

2020 Calendar



KERANG DISTRICT HEALTH - QUALITY ACCOUNT

Kerang District Health recognises the importance of the cultural beliefs and practices of the Aboriginal and Torres Strait Islander people and strives to demonstrate a welcoming environment. The Koori garden completed this year is a place of peace, reflection and gathering, where everyone is welcome.

The mosaic in the middle of the garden depicts the welcome, the warmth and hospitality - **“Welcome to everyone, our country, our place, and our camp fire”**

The story of the mosaic:

Welcome and warmth, the **stones** inside the fire represent the meal

The **blue and white** tiles represent the water, hospitality and refreshment

The **black stones** are the family groups of the Tribe

The **ochre** coloured stones represent the land we share

The **black tiles** on the outside represent the traditional Aboriginal Tribes

The **coloured tiles** amongst the black stones represent other nationalities who have come to share our land



Kerang District Health Quality Account Calendar 2020

JANUARY 2020

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
		1 <i>Happy New Year</i>	2	3	4	5
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27	28	29	30	31		
		NOTES:				



Dear Community Member

On behalf of Kerang District Health, I am very pleased to provide to you the Kerang District Health Quality Account for 2019 as a Calendar for 2020.

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 to ensure our community has confidence in their health service.

The last twelve months has been extremely busy as we plan and prepare for our next organisation wide accreditation survey to be carried out by the Australian Council of Healthcare Standards in June 2020.

In February 2019 "Glenarm" our residential aged care home underwent an unannounced support visit by the Aged Care Quality and Safety Commission and there were no recommendations received.

Also during the year our Catering and Domestic Services were required to meet the requirements of a Food Safety Audit and a Cleaning Audit and the Kerang Medical Clinic, our GP Clinic has maintained its AGPAL accreditation.

Our Partnering with Consumers Committee has continued to meet on a monthly basis throughout 2018/19 and has representation on the Board of Management and most sub-committees at Kerang District Health. The consumer committee for Glenarm has continued to meet on a bi-monthly basis.

Throughout 2018/19 Kerang District Health received fantastic results via the patient satisfaction survey's carried out and I would like to acknowledge the time taken by patients in providing this valuable feedback to the health service.

The introduction of "Patient Opinion" an online app. early this year provides an opportunity for clients and their families to provide us with feedback about their care and treatment and this initiative has been well received by the community and health service staff.

In closing, I would personally like to thank Karen Transton our Quality Co-ordinator for her work over the last twelve months and acknowledge the contribution of the Board of Management, management, staff and visiting medical officers in the quality improvement process at Kerang District Health.

Robert Jarman

Chief Executive Officer



Another magnificent achievement!

*The **Kerang District Health Ladies Axillary** presented the Board of Management with a cheque for \$85,000 the result of the Rita Hall Opportunity Shop fundraising efforts over the last 12 months.*

The Board of Management extends their appreciation to the wonderful ladies auxiliary and the community for supporting this vital organisation.



Kerang District Health Quality Account Calendar 2020

FEBRUARY 2020

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
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Kerang District Health Kiosk is open from 9.30 am to 1.30 pm Monday to Friday.

“Join us for a cuppa”





**PATIENT
OPINION** AUSTRALIA
BE HEARD.

Patient Opinion enables our consumers, clients and their representatives to have a voice and be heard, when providing feedback about our service. All stories are reviewed by Patient Opinion, de-identified, uploaded and then responded to by our service.

Experiences can be shared online or by filling in a Patient Opinion comment form and directly sending it to Patient Opinion.

Brochures and cards are displayed throughout Kerang District Health; please share your story or experience to help us improve our service.

If you are interested in viewing the individual feedback received for 2018 – 2019 via Patient Opinion, log onto Patient Opinion and type in Kerang District Health. www.patientopinion.org.au

The online feedback system has generated 87 stories for the 2018 – 2019, from consumers, clients and their representatives using our service. To date, the stories have been viewed on Patient Opinion 16,979 times, by staff, consumers, members of parliament and Safer Care Victoria.

77% of all stories told were from the consumer receiving care and three stories resulted in changes to services or practices over the 12-month period.

Kerang District Health Quality Account Calendar 2020

MARCH 2020

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What was good?
 Care, quality of care, staff,
 helpful staff, caring staff,
 friendly staff, support,
 nursing staff, nursing care,
 supportive

What could be improved?
 Staff attitude,
 communication, doctor,
 support, fees, waiting
 unsupportive, care,
 doctor care, lack of care,
 medical staff, and
 waiting times

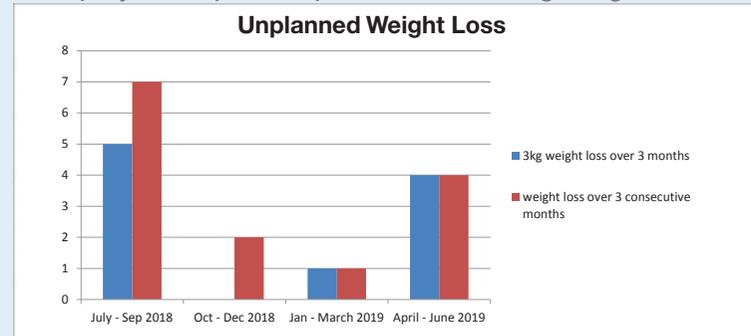




Unplanned Weight Loss

Unplanned weight loss is when you lose weight when you are not trying to. Weight loss can make you feel weak, tired and cause other health problems such as pressure injury, infections and loss of strength and this in turn affects mobility.

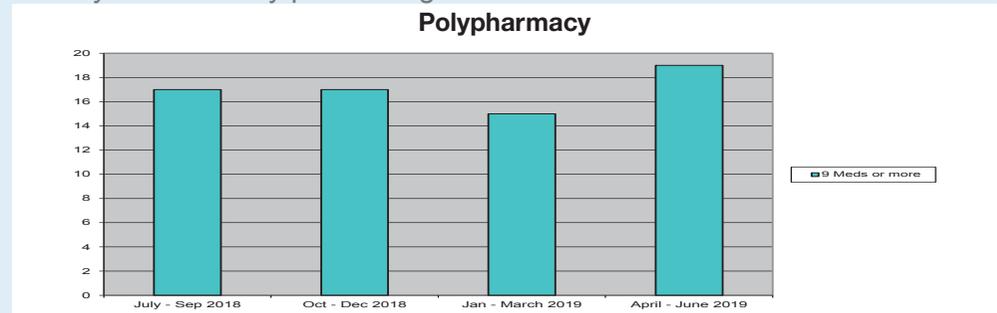
Glenarm consumers are regularly reviewed for weight loss and assisted to maintain a healthy weight range within their limits, likes and dislikes of food play an important part in maintaining weight.



Polypharmacy – nine medications or more!

People living in aged care homes often take lots of medication. It is important to have regular reviews of the medication that has been prescribed. Our consumers living in Glenarm have regular reviews by the doctor or by a referral to a Geriatrician where the number and purpose of medication is reviewed and recommendations are made.

Medications are useful for treating illness; however, they can interact with each other, causing side effects. Currently 66% of our Glenarm consumers are on nine medications or more per day, reviews continue to identify unnecessary prescribing of medications.



Kerang District Health Quality Account Calendar 2020

APRIL 2020

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
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Target Zero

2017 – 2018 Acute services reported 34 medication errors; Aged Care services reported 62 medication errors and 61 medication signature omissions through the reporting system.

All medication errors are trended to initiate improvements and to identify systems to avoid reoccurrence of errors. Safe medication administration is important in the recovery of illness and ongoing medical conditions.

Following audits and incident reviews of medication and medication signature omissions, KDH has initiated an organisational **TARGET ZERO** campaign for medication errors.

Staff are reviewing why the processes in place are not working, why medication errors continue to occur and how we can prevent medication errors from happening to keep you safe.

The aim of this project is to decrease and ultimately eliminate medication errors by working together and assisting each other to **Target Zero**.

Monthly reports are displayed in clinical areas for all clinical staff to track errors and to continue to monitor and work towards **ZERO** medication errors.

Kerang District Health Quality Account Calendar 2020

MAY 2020

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
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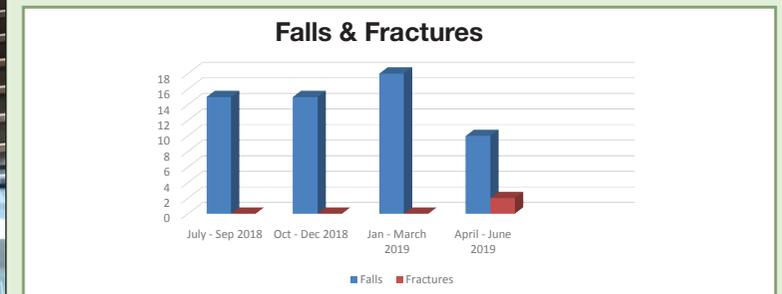


Manage your medicines by downloading the app.

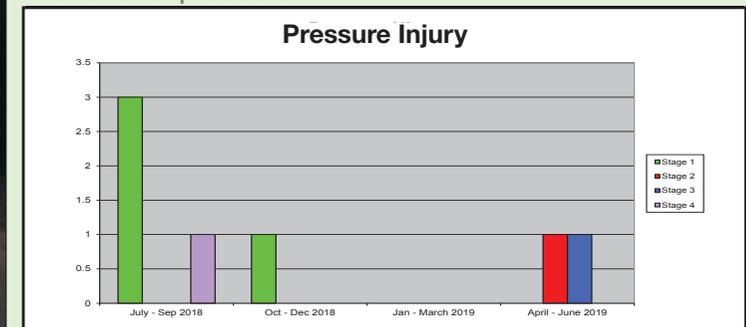
With the medicines management app **MedicineList+** you are able to store your information, features also include dose reminders and a medication list builder.



Falls are a common cause of injury for older people, including people living in residential aged care. Falls can cause bruising, broken bones and head injuries. Falls can be prevented. At Glenarm, our residents are assessed for risk and prevention strategies are put in place to prevent falls. All care is taken to assist our residents to stay strong and continue to be mobile and where possible avoid falls. Following interventions implemented in 2018 to reduce the number of falls a reduction in falls for this year is evident. 2017 – 2018 Glenarm recorded 105 falls for the year, compared to this year where 58 falls were recorded.



A pressure injury is an area of damage to the skin and under the skin. This happens from constant pressure, for example if you sit or lie in the same spot, damage can happen quickly. Glenarm residents are encouraged to stay active, move their position frequently and assisted to prevent injury. Pressure injuries reported for 2018 – 2019 were 12; devices have been purchased to assist in the relief of pressure.



Kerang District Health Quality Account Calendar 2020

JUNE 2020

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Everyone has the right to feel safe at home.

Strengthening Hospital Responses to Family Violence

We understand family violence.

Our staff can help or you can call **1800 RESPECT.**



A Consumer Story that has led to change:
Pre op care was fantastic, you could not have asked for better and
post op care was just as good, girls were fantastic. The post op
room service was great.

Nurses were there all the time to help.
The only care that was not great was at night. I understand people
need help but you did not need the slamming doors, cupboards,
dropped files etc.
I just feel a bit more care was required.

We welcome and value feedback received, allowing us
to reflect on what is important to our consumer receiving
care and how we can continue to improve to deliver
excellent care for every person, every time. This story
has allowed us to review our practices when attending to
routine tasks at night and enabled us greater awareness
to attempt to keep the noise levels at a minimum where
possible.



Kerang District Health Quality Account Calendar 2020

JULY 2020

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
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Consumers have a unique perspective that can help Kerang District Health identify opportunities for improvement that might not otherwise be apparent.

At Kerang District Health our Consumer Committee meets monthly and is involved in areas for improvement such as: brochure development, identifying areas of community concern, educating the community in a way they can understand. Glenarm Consumer Committee is currently reviewing ways to give Glenarm a more homelike atmosphere.

If you would like to become a Consumer representative at Kerang District Health please phone 54 509200.

OUR STAFF MATTER

KDH does a good job of training new and existing staff 83%

I would recommend a friend or relative to be treated as a patient here. 93%

Overall Positive Response to Safety and culture 87 % questions

I am encouraged by my colleagues to report any patient safety concerns I may have 92%

The culture in my work area makes it easy to learn from the errors of others...81 %

Management is driving us to be a safety-centered organisation 92%

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

Patient care errors are handled appropriately in my work area 86%

What have we achieved?

- Refresher Training in Above and Below the Line Behaviour training for staff
- Held all staff education day on 'Working Well Together'
- Reviewed and updated policies
- Introduced Team Rounding to encourage greater communication

My suggestions about patient safety would be acted upon if I expressed them to my Manager 86%

Kerang District Health Quality Account Calendar 2020

AUGUST 2020

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The Quality Account is widely distributed through a letterbox drop and to the outlying district through the mail delivery system. Copies are also available at the local library for your enjoyment. A feedback form is included in this publication to enable our community to comment on the contents of this report. Comments received from last year's report noted the format as a calendar was well received, it was good to see the staff highlighted in the report and they would like to see more stories about volunteers and donations received.





Adverse Patient Safety Events

An adverse event is an incident that results in harm to the consumer (patient) receiving care. Adverse events commonly experienced in hospitals include falls, medication errors, hospital-acquired pressure injuries and hospital-acquired infections.

Kerang District Health has processes in place to report and review adverse events. 2018 – 2019, ten adverse events with a severity rating of one or two have occurred.

Rating one or two rate is determined by a scoring system identifying: if the consumer (patient) has been affected or harmed, the need for increased observations and treatments and possible patient transfer to higher care due to the event.

Reviews of these adverse events are carried out and areas of change or improvement are identified.

Implemented changes following reviews of category one and two adverse events for this reporting year have been: Bariatric Policy review, including upskilling of Safe Patient Handling personnel to assist staff in difficult situations of manual handling, pre-diluted medication available, following over medicating of a drug that needed to be diluted before administration and changes to public area access and assistance at the Rita Hall opportunity shop following a fall by a visitor, resulting in a fracture.

Sentinel events are a subset of adverse events that are preventable and result in serious harm to or death of, a consumer (patient). Kerang District health has had no reportable sentinel events for 2018 – 2019.

Kerang District Health Quality Account Calendar 2020

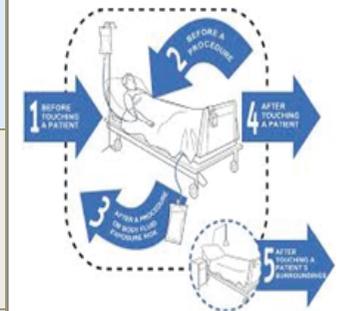
SEPTEMBER 2020

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
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The hand hygiene program is measured by continually monitoring 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 2018 - 2019.

It is **OK** to ask our staff **"Have you washed your hands?"**

The best way to avoid spreading infection is by washing your hands. Please remind staff to wash their hands to assist in stopping the spread of germs.





The **Murray to Moyne** Kerang team left from Echuca. The route is very scenic and has some tree cover (which helps with providing wind protection) making their way to Stawell for dinner, the groups rode 30-35 kms and kept changing riders until they reached Hamilton at 11.30 pm. The next day most of our riders rode together leaving Hamilton at 7 am and arriving in Port Fairy at 11.00 am (90kms) following a food stop at Hawkesdale. The weather was much more favourable with a tail wind, so all enjoyed the ride. After a swim in the sea and a bit of a rest, a celebration dinner was held at Port Fairy. The team presented the KDH Board of Management \$12,400. Kerang District Health would like to acknowledge and thank the team for their continued support.

Accreditation Status

Accreditation is an independent recognition that an organisation meets the requirements of governing industry standards. Health and community organisations are recognised for their commitment to best practice, quality, high performing systems and processes, and continuous improvement with the award of accreditation.

NSQHS Standards – Acute Services	Compliant - 2020	
ACQSC Standards – Glenarm Aged Care Residential Services	Compliant – 2021	
ACQSC Standards – District Services	Compliant - 2020	
Food Safety Standards	Compliant - 2020	
Compliance with the Hand Hygiene Australia program	Target 80%	91.2%
Percentage of healthcare workers immunised for influenza	Target 80%	84%

Phone numbers:

Ambulance: 000

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 am – 4 pm

Phone: 54 50 9274

Kerang District Health Quality Account Calendar 2020

OCTOBER 2020

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
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Perioperative Day at KDH

Celebrated by nursing staff with a morning tea and a display of instruments used in the past. Approximately 270 theatre cases were performed at Kerang District Health during the past year, enabling our community to stay close to home for minor procedures. Services offered are urology, gynaecology, dental and general surgery including endoscopy.



Staying active at WD Thomas Activity Centre



WD Thomas Activity Centre participant shares their story:

I have been attending the exercise classes held at Kerang Hospital since August 2018. When I commenced the class I was recovering from a knee replacement in early January 2018, using a cane at all times, experiencing quite severe balance problems and feeling rather powerless when it came to physical activity. I had a heart attack 2 years previously and suffered quite a severe fall in 2017. I was aged in my mid 60's and moving towards diabetes. I could barely walk across the room, but am now doing 0.5km of the treadmill on a regular basis, rarely use my cane inside or around the yard, and I am using it less and less outside on a daily basis even to the point I have gone into shops and realised I had forgotten to bring it with me.

I could not walk out in nature but recently travelled to Portland where I found I was walking on uneven ground with my balance and confidence steadily improving, I am using heavier weights for all my exercises, riding the bike each week a little further, and the strength in my knees has improved even to the point I have now begun walking down steps, something I could not do previously.

With all these changes, I am happier, more positive and confident again in dealing with life; I am swimming regularly, and have even tackled the problem of my obesity. I cannot speak highly enough of the program and the individual professional support, challenges and encouragement I have received from the staff.

Kerang District Health Quality Account Calendar 2020

NOVEMBER 2020

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
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**If you feel worse,
call a nurse!**

Our staff are trained in identifying changes in your health, but you can help staff by letting them know if you are experiencing any of the following symptoms:

- If you suddenly feel unwell
- Chest pain • Bleeding
- Difficulty breathing
- Severe pain or discomfort
- Nausea

All family members and friends of patients are encouraged to report any changes in condition.





Merry Christmas

Kerang District Health Quality Account Calendar 2020

DECEMBER 2020

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25 <i>Merry Christmas</i>	26	27
28	29	30	31			
		NOTES:				





CYCLING WITHOUT AGE

Marie Hayes and her daughter, enjoying a ride around town courtesy of the Cycling without Age program.

Restraint

Physical restraint is the intentional restriction of a consumer’s voluntary movement or behaviour by the application of a device, physical force, or removal of mobility aids.

Physical restraint devices include but are not limited to lap belts, tabletops, bed rails, and some deep-seated chairs.

Restraint must only be used as a last resort in the interests of consumer safety.

Consumers (residents/patients) can request restraint in the form of bed rails, however, this is undertaken with review from the Physiotherapist, Occupational Therapist, Doctor and the consumer’s representative.

One consumer in Glenarm has requested bed rails for their sense of security, assessments have been attended in consultation with the doctor, occupational therapist and family representative.

Use of Physical restraint



Cycling without Age is proudly sponsored by The Bus Stop Recycle Shop Kerang.

Residents enjoy traveling around town with the leg power of volunteer pilots.

*Most Outstanding Regional
Hospital in Australia
- finalist 2018*

Awarded to

Kerang District Hospital (Vic)

by

Australian Patients Association

Awarded on
25th July 2019

Kerang District Health received a total of 195 feedbacks for 2018-2019 through cards, letters, face-to-face conversations and Patient Opinion.

As a result of the feedback received, Kerang District Health was nominated for the Australian Patients Association Most Outstanding Regional Hospital 2019 and a finalist in this year's award which were held in July in Melbourne. Karen Transton and Chloe Keogh had the privilege of attending the awards night on behalf of the organization.

We had been selected as finalists in the category of Most Outstanding Regional Hospital. The other finalists were Broome Hospital, Geraldton Hospital, and East Gippsland Health Service. It was very humbling to be included with these health services on the finalist list.

The winner for the Best Patients Campaign was "The Big Freeze" to fight Motor Neurone Disease (MND). This campaign is managed by Neale Danihers daughter, Bec, who aimed to raise \$250,000, and has now raised over \$5 million to support research into this debilitating disease.

The other important message was by the O'Connell family, whose daughter was a survivor of Meningococcal W (type of strain), who was given just 30 minutes to live by Sydney doctors. This message was about ensuring that people aged 20-24 years are appropriately vaccinated against meningococcal.

Thank you to all the consumers who have told their stories through Patient Opinion Australia about Kerang District Health, this was what got us nominated for this award and thank you to all the staff who do such a wonderful job caring for the consumers!

