



2016 VICTORIAN QUALITY ACCOUNT

COMMUNITY MATTERS



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

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CHIEF EXECUTIVE'S WELCOME

Perhaps the greatest impact our Health Service has on our community is the promise of safe, quality care delivered by highly motivated and appropriately trained health professionals and ancillary staff.

During this past year East Grampians Health Service has been recognised by the State Government for these very qualities of continuous improvement, innovation and commitment to our community by being awarded the Premier's Medium Sized Health Service of the Year in the 2015 Victorian Public Healthcare Awards.

While this award acknowledges our Health Service it also recognises the confidence our community places in us. It takes time to establish this level of trust and we continue to build on our relationships to listen to our stakeholders in order to develop policies and procedures that ensure the community will receive the best care possible.

Having received such a prestigious award in 2015, you might presume that we can now sit back and relax! Far from it! As a community we can always find areas for improvement. And we will.

We want to hear from you, those who have received care, are anticipating an episode of care or are considering moving into one of our residential facilities. It's important for us to learn from you. In that way we can be sure that we are providing outstanding care to a group of exceptional people – our community. You have the opportunity to provide feedback, or to let us know that you want us to get in touch with you, by completing the form on page 17 of this publication.

As Chief Executive I manage the day-to-day operation of the Health Service. Setting the strategic framework is the responsibility of the Board.

I am fortunate indeed to enjoy an excellent relationship with the Board and as you place your trust in the Organisation, the Board has placed its trust in me to deliver a Health Service that improves the quality of life for our community.

This year's Community Matters will demonstrate how we continue to work with our patients, residents, clients and carers to deliver an exceptional level of care. From the time when a life is just beginning, to when it has reached its natural conclusion, our staff provide the utmost care to ensure each, unique journey is person-centred and reflects that person's diagnosis and lifestyle with dignity and compassion.

Each staff member has a particular skill, from nursing and medical, to cooking and cleaning to ensuring that we manage our finances responsibly. Our organisational Value statements continue to reinforce our philosophy and work ethic.

But what do our Values mean to the community?

Integrity

We value integrity, honesty and respect in all relationships.

This means that we will hold honest conversations with the people for whom we care. You will be cared for by appropriately qualified medical, nursing and allied health staff whose registration will be updated and sighted annually. We will ensure that the built environment is safely maintained and that all Standards are met and, if necessary, reviewed for improvement.

Excellence

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

East Grampians Health Service has been awarded the following:

- Premier's Medium Health Service of the Year in the 2015 Victorian Public Healthcare Awards.
- IPAA Victoria's Leadership in the Public Sector Awards for the program Learning, Education, Training and Sustainability (LETS).

These awards demonstrate that our staff are innovative and committed to investigating ways in which they can improve service delivery. We will continue to strive for excellence.

Community

We respect the dignity and rights of our community and acknowledge their beliefs, regardless of their cultural, spiritual or socio-economic background.

We live in a wonderful area of Victoria, rich in natural beauty and cultural heritage, with an ever-increasing number of people born overseas. This mix of attitudes, backgrounds and interests enriches all our lives. We have made a commitment to embrace all beliefs and respect people who have a different opinion to us.



Premier's Medium Health Service of the Year Award Victorian Public Healthcare Awards

Working Together

We value equally all people who make a contribution to East Grampians Health Service to achieve shared goals.

We thank those members of the community who have dedicated their time as volunteers and auxiliary members and celebrate with them their achievements. We are grateful to our health partners and colleagues for cooperatively sharing their skills and knowledge. Through collaboration and generosity we have all gained a greater understanding of our communities and how best to deliver care.

Learning Culture

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

By "growing our own" we believe we have instilled a love of learning within the community that will go some way to increasing a sustainable workforce for our Health Service. There are many opportunities to be developed to establish career pathways for young, committed members of our community. We will do everything we can to encourage them to study with us to gain a qualification that will set them on a successful career pathway.

Last year Community Matters was in a different format, because we heard what you said. And we're pleased we changed the style, because you like it! And we will continue to use this format.

One of the questions asked by the Department of Health and Human Services is does the community read our Annual Report and Community Matters and, if yes, how are they received. As I live in Ararat I can tell you that it is satisfying to be stopped in the street and congratulated on both reports, to be told that the information is useful and has extended the community's understanding of our Health Service. At our recent accreditation, the surveyors also said that their knowledge of our Organisation had been enhanced by reading both publications.

Thank you again for your ongoing interest and encouragement to ensure we continue to be the Health Service of choice for our community.

Nick Bush

Chief Executive

COMMUNITY MATTERS

Since we have been publishing Community Matters, we have come to understand what a significant publication it is for our community. When you have to make a decision about your care, it's important that you have appropriate information and confidence in your health service to make an informed decision.

You probably want to know:

- Is the Health Service Accredited? (go to page 9)
- Are health practitioners registered to practice a range of procedures in keeping with the terms of their professional registration? (go to page 12)
- Will I receive quality, safe care? (go to pages 2, 14 , 16 and 20)
- Are the facilities up to date and clean? (go to page 5)
- Are there ways I can receive additional information? (go to page 17)
- Does the Health Service welcome feedback? (go to page 17)
- Is there an opportunity to support the Health Service? (go to page 17)
- Do staff respect the people they care for – and each other? (go to pages 13, 14 and 15)

Through the pages of Community Matters we will demonstrate that you can feel confident that if you, or a loved one, requires health care, East Grampians Health Service will be your Health Service of choice.

DEVELOPMENT OF COMMUNITY MATTERS

Community feedback indicated that the new format of Community Matters was well received. Comments included:

- Easier to hold
- Larger print
- Interesting stories
- Articles relevant to health care

DISTRIBUTION OF COMMUNITY MATTERS

Our catchment area covers 4,230 square kilometres and is home to over 11,183 people who live in rural and remote communities. (ref. Ararat Rural City)

In distributing Community Matters our challenge is to reach as many of our community members as possible. This year Community Matters is available through:

- Our Annual General Meeting
- Receptions at all our facilities
- On our Website (eghs.net.au)

HAND HYGIENE

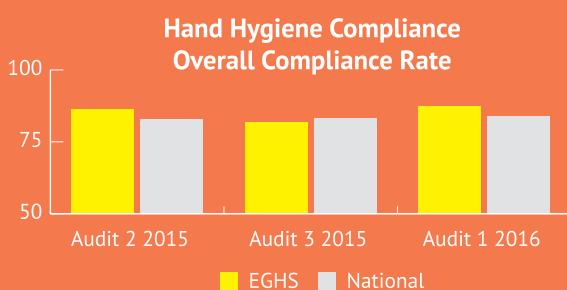
EGHS has consistently achieved above the National Benchmark in hand hygiene audits.

These audits are conducted three times a year and reported to Hand Hygiene Australia as well as being published on the MyHospital website.

The expected rate of compliance 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 year, EGHS has consistently achieved > **80% compliance**.



QUALITY & SAFETY INDICATORS

These indicators demonstrate that we continue to participate in a number of Statewide Audits so that at any given time we know that our Health Service is meeting government and industry Standards. We also undertake our own internal audits for cleaning standards, carried out by staff who have been trained for this role.

CLEANING STANDARDS

Cleaning Standards for Victorian Public Hospitals 2011 require public hospitals to conduct monthly cleaning audits with two internal audits per year and one external audit per year to be reported to the Department of Health and Human Services (DHHS).

The Acceptable Quality Level (AQL) for the Health Service is 85% overall. Very High Risk (VHR) areas within the health service, that is the operating suite, is required to achieve > 90% AQL, High Risk (HR) for example general ward areas, Moderate Risk (MR) for example Pathology, medical imaging and Low Risk (LR) for example administration, are all expected to reach AQL > 85%.

At our Health Service we participate in these audits as we know the risks of infection to our patients and the occupational health and safety risk to our staff and visitors. Prior to undertaking an audit, the authorised Cleaning Standards Auditor outlined the association between poor environmental hygiene and the transmission of infection agents in healthcare settings.

Following the audit our Health Service was again congratulated on an outstanding result. The auditor said that it was no easy task to achieve such a high standard.

Required Acceptable Quality Level (AQL)

| Functional Risk Category | Compliance | Required Score |
|---|------------------|----------------|
| Very High Risk | 99% | 90% |
| High Risk | 100% | 85% |
| Moderate Risk | 100% | 85% |
| Overall Hospital Score | 100% | 85% |
| Internal Audit Process | Compliant | |
| The audits are being completed as per the schedule with rectification of failed elements. | | ✓ |

The following areas were audited where there were no failed elements:

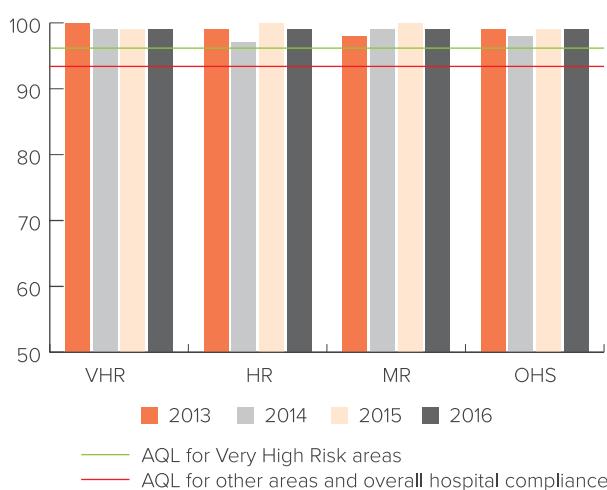
- Oncology
- Birthing Suite
- Palliative care
- Urgent Care
- Dialysis
- Nursery
- Day Procedure Unit

This is an excellent result and staff involved in Infection Control and cleaning are to be congratulated for their ongoing commitment to ensure that our Health Service has achieved such outstanding results.

Internal Audit Results for 2015-16



External Cleaning Audit Percentages



SUSTAINABILITY



In November 2015 the clinical waste contractor conducted an audit to determine the correct disposal of clinical waste in the Peri-operative Unit. This audit showed that 80% of waste disposed of into the clinical stream was not clinical, therefore could have been disposed of for recycle or land fill.

An improved printer system was introduced from the beginning of May 2016. This system involves staff swiping ID cards prior to printing from either their computers or at the machine. If the printer has not been swiped with an ID card within 48 hours of the request being sent to the printer, the job will be cancelled with no printing performed. This has resulted in a reduction of unnecessary printing, for example items sent to the wrong machine and not collected.

| | |
|------------------------|--|
| Sheets | 6,020 |
| Total Printed Pages: | 9,109 |
| Colour Pages: | 1,960 |
| Greyscale Pages: | 7,149 |
| Value Saved: | \$338.98 |
| Jobs: | 980 |
| Trees Saved: | 7.478% of a tree <i>(the amount of trees that would have been consumed to make paper)</i> |
| CO ₂ Saved: | 27.1 kg <i>The greenhouse gasses that would have been released in production of the paper)</i> |
| Equivalent Bulb Hours: | 1,705.7 hours <i>(The manufacturing energy saved from not producing paper represented as the energy consumed by a standard light bulb in hours)</i> |

For the last two years it has been a requirement by the Department of Health and Human Services for us to report on our energy consumption as well as outlining strategies we have in place to reduce our impact on the environment. These reports can be accessed via our website: www.eghs.org.au

We have demonstrated and will continue to demonstrate our commitment to a more sustainable environment through recycling building materials and furniture where possible.

Some of our initiatives include:

- Comingled recycling
- Reuse of building materials, furniture and furnishings where possible
- Replacing normal lights with LED bulbs as necessary
- Introduction of biodegradable garbage bags across the Health Service
- Scrap metal taken to metal recyclers
- Introduction of “Battery Buckets” rather than sending used batteries to landfill.
- Lights that turn themselves off after a certain period
- Sustainability has been added to the staff hand book
- Articles in the Health Service newsletter

If you have any suggestions about how we can become even more sustainable and environmentally responsible please complete the feedback form on page 17 of this publication.

Water Consumption

| Total Water Consumption kilolitres (kL) | 2013-14 | 2014-15 | 2015-16 |
|---|---------|---------|---------|
| Potable water | 27,805 | 18,604 | 20,366 |

| Normalised Water Consumption | 2013-14 | 2014-15 | 2015-16 |
|--|---------|---------|---------|
| Water per unit of floor space (Agency Floor Area 9126) | 3.04 kL | 2.03 kL | 2.23 kL |

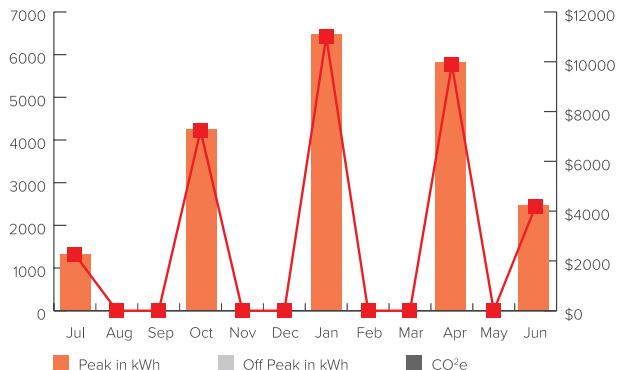
Waste

| Total Waste Generation by type (kgs) | 2014-15 | 2015-16 |
|---|---------|---------|
| Clinical waste | 11,653 | 9,669 |
| General waste | 185,840 | 198,135 |
| Recycled/ Confidential Waste | 76,080 | 55,834 |
| Percentage of recycle waste | 40.9% | 28.2% |
| Waste generated per floor area | 29.9kgs | 28.9kgs |
| Waste generated per level of service activity | 6.5kgs | 5.7kgs |

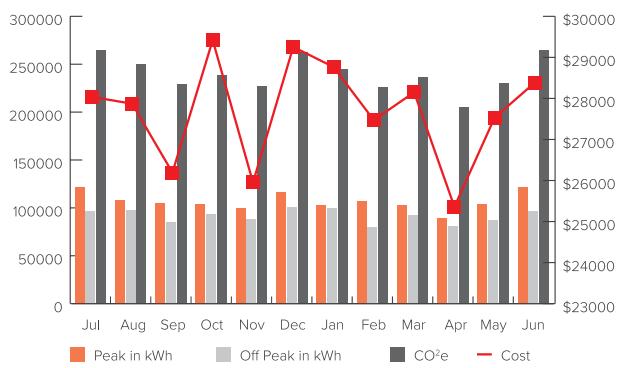


Alex Gavino, PhD Candidate University of New South Wales

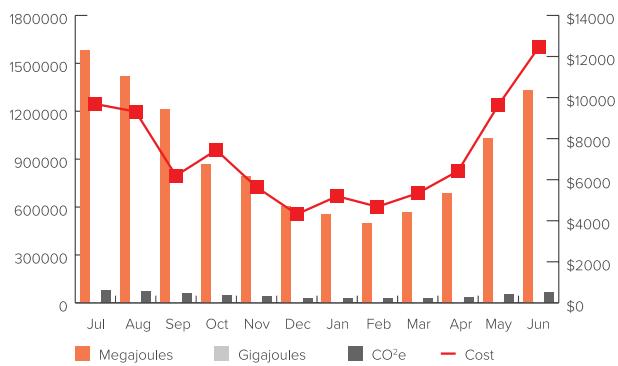
Water Consumption 2015-16



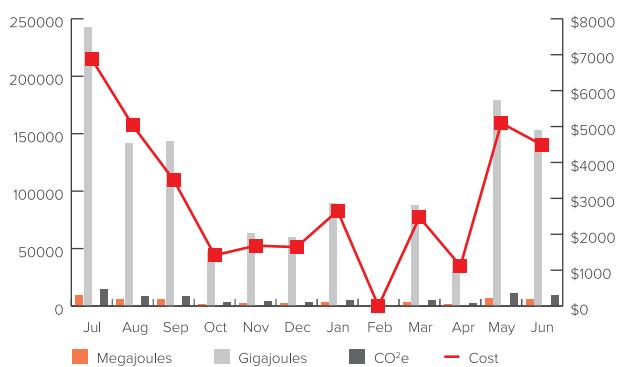
Electricity Consumption 2015-16



Natural Gas Consumption 2015-16



LPG Consumption 2015-16



VICTORIAN HEALTH EXPERIENCE SURVEY (VHES)

Patients who are admitted to a Victorian Public Health Service are invited to participate in a survey about their experiences.

Our patients were surveyed during the period from April to June and of the 39% who responded, 100% said the overall experience was good or very good.

This is a great outcome for our medical and nursing staff, more importantly, but it's a great result for our patients. We were notified of these results in October 2016.

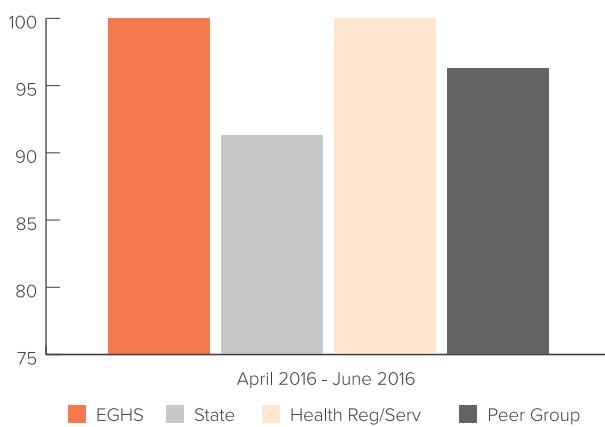
The safety and quality data we collect on a regular basis is analysed and the information is presented to the quarterly Clinical Governance Committee, a sub-committee of the Board, with representation from the Board, key clinicians and community members.

The information is scrutinized, with trends highlighted and discussed against set clinical indicators.

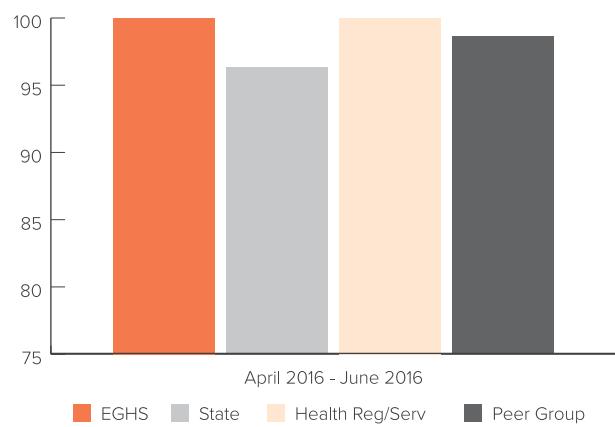
These indicators include maternity, falls, medication errors and infection rates and, where appropriate, are collated from right across the organisation including inpatient unit, urgent care, maternity, theatre/surgery, residential aged care.

At our regular clinical meetings the Victorian Audit of Surgical Mortality is reviewed and discussed and, where appropriate, action is taken. However, at our Health Service there have been no incidents of surgical mortality.

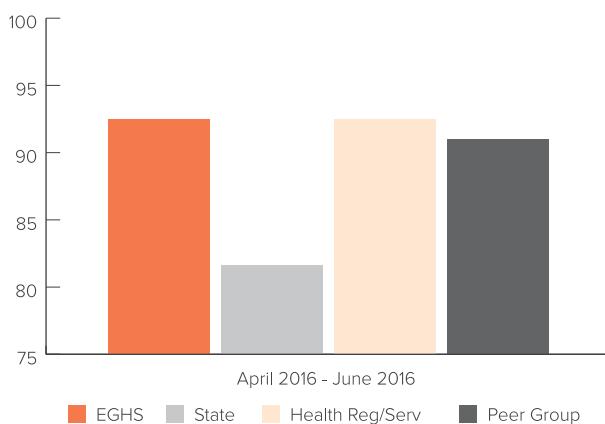
Overall, how would you rate the care you received while in hospital?



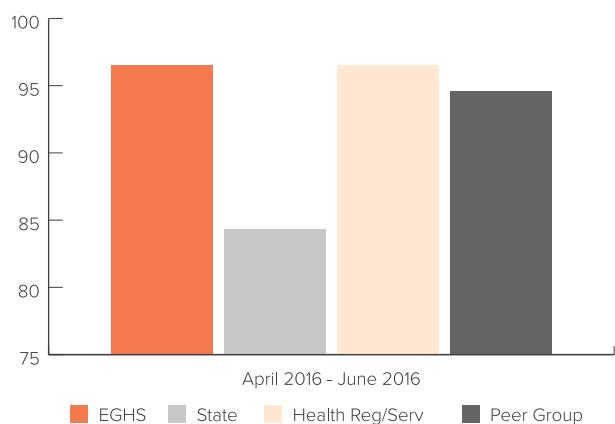
Overall, how would you rate the care and treatment you received from your nurses?



How do you rate how well the doctor and nurses worked together?



Overall, how would you rate the discharge process?



ACCREDITATION

When a health service undertakes the accreditation process a team of external surveyors spends up to four days assessing the performance of the health service. The team, trained in the accreditation process, reviews policies and procedures, meets with the Board, staff, patients, volunteers and carers to question and listen. Our Health Service welcomes accreditation because we are proud of what our staff, on a daily basis, achieve through determination and commitment. Their resolve is always to put the patient first in their decision-making and to deliver quality, safe care. Accreditation is also an opportunity to review work practices and consider ways in which they can be improved.

Accreditation of clinical services has been maintained over the past 12 months, with visits from the Aged Care Quality Agency to support our Aged Care facilities. The National Association of Testing Authorities reviewed our Medical Imaging department and granted us ongoing accreditation.

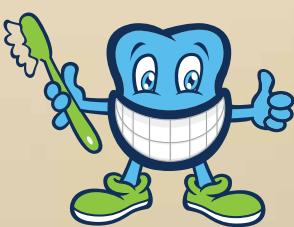
We are currently accredited with

- Australian Aged Care Quality Agency
- National Safety and Quality Health Service Standards
- Department of Health and Human Services Disability Standards
- National Association of Testing Authorities

Accreditation for Acute services will take place in early July, Garden View Court Aged Care in October, and other Aged Care services not due for accreditation for another two years.



Betty Billman, resident of 70 Lowe Street



Dentist Sue Lim reviewing dental x-rays

DENTAL SERVICES

Dental Services has continued its important role in the community with screenings occurring at:

- Budja Budja Aboriginal Co-operative
- Golden Gate Lodge
- 70 Lowe Street
- Garden View Court
- Ararat Retirement Village – Gorrin House
- There was an increase in the number of priority patients seen by Dental Services in 2015-16 from 45.6% to 49.9%. Priority patients include children and youth, Aboriginal and Torres Strait Islander peoples, refugees and homeless people.
- The number of Aboriginal and Torres Strait Islander peoples accessing the dental services at Budja Budja Aboriginal Co-operative in Halls Gap through the mobile dental van and also at the dental clinic in Ararat increased from 64 in the previous year to 89 this year.
- The East Grampians Health Service dental clinic continues to grow a strong relationship with the La Trobe University Dental School with supervision of 8 final year dental students in 2015-16. The students are supervised by the Senior Dentist and in the past year this has enabled the clinic to increase the number of patients seen.



Dental Assistant Amy Martell preparing dental instruments for sterilisation

Dental Indicators



Dental Services increased its visits and patient numbers up to **5,426 visits to 2,173 patients in 2015-16** compared to 5,279 visits to 2,136 patients in 2014-15.



In 2015-16, **963 emergency patients** were seen compared to 900 in 2014-15.



The number of visits for emergency services increased by 150 from the previous year, **1,632** from 1,482.



The number of emergency appointments has had a significant effect on waiting times for General and Denture Wait Lists.



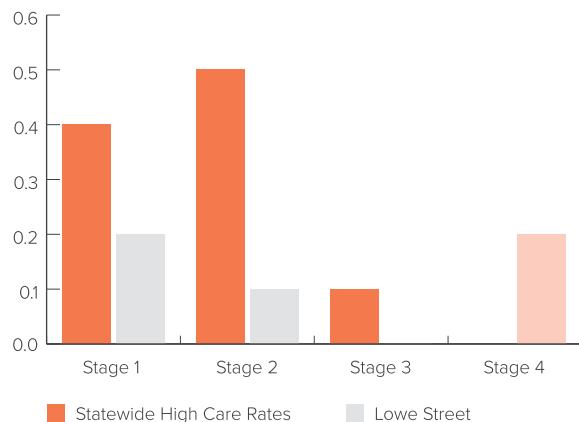
There has been a reduction in the number of denture Courses of Care from 233 in 2014-15 to **223 in 2015-16**. This slight reduction is due to staff absences in 2016 for upskilling in dental prosthetic training. In the long term this means that we can provide more denture services to our community.



AGED CARE DATA

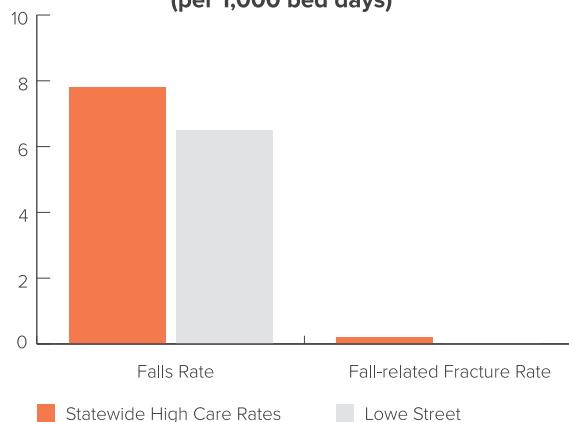
Tammy Day and Bryan Bell from Willaura Healthcare

**Pressure Injuries
(per 1,000 bed days)**



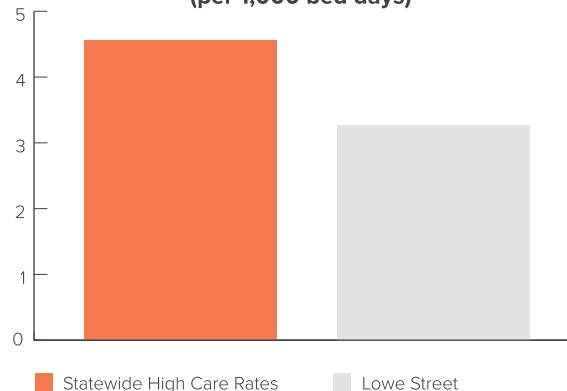
Overall we have had a reduction in the number of pressure injuries. The purchase of new air mattresses for our high risk residents has been an important factor in this improvement.

**Falls and Related Fractures
(per 1,000 bed days)**



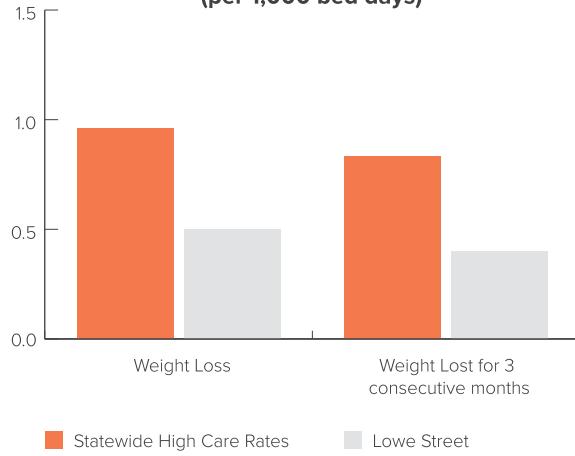
We are pleased to report a decrease in the number of falls and for the first time in three years we are below the state average, demonstrating that initiatives introduced have been effective.

**Residents Prescribed Nine or More Medications
(per 1,000 bed days)**



This year 70 Lowe Street has reported a further reduction for residents prescribed nine or more medications. This is significantly less than the statewide average.

**Residents with Unplanned Weight Loss
(per 1,000 bed days)**



Unplanned weight loss for 70 Lowe Street residents has been reduced during the year and is below the statewide average. The weight loss for three consecutive months is also less than the statewide average. This highlights that measures put in place by staff to stop weight loss from continuing have been effective.



INTEGRITY

WE VALUE INTEGRITY, HONESTY AND RESPECT IN ALL RELATIONSHIPS

It matters to the Board and staff that our community receives the very best quality, safe health care, delivered by appropriately qualified health practitioners. Our medical, allied health and nursing staff are of the highest calibre and annually we sight their professional registrations that demonstrate their ability to practice. This is called credentialing.

CREDENTIALING

Credentialing of clinical staff is an important element of our Risk Management program. It provides patients, residents, clients and their families with the confidence to know that appropriately qualified, trained health practitioners are caring for them. Annual registration also outlines their scope of practice.

Our clinical governance practices and policies are aligned with the Victorian Government's policy for credentialing and scope of practice. Mandatory professional development ensures all clinicians are up to date with contemporary work practices and continue to meet the stringent clinical and ethical standards the community expects from them.

Each clinician takes pride in providing exceptional health care to our community.

GENERAL PRACTITIONERS WITH OBSTETRICS TRAINING

The Ararat and district community is extremely fortunate to have five General Practitioners (GPs) with Obstetrics training. Mothers and their partners receive the very best care right through to the birth of baby. With specialist training GPs are able to care for pregnant mothers, only advising a move to a regional health service if it is necessary.

Our birthing service has now been strengthened by our partnership with the Royal Women's Hospital in Melbourne, possibly the most advanced birthing service in Australia.

In over 20 years there has not been one adverse incident in our Birthing Service. It is thanks to the dedication of our specialist GPs like Dr Wong, who have made a commitment to care for our community.

DR WONG GENERAL PRACTITIONER WITH OBSTETRIC TRAINING

With the support of the Ararat Medical Centre, East Grampians Health Service and, importantly, my family, I spent a year in Ballarat learning obstetrics. I returned to work in Ararat in the middle of 2012 with a DRANZCOG (Advanced). This established my ability to provide obstetric care and perform Caesarean sections, but it was with some trepidation that I started work independently without a specialist consultant beside me.

Happily, pregnancies usually start with a healthy mother presenting with news of a hoped for positive pregnancy test, which progresses through normal investigations, scans showing the very human features of the developing and now greatly anticipated baby, and finally into labour.

The team of experienced medical staff and midwives are a great source of support and together we manage all aspects of the birth, the outcome of which, even if sometimes delayed, is still a healthy baby warm in the arms of its parents.

This gives me great satisfaction and a sense of fulfillment. When I think of the hard year of training, the long hours, seemingly always in the deep of the night, and the anxieties and stresses when things aren't just sailing along, it's all worthwhile. This is particularly so when an unrecognisable toddler charges up the corridor to see me in the medical centre.

"All the midwives out there are amazing and I am so grateful for the awesome care I received. What a fabulous team and we are so lucky to have you all" **Nadine**

LEEEANNE'S STORY

When I started my Enrolled Nurse training back in 1973 at Ballarat Health Service I never dreamt it would take me on such an amazing journey.

Something inside me kept pushing me to achieve more, because I never seemed to be satisfied! After 25 years as an EN, then working as a Hostel supervisor in Dimboola I decided to undertake medication endorsement. Still this wasn't enough and in 2007 I enrolled at the University of Ballarat (now Federation University) in Horsham to commence study for my Bachelor of Nursing.

Working my way through the degree while supporting two young girls was not without challenges. On successful completion I moved to Beaufort with my girls to undertake my graduate year.

I am forever grateful that East Grampians Health Service took me on as its first student midwife, even though I was in my mid 50s. Since completing my Post Graduate Diploma in midwifery many opportunities have come my way.

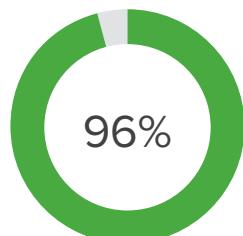
In 2012 I was extremely privileged to be chosen to go to Gallipoli to the ANZAC Day Dawn Service, as a volunteer in the special needs area. This is something that I could never have imagined as an EN. In 2013 I was to go to Africa on a volunteer basis, but the Ebola crisis broke out, so plans changed. In 2014 I was set to go to Nepal to volunteer in a hospital maternity ward, with my daughter volunteering in an orphanage. But then Nepal experienced two devastating earthquakes and, again, my plans had to be changed, yet again.

East Grampians Health Service has been really supportive, supplying me with much out of date stock and some midwifery specific equipment, which is now going to Papua New Guinea where I will a volunteer later in the year with the Highlands Foundation in Goroka. In the near future I will be undertaking a nurse immuniser course, which will be of benefit when I go to Kenya with Nurses in Action. East Grampians has supported me in my goals to continue to volunteer, helping out underprivileged communities. It gives me great satisfaction, and I really enjoy meeting people from different countries and learning their culture. It's great working for an organisation that has such a positive philosophy of supporting staff. I hope to continue working here for a few more years yet.

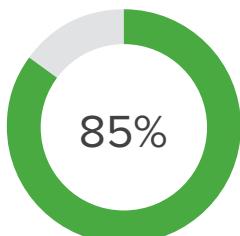
LeeAnne Smith

RN RM

The midwifery department is audited on a monthly basis by one of the accredited cleaning auditors on staff. The average score for the year 2015/16 was 96%, which is well above the Acceptable Quality Level required by the "Cleaning standards for Victorian health facilities 2011" of 85%.



2015/16
Average



Acceptable
Level

We want to assure expectant mothers and their partners, that at East Grampians Health Service we have reviewed thoroughly our policies and procedures for Clinical Practice Guidelines for maternity services. This means that we have carefully examined all aspects of our service, we have sought the opinion of extremely experienced Obstetric specialists from the Royal Women's Hospital (RWH), and we are absolutely confident that the maternity service we provide here in Ararat is of an extremely high standard. In the past year we have developed a Memorandum of Understanding between our Health Service and the Royal Women's Hospital. With the support of RWH, our birthing service will be strengthened further as we share best practice to improve safety and quality.

RESPONSE TO THE AUDITOR GENERAL'S REPORT ON WORKPLACE BULLYING

Following on from the Victorian Auditor General's report on workplace bullying the Board engaged Sally Philip, a former Board President, to implement the Improving Performance Management program. Our Health Service strongly believes that staff members should come to work and feel safe so that they can perform their duties without intimidation, bullying or harassment. Sally reviewed policies and processes and conducted workshops for managers in relation to performance management. Staff welcomed this initiative.

WALKING WITH MIDWIVES

International Midwives Day is celebrated each year on May 5, and highlights the importance of the work that midwives undertake on a local and global level, and the impact they have on mothers, babies and families around the world.

Midwives around the world work hard every day to ensure women and newborns receive the quality care they deserve. This year's theme was "Walking with Midwives" and was designed to bring together local midwives (including student midwives, maternal child and health nurses), families and community members to celebrate and widen the knowledge of what midwives do for their community.

To mark this event, women who had either birthed at East Grampians Health Service, or seen midwives during their pregnancy, were invited to come and walk with local midwives and their families around Alexandra Lake and then meet for a morning tea in Pyrenees house. The response to our invitation to celebrate this day was overwhelming, and we had large number of women with prams and young children join our midwives to walk around the lake. The midwives were able to reconnect with the women whom they monitored during their pregnancies and assisted during their births, and the women were proud to show off their babies and talk about

their experiences. Chief Executive Nick Bush and Director of Clinical Services Peter Armstrong also came along and walked with the midwives and congratulated them on the crucial role they play within our Health Service.

The morning tea was a hive of activity with newborns and toddlers taking centre stage, and with everybody having so much fun nobody wanted to leave and it nearly ran into lunch time. We received great feedback from the women who attended saying what a great time they had on the day.

Many women spoke to the midwives on the day and said what a positive experience they had had birthing at our Health Service, and others left positive messages on our web site.



PROVIDING STIMULATING CARE FOR OUR RESIDENTS

As the people we love age, it's natural that we want them to be cared for by staff who understand them in an environment that focuses on their life history and their abilities. While the majority of elderly people will remain in their own homes, at East Grampians Health Service we have different levels of care to provide the safety and security that families want for those important members of the family who now need specialist care.

The Montessori Model of Care at 70 Lowe Street has had a significant impact on our residents. The key values of this model of care is Relate, Motivate, Appreciate that focus on enhancing relationships by tailoring interactions to a person's interests and abilities. We have been fortunate to receive funding from the Department of Health and Human Services Aged Care Branch, the Grosvenor Foundation and the Collier Charitable Trust towards the project to ensure its ongoing success.

This innovative approach to support our residents has been well accepted by both residents and staff. Meaningful activities involve residents, their families and friends. Bright colours fill the corridors, spectacular art works hang on the walls, and individual colours help residents identify their rooms. Most bedroom doors have been redesigned as "barn" doors to enable staff to check on security but still allowing for residents' privacy. And with the help of a wonderful team of volunteers a chook shed, suitably named Cluckingham Palace has been erected. This has proved to be the best new facility development of the year! Residents have taken to collecting the eggs, like ... ducks to water!

PEOPLE MATTER SURVEY

In our Organisation people matter very much. They are the reason we come to work to deliver care, receive care and to care for one another.

Our Health Service participates in an annual survey that provides an opportunity for staff to confidentially "have their say" about their experiences working here.

The results of the 2015 Victorian Public Sector People Matter Survey indicate our ongoing commitment to our organisational Values.

TOP 10 RESULTS

| QUESTION TEXT | QUESTION GROUP | % |
|--|------------------------------|-----|
| Cultural background is not a barrier to success in my organisation | Equal employment opportunity | 100 |
| I provide help and support to other people in my workgroup | Workplace wellbeing | 100 |
| I am encouraged to report health and safety incidents and injuries | Workplace wellbeing | 99 |
| I feel I make a contribution to achieving the organisation's objectives | Workplace wellbeing | 99 |
| I view my organisation as an employer of choice | Employee commitment | 99 |
| Equal Employment Opportunity is provided in my organisation | Equal employment opportunity | 99 |
| Gender is not a barrier to success in my organisation | Equal employment opportunity | 99 |
| My organisation has policies that require employees to act in ways that are consistent with human rights | Human rights | 99 |
| Government policies and programs affecting the community are implemented equitably by my organisation | Impartiality | 99 |
| In my organisation, earning and sustaining a high level of public trust is seen as important | Integrity | 98 |

10 THINGS WE NEED TO WORK ON

| QUESTION TEXT | QUESTION GROUP | % |
|--|---------------------|----|
| Workplace stress does not have a negative impact on my wellbeing | Workplace wellbeing | 71 |
| There is a clear consultation process when change in my organisation is proposed | Change management | 79 |
| I rarely think about leaving this organisation | Employee commitment | 79 |
| I am provided with the opportunity to influence changes in my organisation | Change management | 80 |
| Trainees in my discipline are adequately supervised | Patient safety | 82 |
| There is a good team spirit in my workgroup | Workplace wellbeing | 82 |
| People in my workgroup treat each other with respect | Respect | 83 |
| My manager keeps me informed about what's going on | Respect | 84 |
| Communications about change from senior managers are timely and relevant | Change management | 85 |
| I am recognised for the contribution I make | Workplace wellbeing | 85 |



KEEPING FAMILIES SAFE

Everyone has a right to feel safe, free from violence and intimidation. The effects of family violence are both physical and psychological and we have been working within our community to ensure that our staff are aware of the signs of this trauma. Unfortunately incidents of family violence are increasing, with women more likely to experience domestic and family violence. We want all women to feel supported and able to report abuse.

Family violence may include behaviour towards a family member that is:

- physically or sexually abusive
- emotionally or psychologically abusive
- economically abusive
- threatening
- coercive
- controlling or dominating of a family member that causes them to fear for the safety or wellbeing of themselves, their property or another person.

The mistreatment of an elderly person must not be tolerated. Elder abuse is committed by a person who has a relationship of trust with the elderly person – perhaps a partner, spouse, family member, friend or carer. The abuse can be physical, social, financial, psychological or sexual and can include mistreatment and neglect.

Our Health Service is committed to complying with the new Victorian Child Safety Standards. Director of Clinical Services Peter Armstrong has been appointed as our Child Safety Officer. Children are our future and we are determined to provide a safe environment for them in our Health Service and to support them in the broader context of community.

To meet our responsibilities we have developed and implemented a policy, including staff education as a component at annual mandatory training, aimed at increasing the awareness of and appropriate response to suspected or actual incidents of family violence and elder abuse particularly in community settings. If abuse is detected, we have reporting procedures in place.



EXCELLENCE

WE VALUE EXCELLENCE AS THE APPROPRIATE STANDARD FOR ALL SERVICES AND PRACTICES

PROVIDING THE VERY BEST CARE THAT WE CAN FOR OUR COMMUNITY

When we received the news that our Health Service had been nominated as a finalist for the Premier's Medium Sized Health Service of the Year in 2015 – well we were elated! When we were conferred the prestigious award, we knew that it was an honour for the whole of our Organisation and all of our community. You have placed your trust in us to deliver comprehensive health care based on quality and safety. Staff are diligent in their approach to delivering patient-centred care, taking time for you to understand your treatment options, explaining carefully what you can expect.

We know that we cannot now say – we are the best, we can relax. We have to work hard at becoming even better. And we can do this with your help. Your feedback, ideas, suggestions and opinions are so important to us to help up shape your future health care. Please take time to complete the form on the next page. You can drop it off at any of our facilities.

The Health Service was also winner of the Institute of Public Administration Australia (IPAA) Victoria's Leadership in the Public Sector Awards – People Development. This award recognises the outstanding professional achievements of teams and individuals within the Victorian Public Sector. Learning, Education, Training and Sustainability (LETS) was developed to increase clinical workforce experience to meet the health needs of our community. The principle of "Grow your own and Teach to grow" has encouraged the local community to study in Ararat. This has opened up excellent opportunities for our community and has helped us with future workforce planning and sustainability.

COMPLIMENTS AND CONCERNS

Welcoming Your Feedback

We encourage your feedback and invite both compliments and concerns as both demonstrate our willingness to understand where we can do better and also, where we have gained your approval. This year there were 558 written compliments and 80 concerns. This demonstrates an increase in the number of compliments and a decrease in the number of concerns. Each was acknowledged, followed up where necessary and resolved satisfactorily. Staff are made aware of both compliments and concerns. It is important to share our community's thoughts and to learn to change our work practices and accept responsibility, where appropriate.

A GROWING CONCERN

We want to work with our community so that each person can enjoy quality of life to the best of their ability. Unfortunately obesity is a really big issue for our community; it's bad for our health and it costs us all a lot of money. We therefore made the decision that we must lead the way in providing a healthier work environment. Earlier this year we ceased selling drinks loaded with sugar. In Café Pyrenees and all vending machines you can now only purchase tea, coffee or water.

In partnership with Ararat Rural City we have developed programs that have been specifically designed for people who have complex medical conditions.

We really believe that by working together with other health care providers and clients we can achieve some great outcomes. It means that the individual and the community benefits.

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

Consumers

Consumers provide information, opinion and advice to the health service about how we can make our services safer and better on behalf of the broader community.

Consumer Forums

Consumer Forums are informal small group sessions for feedback and discussion on your experiences at the health service. The forums focus on three key areas: What are we doing well? What could we do better? Were your needs met? For each forum an action plan is developed. Action plans are included on our webpage so our consumers can monitor our progress.

If you would like to register as a consumer please contact the Development and Improvement team on 5352 9443. For further information check our website.

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

CONTACT DETAILS

General Enquiries: **5352 9300**

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 Box 155)
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: _____

If you prefer to give feedback online, please visit our website: **www.eghs.net.au/contact**.



COMMUNITY

**WE RESPECT THE DIGNITY AND RIGHTS OF OUR COMMUNITY AND
ACKNOWLEDGE THEIR BELIEFS, REGARDLESS OF THEIR CULTURAL,
SPIRITUAL OR SOCIOECONOMIC BACKGROUND**

SHARING OUR TRADITIONS

Ararat has become a really interesting community and our Health Service reflects the diversity of people who have chosen to live here.

With over 400 people employed with us, there are 14 different nationalities represented amongst our staff. Our Health Service has certainly benefitted from a better understanding of different cultures, history and traditions and sampling of a variety of very interesting foods.

We also care for members of our community who were born overseas. We need to include them and their families in their care, so it is important to make sure we are able to understand them and speak with them in a way they can understand us. To do this we access qualified interpreters. As there could be misinterpretations of complex medical terms we do not rely on family members. A qualified interpreter provides the clarity to both the patient, family members and the health care professionals.

UPDATING THE WEBSITE

Following feedback from the community and our consultative committee we have chosen to update the website. Since going “live” five years ago we have received many positive comments on the site but it’s time to refresh it, to make it even more user friendly. This will be achieved by implementing a number of recommendations from community feedback.

SOCIAL MEDIA

When the website was first being introduced we could not have imagined that a few years later our residents would be using social media quite comfortably. At 70 Lowe Street residents can navigate their way around “Smart” phones and tablets, or Skype to keep connected with family and friends.

We have policies in place for the use of social media, including appropriate use, uploading and monitoring. Our Health Service has a Facebook page, Twitter and Instagram accounts.

VOLUNTEERS AND AUXILIARIES – THE STRENGTH OF OUR COMMUNITY

Volunteers and auxiliary members are very special people who give their time freely, not seeking a financial reward, knowing their work is vital to the effective running of our lifestyle programs. We know that without this level of commitment many residents and clients would not enjoy such an active life.

You bring important elements of generosity, consideration and the desire to share your lives with others. You truly enrich the lives of residents, clients and patients.



Volunteers Norm and Val Tosch

ABORIGINAL HEALTH

Our health service is located in an area rich in Aboriginal history and we are committed to working with the local Aboriginal people to improve their health and wellbeing. In collaboration with the Budja Budja Aboriginal Cooperative our Health Service provides outreach dental care, diabetes education and podiatry services to local Aboriginal people.

Over the past year, East Grampians Health Service, in collaboration with Grampians Primary Care Partnership and Budja Budja Aboriginal Cooperative has developed a Strengthening Aboriginal and Torres Strait Islander Cultural Security Action plan, which is due for completion in July 2017.

As part of our action plan, we are delighted to announce that we have commissioned an art work by local Aboriginal artist Heidi Chatfield, which will be hung in the main foyer in the coming weeks.

CULTURAL RESPONSIVENESS

There has been a slight increase in the number of admissions from community members identifying as Aboriginal or Torres Strait Islands.

There has been a slight decrease in the number of CALD admissions, but a marked increase in the number of people where English is not their first language. This demonstrates the changing demographics of our community as a whole

Aboriginal and Torres Strait Islanders

| 2015/16 | 2014/15 | 2013/14 | 2012/13 |
|---------|---------|---------|---------|
| 28 | 24 | 18 | 16 |

Culturally and Linguistically Diverse

| 2015/16 | 2014/15 | 2013/14 | 2012/13 |
|---------|---------|---------|---------|
| 467 | 482 | 515 | 315 |

Language other than English

| 2015/16 | 2014/15 | 2013/14 | 2012/13 |
|---------|---------|---------|---------|
| 37 | 12 | 5 | 14 |

ACCESS TO SERVICES

Our Values state very clearly that we respect everyone's dignity and beliefs regardless of their backgrounds. This means that will never discriminate on race, religion or sexual orientation. This is made clear at mandatory training for staff, and refers to clients, patients, residents, volunteers and staff.

VALE

It is always a time of sadness when we learn of the death of one of our valued volunteers especially when they have given so many hours to helping others.

Ruth de Fegeley OAM

Ruth de Fegeley OAM died in January of this year. She gave so much of her time over many years to support families with special needs. The Ark Toy Library was established in 1982 to provide toys for children with special needs. Ruth was then Chairperson of the Ararat Branch of the Red Cross, and when the Noah's Ark Mobile Library ceased visiting in Ararat, Ruth was more than willing to take up the challenge to set up and fund a permanent Toy Library in Ararat. Ruth contributed significantly to our Health Service and we were delighted to award her a Life Governor in 2006. We shall always be indebted to Ruth for her vision, her love of community and her dedication to make a difference. She is missed by all those who worked with her at the Ark Toy Library and the EGHS Auxiliary.

Tom Rees

Tom Rees began volunteering with the Patricia Hinchey Centre in 1990 and will be fondly remembered for his work over 25 years. He relished the role of MC for the annual Day Centre balls and Christmas parties and thoroughly enjoyed being part of the limelight. With his beautiful voice, his monthly visits to sing many old songs were truly memorable. He will be missed by everyone.

John Billett

John Billett joined the Patricia Hinchey Centre volunteer team in 2006 and became President of the Auxiliary in 2014/2015. He was very proud of his role and during this time helped with fundraising for the upgrade of the kitchen and new outdoor furniture. For John, the highlight was assisting with giving out gifts at the annual Christmas party. He loved seeing the clients enjoying themselves and his regular Thursday visits for a chat and a laugh with clients was always appreciated. The annual excursion to the Billett's farm during shearing time was an important event in the clients' calendar. John will be missed by all and will fondly be remembered as "Farmer John".



WORKING TOGETHER

WE VALUE EQUALLY ALL PEOPLE WHO MAKE A CONTRIBUTION TO EGHS TO ACHIEVE SHARED GOALS

Our Disability Action Plan Access For All Strategy was reviewed at a community forum this year. From this forum an Action Plan was developed that will guide and improve how we develop ongoing access to our services for people of all abilities.

For example we have reviewed:

- The usability of our waiting rooms to ensure furniture meets the requirements of all users.
- Format of patient information materials.
- Appropriate location of patient information.
- Length of time automated doors stay open and will increase time accordingly.
- Hours of Stoma nurse, which have subsequently been increased.
- Access to All principles are now included in all policies, procedures and strategic planning.

ADVANCE CARE PLANNING

Advance Care Planning (ACP) gives our aged care residents the opportunity to express their wishes for their future health and medical care. This means that a resident and family members can be confident that decisions about the resident's ongoing care, are clearly understood by staff and other family members.

Prior to admission to residential care the conversation has already commenced between the resident, General Practitioner and family members.

Once settled into one of our facilities a nurse, who has attended a workshop on ACP, will work with the resident and family to make sure that the resident's wishes are clearly articulated and documented.

END OF LIFE POLICY

Our organisational policy for End of Life Care is very much aligned with our Advance Care Planning. General Practitioners, staff, residents, patients and families have been involved in the establishment of a policy that will ensure effective communication in the provision of safe, quality care. Once the policy has been finalised and submitted to the Board we will commence staff education.

CONSUMER FORUMS

Bringing together interested members of our community to work with us to shape our services has been a really positive step forward. Following on from last year's community forums four were held this year:

- Maternity Services
- Urgent Care Centre attendees
- Surgical/Perioperative Services
- Disability Access For All

On average we had eight consumers at each forum. While this might not seem a huge number, the discussion was informative, the consumers' opinions were acknowledged and the feedback provided on services was invaluable. These forums increased our knowledge on consumer perspectives and expectations. As a result Action Plans were developed and improvements made, based on the direct advice of consumers. If you would like to consider participating in a future forum please complete the form at the back of this publication.

This has been a really exciting initiative and one that we can see having real benefits for our community as they have a voice in the decision making process of what is, after all, their health service.

We continue to actively recruit consumers for advocacy/advisor roles on different committees. Again, we would encourage you to complete the form on page 17 of this publication if you would like to be considered for one of these positions.



Ross and Leanne Barton

THE RIGHT MOVE FOR ROSS AND LEANNE BARTON

When life took an unexpected turn for Ross Barton he and his wife Leanne made the decision to move to Ararat from Adelaide. In November 2013 Ross suffered a serious stroke that resulted in permanent disability including right-sided weakness; mobility, memory, initiation and concentration difficulties; speech and verbal processing challenges; as well as extreme fatigue and low motivation.

This threw up huge challenges for Ross and Leanne. Ross was no longer able to work or drive a vehicle and required daily care from Leanne. This was a large adjustment for Ross and Leanne who had both previously worked full time as public bus drivers in the city of Adelaide.

Relocating to Ararat was a very positive move for them both as they were able to access a wide range of services for physical and psychological rehabilitation.

Services available from East Grampians Health Service included:

- Social Work
- Occupational Therapy
- Speech Pathology and Exercise Physiology

From other agencies:

- Neuropsychology
- Acquired Brain Injury Clinic
- Carer Support Services, GP/Physician.

As a result of a coordinated, integrated team approach utilising client directed goals, Ross has been able to achieve many of his rehabilitation and recovery objectives.

Working with his team Ross has achieved significant goals in the past two years. His overall health has improved; he has increased physical activity, improved memory, communication skills and community connectedness. Recently Ross achieved his ultimate goal of regaining his driver's license. Ross and Leanne are also in the process of planning an overseas trip. This will include working with services to develop strategies for Ross and Leanne to utilise to address any issues they may encounter on their exciting adventure.

While our catchment area still has a higher State average for chronic conditions such as heart disease, asthma, diabetes and cancer, our work with our colleagues at Ararat Rural City, Grampians Pyrenees Primary Care Partnership, Western Victoria Primary Health Network and other rural and regional health services ensures that we are making real inroads into the health of our community. We can achieve much more by working together.

Our clinicians are generous in sharing their skills and knowledge, resources are used effectively, and training and education becomes a shared experience.

WORKING TOGETHER FOR A HEALTHIER LIFE

It's not only our Health Service that wants to see a healthier community but also Ararat Rural City. Together we have been working on the Municipal Public Health and Wellbeing Plan.

This is a proactive plan that highlights the importance of prevention and reinforces the role communities play in the lives of individuals where they live, earn, work and play.

The values of the plan match our organisational Mission, which is to improve our community's health and quality of life through strong partnerships and by responding to changing needs.

In our catchment area health care is free and accessible to everyone. Keeping healthy does not have to be expensive. Evidence demonstrates that the health benefits of exercise include regular and enduring social interaction, lifelong contribution to the prevention of disease, and physical benefits to the prevention of chronic diseases.



LEARNING CULTURE

WE STRIVE TO CONTINUALLY LEARN AND DEVELOP THROUGH EDUCATION, TRAINING, MENTORING AND BY TEACHING OTHERS

SUCCESSFUL INTERN PROGRAM ENTERS ITS SECOND YEAR

Last year five medical interns commenced their rural training as part of the inaugural Grampians Medical Training Intern Program. Each successfully completed training and has obtained a position in a pathway to each field of interest. Another group of interns has commenced training into the Grampians Medical Training Intern Program. This innovative intern program was developed as part of our LETS program and is the first in Victoria where core surgical rotations are occurring in rural hospitals. The intern year enables these doctors to complete their first year of practice under supervision. Over 12 months, each intern rotates between East Grampians Health Service, St John of God Ballarat Hospital, Maryborough District Health Service and the Clarendon Medical Centre and Nightingale Clinic in Maryborough. This is an exciting initiative and the support from our colleagues at other health services is greatly appreciated.

Thank you for giving me the chance to take part in such a great intern training program. I honestly cannot imagine having a more understanding and committed group of people to work with. It has been an amazing year.

- Dr Collin McDonnell

Thank you for letting me be part of the inaugural EGHS group. It has been absolutely life changing.

- Dr Austin Nguyen



Dr Cody Passier, Dr Joey Lam, Dr John Kuan, Dr Amy Schmidt, Dr Tom Na, Sarah Woodburn Manager Development and Improvement



IPAA Victoria's Leadership in the Public Sector Award for the Learning, Education, Training and Sustainability (LETS) program

MANAGEMENT OF RESISTANT BACTERIA

Antimicrobial Stewardship

Antimicrobial stewardship (AMS) ensures that antibiotics are used wisely. Bacteria can develop resistance to specific antibiotics, which means that antibiotics are no longer effective against the same antibiotic.

To help prevent the development of current and future bacterial resistance, antibiotics need to be prescribed only when necessary.

In our Health Service we have developed policies for antibiotic prescribing, in accordance with accepted guidelines. This information is provided for patients, residents and clients.

Our Health Service participates in surveillance on appropriate antimicrobial prescribing, conducted through the various surveys developed by the National Centre for Antimicrobial Stewardship.

We will ensure that patients are appropriately prescribed antibiotics, that our wards and theatres continue to meet the highest cleaning audit Standards possible and that we all take very seriously the fact that over-prescribing and inappropriate use of antibiotics can mean that in the future we will not be able to treat superbugs.

INVESTING IN OUR FUTURE

Every dollar spent on educating our workforce, or potential workforce, is money well spent. East Grampians Health Service has been recognised for its vision and foresight in providing learning opportunities for our local community. Three years ago we were recognised by the Victorian Public Health Service Award for our Learning, Education, Training and Sustainability (LETS) Program, established to address workforce capability in a rural health service. This innovative program is ongoing and ensures that we will continue to have a sustainable and capable workforce for the future. This year the same program was the winner of the Institute of Public Administration Australia (IPAA) Victoria's Leadership in the Public Sector Awards – People Development.

This award recognises the outstanding professional achievements of teams and individuals within the Victorian Public Sector. The winning program, Learning, Education, Training and Sustainability (LETS), was developed to increase clinical workforce capability to meet the health needs of the community with the underlying principle of "Grow your own and Teach to grow".

It is gratifying that within the community there are benefactors who also recognise the importance of ongoing education and have provided scholarships and bursaries to support staff in their pursuit of excellence.

The following Scholarships were awarded at the 2015 Annual General Meeting:

- The Angela Laidlaw Clinical Scholarship:**
Natalie Wohlers to complete a Bachelor of Nursing
- The Building for the Future Foundation Scholarship:**
Jessica Williamson to undertake a Graduate Diploma of Midwifery
Caroline Hamilton to undertake a Graduate Certificate in Physiotherapy
- Freemasons Victoria:** Rebbekkah Seeary to undertake an Advanced Diploma of Dental Prosthetics

53

53 staff have achieved or are working towards formal qualifications – this is nine more than last year.

This is a remarkable effort as most are balancing work with home-life, leisure time and, if there's time, not doing anything!

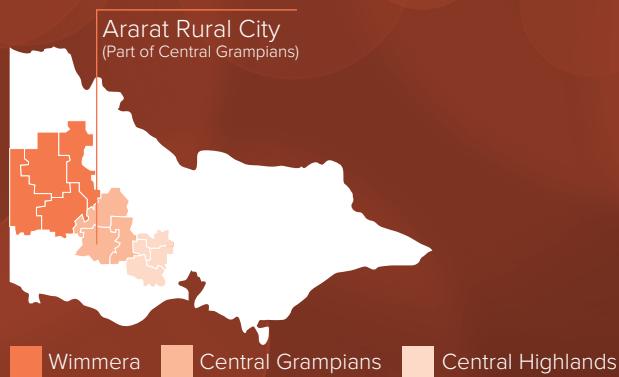


Clinical Nurse Educator Kate Pitcher with Ararat Secondary College Students



East Grampians
Health Service

SITE DIRECTORY AND LOCATION MAPS



EAST GRAMPIONS HEALTH SERVICE

PO Box 155
Girdlestone Street, Ararat 3377
P: 03 5352 9300
F: 03 5352 5676
E: info@eghs.net.au
www.eghs.net.au

70 LOWE STREET
Aged Care Facility
70 Lowe Street, Ararat 3377
P: 03 5352 9323

GARDEN VIEW COURT
Lowe Street, Ararat 3377
P: 03 5352 9324

PATRICIA HINCHEY CENTRE
Girdlestone Street, Ararat 3377
P: 03 5352 9326

WILLAURA HEALTH CARE
Delacombe Way, Willaura 3379
P: 03 5354 1600

PARKLAND HOUSE
Delacombe Way, Willaura 3379
P: 03 5354 1613



TO BE LEADERS IN RURAL HEALTHCARE