



QUALITY
ACCOUNT
REPORT

2018 / 19

2020 CALENDAR





Inglewood & Districts Health Service (IDHS) is supported by a dedicated Board, Executive and staff team. However, we are very grateful to our wonderful volunteers who support IDHS by providing a fresh and friendly face for our residents, assist our transport program, help in the delivery of meals as well as keeping our gardens and grounds tidy. Thank you.

Welcome to the Inglewood & Districts Health Service Quality Account for 2018/19

This is our report to you about what the health service has achieved and the care and services we have provided for our community over the past year.

We hope that through this report, you can see how much we have considered and changed things at IDHS, to deliver the services that you need, when and where you need them.

The report also shows you that we are making sure that the care we provide is safe and that our amazing staff team are skilled and experienced in what they do.

We hope you find the calendar format useful and keep it handy during the year.

Regards,



Vanessa Hicks
Board Chair



Tracey Wilson
CEO

JANUARY

ACTIVE COMMUNITIES

Inglewood and Districts Health Service is passionate about providing services to the community that encourage physical activity and social relationships. Providing a variety of health initiatives including Strength Training and Tai Chi. IDHS provides strength training programs in Inglewood, Wedderburn, Korong Vale, Tarnagulla and Bridgewater. IDHS has made improvements to programs over the past 12 months, which now include structured classes such as Step, Rip, Pump And War.

IDHS has also developed a water aerobics program at both Inglewood and Wedderburn pools. This is a fantastic and popular low impact workout provided by our extremely dedicated strength trainer Karen McCann-Peters. In the 2018/19 year, IDHS has 167 participants in our Strength Training programs and 52 participants in the Water Aerobics program.

RIGHT: *Melissa Andrews (Left) and Karen McCann Peters (Right) dressed to impress to work with our local sporting clubs.*
BELOW: *Water Aerobics*



JANUARY 2020

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
29	30	31 New Year's Eve	1 New Year's Day	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26 Australia Day	27 Australia Day (day in lieu)	28	29	30	31	1 February

FEBRUARY

ACCREDITATION

Inglewood & Districts Health Service (IDHS) completed accreditation of our Hospital services on the 9th and 10th of April 2019. Following the successful review, we have again been accredited for the next three years, passing all sections of the eight (8) standards.

Some of the assessor's comments included:

- 'IDHS should be proud of their good work, their innovation and their achievements in improving care and services'
- 'IDHS is congratulated on their engagement with consumers and the wider community'.
- 'Clinical practice is evidence-based, and staff clearly understand their responsibilities'
- 'The hospital and surrounds are well maintained and provides a welcoming environment to deliver patient care and services safely'.
- 'Consumer participation is actively sought' and that the 'engagement of patients' families and carers in activities that improve safety and quality was evident'.

IDHS approach to service quality and safety has meant that we have had no adverse/serious incident over the last 12 months. IDHS incidents are seen as an opportunity and allow us to learn from and improve our services.

Key Performance Indicator	Target	Actual
Victorian Healthcare Experience Survey - Data Submission	Full Compliance	Achieved
Victorian Healthcare Experience Survey - Positive Patient Data, Quarter 1	95% positive experience	Achieved
Victorian Healthcare Experience Survey - Positive Patient Data, Quarter 2	95% positive experience	Achieved
Victorian Healthcare Experience Survey - Positive Patient Data, Quarter 3	95% positive experience	Achieved
Victorian Healthcare Experience Survey - Discharge Care, Quarter 1	75% very positive experience	Achieved

ABOVE: Victorian Health Patient Experience Survey results (above) shows that IDHS achieved full compliance.

RIGHT: IDHS achieved full accreditation following our on site review in April 2019.



FEBRUARY 2020

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21 Valentine's Day	22
23	24	25	26	27	28	29

MARCH

RURAL AND ISOLATED PRACTICE ENDORSED REGISTERED NURSE (RIPERN)

Inglewood and Districts Health Services promotes and supports clinical staff to continue learning and developing their clinical skills. In 2019 IDHS staff members, Ken Cullinan, Kerrin McLeish, Crystal Utting and Liji Anil, commenced the Rural and Isolated Practice Endorsed Registered Nurse Program.

Once qualified, these Registered Nurses (RN) will be able to provide a limited range of medicines where there is no, or limited, access to GPs, nurse practitioners, paramedics or pharmacists. It also means that IDHS will be able to provide a wider range of services and improve access to timely, safe and appropriate care.



ABOVE: CEO Tracey Wilson presents Constance Chung with a certificate and gift on the completion of her Graduate Nurse Program.
TOP RIGHT: Nurse Unit Manager Daryl Rowley and Facilitator Mel Neil bring some colour to the leadership sessions



LEADERSHIP COURSE

IDHS was selected to represent the Loddon Mallee region in a leadership pilot over the past 12 months.

- Twelve members of the staff and management were selected to undertake the course.
- Six full day workshops were completed with a range of assessments and surveys at the beginning and end of the program.

As a new management team this was a fabulous opportunity to get to know one another's strengths and experiences and to really develop a team-based approach to work.

As a result of the pilot program IDHS has:

- introduced staff huddles - a quick meeting to discuss what's happening around the hospital and for staff to raise ideas and suggestions for improvement.
- implemented a tool from the leadership program- the GROW form which stands for Goal, the current Reality, what are the Options for improvement and identifies the Way forward.

MARCH 2020

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4	5	6	7
8	9 Labour Day	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1 APRIL	2	3	4

APRIL

MEALS AND LINEN

IDHS has had another very busy year with all beds fully occupied across the last year. This has seen our nurses, catering and cleaning teams kept busy caring for our patients and residents.

In the past 12 months our on-site kitchen has prepared almost 44,000 main meals and a similar number of morning and afternoon teas and suppers.

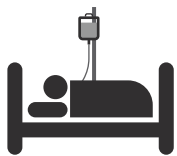
The team in the kitchen have also done the dishes for all of these meals and snacks, an incredible effort.

Our amazing ladies in the laundry have also been kept very busy and they have washed, dried and folded almost 85,000 items of linen PLUS they also take care to wash, dry and iron the resident's clothes.

We are so glad that they take such pride in their roles at IDHS, all this and barely a lost sock! Quite an achievement.



RIGHT: LeeAnne Sullivan loves her role in the laundry at IDHS.



BED DAYS

Acute	1,628
TCP (combined)	1,125
Nursing home	5,374
Hostel	7,125



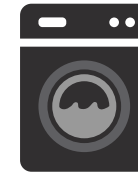
OCCUPANCY

Acute and TCP (bed based)	94%
Nursing home	98%
Hostel	98%



MEALS

Main meals	43,861
Snacks and Suppers	43,861
Community meals & catering events	5,000



LAUNDRY

Sheets & Towels	84,560
Hostel and nursing home clients personal clothing is additional	

APRIL 2020

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
29	30	31	1	2	3	4
5 Daylight Savings Ends	6	7	8	9	10 Good Friday	11 Easter Saturday
12 Easter Sunday	13 Easter Monday	14	15	16	17	18
19	20	21	22	23	24	25 ANZAC Day
26	27	28	29	30	1	2

MAY

KEEPING OUR COMMUNITY WELL

Hand Hygiene

IDHS regularly checks and promotes the importance of Hand Hygiene throughout our service and has successfully exceeded the target set by the state government every quarter of this year.

Hand hygiene ensures that our consumers and our staff are protected and minimizes the potential of passing on germs to others. Hand hygiene is not just a job for the staff at IDHS, our visitors are also encouraged to use the hand rubs and wash their hands to protect themselves and their loved ones.

IDHS compliance rates in the last 12 months :

- June 2018 87%
- October 2018 92%
- March 2019 95%
- June 2019 92%



Disability and Diversity

Inglewood and Districts Health Service Disability and Diversity Action Plan has identified the needs of our community, it ensures that we make our services accessible to everyone.

TOP RIGHT: Christine Elliott (Community Nurse) checks the flu vaccine before vaccinating Clinical Support Nurse, Vijin Vijay.

RIGHT: IDHS Board, Executive, staff and community celebrated NAIDOC Week in July.

Flu Vaccinations

IDHS are extremely aware of the need to protect ourselves and the community from illnesses such as influenza and we have a hands-on approach to ensure that all residents are offered and provided flu vaccinations.

Our community Health Nurses Chris Elliott, Leanne Ranking and RN Dale Verbeek, did a wonderful job to vaccinate our staff, volunteers, Board members and this year, for the first time members of the staff team at the Loddon Shire and Wedderburn College!

At the time of this report, we can let you know that we have immunized:

- 100% of residents in the Hostel
- 97% of residents in the Nursing Home
- 92% of all our staff and volunteers



MAY 2020

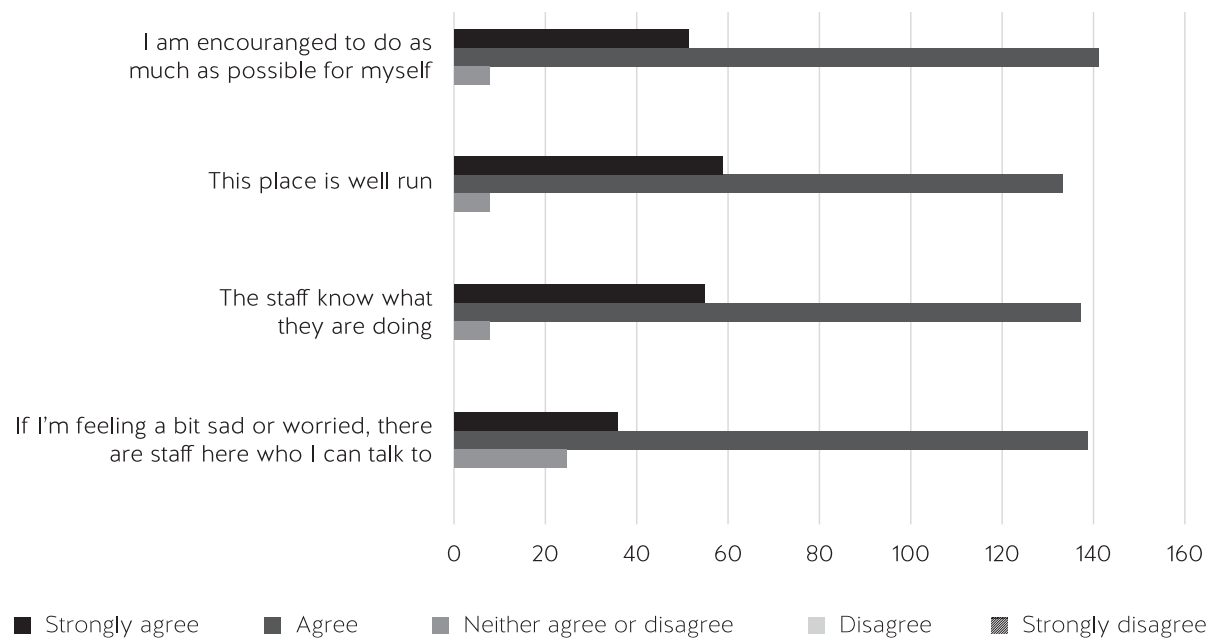
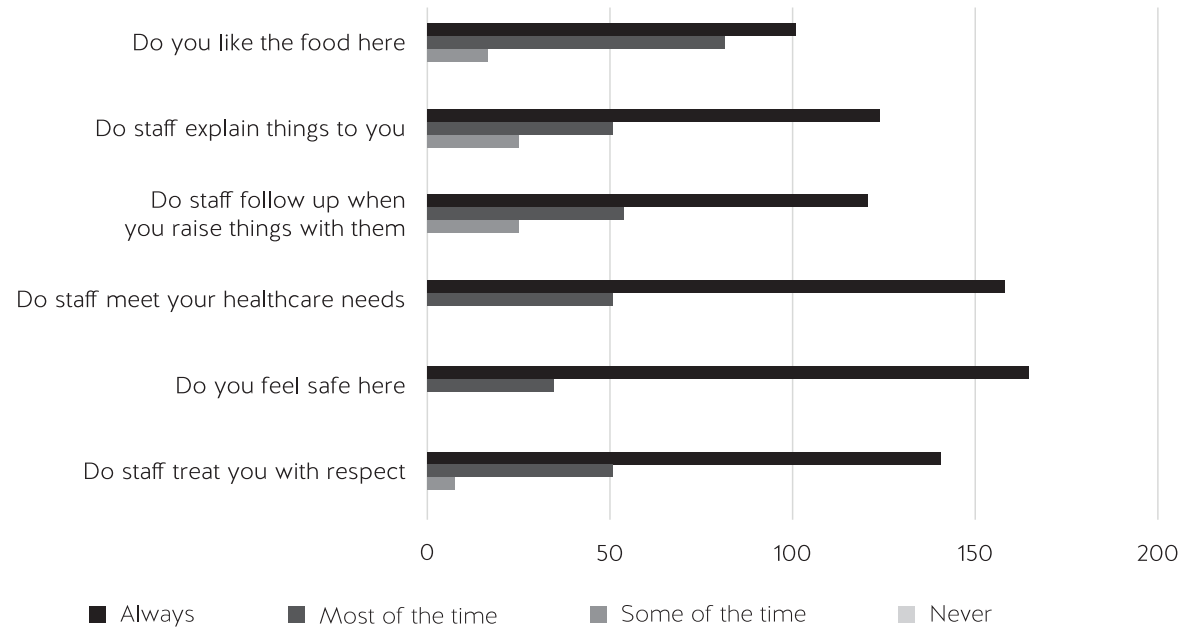
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10 Mother's Day	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

JUNE

AGED CARE STANDARDS

On the 4th and 5th of June 2019 IDHS Nursing home and Hostel were re-accredited by the Aged Care Quality and Safety Commission. We are proud to say that we achieve all 44 outcomes in both homes, an outstanding effort and a great recognition of the care provided by our staff team.

As part of the audit the assessors spoke to at least 10 per cent of the people who live here. The results are part of the overall report to assist IDHS Board of Management, executive team and staff understand the experience of consumers living at the service.



RIGHT: Resident Experience Survey Results

JUNE 2020

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
31	1	2	3	4	5	6
7	8 Queen's Birthday	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4

JULY

RESIDENTIAL AGED CARE

Skin Care (Pressure Ulcers)

All residents are seen on at least a daily basis by care staff and have access to equipment, aids and supports to protect resident's skin especially those who are not mobile, or have limited mobility.

IDHS launched its 'Bucks for Beds' program at the 2018 AGM to replace existing beds to allow residents to be repositioned more effectively reducing the chances of pressure injuries.

Medications

The dispensing of medication accurately for each resident is reviewed by their doctor during their regular visits. In 2018 IDHS implemented the MEDSIG program which allows direct communication between the GP and the local pharmacy. Residents prescribed more than nine medications are reviewed by the regional geriatrician using telehealth. This means that a review is completed for the resident and their family in the comfort of their own home.

Falls

IDHS understands that our residents have varying risks of falling. Patients and residents are assessed on arrival of their falls risk which is indicated by the use of a Red, Amber or Green GIRAFFE. It is a fun and colorful way for all to know the patient or residents risk of falling.

Weight Loss

Weight loss is an integral part of managing the wellbeing of our residents. In some cases, this is part of life's journey and the resident is provided care and support in their food choices. IDHS has regular visits from the East Wimmera Health Service Dietician who assesses the resident's dietary needs and provides the appropriate resources and advice to maintain the resident's weight control.

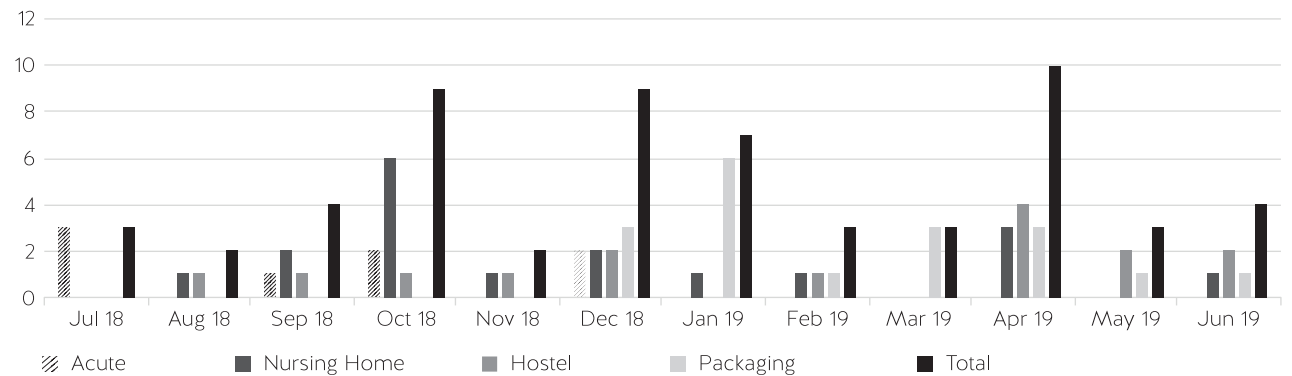


ABOVE: Charlie in his garden at IDHS

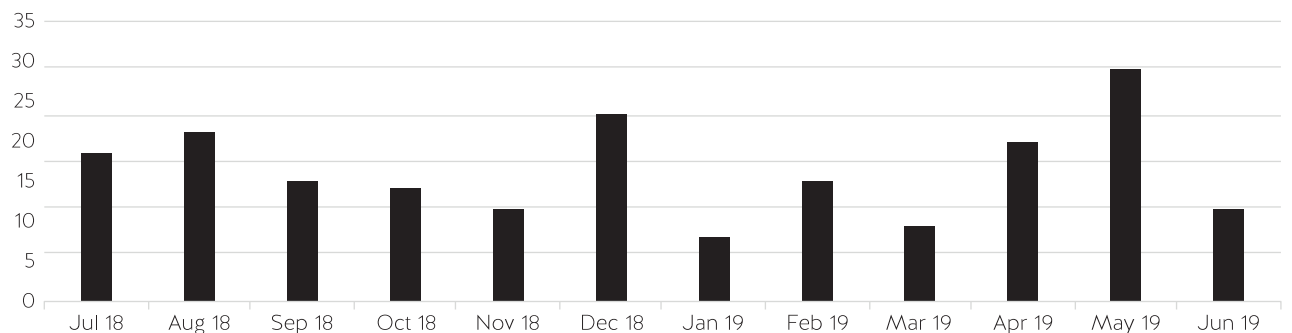


ABOVE: Resident Judith Holden (right) with her sister Helen.

Medication incidents by location



Total number of falls by month



JULY 2020

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
28	29	30	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
26	27	28	29	30	31	1 August

AUGUST

PEOPLE MATTER

IDHS is proud to report that we have again taken part in the People Matter Survey. This staff survey provides us with feedback about how our staff feel about their job at IDHS. In this most recent report, we had more staff completing the survey and we have reviewed the results and in particular the written comments.

In these comments staff told us that we need to continue to communicate with them. One of the results of this feedback has been the weekly staff huddles and the staff newsletter. We have also used our Facebook page much more this year to keep our staff and our community up to date with what's happening at IDHS. We know that there is more that we can do but we are well on the way.



ABOVE: Dannielle Ross and Amy Hall (catering team) prepare healthy lunches for a staff gathering



ABOVE: Accreditation assessors, Board of Management, community members and Executive met to discuss accreditation.
(Left to right) Graeme Morse (Community Engagement Committee), Sue Gilham (ACHS assessor), Ian Marshall (Board), Tracey Wilson (CEO), Dallas Coghill (DCCS), Peter Avery (ACHS assessor), Carol Gibbins (Board) and Vanessa Hicks (Board President).

BOARD OF MANAGEMENT

The IDHS Board of Management are an amazing group of individuals working together with the Executive, to ensure IDHS is the health service that the community wants and needs it to be. The Board are providing governance and support to the Executive team and are making sure that the executive is keeping focussed on our tasks.

AUGUST 2020

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
26	27	28	29	30	31	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	26	27	28	29
30	31	1 September	2	3	4	5

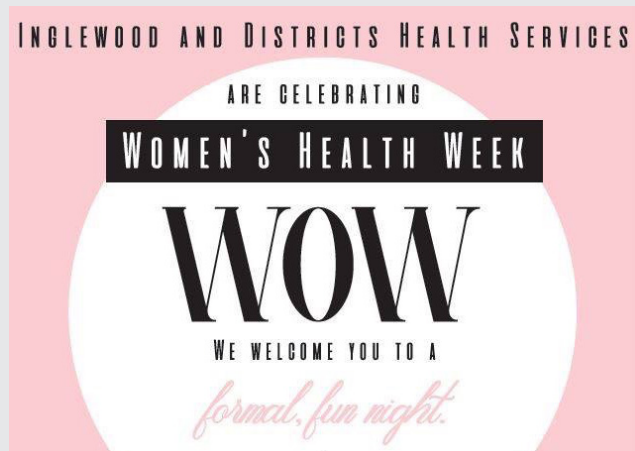
SEPTEMBER

COMMUNITY EVENTS

Women of Wedderburn (WOW)

In 2019 the annual WOW night was held a little later in the year with Nelly Thomas bringing her humour to share her life experiences and remind us all that we need to take a little more time for ourselves so that we can then care for the important people in our lives. This night was very well attended and is becoming a must attend event.

Community events such as the WOW night address social isolation as well as providing referral information about local health services.



ABOVE: The IDHS strength training team supported the HALT events with exercises before the presentation by Jeremy Forbes of HALT.

Good Physical Health

Inglewood and Districts Health Service took the opportunity during Men's Health Week to provide two community events in Bridgewater and Wedderburn, using the local football club rooms and supported by the CFA and Lions clubs. The Men's Health Night was an opportunity for MEN to talk about MEN's stuff and think about the choices we make. These events were well attended with positive feedback from all in attendance.

Good Mental Health

Inglewood and Districts Health Service is working to raise awareness throughout the community relating to Mental Health Wellbeing. In 2018/19 IDHS has created partnerships with local sporting clubs within the Loddon Shire inclusive of the Wedderburn Redbacks Inc. (Combined Football, Netball and Hockey Club), Inglewood Football/Netball Club, Bridgewater Football Netball Club, Bears - Lagoon/Serpentine Football Netball Club which enabled IDHS to further identify the needs of the greater community.

As a result IDHS partnered with Jeremy Forbes from HALT (Hope Assistance Local Tradies) to provide talks to the local clubs discussing topics relating to psychological distress, suicide along with coping strategies around mental health. Each of these sessions were well attended indicating that this is an important topic for our community.



SEPTEMBER 2020

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
30	31	1	2	3	4	5
6 Father's Day	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1 October	2 AFL Grand Final Friday	3 AFL Grand Final

OCTOBER

EDUCATION AND TRAINING STAFF, STUDENT AND SHRFV

IDHS has been supporting various student placement programs that has resulted in high volume of work experience students from local communities, diploma of nursing students, Physiotherapy students and paramedics from various parts of Victoria.

The excellent feedback regarding our work culture has contributed to a competitive advantage in getting more placement requests for 2020. We support the Graduate Nurse Program with two registered nurses each year adding strength to our staffing and fulfilling the commitment to train future workforce.



ABOVE: Tracey Wilson presents Debbie Youngson with her certificate on completion of the Graduate Nurse Program.

PROVIDING SERVICES IN RESPONSE TO FAMILY VIOLENCE

IDHS has been working with a range of local services to improve the coordination and support for families experiencing family violence. In addition to this work IDHS has provided additional training for our staff to better identify and respond if someone attends who may be at risk. We are also aware of the need to improve coordination so that people don't have to repeat their story numerous times.

Strengthening
hospital responses
to family violence



OCTOBER 2020

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
27	28	29	30	1	2 AFL Grand Final Friday	3 AFL Grand Final
4 Daylight Savings Begins	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

NOVEMBER

GRADUATE NURSES AND TRAINEES 2019

Inglewood and Districts Health Service Graduate Nurse and Personal Care Worker Trainee programs provide opportunities for IDHS to support staff to learn and enhance their skills within a supported environment, to expand their knowledge and put theory to practice. IDHS ensures that on each shift our graduate nurses/trainees are working with more experienced nurses/staff. These programs help develop our future workforce.

In February IDHS welcomed Lachlan Shelton and Tiarna Marsh, 2019 Graduate Nurse Program participants (GNP). Constance Chung (2018 GNP participant) departed in December 2018 at the conclusion of her graduate year accepting a position at the Northern Hospital. The second of the 2018 GNP team, Debbie Youngson accepted a full-time position at IDHS.

Personal Care Traineeship Program 2019 participants include Madison Foster and Eillish Cumming. These trainees are working with our care team in the nursing home and hostel areas. We would also like to congratulate the graduates of 2018, Paige Simpson and Ellen Wotley, who completed their traineeship in April 2019 and continue to work at IDHS on a casual basis.

TOP: Paige Simpson, Daryl Rowley and Ellen Wotley
RIGHT: Eillish Cumming and Madison Foster



NOVEMBER 2020

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3 Melbourne Cup	4	5	6	7
8	9	10	11 Remembrance Day	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1 December	2	3	4	5

DECEMBER

WHAT'S NEXT AT IDHS?

IDHS has been very busy refreshing and repainting and we are sure that you will agree the health service looks better with its fresh coat of paint.

We have also been successful in gaining additional funding for larger improvement projects. Over the past few months we have made quite a change to the internal courtyard replacing the shade cloth with a new awning, rendered and painted the brick walls, and we are working with our local community to install the raised garden beds for our sensory garden area. We are hoping this will be enjoyed by residents and their families from both inside the rooms and the courtyard itself.

The Inglewood and Bridgewater Men's Shed continue to support IDHS. This year they have crafted some flagpoles, launched during NAIDOC Week, to the delight of those attending our NAIDOC event.

Have you heard about the 'Bucks for Beds Campaign?

We are undertaking a fundraising drive to replace the resident's beds with those that can lower to the floor for safety, allow us to reposition our residents with limited mobility and protect the backs of our nursing teams.

Each one of these beds costs around \$2500 and we are hoping to replace about 30 of them, quite a big expense.

So far, we have been able to purchase five beds as a result of a garage sale at IDHS and a generous donation from the Jarklin Golf Club. We held our first Charity Golf Day raising more than \$11,000.00, an amazing effort thanks to some great sponsors and supporters. Look out for the promotion of this day in 2020. It will be held on the Public Holiday immediately prior to the AFL Grand Final. A fun day for all concerned and an opportunity for you to support your local health service.

TOP RIGHT: Inglewood and Bridgewater Mens Shed
BOTTOM RIGHT: Jarklin Golf Club



DECEMBER 2020

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
29	30	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	26
				Christmas Eve	Christmas Day	Boxing Day
27	28	29	30	31	1 January 2021	2
	Boxing Day (day in lieu)			New Year's Eve	New Year's Day	



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