



QUALITY
ACCOUNT
REPORT
2017/2018
2019 CALENDAR



Welcome to the Inglewood & Districts Health Service Quality Account for 2017/18

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 CHERYL UGLE

Cheryl Ugle started at IDHS by undertaking training as part of the Koolin Ballit Employment Program. In the past 12 months Cheryl has completed her Certificate in Administration, and, as a result has been employed by IDHS on a permanent part time basis as our Receptionist and Relief Ward Clerk.

Her friendly face greets you when you arrive at our health service. Following some office relocation, Cheryl is now surrounded by the Community Services team and is enjoying helping you to make your appointments with this team and other parts of the health service.

IDHS is built on Dja Dja Wurrung land. The map highlights the towns and land area included in Dja Dja Wurrung land with the southern part of the Loddon Shire in the midst of this area. IDHS acknowledges the traditional owners of the land at the beginning of all meetings and is working with the Loddon Shire to further acknowledge the Indigenous heritage of the area.



TOP RIGHT: Cheryl Ugle
BOTTOM RIGHT: Dja Dja Wurrung Land

JANUARY 2019

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
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	28 Australia Day (day in lieu)	29	30	31	1 February	2

FEBRUARY HEALTH LITERACY

Over the past 12 months, IDHS has reviewed all pamphlets and posters provided to our community. Two staff attended health literacy training resulting in significant changes. We have viewed our service through your eyes and have received great feedback. We want you to know what we do, where we do it, what we offer and how you join in without the 'hospital speak' in the message.

In 2017/18 we have focused on being better engaged with our communities.

To increase our visibility at all of the community events we attend, we have developed a variety of banners, portable promotion desks and a marquee. In an effort to make sure you know where we are and what we are doing, we have promoted events and activities in the local papers, on our website and our Facebook Page as well as posters around the towns.

During this year we have refreshed our Community Engagement Committee and now have some great champions in the various towns promoting all that we are doing.



FEBRUARY 2019

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

MARCH

BARB'S JOURNEY AT IDHS

BARBARA FLOOD *Patient and Resident of IDHS from 23 November 2017 - 28 July 2018*

Barbara Flood was transferred from Bendigo Health to Inglewood & Districts Health Service (IDHS) following her decision to turn off life support six days earlier. She arrived at IDHS frightened, disoriented and in her words wanting to, "...simply have somewhere comfortable to die."

Although she did not take much in, she commented that the admission, her condition and planned treatment were explained very clearly to her husband Peter, who was encouraged to visit at any time. Barb remained in the acute area for about five weeks.

During that time, she improved through the encouragement, care and support provided by the staff. Her notes acknowledge that the "...staff were warmly encouraging of any activity I tried." She also noted that she gained almost six kilograms as the food was excellent. Barb was moved in to the Hostel area in December where she met "...another great group of staff." She also noted that the staff are "...incredibly welcoming in their efforts to make you feel comfortable...and that this is now your home."

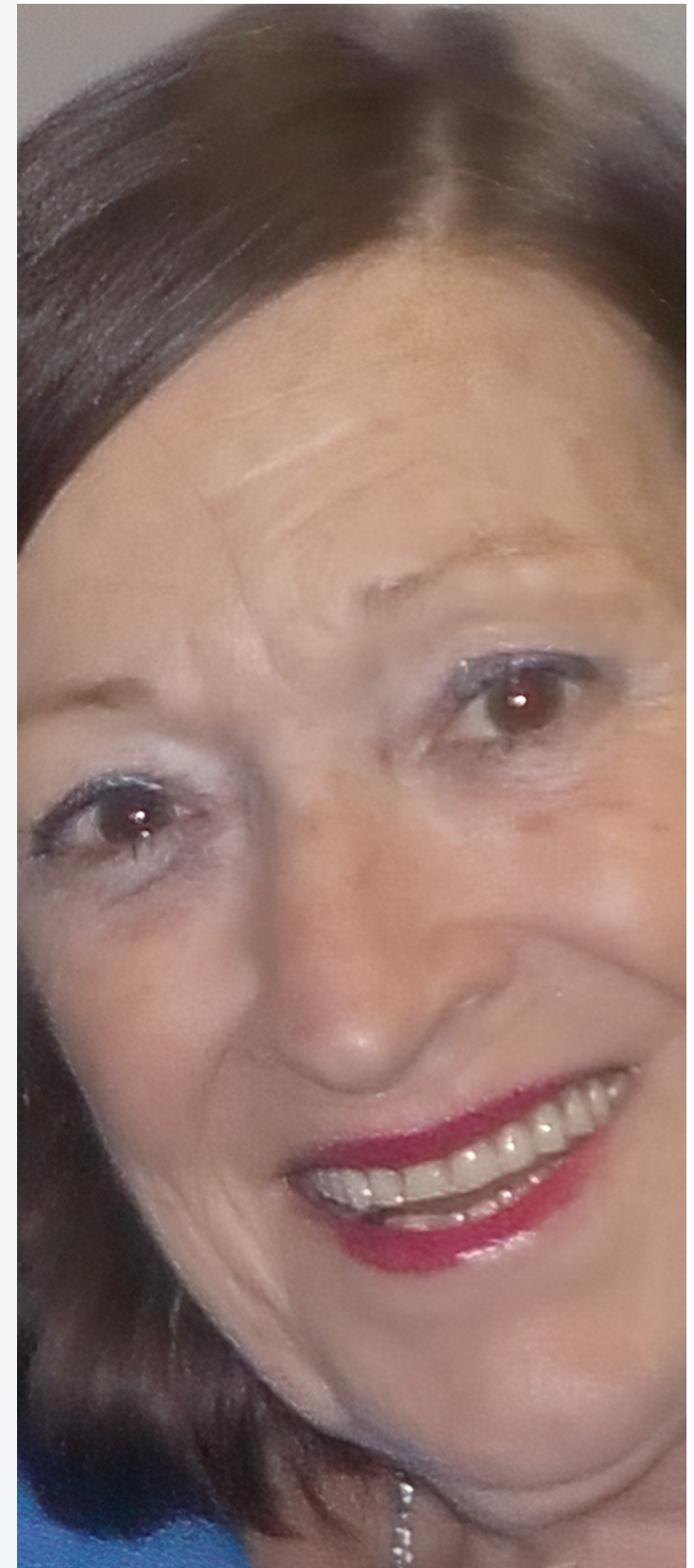
IDHS became aware of Barb's skills and qualifications and as a result, she was invited to join the interview panel for trainees joining IDHS. She noted that she felt her comments were acknowledged and that she felt empowered and useful once again. She commented that "...it is to the credit of IDHS that this has happened, for recognising my qualifications and skills and putting them to use in such an appropriate (to me) manner."

Barb also joined a staff training session about dementia. She felt that this assisted to her communicate and interact with her fellow residents on a daily basis.

Barb and Peter were able to spend time at home, following support and encouragement from the team at IDHS. She valued this time and was grateful that Peter had been given more confidence and understanding to deal with her illness.

While Barb was with us she took an active role in the resident meetings, encouraging other residents to Chair the meetings and she negotiated to include parts of the residents newsletter with a local community newsletter. She had plans to lobby the shire for improvements in the roads and paths around the health service and was already planning an update of the landscaping around our residential areas.

She noted that "there have been a couple of occasions when I felt it necessary to complain, and although these have been over minor issues, the complaint was taken very seriously, she felt listened to and a satisfactory resolution was found



MARCH 2019

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
24	25	26	27	28	1	2
3	4	5	6	7	8	9
10	11 Labour Day	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	5	6

APRIL IDHS OUT AND ABOUT

Over the past year a lot has changed at IDHS. We have a new Management team and we have been out and about in our communities to see and hear how we can do better. We have refreshed the Community Engagement Committee and this is now a strong committee with seven representatives from towns across the areas we provide care.

We want to know what you need and how we can help. IDHS staff, residents and Board members have attended the Rheola Charity Carnival, Inglewood Alive and attended a raffle staff at your local supermarket.

Our health promotion and allied health teams have arranged a wide variety of events, functions and information sessions to assist and inform you of the risks and strategies needed to improve or at least manage your health and wellbeing.

Each of these events has been widely promoted, advertised and evaluated to improve and achieve better next time. It has been lovely to meet you and we are here to help you be the best you can be. Thanks for joining us at these events.

TOP RIGHT: Staff and residents attended the Rheola Charity Carnival in April

BOTTOM RIGHT: CEO Tracey Wilson addresses the 2017 AGM attended by almost 100 people



APRIL 2019

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

MAY PEOPLE MATTER SURVEY RESULTS

IDHS ask our staff to provide us with feedback on an annual basis to know how they feel about their work and the organisation as a whole. It also allows them to tell us where we need to improve and, in particular if there is bullying in the work place. In 2016 and 2017 these results were not great.

We had low numbers of staff taking part in the survey and their responses clearly stated that there was work to do for IDHS to be a good place to work. In 2017 less than 40 of our almost 110 staff completed the survey with clear messages in their responses.

Over the past 12 months we have involved our staff, seeking their ideas and suggestions and implementing changes. As a result, we had a significant increase in the number of staff who completed the survey compared to the previous year, with 55% of all staff taking part.

We celebrated this achievement with a staff BBQ cooked by the CEO Tracey Wilson and Director Clinical and Community Services, Dallas Coghill. Each person completing the survey had a chance to win one of two dinner vouchers donated by the CEO, for dinner at the Korong Vale Hotel, a great supporter of the health service.

As you can see from the results in the table (right), we have further work to do but have made great progress this year.

TOP RIGHT: Bright T-Shirt Day

BOTTOM RIGHT: People Matter Survey Results



People Matter Survey Results	2018 (%)	2017 (%)	2016 (%)
I am encouraged by my colleagues to report any patient safety concerns I may have	80	80	89
Patient care errors are handled appropriately in my area	82	71	77
My suggestions about patient safety would be acted upon if I expressed them to my manager	84	71	80
The culture in my work area makes it easy to learn from the errors of others	65	66	69
Management is driving us to be a safety centred organisation	82	68	71
The health service does a good job of training new and existing staff	67	59	63
Trainees in my discipline are adequately supervised	64	63	74
I would recommend a friend or relative to be treated as a patient here	82	76	83

80% target or above	
70-79% of target	
Below 69% of target	

MAY 2019

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
Mother's Day						
19	20	21	22	23	24	25
26	27	28	29	30	31	1 June

JUNE FLU, HAND HYGIENE AND GASTRO

HAND HYGIENE

IDHS is regularly checking, evaluating and promoting the importance of hand hygiene. We have achieved above target at each quarter this year, and have reported these results to the Department of Health.

We review our results with other similar health services. But it is not about the target, it is about making sure that our staff, patients and residents are protected, and we minimise the potential of passing illness to others.

We have hand rub bottles at various spots around the service for all to use, including all visitors. Feel free to use these products as you arrive, during your visit and as you leave our service.

FLU VACCINATIONS

We have taken a very positive approach to making sure that our staff and residents are vaccinated against the flu. We are delighted to report that 97% of our residents have been vaccinated.

Our staff and volunteers have also rolled up their sleeves resulting in a 90% vaccination rate for our staff, well above target and achievement in recent years. Our Community Nurse, Chris Elliott (pictured) & RN Dale Verbeek, did an amazing job to vaccinate staff and volunteers.

Our Infection Control Manager followed up with the staff working at various sites to make sure that we had captured all staff vaccination records.

GASTRO OUTBREAK

IDHS had an outbreak of gastro in June 2018, resulting in a number of residents and staff succumbing to the bug.

The staff immediately implemented the systems and processes including outbreak trolleys placed outside residents' rooms so that everything needed was close at hand, staff wore gowns, gloves and glasses (Personal Protective Equipment) when they provided care, cleaning staff altered their tasks as required, meals were delivered to resident's rooms.

A gastro outbreak also has to limit visitors and we thank you for your understanding over this time.

TOP RIGHT: Chris Elliott vaccinates volunteer Teresa Nagy

MIDDLE RIGHT: Staff in full PPE (Personal Protective Equipment) gear to limit the spread of contagious illnesses.

BELOW: Staff Flu Vaccinations Graph



Staff Flu Vaccinations



JUNE 2019

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

JULY VOLUNTEERS

Volunteers are the unsung heroes within an organisation. IDHS is very lucky to have some incredible volunteers who give up their time to help others, either by driving them to medical appointments, helping our residents at meal times or just being a friendly face with the time for a laugh and a chat. This year we have been able to recognise a few of these very special people.

We acknowledged Mandy Cragg at our Annual General Meeting for her 35 years of support to IDHS.

Two other volunteers, Betty Higgs and Greg Tobias, were nominated by IDHS for the Victorian Public Health Volunteer Awards.

Betty has been visiting our residents for almost fourteen (14) years, a significant achievement and even more special as we also celebrated her 90th birthday during the year, an amazing lady. She enjoys visiting and chatting with the residents and they look forward to her visits and hearing what she has been doing since her previous visit.

Greg is an incredible asset to IDHS. He helps out by driving people to their medical appointments, visits our residents, calls in on the weekend when he knows it can be a bit lonely for some and just seems to always be there to lend a hand.

Thank you to all of our volunteers, we are a richer place because of you.

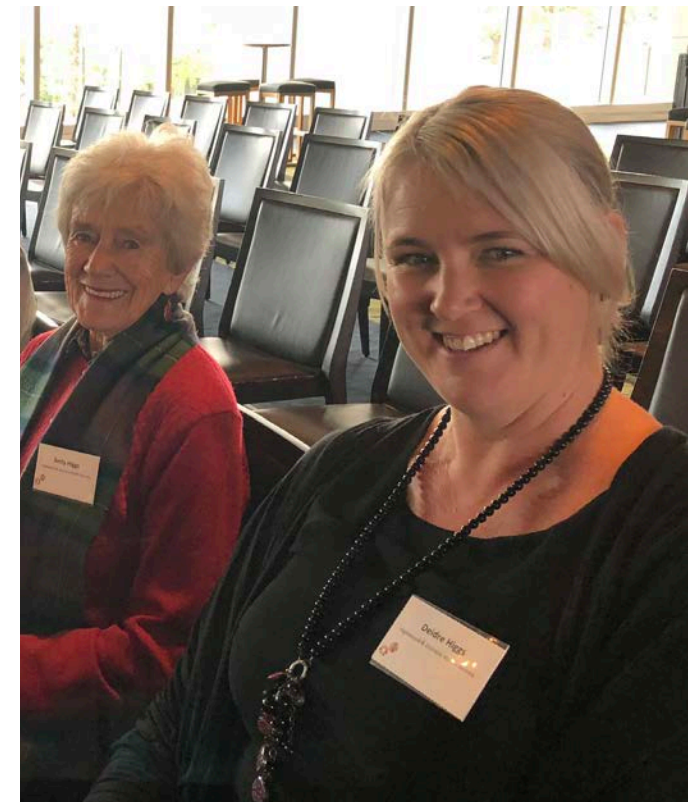
If you are interested in volunteering at IDHS, please call **03 5431 7000** for more information or visit our website www.idhs.vic.gov.au



ABOVE: Volunteer Greg Tobias is an integral part of the Volunteer transport program at IDHS



ABOVE: CEO Tracey Wilson with Mandy Cragg, volunteer for more than 35 years



ABOVE: Volunteer Betty Higgs attending the Victorian Public Health Volunteer Awards with her grand daughter Belinda

JULY 2019

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
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	2	3

AUGUST RESIDENTIAL AGED CARE

Residential Aged Care is a large part of our business. We report the level of care we provide using a number of indicators.

PRESSURE ULCERS

A pressure ulcer is caused by continuous pressure resulting in damage to the skin and underlying tissue. Residents and patients, who are unable to reposition themselves, have poor nutrition and mobility are at the greatest risk.

All patients and residents are assessed on admission, and on a regular basis, to detect any signs of a pressure ulcer. Detected early, pressure ulcers can be treated with minimal concerns for the resident. There are a number of aids and supports to protect residents who are confined to bed or are unable to reposition themselves to reduce the potential for an ulcer to develop.

MEDICATIONS

Residents may have been prescribed a variety of medications to manage various conditions and illnesses. A geriatrician located in Bendigo undertakes a review of residents prescribed more than nine medications. This has been achieved with the geriatrician interviewing the residents using telehealth, limiting the need for residents to leave the facility.

Family and carers are encouraged to be present during the assessment and provide valuable input into the process. We have received positive feedback and it has been amazing to see how quickly the residents forget that they are on camera.

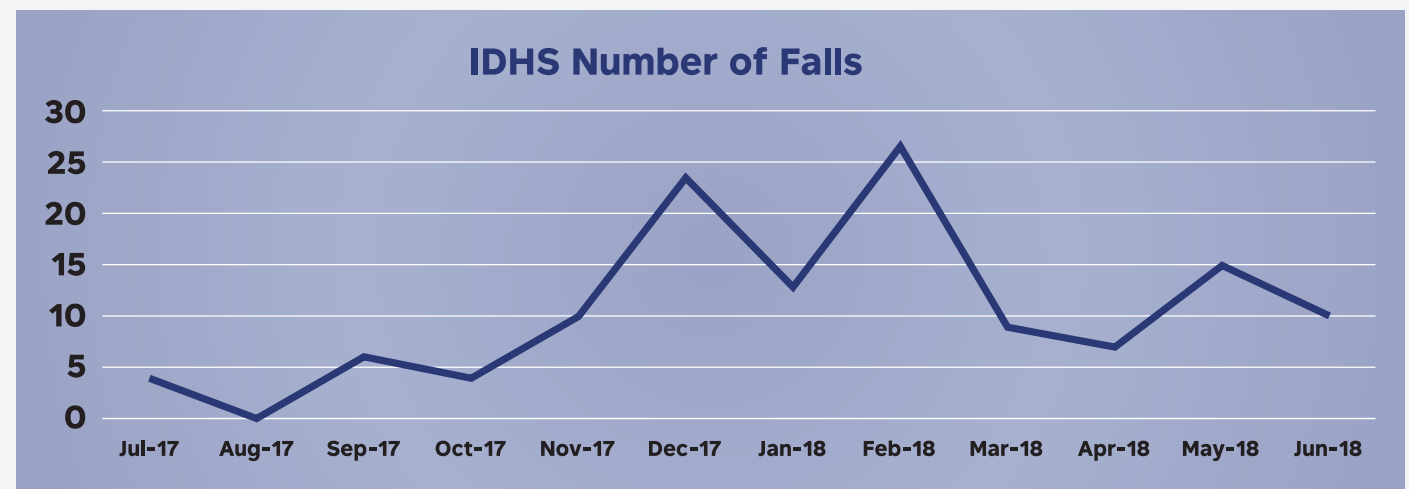
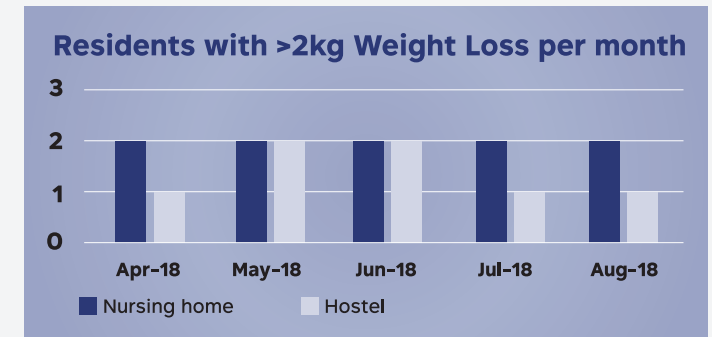
FALLS

In the past year there have been occasions where we have had a spike in the number of falls by our residents. The spikes related to one resident with numerous falls. She was wandering due to her dementia and not remembering her walker. Her family were aware of the risk of her falling but did not want her restricted. The graph highlights the impact one resident frequently falling, can make to the overall results.

As a result of the reviews of the number of Falls, IDHS has implemented a range of strategies to ensure the safety of our residents. This included additional sensor mats on beds and in rooms to alert staff when a resident is trying to get out of bed or from a chair. The staff can assist and make sure they have the right footwear and have their aids (walkers etc.) to reduce the falls risk, without limiting their movements. Despite the number of falls, we have had no falls that resulted in a fracture.

WEIGHT LOSS

All of our residents are offered choices with their meals and snacks in an attempt to maintain their weight. The Leisure and Lifestyle team involve the residents in cooking during the day. Bread is baked on most days and the smell of the freshly cooked bread entices interest in the evening meal which is served with the fresh bread baked during the afternoon. Each resident is weighed at least on a monthly basis. For some residents as they progress through their illness, weight loss is part of the palliative process. Where appropriate they may be offered additional snacks and supplements.



AUGUST 2019

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
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

SEPTEMBER ACCREDITATION

Inglewood & District Health Service is reviewed to ensure the care we provide is of a high quality and is provided safely for our patients, residents and staff.

One of the requirements is to complete on-site visits and assessments. In the past year, we have had two planned 'mock reviews' completed by the Department of Health & Human Services.

Each of these has provided some great feedback for us to improve care for our residents. In May 2018 we had an unannounced visit from the Aged Care Assessment Agency. This visit was successful, and we are using their feedback to further improve our service.

The on site assessment visits, expected in the first half of 2019, will provide an opportunity for IDHS to demonstrate the quality of care we provide safely to all residents and patients.



Welcome to the NSQHS Standards



The NSQHS Standards provide a nationally consistent statement of the level of care consumers can expect from health service organisations.

SEPTEMBER 2019

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1 Father'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	27	28
29	30	1 October	2	3	4	5

OCTOBER LINKING CARE IN AND OUT OF HOSPITAL

The team at IDHS works together across community, hospital and residential care to provide the best care we can for each of our patients. The following case study highlights the benefit of our partnerships.

A 54 year old man with a history of chronic back pain, overweight and a smoker, was referred from the Marong GP clinic to support his desire to stop smoking. The initial assessment also discovered several underlying factors with the man's housing situation were further impacting on his general health and wellbeing. He advised that he had low income, high debt, felt isolated, had poor cooking facilities and knowledge of cooking for one person as well as limited physical activity. His housing arrangements were impacting on his back pain, made it difficult to prepare healthy meals and it was poorly insulated, so it was uncomfortable depending on the weather conditions.

The social worker at IDHS assisted him to complete a housing support application and he is now on the waiting list. A referral to the physiotherapist has resulted in him attending the back care group for gentle exercises to reduce his back pain. He is receiving individual support and has a plan to reduce his smoking. He has now stopped smoking for almost a month. He joined the LIFE program to reduce his social isolation, improve his knowledge and skills about healthy eating and is hoping to join a cooking class to further his skills.

Due to his improved outlook he has also begun to reduce his debt and is managing this without any further support, a great outcome from one referral for smoking cessation.

THE LIFE! PROGRAM AT INGLEWOOD & DISTRICTS HEALTH SERVICE

Changing your lifestyle isn't easy, especially on your own. The LIFE! program gives you the motivation and support needed to make and maintain positive changes and to adopt healthy behaviours and a more active lifestyle. This approach has been shown to be more effective than taking medication and has a long-term positive effect on your health.

In June 2018, the Inglewood Life! group completed the four (4) sessions of the Life! Program over 8 weeks. Christine Elliott, Community Health Nurse, Inglewood and Districts Health Service said, "...the group members had worked hard to support each other to make small sustainable health changes in the areas of diet and physical activity."

The results highlighted participants lost weight and reduced their waist measurements. The program is recommended if you have a high risk of type 2 diabetes.

If you would you like to improve your health and reduce your risk of type 2 diabetes, please contact Inglewood and Districts Health Service on 5431 7000 to determine your eligibility.



OCTOBER 2019

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
29	30	1	2	3	4	5
6 Daylight Savings Begins	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 November	2

NOVEMBER ANNUAL GENERAL MEETING

In November 2017, IDHS celebrated our Annual General Meeting (AGM) at the Inglewood Town Hall. Over 100 people attended to hear all about our achievements during the year and enjoy a great meal and conversation.

Staff and volunteer awards were celebrated, and we presented outgoing Board Chair, Mr. Peter Moore and retiring Director of Nursing and Community Services, Mrs. Mary Evans, with Life Governor Awards acknowledging their significant commitment and dedication to IDHS over a number of decades.

Our AGM guest speaker, Annette Robertson, provided us with an amazing insight in to the value of Advanced Care Plans (ACP), highlighting that although these are difficult conversations, they can provide clarity and support when they are needed.

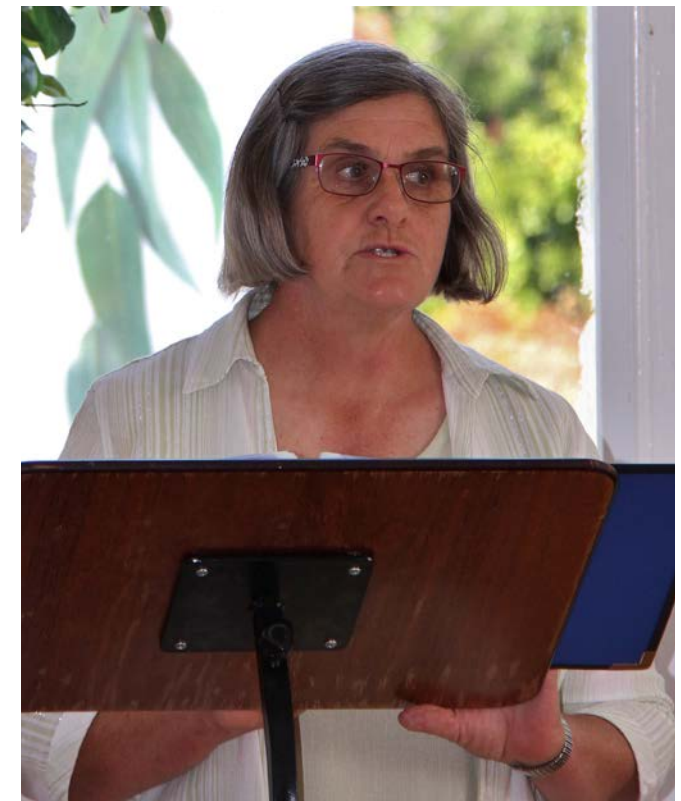
It helps families to know what their loved one wants when they cannot speak for themselves. At IDHS, all residents are offered to have an ACP prepared. This is discussed when residents and families begin the admission process and is reviewed as needed as their care and condition changes.

It is never too early to begin the discussion about an Advanced Care Plan. If you and your family want to put an Advanced Care Plan in place, you can contact your doctor or find more information at www.advancecareplanning.org.au or call **1300 208 582**



TOP: Anne Harrison, Beryl Clark and Deborah Smith received Certificate of Service Awards

RIGHT: Annette Robertson AGM guest speaker



Advance Care Planning Australia

BE OPEN | BE READY | BE HEARD

NOVEMBER 2019

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

DECEMBER WORKING WITH OUR COMMUNITY

WOW FOR WOMEN 2018

In 2018 IDHS celebrated the fifteenth year of the successful WOW for Women event by including a dinner with key note speaker Dr Sally Cockburn aka Dr. Feelgood.

The focus of the evening and the following day's activities centred around celebrating women and encouraging them to take time for themselves, to enable them to be all that they are for their family, friends and community.

Attended by over 80 people, this was a successful evening and was still being talked about the following day. IDHS received great feedback about our speaker and have been challenged to repeat the event.

The activities on the following day included information sessions about financial security, health, wellbeing and relaxation. The broad age range of participants allowed the women to share their life skills and experience with younger women and to celebrate all that it means to be female in the current day.



DECEMBER 2019

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
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
		Christmas Eve	Christmas Day	Boxing Day		
29	30	31	1 January 2020	2	3	4
		New Year's Eve	New Year's Day			



Hospital Street, Inglewood VIC 3517

Phone: (03) 5431 7000

Fax: (03) 5431 7004

Email: admin@idhs.vic.gov.au

ABN 59 289 296 574

f @IDHS3517

idhs.vic.gov.au

