

2014 COMMUNITY MATTERS

PROMOTING OUR PROGRAMS AND SERVICES
WITH CONFIDENCE



East Grampians
Health Service

Trent Fiscalini RN and Will Chamings

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WE'D LIKE TO HEAR
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A message from the Chief Executive

It gives me a great sense of satisfaction to share some of the excellent results that have been achieved this year through our community partnerships. Many people have shared in shaping what our Health Service does to achieve such positive outcomes.

It takes real determination to pursue a healthier lifestyle. That is the commitment our Health Service has made to the community. That is why it's important we collect data, analyse trends and develop programs that are designed specifically for our community. This is what it means to deliver quality care. While processes and protocols might seem a bit uninteresting they really do underpin the work of our clinical staff. As a result of organisational teamwork EGHS is one of the first Health Service's in Victoria to achieve successful Accreditation under the National Safety & Quality Health Service Standards. Continuous quality improvement strengthens all aspects of our service.

Again this year we have achieved some exceptional results. An innovative program *Happy Mouths Happy Kids* won the 2014 Australian Business Award for Community Contribution. This award is in recognition of the positive impact the project had on the community now and for future generations. It was a great outcome, achieved through partnering with local primary schools, local government and a number of philanthropic trusts. Together we can achieve so much more than just working by ourselves.

Our Value Statements continue to play a major role in how we deliver programs, interact with our communities and pursue innovation and excellence in all that we aim to achieve.

Readers of Community Matters have once again confirmed they like the format. In this year's Community Matters we have shared stories about our community, described improvements in service delivery and again, given you the reader, the opportunity to have input into the content of the publication.

Thank you for your continuing support of our Health Service. We strive to meet your expectations and encourage you to contact us as your feedback is important in shaping the future of your Health Service.

Nick Bush
Chief Executive

VALUE STATEMENTS



INTEGRITY

We value integrity, honesty and respect in all relationships



EXCELLENCE

We value excellence as the appropriate standard for all services and practices



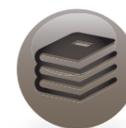
COMMUNITY

We respect the dignity and rights of our community and acknowledge their beliefs, regardless of their cultural, spiritual or socioeconomic background



WORKING TOGETHER

We value equally all people who make a contribution to EGHS to achieve shared goals



LEARNING CULTURE

We strive to continually learn and develop through education, training, mentoring and by teaching others

www.eghs.net.au

COMMUNITY MATTERS

East Grampians Health Service continues to initiate the development of projects that are making a real difference to the health of the community. These projects emphasise the care that has been taken to ensure we are meeting community expectations with quality programs and services. *Community Matters* helps us promote our work in the community and demonstrates that by sharing important statistical evidence our community is better informed about their care.

DEVELOPMENT OF COMMUNITY MATTERS

This year's Community Matters has been developed with input from:

- The Department of Health in regard to last year's report
- Staff, including clinicians, directors and managers
- Consumer groups who have reviewed the draft and provided feedback on content, readability and relevance
- Reader feedback, which again endorsed the new format

DISTRIBUTION OF COMMUNITY MATTERS

- Through the free newspaper the Weekly Advertiser, delivered to all householders in our catchment area
- At each reception of our campuses and facilities
- Through medical centres, local service clubs, schools and Ararat Rural City
- Media outlets will be informed of the publication of Community Matters and the importance the Health Service places on the information
- Website and Facebook



Mr Scott Mason Orthopaedic Surgeon

QUALITY AND SAFETY INDICATORS

DENTAL SERVICES

Dental Services has continued to build on the excellent results it achieved last year. This includes:

- Happy Mouths Happy Kids, an oral health project, has continued this year with the screening of 215 students from four primary schools in Ararat. 70% of the children screened required further dental treatment. In the coming year, all students will be re-screened and outcomes of the project will be measured.
- With the availability of dental funding from the National Partnership Agreement (NPA) our dental service has been able to increase its service to the Ararat community. As a result the waiting list has been reduced.
- Priority access for Aboriginal clients. Our dentists saw 57 clients from Indigenous backgrounds. This is an increase of 20 clients from last year.
- Monthly visits to Budja Budja have ensured the service meets the needs of the Aboriginal community in Halls Gap.
- Final year dental students continue to occupy two dental chairs in the clinic for the majority of the year.

DENTAL INDICATORS

- EGHS provided **1,827** general dental services this year compared to **1,500** last year.
- **820** emergency services compared to **1365** last year. The reduction was due to the NPA, which allowed more vouchers to be issued for emergency services at private dental clinics.
- **437** denture Courses of Care this year compared to **237** last year.
- Dental services had **11 surgery days and 33 patients** compared to **9 surgery days and 43 patients** last year.

DENTAL WAIT LIST

- General treatment: **projected wait time 12 months (521 patients)**. Last year the general treatment wait list was 19.9 months.
- Denture: **projected wait time 8 months (94 patients)** which has decreased from 22.7 months last year.

BLOOD MATTERS: SAFE USE OF BLOOD AND BLOOD PRODUCTS

The *Blood Matters* program is a Victorian State Government program for improving the quality and safety of hospital blood transfusion care to patients. The program works with hospitals to ensure that blood components are administered to patients safely and appropriately. With the implementation of the National Safety and Quality Health Service Standards (NSQHSS) EGHS ensures that it has formalised processes, guidelines and protocols in place.

- EGHS policies and Clinical Practice Guidelines continue to comply with appropriate National Standards and guidelines.
- EGHS employs a transfusion trainer one day per fortnight to provide education and information to staff regarding blood and blood products.
- Staff continue with their education on blood and blood products using the on-line learning tool.
- The "zero tolerance" policy on no consent=no blood continues and the patient information brochure enables patients to make informed consent. No incidents of no consent were reported in 2013/2014.
- Education has been received by staff regarding alternatives to blood transfusion by Jehovah's Witness Hospital Liaison Committee members.
- Staff attended a national conference on Patient Blood Management.



Carol Leo RN and patient Percy Craig

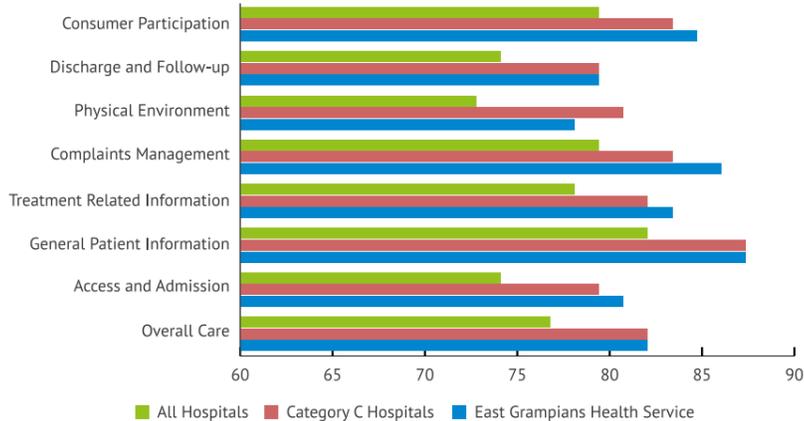


Sharon Spalding RN and patient Melissa Voss

VICTORIAN PATIENT SATISFACTION MONITOR

The statewide monitor provides a report on the level of satisfaction that our acute patients at Ararat and Willaura have in a number of key clinical areas. This includes involvement in their care, information provision, appropriateness of meals provided, cleanliness and other environmental factors, discharge and follow-up, courtesy and professionalism of staff. EGHS provided excellent results over the past year and on most occasions performed better than the State or peer averages.

Benchmark data comparing East Grampians Health Service with Category C and Statewide hospital benchmarks

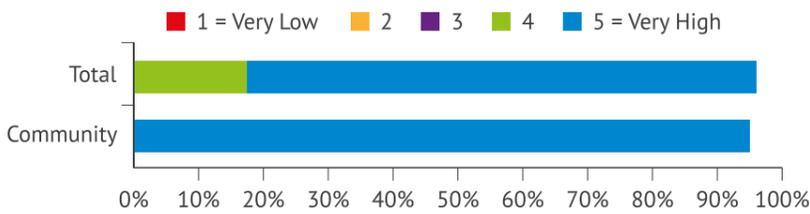


Garden View Court resident Mary Devitt

VICTORIAN PALLIATIVE CARE SATISFACTION SURVEY

The following table provides information from the 2014 Victorian Palliative Care Satisfaction survey. It describes the level of satisfaction with the standard of care provided to patients, carers and the community. We received a High or Very High Satisfaction response to the service from 100% of respondents.

How satisfied were you with the overall standard of care provided by the palliative care service?



Please note: there are insufficient data to report for the Patient, Carer, Bereaved Carer and Inpatient subgroups.

ACCREDITATION

Since achieving accreditation in 2013 we have been hard at work to maintain and improve upon the standards set at accreditation. Staff continually review their activity, processes and outcomes against the national standards. This is done through a comprehensive set of audits. These audits are used to identify any gaps, which provide opportunities for staff to implement improvement activities.

In november Garden View Court received accreditation against the aged care standards. This demonstrates that garden view court meets the standards for management systems, staffing and organisational development, health and personal care, resident lifestyle, physical environment and safe systems. This was a great result for the residents, their carers, the staff and management.

All of our aged care facilities are accredited with ongoing accreditation monitored by the Aged Care Standards Accreditation Agency through annual support visits to each of the facilities.

PREVENTING FALLS AND HARM FROM FALLS

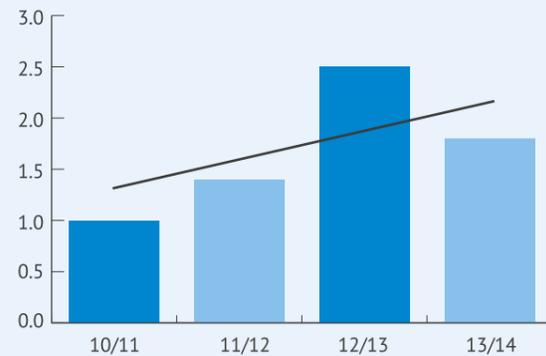
Falls per 1,000 bed days



A moderate reduction in the number of falls has been recorded for EGHS over the past year. This has been achieved in an environment where tighter reporting requirements have been put in place so this is a pleasing result.

MEDICATION SAFETY

Medication Errors per 1,000 bed days



Medication errors across EGHS have reduced over the past year due to good work by our nursing staff. However further reductions are expected in the two key areas of our medical ward and our high care aged care facility. Projects have been planned and will be implemented in the coming months. Significantly, no major harm has come from medication errors that were made in the past year.

INFECTION CONTROL

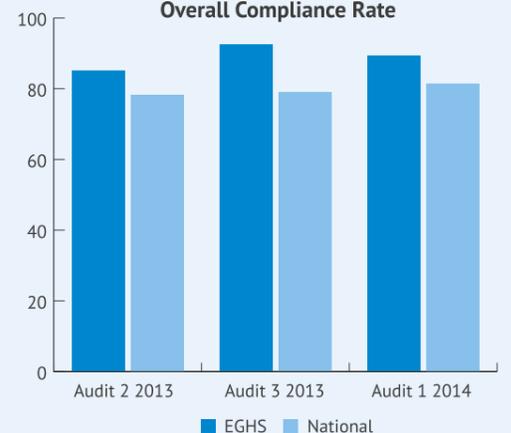
Awareness of Infection Control is everyone's responsibility. At EGHS the Infection Control Coordinator oversees the management of a multi-disciplinary team representing all areas of the Health Service.

HAND HYGIENE

The expected rate of compliance in acute areas for health services is greater than 70%. Hand hygiene Australia requires all acute health services to collect and submit staff hand hygiene compliance data three times per year. In the three audits conducted in the last financial year, EGHS has consistently achieved > 80% compliance.

In addition, EGHS is consistently above the national hand hygiene data collection rates for this period.

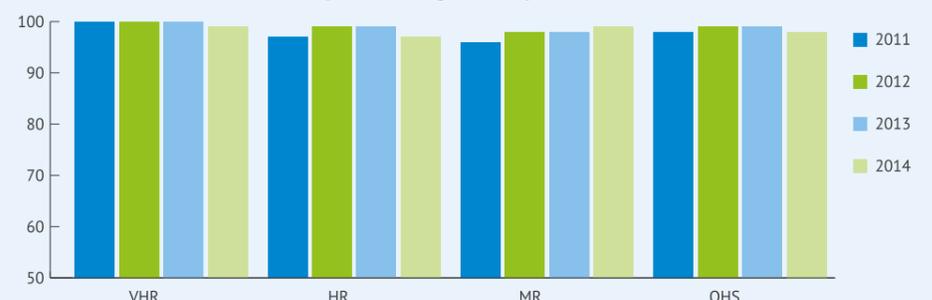
Hand Hygiene Compliance Overall Compliance Rate



CLEANING

The Victorian Department of Health (DoH) requires all public health services to conduct internal monthly cleaning audits and one annual external cleaning audit. Our results are consistently above the required percentage of 90% for Very High Risk areas such as the operating theatres and 85% for all other areas.

Ararat Hospital Cleaning Audit Report 2011-2014





INTEGRITY

We value integrity, honesty and respect in all relationships



DR GRAEME BERTUCH

It was with much regret that the Board accepted the resignation of Dr Graeme Bertuch, due to ill health.

Graeme is a well-respected Doctor and came to Ararat over 36 years ago, with the one ambition to improve the health and wellbeing of our community.

He has achieved this in so many ways.

As a skilled Doctor with qualifications in General Practice, Obstetrics and Paediatrics Graeme has made a real difference to patients in our catchment area.

Graeme negotiated and achieved the amalgamation of two medical practices in Ararat, which in turn, created an effective, comprehensive single practice medical centre. Graeme also supported the merger between Willaura and District Hospital and Ararat and District Hospital to ensure the Willaura community could continue to be cared for in its own environment.

GRAEME HAS SUPPORTED THE TRAINING OF MEDICAL OFFICERS IN OBSTETRICS TO ENABLE THE SERVICE TO BE CONTINUOUSLY OFFERED BY GPS. HE HAS MENTORED MEDICAL STUDENTS AND RESIDENTS AND ENGAGED WITH SPECIALISTS TO PROVIDE A POSITIVE RURAL EXPERIENCE THAT HAS BEEN VITAL FOR THE ONGOING VIABILITY OF THE COMMUNITY AS IT ATTRACTS A COMMITTED WORKFORCE TO ARARAT.

Graeme also initiated and developed a GP recruitment program that has seen the establishment of a stable workforce from two GPs to 15 GPs.

Graeme has been recognised for his significant contribution to rural health by the Rural Workforce Agency Victoria at the Victorian Rural Doctors' Award ceremony. The Board also acknowledged Graeme's commitment to the community by presenting him with a Life Governor Award.

We miss Graeme's medical skills and his sound advice, but most of all we miss the gentle man who has always had time for his patients, his colleagues, EGHS staff and his community.

CASE STUDY

The following case study demonstrates how an elderly lady, living in the community, is now confident that her wishes will be respected.

- Mrs Powell* is 82 years old, with severe end-stage lung disease. She is on home oxygen 24-hours a day.
- Mrs Powell also has coronary heart disease, several rib fractures and a fractured arm.
- Mrs Powell has become housebound and largely immobile as she is no longer able to exercise and is scared of falling over.
- Her 48 year old son cares for her 24 hours a day.
- Through her ACP Mrs Powell has expressed her wish not to be admitted to hospital again as she wants to remain and be cared for at home.
- Mrs Powell only wants to be treated by her own GP in the future and she has nominated her son as her substitute decision-maker.
- Mrs Powell's ACP gives her son the information he needs to be able to respect her wishes.
- As Mrs Powell has indicated her end-of-life wishes, her son will be able to legally refuse treatment for her, if necessary.
- Her GP has made a commitment to fulfil this choice, if possible.
- Mrs Powell is happy she has given her son clear guidance about her treatment and end-of-life wishes.

CULTURAL RESPONSIVENESS

This year there was a reduction in the number of presentations from patients with a first language other than English. The five presentations did not require interpreter services.

ATSI ADMISSIONS

2013/14	2012/13	2011/12	2010/11
18	16	24	13

CALD ADMISSIONS

2013/14	2012/13	2011/12	2010/11
515	315	310	318

FIRST LANGUAGE NOT ENGLISH PRESENTATIONS

2013/14	2012/13
5	17

CONCERNS AND COMPLIMENTS

The total number of both compliments and concerns the Organisation received was 518. This indicates that EGHS is seen to be, and is, receptive to and encouraging of people contacting the Health Service.

Number of Compliments received

447

Number of Complaints	Responded to within 24 hours	Resolved %	Ongoing %
71	100%	98%	2%

We do not avoid our responsibilities and address the concerns of our patients, as the letter below demonstrates.

To Mr Peter Armstrong
Director of Clinical Services

Dear Mr Armstrong,

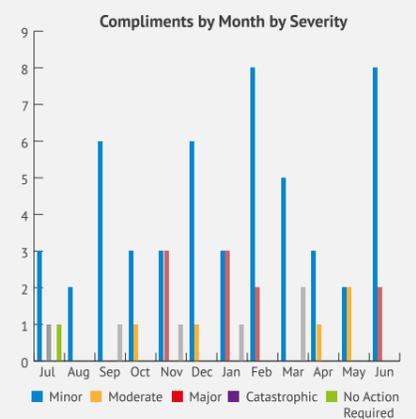
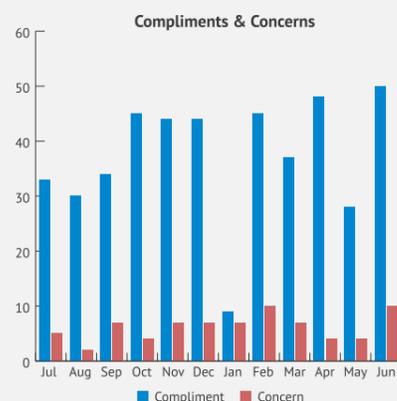
Thank you for your letter concerning my feedback about being asked to confirm my signature prior to my recent surgery.

It was a pleasant surprise to receive your letter and to learn that my concerns have been taken so seriously that you are changing your procedures so that patients' needs will be met even more professionally at your hospital.

I was pleased with the standard of care at the time of my surgery and I look forward to coming back to the hospital when I have another procedure.

I am most appreciative of you taking the time to consider my feedback and it is gratifying to see that your organisation has been prepared to deal with my concerns in such a comprehensive manner.

Yours sincerely,
Name and address supplied





Jane Smith RN and Rachael Pennycad RN

LISTENING TO THE CONCERNS OF OUR AGED CARE RESIDENTS

At the Improved Living in Aged Care Project User Group Meeting one of our 70 Lowe Street residents, Elsie*, commented on the fact that she was feeling rather insecure. It became evident that her bedroom was not her place of safety as other residents were wandering into her room.

I MENTIONED TO ELSIE THAT OUR MAINTENANCE STAFF COULD TRANSFORM HER DOOR INTO A STABLE DOOR, THAT IS THE DOOR COULD FULLY CLOSE OR HALF OPEN DEPENDING ON WHAT ELSIE WAS DOING AND THAT IT WOULD ACT AS A DETERRENT TO THE WANDERING RESIDENTS.

Elsie agreed to trial this idea and provide feedback. I met with Elsie every couple of days for two weeks. At the next user group committee meeting Elsie told us that she was happy with the result. She now felt safe and liked the idea that she could choose to either leave her door completely open or closed as well as having the option of having just the bottom half closed.

This is another example of staff and residents working together to solve a problem with minimal bother but maximum beneficial outcomes.

Sharon Taylor
Nurse Unit Manager 70 Lowe Street



FLO'S STORY

The Hospital Admission Risk Program (HARP) was developed to improve patient outcomes through the delivery of integrated continuous care to reduce avoidable hospital admissions. At EGHS we have worked hard on developing a patient-centred approach to advance care plans and strategies to support clients to improve their health outcomes.

I FIRST MET FLO WHEN SHE HAD JUST STARTED AS A CLIENT AT THE PATRICIA HINCHEY DAY CENTRE. FLO HAD ONLY RECENTLY MOVED TO ARARAT AND WAS FINDING IT QUITE DIFFICULT TO SETTLE INTO COMMUNITY LIFE. SHE WAS STRUGGLING WITH HER HEALTH, NOT MANAGING HER FINANCES WELL AND WAS HAVING DIFFICULTY GETTING TO KNOW PEOPLE.

Jacinta, the manager of the day centre was really concerned because Flo had stopped taking her medications for Type 2 diabetes and hypertension. Jacinta contacted me as she felt HARP could assist Flo. I was able to provide a holistic assessment of Flo's needs and care coordination. This included ongoing liaison between a number of services until we were both satisfied that she was able to manage without the intervention of HARP.

Following a meeting, Flo said that she couldn't afford the gap payment at the medical centre. I contacted her GP and he agreed to bulk bill her. She resumed seeing him and started taking her medications again. Flo had a number of issues that we have addressed, including:

- Referring her to Open Place (a support agency for forgotten Australians), as Flo had been brought up in an orphanage.
- Placing a referral to our Occupational Therapy department for a scooter for Flo so she could get around town. State Wide Equipment Program and Open Place funded the purchase.
- Appointments to the EGHS Diabetic educator and EGHS Dental Service.
- Appointment of a case manager at Grampians Community Health Centre who helps her with managing finances, appointments and other general issues that Flo feels she needs assistance with.

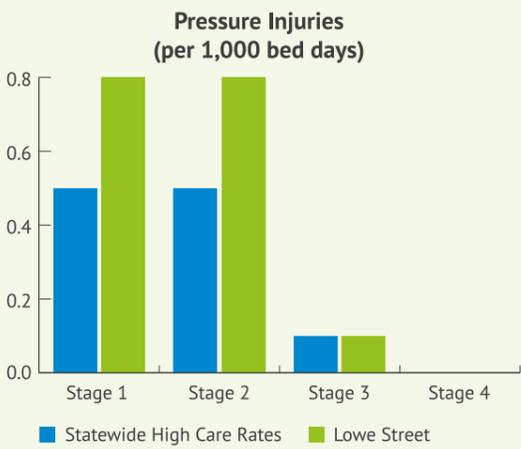
Flo is now a much happier and healthier person, who feels well supported by HARP as it the program coordinates a number of health services to people to help them manage better their own health. Though a referral is not required many people are referred by their GP, health professional or agency.

If you would like further information to discuss your eligibility with HARP contact the team on 5352 9472.

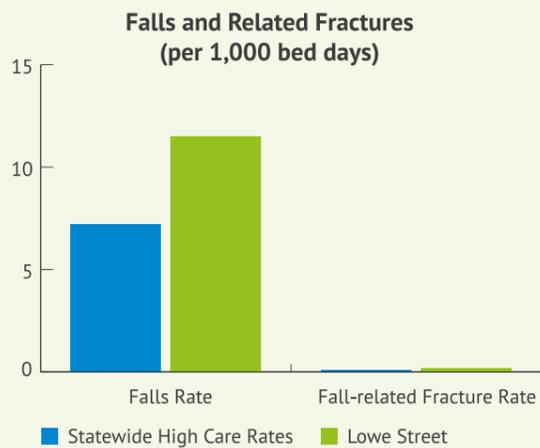
The Patricia Hinchey Day Centre welcomes clients who have been referred by self, family or doctor. For further information contact 5352 9326.

Jenny Sheehan
HARP nurse

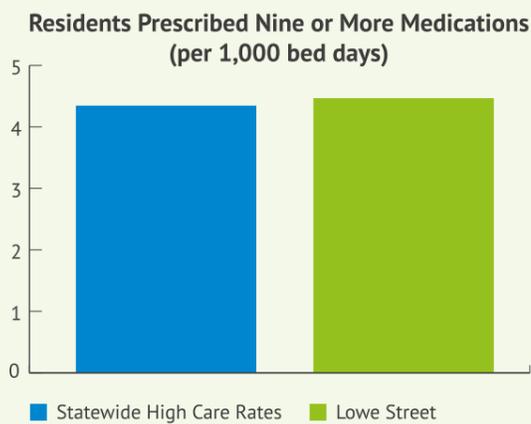
RESIDENTIAL AGED CARE QUALITY INDICATORS



For the second consecutive year Lowe Street has not recorded any Stage 4 (most severe) pressure injuries and in the past year has reduced the number of Stage 3 and Stage 2 injuries. The extra surveillance and total skin integrity review has enabled better early detection of persons at risk. Early detection leads to proactive care planning and reduction in injuries.



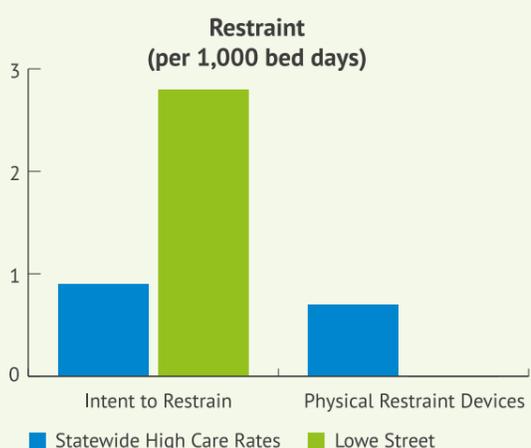
Unfortunately Lowe Street has recorded falls above the statewide average and the number of falls resulting in a fracture is equal to the statewide average. The issue of falls is addressed through many avenues including a falls committee where improvement and innovative initiatives are discussed and shared and, if agreed, implemented.



Lowe Street has reported a similar figure to the statewide average for residents who have been prescribed nine or more medications. This number is somewhat reduced from last year.



Unplanned weight loss for Lowe Street residents is only slightly higher than the statewide average. However the weight loss for three consecutive months is less than the statewide average. This highlights that staff are able to put in place measures to stop weight loss from continuing, once it has been detected.



Lowe Street has reported that it has no physical restraints in place.



A BEAUTIFUL BIRTHING EXPERIENCE

The birth of a baby is one of the most important events in a family's life.

September has been a particularly busy month in our birthing unit with the birth of 14 beautiful babies. Antenatal care is a significant part of midwifery practice, with arranging bookings and classes on Mondays and Antenatal appointments on Friday mornings. At our last group of antenatal classes we had 17 couples booked in.

Shared care is now very popular with many women enjoying alternating care between their GP/Obstetrician and the midwives.

There are 10 midwives and four GP/Obstetricians. Together they provide a comprehensive birthing service, as two GPs are able to perform Caesarean Sections. This means that pregnant women can have their babies delivered here in Ararat at any time of the day or night.

Following the birth of a baby and discharge from the birthing unit our Domiciliary midwife visits mum and baby at home. The number of visits is determined by individual needs.

Ongoing education is an important component of our work and we enjoy mentoring and supervising graduates.

Sarah Power is the first student to undertake the Graduate Diploma of Midwifery since it became a two-year course. She is putting in many hours studying and gaining experience. Mums are enjoying Sarah being part of their birthing experience, following their pregnancies through the antenatal, labour and birth, postnatal and domiciliary phases.

In May, Lucy and Alan welcomed their beautiful baby daughter into the world.

“IT WAS A WONDERFUL EXPERIENCE, AS WE HAD SUCH A CARING AND SUPPORTIVE TEAM OF MIDWIVES WITH US THROUGHOUT THE PREGNANCY, BIRTH AND DURING RECOVERY. WE FELT SAFE BIRTHING OUR BABY AT EGHS WITH PROFESSIONAL AND EXPERIENCED DOCTORS WHO SHARED OUR HAPPINESS AT WELCOMING A NEW LIFE INTO THE WORLD.”

RESPECTING PATIENT CHOICES

Respecting Patient Choices program is a coordinated approach to advance care planning (ACP) and has been implemented in all clinical areas of our Organisation.

ACP assists residents and patients, in consultation with health care providers, family members and carers, make decisions about their future health care, should they not be able to participate in medical treatment decisions. An ACP provides a formal structure for discussions about our residents' or patients' wishes regarding current and future health care. By completing an ACP our residents and patients can feel confident that their needs are known and met.

ACP has been implemented in all clinical areas with staff trained to perform ACP. A committee meets monthly to discuss ACP across the Organisation. EGHS has a target figure of 80% of eligible people to have an ACP by the end of the next financial year.

Advanced Care Planning for our residents and patients is based on:

- Ensuring they are fully informed about their illness and treatment options;
- Giving them the opportunity to reflect and discuss with their family and carers, their future and the way this will be managed by health professionals;
- Assisting them to clarify their views regarding acceptable and unacceptable outcomes if their condition worsens;
- Supporting them to record their views and to appoint someone they trust as a substitute decision-maker;
- Providing training to health professionals so they can discuss ACP with residents' and patients' families;
- Providing a comprehensive system for documenting and communicating health care choices;
- Developing clear and easy to understand information which explains ACP to everyone involved in the decision making process;
- Ensuring processes are in place to support organisational system changes to support the implementation of ACP effectively.



EXCELLENCE

The appropriate standard for all services and practices

CREDENTIALING

It's important to us that you feel confident that the person who is looking after you is appropriately qualified for the task. Prior to and throughout their employment, medical, nursing and allied health staff must demonstrate that they are registered by their professional association and have evidence of current practice registration, which also outlines their scope of practice. This year, for the first time, we have moved to E-Credentialing.

This is an electronic platform to credential our Visiting Medical Officers (VMO), replacing the paper-based system. This electronic system was developed following a recommendation from the Grampians Region Regional Sustainable Hospital Plan, for which EGHS is the lead hospital.

BY MOVING TO AN ELECTRONIC PLATFORM TO CREDENTIAL OUR VMOs, WE ARE ABLE TO LINK IN WITH OTHER HEALTH SERVICES TO CREDENTIAL AT A REGIONAL LEVEL. PREVIOUSLY EACH INDIVIDUAL HEALTH SERVICE CREDENTIALLED ITS OWN MEDICAL STAFF UTILISING DIFFERENT PROCESSES.

Anecdotally, rural and regional health services have reported difficulty in attracting representation on credentialing committees. Meetings were often seen as inconsistent and inefficient with significant time wasted and duplication of effort across the region. Establishing the Grampians Region Credentialing Committee will allow for a central point for medical staff to be credentialed and scope of practice defined across multiple facilities. This ensures that all facilities have a uniform sustainable credentialing and privileging process.

IN JUNE 2014, EGHS PERFORMED ITS ANNUAL MEDICAL APPOINTMENTS COMMITTEE MEETING, UTILISING THE NEW SOFTWARE. REPRESENTATIVES FROM OTHER HEALTH SERVICES WERE INVITED TO ATTEND AND OBSERVE HOW A REGIONAL CREDENTIALING COMMITTEE COULD RUN.

In November 2014, the first Grampians Region Credentialing Meeting will be held with participants from EGHS, Stawell Regional Health, East Wimmera Health Service, West Wimmera Health Service and Beaufort and Skipton Health Service. The collaborative effort will deliver an improved and consistent credentialing experience for doctors, credentialing panel and health services.



DIABETES PATHWAY

A clinical pathway for diabetes management for patients attending our Health Service has been developed and trialled. The pathway adheres to best practice standards for diabetes management and the continuum of care for patients across the Health Service.

To date, the pathway has been successfully implemented and has ensured that all areas of the patient's care are assessed in a systematic and evidence based way and is specific to patients who are presenting with Type 2 Diabetes.

The Type 2 diabetes pathway will be evaluated in the near future to ensure the best possible care is being provided to patients with diabetes.

LOCAL GOVERNANCE AGAINST VICTORIAN CLINICAL GOVERNANCE POLICY FRAMEWORK

Clinical Governance is a responsibility of the Board as it underscores and strengthens our core Values. The Executive Team provides the Board with information on Clinical Governance in the areas of consumer participation, workforce, risk management and clinical effectiveness. For the past three years 80% of the internal benchmarks established have been met. The Board has provided strong leadership in Clinical Governance, which has strengthened the way in which the Health Service delivers effective, safe care. As actions and activity are refined during the coming year the Health Service will continue to improve its compliance against the benchmarks and ensure that safe quality health care continues to be delivered



VERY HAPPY MOUTHS HAPPY KIDS!

We're not sure who is the happiest – the young children from four of Ararat's primary schools, the parents and teachers, the Philanthropic Trusts who supported our endeavours or the staff who have turned around the oral health of Ararat's young children.

AND EVERYONE IS DELIGHTED BECAUSE HAPPY MOUTHS HAPPY KIDS WON THE 2014 AUSTRALIAN BUSINESS AWARD FOR COMMUNITY CONTRIBUTION.

This is a fantastic outcome and reflects the commitment of everyone involved with the project. The award recognises the way in which the project has made a positive impact on the community, and will continue to create long term benefits for future generations.



HAPPY MOUTHS – AN ONGOING STRATEGY FOR HEALTHY STUDENTS

All four primary schools in Ararat have now been screened and follow-up dental work with students has been completed. From Grades 3, 4 and 5 there was a 67% take up. (Many of those that did not take up the offer are already seeing a family dentist on a regular basis).

Of the 167 students screened, two in every three students needed further dental appointments for both restorative and preventative dental work; that is 110 children needed further work.

State data indicates that within our catchment area, children under 14 years have three times the tooth decay than the State average. We have considered all the excuses for not going to the dentist and have made the entire experience as convenient and family friendly as possible. This includes no cost, no waiting lists, no having to juggle busy lives just to keep the appointments. We have made it a fun and positive experience! Ensuring a good lifelong habit of visiting the dentist on a regular basis.

Our Dietitians visited each of the schools to give a presentation on Healthy Food Awareness. A future event will include a visit and demonstration by a Dentist on correct brushing/flossing exercise with the whole school. As an added resource for teachers we are continuing to develop our curriculum based activities and website around the Happy Mouths Happy Kids positive oral health message.

We will commence the second round of annual check ups in Term 1, February 2015.



COMMUNITY

We respect the dignity and rights of our community and acknowledge their beliefs regardless of their cultural, spiritual or socioeconomic background



Orsola, resident at Parklands Hostel

SUPPORTING OUR RESIDENTS FROM NON-ENGLISH SPEAKING BACKGROUNDS

OUR ITALIAN RESIDENT

At Parklands Hostel we believe we are so lucky to have a beautiful resident such as Orsola who was born in Italy.

WHEN ORSOLA CHOSE TO COME TO PARKLANDS HOSTEL WE WELCOMED HER TO HER NEW HOME BY GIVING HER AN ITALIAN THEMED PARTY, WITH ITALIAN FOOD AND MUSIC FROM A PIANO ACCORDION. FLYING THE ITALIAN NATIONAL FLAG WE MADE HER FEEL RIGHT AT HOME!

We have challenged ourselves to communicate effectively with Orsola and have achieved this through:

- Consultation with her son on Orsola's likes and dislikes.
- Placing Italian words, with their English translation, on furniture and other useful objects.
- Translating the Lifestyle activities monthly calendar into Italian.
- Inviting a representative from the Catholic Church to offer communion.
- Hanging pictures of Italy in Orsola's room.
- Delivery of an Italian newspaper twice a month.
- Creating a lifestory page to orientate staff on our resident Orsola.
- Providing Orsola with some documentation in Italian.
- Helping Orsola continue with her hobby of gardening, which she takes great delight in.

Family is very important to Orsola, so we are really pleased that we can help Orsola visit her Melbourne family for a special occasion in Ballarat, when they are all going to get together.

These are the small events that make a big difference to the lives of our residents, particularly those from a different culture, and as carers, to us.

Chris Jordan

Nurse Unit Manager, Willaura HealthCare PIC

PARTNERING WITH OUR CONSUMERS

When we make a commitment at EGHS, we do so knowing that it is going to improve the health and wellbeing of our community. We are also determined to honour that promise. Doing it with us not for us is an initiative of the Victorian Government and it's about involving people in their decisions about their healthcare. For us, this means that we come together, the Health Service and the community, to determine what are the health issues that need to be addressed and how we can resolve them collaboratively. In this way people feel encouraged to take responsibility for their health.

OUR PARTNERING WITH CONSUMERS COMMITTEE CONTINUES TO CONSIDER AND IMPLEMENT IMPROVEMENT ACTIVITIES THAT ARE SUBSTANTIALLY CHALLENGING OUR PERCEPTIONS OF HEALTHCARE IN THE COMMUNITY.

During the year we have progressed our Partnering with Consumers Plan through the following activities:

- Healthy Together: a joint project between EGHS, Ararat Rural City, Department of Health, Grampians Community Health, Grampians Pyrenees Primary Care Partnership, Grampians Goldfields Healthy Together. Developing a strategy to promote and plan for a better, healthier community.
- Implementation of a Diversity Plan developed by HACC services.
- Ongoing implementation of our Disability Action Plan.
- Providing clear health information to the community, including quality and safety data, through local media outlets, our website, publications and to consumer groups and schools.
- Continued liaison with Aboriginal services to ensure equitable and appropriate access.

COMMUNITY CONSULTATION

Life Governor and past Board member of our Health Service and current Ararat Rural City Councillor, Fay Hull has a wealth of experience that she can draw on to assist us in shaping our Organisation's future direction. Fay is a community representative on the Board's Clinical Governance Committee.

Fay says there are two main aspects to her role:

"The first is ensure that the Health Service has good governance procedures in place and is in an ideal position to meet accreditation standards from a consumer and community perspective.

THE SECOND ASPECT INVOLVES LOOKING AT THE WORK OF THE COMMITTEE FROM THE POINT OF VIEW OF A MEMBER OF THE COMMUNITY, UTILISING FEEDBACK FROM OTHERS REGARDING THEIR EXPERIENCE WITH THE HEALTH SERVICE, AS WELL AS MY OWN PERSONAL EXPECTATIONS REGARDING HEALTH CARE.

"I believe that community consultation needs to be a two-way flow of information. I find it invaluable to see how the Health Service strives to provide an optimal wide-ranging service. At the same time I applaud the Health Service in the way that it has accepted and acted on issues and suggestions that I have raised during meetings.

"Since I am not an employee, or a Board member, I hope that I bring an impartial point of the view to the committee.

"I would like to see a broadening of community input into the Health Service, perhaps through avenues for feedback from representatives of different sectors of the community such as:

- Education sector
- Ministers of Religion of all faiths and denominations
- Former patient cohorts i.e.
 - mothers who have delivered at the hospital
 - dialysis/cancer patients
 - people who have submitted either a compliment or concern form.

How to achieve this is the question! I know from long experience as a councillor that wide-reaching community consultation is a most difficult exercise."

GRAMPIANS HEALTH ALLIANCE

The Grampians Health Alliance is made up of strategic health partners who collaborate to improve the wellbeing of the Grampians Region. Last year, to build and strengthen the alliance, Ballarat Health Services joined as a partner. This year, Hepburn Health Service and Maryborough District Health Service will also join the alliance as partners. The partners have developed a Strategic Plan that frames the collaboration. It is maintained and regularly updated to ensure its relevance. The alliance has identified changes that will need to be introduced to ensure that health services within the Grampians Region will be ready to meet future challenges of changing demographics and community expectations.



RETIREMENT OF TWO BOARD MEMBERS

Two of our distinguished Board members chose to retire at the end of their current terms in June 2014.

Graeme Foster joined the Board in November 2004 and Sally Philip joined in November 2006.

Both have had a significant impact on shaping the future of our Health Service. Graeme brought extensive business insight to his role, and Sally's health and human resources background assisted with clinical and corporate governance issues. Sally and Graeme have both held the office of President of the Board. The community has been grateful for the time that each has spent progressing our Health Service into a highly functioning Organisation.

Their contribution to the wellbeing of the community from advancing the scope of the health service to influencing decision making, has been really appreciated. We will miss their input and wish them well in their continued roles within the community.



Assistant Commissioner Robert Hill, Chair of the Victoria Police Blue Ribbon Foundation - Ararat Branch Terry Weeks, Minister for Police and Emergency Services Kim Wells MP, President Louise Staley, Chair of the Victoria Police Blue Ribbon Foundation Bill Noonan

NEW CT SCANNER

With the existing CT Scanner fast approaching its use by date the Health Service tendered for a new scanner in mid-2013. The Department of Health's capital sensitivity rule for medical imaging equipment states that CT machines cannot be over 10 years old.

AFTER AN EXTENSIVE TENDER PROCESS A 32-SLICE CT SCANNER WAS INSTALLED IN MAY 2014. THE PROCESS WAS LENGTHY BUT THE DECISION WAS NOT INSIGNIFICANT. THE NEW CT SCANNER OFFERS THE LATEST ITERATIVE DOSE TECHNOLOGY, WHICH MEANS WE PERFORM SCANS WITH THE LOWEST DOSE POSSIBLE, WHICH IS MUCH BETTER THAN THE AUSTRALIAN STANDARD.

Features of the new CT scanner:

- Can perform angiography studies including, head, neck, abdominal, limb and chest including pulmonary angiograms with fine detail and diagnostic ability.
- Faster scan times compared to the old, enabling images to be acquired without movement distortion from breathing or twitching, which can sometimes be encountered.
- Most scan times for different regions of the body are halved or even less.
- The detector size is down to 0.5mm allowing finer detail to be assessed/imaged.
- Ability to scan spinal images from an abdomen or chest scan with great detail. This was not possible on the old scanner as staff were always trying to reduce movement/breathing distortion.
- Less X-rays required to acquire images so the machine stays much cooler. Scanning larger patients (cervical spine scans through shoulders especially) there are no issues of having to reduce exposure factors just because the old machine would heat too much.

All these features benefit our patients, as less X-rays are needed for imaging, thereby reducing the risks to patients.

Improved finer slice technology, with greater accurate diagnostic ability, enables imaging factors to be manipulated by the Orthopaedic Surgeon to achieve the desired images. Faster scan times and accuracy allows us now to perform a greater array of studies such as vascular angiography.

Feedback that we received from one client indicated that the CT scan they had in Ararat was of such high quality that the Orthopaedic Surgeon in Melbourne said that an MRI was no longer necessary.



Jane Milllear, volunteer

OUR VOLUNTEERS – MAKING A DIFFERENCE

People volunteer at the Health Service for many reasons; they give and in return they receive the gratitude of our staff and affection from our residents and clients. They truly enrich the lives of our community. As in any job (and yes! volunteers do essential work) it is as important to make sure the right person is matched to a volunteer position, as if it was a paid one.

We have policies in place to ensure this happens, from initial interview through to induction and ongoing support.

Jane Milllear has been a Willaura Health Care Auxiliary member for 23 years, so obviously the process has worked well!

Jane is now the coordinator of the Willaura Market, which in recent years, has gone from strength to strength under Jane's excellent guidance. The community keenly anticipates market day and Jane works hard all year to prepare for it. As volunteer coordinator Jane has to:

- Manage a team of helpers
- Negotiate with new and existing stall holders
- Maintain her sense of humour

As a keen gardener Jane also (in her spare time!) likes to help residents with their gardening projects.

"I GET SUCH SATISFACTION FROM HELPING OTHER PEOPLE, SEEING THEM SMILE AND IN A SMALL WAY MAKING THINGS BETTER FOR THEM. MY MOTHER HAD ALZHEIMER'S AND I LIKE TO HELP OTHERS, AS I WASN'T ABLE TO DO SO WITH HER."

COMMUNITY NURSING

Hospital in the Home (HITH) continues to grow as a popular alternative to inpatient care as shown by a 221% increase over the past financial year.

Max*, one of our patients, has always really disliked hospitals, having had a bad experience when he was young. He just can't stand the noise and the smells. Since that time he has avoided them as much as possible. Unfortunately Max developed an abscess that required intravenous antibiotics and daily wound packing. His wife was anxious because Max kept dismissing his symptoms, worried that he would have to go to hospital. He felt there were no other options.

That's when Max and his wife were introduced to the Hospital in the Home (HITH) program. HITH was able to provide all the care and equipment in Max's house. This was a great relief to Max and his wife and his recovery went as planned. On completion of his full course of therapy, with the wound healed, Max was heard to say to the staff picking up the equipment "You lot are not so bad after all" High praise indeed!



WORKING TOGETHER

We value equally all people who make a contribution to EGHS to achieve shared goals

THE REFURBISHMENT AT GARDEN VIEW COURT

A collaborative approach to our recent renovations at Garden View Court has resulted in some excellent improvements for our residents. Interior design consultant Dianne Gow, who specialises in aged care and dementia specific spaces, was able to guide us and advise on many details regarding best practice use of materials and colours best suited for a dementia friendly environment. A committee of residents, their families, management and staff worked with Dianne to express their opinions, choose furnishings and discuss in detail concerns, which were taken into consideration and, where possible, resolved.

COMMITTEE MEETINGS WERE HELD WEEKLY ONCE THE PROJECT COMMENCED. REGULAR RESIDENTS' MEETINGS ENSURED EVERYONE WAS KEPT UP TO DATE OF PROGRESS WITH ANY CONCERNS AND SUGGESTIONS REPORTED TO THE WEEKLY PROJECT CONTROL GROUP.

Since the completion of the project we have seen so many positive results. The quality of life for our residents has been enhanced by the additional space and the different aspects for them to view our lovely courtyard gardens through the large windows.

A beautiful open plan kitchen and dining room helps residents feel involved in the daily activities of Garden View Court. There is a real family atmosphere and residents who previously remained in their rooms and were less willing to engage with others, now come and join in conversations with other residents in the new sitting room. The addition of a new activities room has been a real bonus as well. It's wonderful for family members and staff to observe and share this healthy interaction with the residents.

The refurbishment has been a resounding success, much appreciated by the residents, their families and staff.



Volunteers Margaret McMillan and Val Tosh



Resident Len Willox



Resident Doreen McLaughlan



AN INNOVATIVE ACTIVITY TO ENCOURAGE GREATER PARTICIPATION AT THE PATRICIA HINCHEY DAY CENTRE

Twelve months ago we began a chicken-hatching program as a trial activity for our day centre clients. It has been a great success, with clients involved in the activity. First we sourced fertilised Isa Brown hen eggs, borrowed an incubator and the first hatching was met with great excitement. Subsequent successful hatchings followed and this prompted the Auxiliary to provide the funds to purchase our own electronic incubator. Over the last few months we have hatched several clutches of Isa Brown chickens. Hatching the rarer Rhode Island Red chickens has met with only moderate success as they are notoriously difficult to hatch.

INTRODUCTION OF THE HATCHING PROGRAM REQUIRED APPROPRIATE POLICIES TO BE PUT IN PLACE TO REGULATE PROCEDURES, PARTICULARLY RELATING TO HEALTH AND HYGIENE ISSUES.

As hatching day gets closer many clients take turns checking the temperature and water levels in the incubator and monitoring the eggs on the due day for the first signs of cracks. Once the chickens hatch clients are busy with the daily feeding and cleaning routine as they watch the chickens grow. The chicks are proudly shown off to visitors, with family members enjoying introducing grandchildren to baby chicks for the first time.

Once the chickens are sufficiently grown they are taken to free range on a farm until grown, with the pullets sold through as pets.

This has been great for our clients as they engaged in meaningful activities.

Jacinta Harman
Manager



Day Centre client Jean Cluff



LEARNING CULTURE

We strive to continually learn and develop through education, training, mentoring and by teaching others



DIPLOMA OF NURSING

The delivery of the Diploma of Nursing course in Ararat has increased the workforce sustainability for the whole community. The Diploma is now in its third year, with 12 students currently enrolled in the part time study mode, delivered by Federation University. Classes are held in Pyrenees House two days per week, giving students opportunity for on the job experience within the Health Service. The students rotate work placements through clinical areas and have recently completed a four week aged care placement in Lowe Street and Willaura, to be followed by acute care placement in the Inpatient Unit next year. This intake of students will graduate in December 2015.

With improved access to training, Enrolled Nurses have upskilled to medication endorsement or the Diploma of Nursing.

TO ME, BECOMING A NURSE MEANS HAVING THE PRIVILEGE TO MAKE A POSITIVE IMPACT ON PEOPLE'S LIVES EVERY DAY AND THE OPPORTUNITY TO MAKE A DIFFERENCE. FEDERATION UNIVERSITY HAS MADE MY DREAM ACHIEVABLE, AS I AM ABLE TO STUDY SO CLOSE TO HOME. I HAVE BEEN FORTUNATE TO PARTICIPATE IN A NUMBER OF PLACEMENTS IN ALL DIFFERENT AREAS. THIS HAS GIVEN ME A TRUE TASTE OF WHAT THE NURSING INDUSTRY IS LIKE.

Delaney Humphris

CLINICAL SUPERVISION AND SUPPORT TRAINING

EGHS recognises that good quality, confident clinical supervisors are essential for quality clinical training. A free training program for supervisors of students in healthcare settings at foundational and intermediate level has been offered by the Department of Health (Statewide initiative) with Ballarat Health Services as the training provider. The Health Service is aiming for 50% of clinicians to attend. A trained, skilled workforce will lead to improved patient outcomes. Clinical supervisors in the practice environment, at the point of care, can facilitate high quality learning experiences for undergraduate students and clinicians in the early years post registration.

UNDERGRADUATE STUDENTS

EGHS provides a high standard of clinical education for a variety of disciplines from a number of universities.

Disciplines include:

- Nursing (Enrolled and Registered)
- Paramedicine
- Medicine
- Allied Health
- Radiology
- Health Information Management

Universities include:

- Australian Catholic University
- Charles Sturt University
- Deakin University
- Federation University
- Latrobe University
- Monash University

To encourage students to study in a rural setting, EGHS is able to provide free parking and accommodation for up to 19 students.

MIDWIFERY

We have hosted a number of training days for Midwives, GP/Obstetricians and other health professionals on Neonatal Resuscitation, cord blood collection and obstetric emergencies. To maintain their skills, Midwives attend study days of their choice within the region, online and in Melbourne.

RIPERN PROGRAM

Rural and Isolated Practice Endorsed Registered Nurse (RIPERN) has been introduced at EGHS to provide additional training for our Registered Nurses. Our catchment area includes rural and isolated communities with some of our patients traveling long distances to access treatment and medicines. Our endorsed Nurses are increasingly taking on additional roles in providing some medication where there is limited access to a GP. In the past few years four Registered Nurses, working in the Urgent Care Centre, have undertaken post graduate studies in Advanced Nursing Practice (Rural and Remote). This additional training has extended their scope of practice to include suturing, plastering and advanced medication administration (including immunisation). They have also increased their knowledge of advanced life support, mental and sexual health.

These additional skill sets will further improve the provision of and access to health services to the community.

PYRENEES HOUSE EDUCATION CENTRE

Pyrenees House is proving to be a great resource for the Grampians Region, with the facility and service at EGHS helping to create a terrific learning environment for various user groups and the general community. The venue is very popular for conferences, seminars, small and large groups. Pyrenees House is available for hire, and on-site catering can be provided.



Debbie Bennett, Clinical Nurse Educator, with student nurses

PROJECTS THAT HAVE IMPROVED SERVICE DELIVERY



East Grampians Health Service

A PERSON'S CHOICE RECOGNISED AND SUPPORTED – A PALLIATIVE APPROACH TO SUPPORTED ACCOMMODATION

Palliative care was proud to present "Fred's Story" at the 2014 Victorian Palliative Care Conference. Fred lived in disability- supported accommodation. He loved nothing better than a cold beer while listening to country and western music. In 2013 Fred was diagnosed with cancer and was dying.

Fred wanted to live his life to the end amongst the people who had cared for him. Through collaborative relationships developed with our disability/palliative care link project, Fred was supported in his choice to spend his last days at the group home he had called home for most of his life.

The Palliative care team worked closely with Disability Support staff, each understanding their roles on how best to support Fred. The Palliative care staff monitored Fred's disease progression, managed his pain medications and provided equipment. A Disability staff member said that from the very first time she met with the Palliative Care team the Disability staff were supported, offered counselling and resources to support their resident.

For Fred it gave him an opportunity to share his stories from the past with the people he cared about and who, in return, cared for him.

Our team of Palliative Care staff respect patient choices, work with other health professionals to do everything possible to make sure that patients' needs are met.

Jane Bourman
Manager Community Nursing

GRAMPIANS MEDICAL INTERN TRAINING PROGRAM

East Grampians Health Service has developed a program to assist in the recruitment and retention of medical staff to the Grampians Region of Victoria. The program known as Grampians Medical Training is an intern training program for first year medical graduates.

Grampians Medical Training is important because it provides interns with the opportunity to see all aspects of, and develop the required skills for, rural medical practice. The program is designed to create a strong basis for a rural medical career.

The Grampians Medical Training Intern Program is a partnership between our Health Service, St John of God Healthcare Ballarat, Maryborough District Health Service and Ararat Medical Centre along with Nightingale and Clarendon Medical Clinics in Maryborough. This is an innovative model that provides the interns with experiences in both public and private health services and regional and rural settings. The surgical term based at East Grampians Health Service will enable the interns to experience daily surgical sessions, provide significant exposure to anaesthetics and to attend to surgical patients in the Urgent Care Centre.

We are taking very positive steps to ensure that our community will always have access to qualified, highly motivated Doctors.

Grampians Medical Training will commence in 2015 with an initial intake of five interns.

WORKING TOWARDS A SUSTAINABLE WORKFORCE

Following the retirement of General Surgeon Barry Alexander in 2012, and the subsequent difficulties EGHS experienced in recruiting a new General Surgeon, a succession plan was implemented to ensure surgical services were maintained. It was recognised that with the Orthopaedic Surgeon's retirement imminent, replacing him should become a priority. We were delighted when, following an extensive recruitment campaign, Orthopaedic Surgeon Mr Scott Mason accepted the position at EGHS.

Though Scott is based in Ballarat he consults here at our Community Health Centre every fortnight. Scott has slowly built up his operating lists and now operates fortnightly. The addition of Scott to our team of Surgeons ensures Orthopaedic services will be maintained at EGHS, giving the Ararat and district community continuing access to a variety of surgical specialities.

USING YOUR PRIVATE HEALTH INSURANCE IS EASY AT EGHS

- Do you know that you can use your private health insurance at EGHS?
- Being treated as a private patient with us is easy.
- You will get preferential access to a single room and will be entitled to a range of benefits depending on the unit you are admitted to.
- On admission simply notify one of our staff members that you would like to use your health insurance and we'll take it from there!
- We aim to give you the private patient experience within the comfort and convenience of your local hospital.
- To make your stay as stress free as possible we will take care of all the paperwork.
- We will also cover any gap fees related to your hospital stay so instead of worrying about out-of-pocket expenses you can concentrate on getting better.
- By choosing to use your private health insurance you'll be helping the hospital provide the best possible services and highest quality of care to the community, now and for the future.
- By using your private health insurance you will also help us to purchase equipment, maintain service levels and develop new models of care.

If you have any questions about the benefits you'll receive as a private patient please ask one of our friendly staff on admission.

Remember, being a private patient is easy at EGHS. For further information on the services we offer please visit our website at www.eghs.net.au, email info@eghs.net.au or call us on 03 5352 9300.

WE'D LIKE TO HEAR FROM YOU

Your opinion is important to us. It helps us plan our future direction. It's not only consumers of our services, but also people connected to our consumers. You all have a significant role in the shaping of our Health Service.

Please take a little time to complete this feedback form on Community Matters and circle the appropriate number:
(1 being poor and 5 being excellent)

What did you think of the information in this report?

1 2 3 4 5

What did you think of the presentation of this report?

1 2 3 4 5

What did you think of the length of this report?

1 2 3 4 5

What did you think of the style of this report?

1 2 3 4 5

Has your knowledge on services at EGHS increased?

1 2 3 4 5

Are you interested in receiving further information on consumer participation at EGHS?

Yes No

Is there any information you would like to read about in future reports?

Yes No

Have you any suggestions on how we can improve the report?

Thank you for taking time to complete this form. We do value your feedback.

Please detach the form and return to one of our facilities or post to:

Chief Executive
East Grampians Health Service
Girdlestone Street
(PO Box155)
Ararat 3377

If you would like us to contact you in regard to any item in Community Matters, or you are interested in supporting the Health Service, please complete your details and return to us.

Name: _____

Address: _____

Telephone: _____

Email: _____

CONTACT DETAILS

General Enquiries 5352 9300