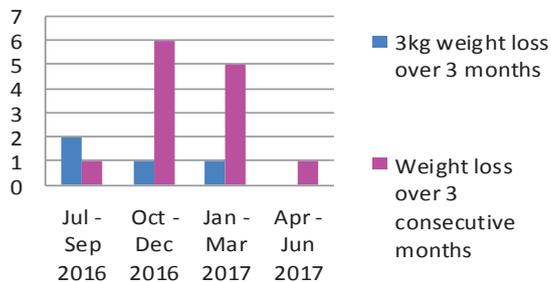
# April 2018

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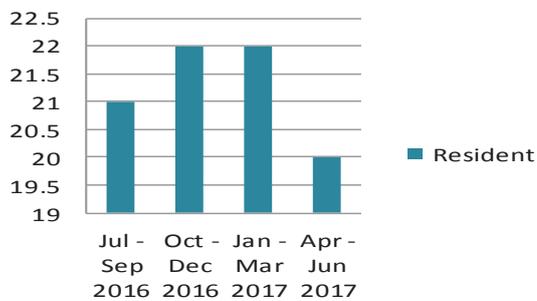
## Glenarm Aged Care

### Weight loss



Resident's **weights** are monitored monthly and referrals to a dietician and speech pathologist are generated to ensure nutrition and hydration remains adequate.

### Residents on 9 or more medications



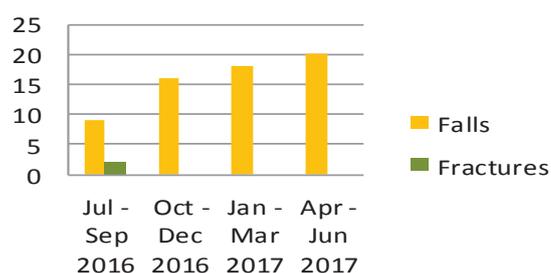
**Polypharmacy** in Aged Care is defined as 9 medications or more. Glenarm has been working with a Geriatrician and the GP to review resident's polypharmacy and make recommendations for the reduction of medications. The graph clearly demonstrates a decline in polypharmacy over the reporting period.

### Restraint



**Restraint** results are slightly above the state average for the 2016-2017 reporting period. Review of restraint usage is in consultation with the resident and their family. Some of our residents choose a form of restraint for emotional and physical safety; this must be recorded as a restraint.

### Falls



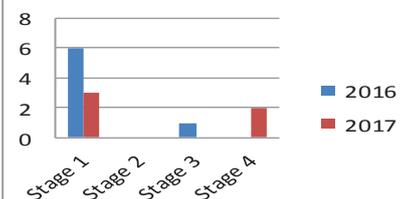
Interventions to minimise the risk of **falling** are monitored individually and strategies are put in place to reduce the risk. Exercise programs are encouraged to maintain physical condition. Strategies are in place to prevent falls and limit the risk to residents while maintaining their independence. Over the reporting period there has been an increase in resident falls.



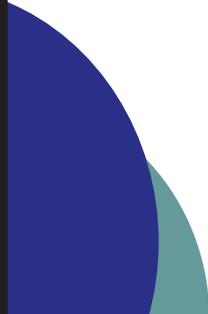
Jean McMartin celebrating her 100<sup>th</sup> Birthday with Melissa Hunter.



### Pressure Injury



Stages of **pressure injury** are graded from 1-4 and are reviewed regularly to limit or decrease further deterioration. Pressure relieving devices are utilised to prevent pressure injury. A reduction in Stage 1 pressure injury has been achieved for this reporting period. Our residents are reminded and encouraged to move position to avoid pressure.



# May 2018

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## Consumer Involvement

All health services must include consumers in the design, redesign and evaluation of services provided.

Our Partnering with Consumers committee brings the voice of our community to their meetings and share community experiences to drive continuous improvement.

Kerang District Health has a strong Consumers committee, currently meeting monthly to evaluate and generate areas of improvement for quality and safety.

Our consumer group has been working with us to meet the recommendations received in 2014, reviewing brochures, patient information guides and indicators related to our service.

If you would like to be part of the Kerang District Health Partnering with Consumers Group please phone 5450 9200.

## Advance Care Planning is:

Advance Care Planning is what you want when you can no longer make or communicate your wishes. When faced with such a decision all family members struggle to know what is best, an advance care plan enables you to have the final decision in consultation with your family.

To start the conversation, book an appointment with your doctor or visit Kerang District Health and speak with our Advance Care Plan facilitators.

Since the introduction of Advance Care Planning, 174 discussions have taken place & 71 completed Advance Care Plans have been received.



Nola Webb

## Discharge Process

The discharge process is an important part of your hospital stay and is started from the time of your admission.

Medical and clinical staff are planning your safe return home from day one, this may include a medication review, assessment of your falls risk and your ability to care for yourself or need of services at home.

We encourage our patients to work with our staff to plan their return home or discuss concerns about what you feel you need in place to return home.

A discharge pack has been introduced to help inform you about your discharge; included in the discharge information pack is medication information, VHES survey explanation and feedback forms.

**Overall, how would you rate the discharge process?**

**96% of patients rated the discharge process as good or very good**

Dana Boyd, Deaniee Henderson, Jess Blow and Margy Christian celebrating Nurses Day





# June 2018

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## Infection Control

At Kerang District Health we continually review compliance with the **5 moments of Hand Hygiene**, to ensure we provide a safe environment for our patients. Moments of hand hygiene are recorded during audits to monitor our processes during care delivery. The Department of Health and Human Services target is set at 70% compliance. In 2016 - 2017 Kerang District Health achieved a compliance rate of **94%** or above during the three audits over the reporting period.

## Vaccinations

All staff at Kerang District Health are encouraged to participate in the annual **vaccination** program against influenza. The Department of Health and Human Services set services a target of 75% of all staff to be annually vaccinated for influenza and supply our service with free vaccinations. At Kerang District Health we provide information and easy access for staff to be vaccinated. This has resulted in 80% of our staff vaccinated for influenza in 2017.



It's OK to ask our staff have they washed their hands or used the alcohol rub before attending to your care. Hand Hygiene is the most effective way to prevent hospital acquired infections. To measure the success of our hand hygiene program we also continually monitor the number of patients identified with a hospital acquired Staphylococcus aureus bacteraemia. Staphylococcus aureus bacteraemia is a serious blood stream infection. KDH has identified **no** Staphylococcus aureus bacteraemia cases in 2016 - 2017.



## Cleaning Standards

An external cleaning audit for Kerang District Health is carried out annually to comply with the Department of Health regulations. Kerang District Health's audit resulted in a compliance rate of 98% for 2016. In 2017 an external cleaning audit has resulted in a 98% compliance rate.

## Food Safety Audits

Kerang District Health undergoes a food safety audit annually against the Food Safety Act 1984 and the Food Safety Standards of Australia, the audit was conducted in February 2017 and a certificate of compliance was



Jenny Mathews, Tanya Moffat,  
Wendy Vanderheiden

*In your opinion, how clean was the hospital room or ward that you were in?*

*96% of patients rated the cleanliness as good or very good*

*How clean were the toilets and bathrooms that you used in hospital?*

*97% of patients rated the cleanliness as good or very good*

*How would you rate the hospital food?*

*90% of patients rated the food good*



# July 2018

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*Karyl Hewitt with fresh picked vegetables from Glenarm Garden*

*“I think this would have to be one of the best hospitals I've ever been to, lovely staff!”*

*The nurses to the cleaners treated me with love and care, thank you for all your kindness”*

### Suggestions

Suggestions received during this period were mainly related to how access could be improved by a redesign of the car park.

### Compliments

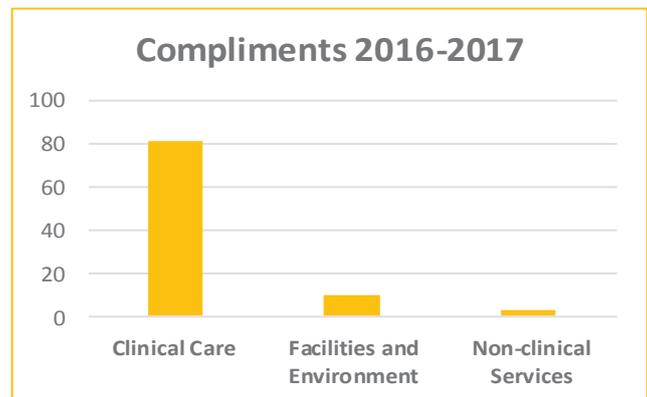
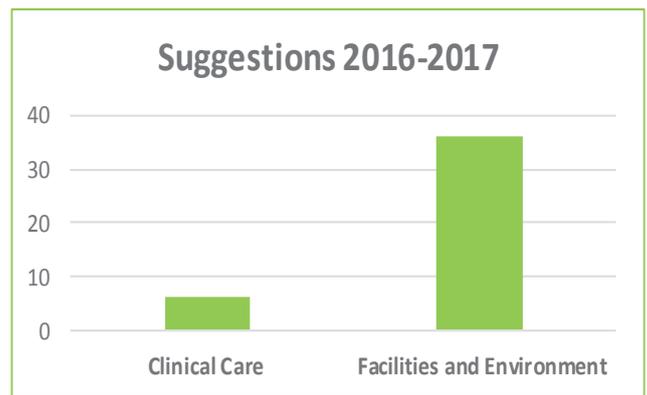
A total of ninety four (94) compliments were received for 2016-2017 compared to one hundred and eight (108) in 2015-2016.

81 compliments for good clinical care were received for this period. All feedback is passed on to staff and we are proud to have received a high total of compliments.

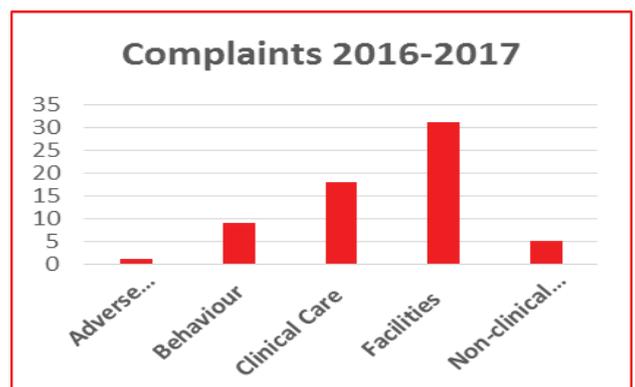
### Complaints

A total of sixty four (64) complaints were received for 2016-2017 in comparison to seventy one (71) in 2015-2016 all complaints are reviewed, actioned and acknowledgement letters are forwarded to complainants in a timely manner.

The majority of complaints for this year have been around the carpark and accessibility to the Allied Health Building. Please be assured KDH management are working through your concerns to further improve accessibility for service at Kerang District Health.



Mr. Jarman the CEO of Kerang District Health met with our Consumer group to hear further concerns from our community relating to our car park. Kerang District Health will include and involve our Consumer Group in the redesign of our car park. Issues raised by the community such as parking spaces, hazards, parking space size, drop off, pick up zones and short term parking will be reviewed and addressed.





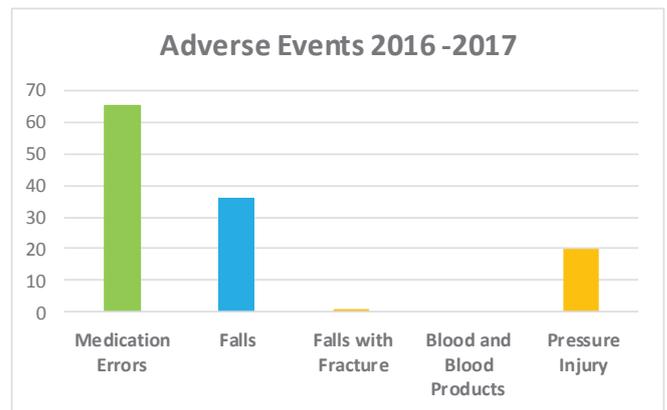
# August 2018

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## What is an adverse event?

An adverse event is a preventable or non-preventable event, that caused harm or could have caused harm to a patient as a result of medical care. At Kerang District Health adverse events are reported and reviewed to enable our service to change practice and action areas of concern and limit risk to patients. Data is collected on medication errors, falls, falls resulting in fracture, pressure injury and any errors related to blood and blood products.



A total of one hundred and twenty two (122) adverse events were reported for 2016-2017.

## Men's Shed Extends

The project undertaken was the modification of the existing Men's Shed building to accommodate the increasing numbers of participants: plans were drawn up for the extension to the existing building. Renovations commenced in 2014 and have progressed until the project completion in 2017. The Men's Shed Coordinator Brent Sambrooks undertook the role of Project Manager and works were completed by men's shed participants, local trades men and community volunteers.

Members of the local community have been very generous with their time, equipment and supplies. Many hours of volunteer work, donated labour, and equipment have been gratefully received.

Throughout the project the Men's Shed has continued to offer services to the local community with the majority of the building project occurring after hours or on weekends.

The refurbished area of the building will house a sanding machine and two wood lathes. A welding bay will also be relocated to this area. A ramp and railing has been installed to ensure easy and safe access to the new area.

The ability to spread out the equipment within the shed and install new equipment will be of benefit to the clients and ensure a safe working environment. As part of the funding submission a new air conditioning unit has been installed for the Men's Shed. This will ensure client comfort during the warmer months experienced in our area.



Brent Sambrooks





# September 2018

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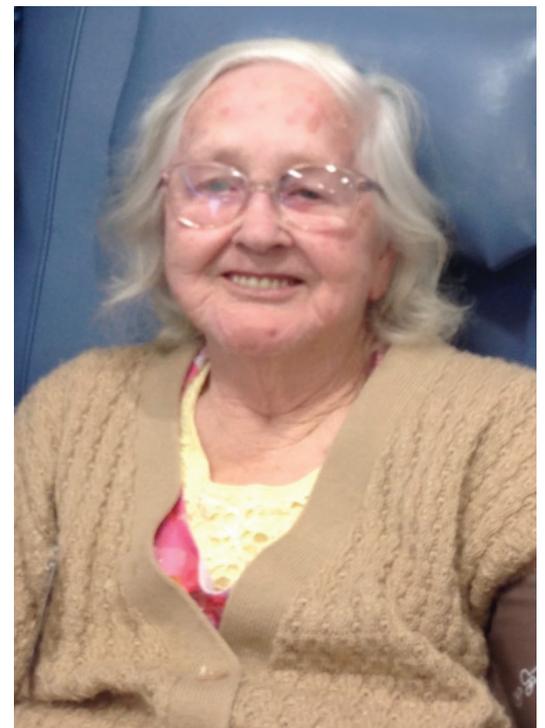


## ***Dulcie's Story***

I was on my way to the doctors, having my shower I felt a lump in one of my breasts. When I came out of the shower I asked my husband "should I show this lump to the doctor" he said "I think so." I did show the doctor and he referred me to have an x-ray and biopsy. So I had to travel to Swan Hill to have the tests. I had to wait a long time for the results. I was then referred to a doctor in Bendigo who explained to me I would need to have my breast removed, I was very nervous. When I arrived at the old Bendigo Hospital the nurse took me to have another scan and then spoke to me about the procedure. This is the first operation I have ever had. After my operation I had a physiotherapist help me with exercises and movement with a cheerful, outgoing smile, he inspired me to do my exercises. When I came home I had the support of the District Nurses which was very helpful and eased my mind, they helped me with bras and singlets I was wearing and making sure I wore them correctly, they also gave me information on gel inserts and wigs if I needed them. There were many trips to Bendigo for check ups, I continued to travel to Bendigo for 9 months, they found another 4 lumps, more scans, more biopsies and then it was back to hospital ( the new Bendigo Hospital), another operation, the care and dedication of the nurses was good, the physiotherapist was delightful in helping me with my exercises, it was good to get out of bed and move. When I came home I had more blood tests, bone scans, breasts scans, heart scans and head scans. I started chemotherapy at Kerang District Health in July, through the dedication of Dr Warren, nurse Jecinta, Cindy and Justin they have all been so caring and have put my mind at ease, because of the dedication from everyone, I am well.

My faith has been unstoppable and got me through all the problems, I thank the Lord and all the people that prayed for me and my family.

Thank you.



Dulcie Absalom

**The Oncology Unit provides care for patients with all stages of cancer & related illnesses.**

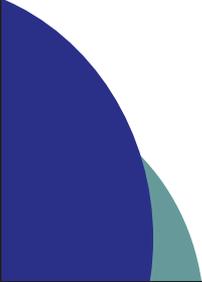
**Patients receive high quality care, in a compassionate and comfortable setting.**

**Located:  
Allied Health Building  
Phone: 5450 9275**

**Tuesday -  
6.45 am to 3.00 pm**

**Wednesday -  
(by appointment)**

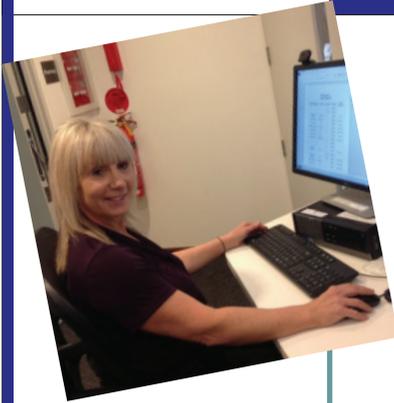
**Thursday -  
6.45 am to 3.00 pm**



# October 2018

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Narelle Theobald

Received from students on placement at Kerang District Health :

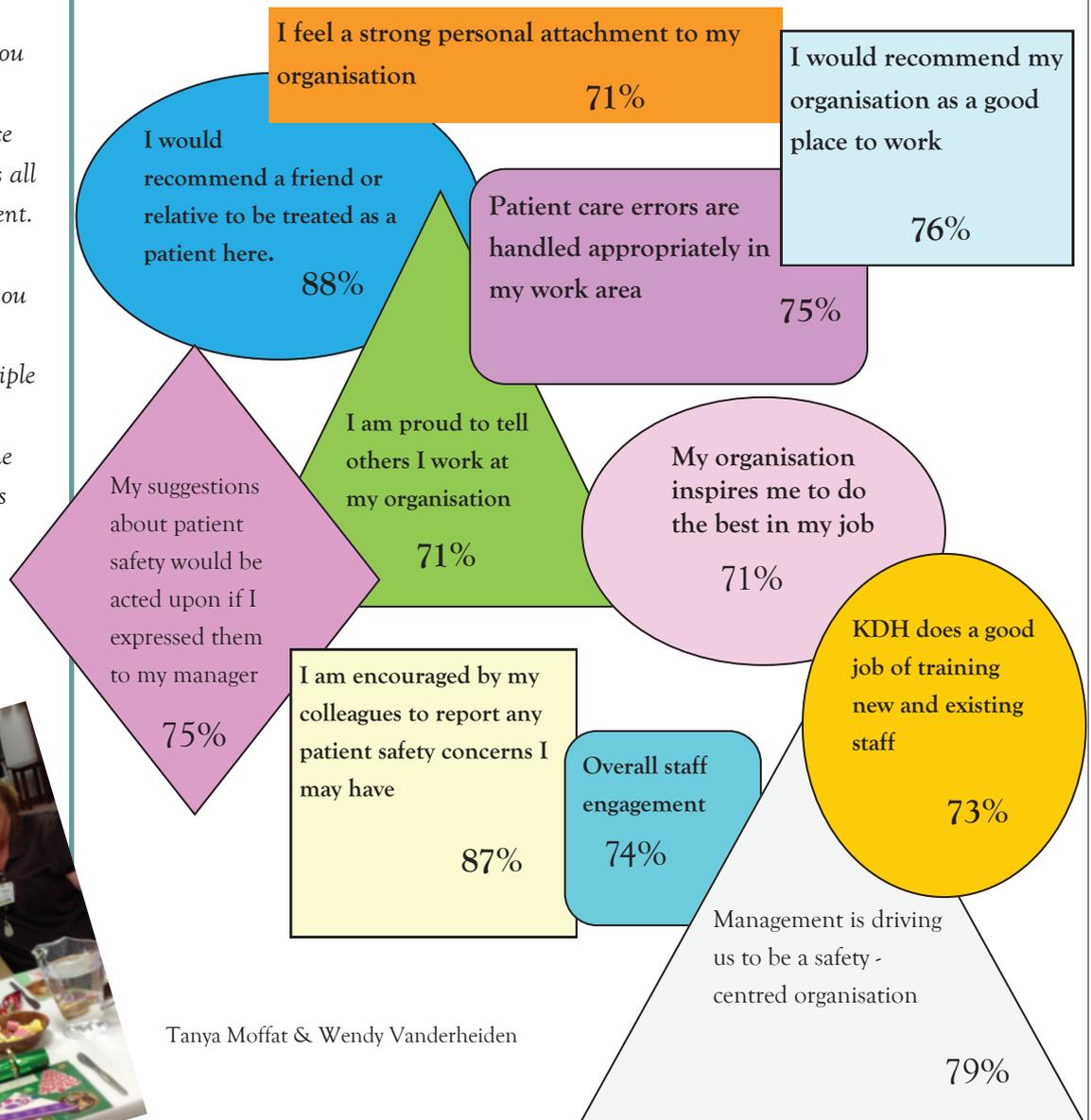
We cannot thank you all enough for the wonderful experience that you've given us all here on our placement. Thank you for the time and patience you have given us and answering our multiple questions. We will forever remember the things you taught us and aspire to be wonderful nurses like you all are.



Jess O'Donohue,  
Jenny Farley,  
Terri-anne Hastie &  
Tamara Keating

## OUR STAFF MATTER

Annually our staff receive a People Matters survey to complete. The survey gives our staff the opportunity to express their views on how our shared public sector values and employment principles are demonstrated in their organisation by colleagues, managers and senior leaders. The survey also measures the level of staff engagement and job satisfaction. Results from this survey enable management and the organisation to improve in areas that affect our staff.



Tanya Moffat & Wendy Vanderheiden



# November 2018

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## Merry Christmas



Kerri Callaway, Tammy Taylor, & Tracey Den Houting



The new exercise room added to the WD Thomas Centre

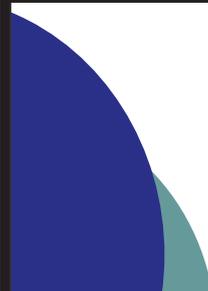
## WD Thomas Centre

The WD Thomas Centre has been extensively renovated this year. A new purpose built exercise room has been added to cope with the increasing numbers from the community. All other areas of the centre have been renovated including a new kitchen. Activities such as Tai Chi can now be run from the quiet room designated for this activity. Day Centre Clients will be able to have functions in the renovated space with room to move. Future programs will be added to the already extensive program and attended in comfort due to the renovations. For further information on activities offered, please phone Kerang District Health : 54 50 9200

*"I have found the doctor, nurses and staff to be so good, they have been helpful, kind, caring and respectful. I thank you one and all for the time I have spent here. I would have liked to take three nurses home with me, but find it hard to pick which three. Thank you for everything"*

Staff joining in the WD Thomas Centre Christmas Party





# December 2018

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24	25 <i>Merry Christmas from Kerang District Health</i>	26	27	28	29	30
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