



 EAST GRAMPIANS
HEALTH SERVICE

2015
COMMUNITY MATTERS
PROMOTING OUR PROGRAMS AND SERVICES
WITH CONFIDENCE

www.eghs.net.au



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

CONTENTS

Chief Executive's Message	02
Community Matters	04
Quality and Safety Indicators	04
Audit Results	05 - 08
Accreditation	08
Dental Service and Indicators	09
Quality Care reported against our Values	
Integrity	10
Excellence	13
Community	14
Working Together	16
Learning Culture	18
Projects that have improved service delivery	22
We'd like to hear from you	23
Contact details	23

A message from the CHIEF EXECUTIVE

In this year's Community Matters it's my privilege to report on East Grampians Health Service's achievements throughout the year; how we have met targets, introduced new initiatives, supported our staff both professionally and personally and continued to meet our community expectations.

While I have the responsibility to lead this amazing organisation, it is the extraordinary commitment from staff who, on a day-to-day basis, deliver services that will improve our community's health and quality of life. It's a pleasure to come to work to see staff routinely implementing our organisational Values to meet the challenges to deliver on our commitment.

It's important to share these achievements with our community. We want to make sure that you understand what we have achieved and how we have worked with you in making changes to improve the quality of care for all.

More than ever we realise the importance of this document, for our community, and our staff. While the focus of Community Matters is on initiatives and improvements in the delivery of health care, the information should be read in conjunction with our 2015 Annual Report. Community Matters gives us the opportunity to provide analysis on mandatory indicators and to demonstrate our commitment to improving communication with our community through listening to and valuing our community.

During the year our community participated in a number of significant workshops and consumer surveys and had the opportunity to receive and respond to feedback through our Compliments and Concerns process. By creating an environment that encourages and acknowledges differing opinions the Executive Team is able to develop services based on real needs.



East Grampians Health Service

To keep improving our services, we embrace the challenge of meeting our community's expectations. This aligns with our Clinical Governance Framework with regular reports to the Board on consumer participation, effective workforce, risk management and clinical effectiveness.

Again this year EGHS has been recognised for its exemplary innovation, leadership and performance and has been presented with a number of awards which have included:

- Institute Public Administration Australia Leadership Award
- The Minister for Health Volunteer Awards: The Ark Toy & Activity Centre for Outstanding Achievement by a Volunteer: Innovation Award
- Department of Health: Victorian Health Performance Monitoring Framework.

These acknowledgements epitomise the dedication of staff and volunteers in their pursuit of excellence. It takes hard work to achieve these results. I know that staff and volunteers do not seek praise in the provision of carrying out their daily tasks, but I am so proud of what they have achieved.

The relationship between the Board and the Executive Team demonstrates the collaborative approach taken to ensure safe, quality care is at the forefront of decision making. This is exemplified by the development and implementation of an original internal clinical audit framework by our staff that has enabled the Board and Executive to proactively track and manage clinical risks.

EGHS has forged an alliance with the Royal Women's Hospital, which will help to establish our Health Service as a centre of excellence for birthing. Obstetrics and Midwifery has been identified in our Strategic Plan as critical to the success of meeting community expectations and we are delighted that the Royal Women's Hospital is a partner to share its knowledge and understanding of rural obstetric and midwifery issues with us.

Our Health Service is in good hands; the three aged care facilities all achieved successful accreditation and in July next year there will be an organisational survey under the new National Safety and Quality Health Service Standards.



Nick Bush, Matthew Wood, Mario Santilli

Our organisational Value Statements underpin our philosophy and work ethic. I know that staff reflect on them as they carry out their responsibilities in delivering quality health care.

Please remember that we value your feedback and I encourage you to complete the form on the last page of Community Matters. Your opinions helped shape this year's publication, which, as you will see, is in a different format.

Your ongoing interest in and encouragement of East Grampians Health Service, keeps us striving to deliver the best care for our community.

Nick Bush
Chief Executive

COMMUNITY MATTERS

At EGHS we have come to realise how important Community Matters is in providing relevant information to a range of people interested in our Health Service. Readers of this publication include members of the community who are making decisions about their care, government departments who provide us with funding in order for us to deliver care, prospective employees as well as staff who want comprehensive, but concise, information.

DEVELOPMENT OF COMMUNITY MATTERS

In developing this year's Community Matters we have consulted with each sector of our readership and are confident that the information reflects their opinions. In response to the feedback we are changing the format of Community Matters. While it will remain contemporary and relevant it will be printed in an A4 magazine style format.

DISTRIBUTION OF COMMUNITY MATTERS

It's important that we attract as wide a readership as possible and have achieved this through distributing 5,000 copies of Community Matters:

- Via Australia Post and the free newspaper the Weekly Advertiser, delivered to all householders in our catchment area
- At reception at each of our campuses and facilities
- On our Website and Facebook www.eghs.net.au

QUALITY AND SAFETY INDICATORS

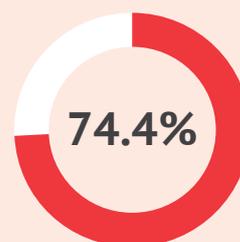
INFECTION CONTROL

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 and includes community representation.

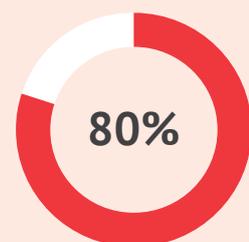
There were no cases of *Staphylococcus aureus* bloodstream infections reported in 2014-2015 during **8,503 days** of patient care. For the past three years our Health Service has maintained a rate of 0%.

INFLUENZA VACCINATION UPTAKE

We have again increased our annual staff influenza uptake from 74.4% in the 2014 flu season to 80% in the 2015 flu season.



2014 Flu Season



2015 Flu Season

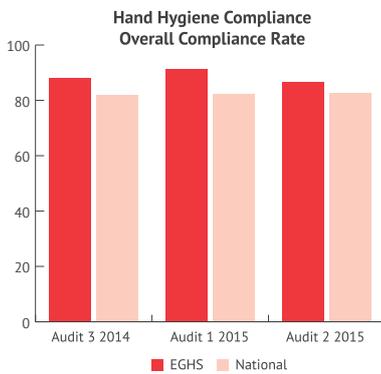
HAND HYGIENE

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.



Research by Hand Hygiene Australia shows that Effective Hand Hygiene is the single most important strategy in preventing health care associated infections.

This year EGHS introduced hand hygiene stations in the entrances to the hospital. The stations allow visitors to perform hand hygiene, using alcohol hand rub as this reduces the transmission of germs to patients in our care. The installation of the stations has been a collaborative project, with input from Robyn Toomey, community representative on the Infection Control Committee, Stuart Kerr Director of Support Services and Ashley Leggett from our maintenance department. Visitors are using the hand rub on a regular basis and additional stations will be set up in all areas of the hospital during the coming year.

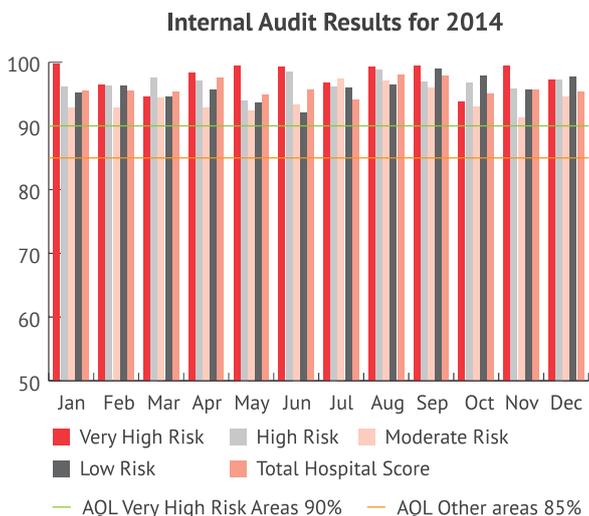


Kathryn Pevitt

CLEANING

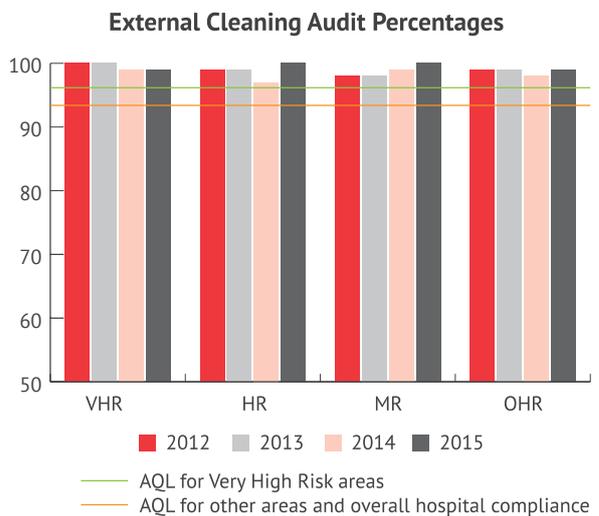
Cleaning Standards for Victorian Public Hospitals 2011 require public hospitals to conduct monthly cleaning audits with two internal audits and one external audit per year to be reported to the Department of Health and Human Services (DHHS).

The Acceptable Quality Level (AQL) for the Health Service is 85% overall. Very High Risk (VHR) areas within the health service i.e. the operating suite, is required to achieve > 90% AQL. All other areas are required to achieve 85% AQL.



EXTERNAL CLEANING AUDIT RESULTS 2014

The external auditor congratulated the team on a terrific result saying that to achieve such a high standard was no easy task. The auditor also said that it was pleasing to enter the facility and find such a clean and welcoming area so beautifully presented. Congratulations to all staff, it is wonderful to see such high standards being maintained. We too would like to offer our congratulations to staff for achieving consistently good audits. We really appreciate the effort that is maintained to achieve these results.



SUSTAINABILITY

Our Health Service has demonstrated and will continue to demonstrate a commitment to a more sustainable environment. EGHS has a program of recycling appropriate waste, reducing energy consumption, reusing equipment and supplies when appropriate, and considering sustainability when purchasing these items. Recognition of the link between the health and wellness of people and the health and wellness of the environment, is in keeping with the **EGHS mission statement**: "EGHS will improve our community's health and quality of life through strong partnerships and by responding to changing needs."

Water Consumption

Total Water Consumption kilolitres (kL)	2012-13	2013-14	2014-15
Potable water	17,002	27,805	18,604

Normalised Water Consumption	2012-13	2013-14	2014-15
Water per unit of floor space (Agency Floor Area 9126)	3.1 kL	3.7 kL	2.03 kL

In the year 2013-2014 there were substantial water leaks discovered under buildings on three occasions, two at the Ararat Campus and one at the Willaura Campus, accounting for the increase in water consumption. These leaks have since been repaired and are reflected in the lower consumption in 2014-15.

Energy Consumption

Total Energy Consumption by Energy type – Gigajoules (GJ)	2012-13	2013-14	2014-15
Electricity	7,373	7,162	7,652
Natural Gas and LPG	13,126	11,436	11,172.7
Total	20,499	18,598	18,824.7

Normalised Energy Consumption	2012-13	2013-14	2014-15
Energy per unit of floor space – (GJ)	2.2	2.0	2.0

Greenhouse Gas Emissions

Total greenhouse gas emissions (kgs CO2e)	2012-13	2013-14	2014-15
Scope 1 (LPG and Gas consumption)	622	536	532
Scope 2 (Peak and off peak electricity)	2,436	3,332	3,052
Total	3,058	3,869	3,584

WASTE

Confidential waste is included in recycled waste as 98.7% of the end product is recycled.

Total Waste Generation by type (kgs)	2013-14	2014-15
Clinical waste	11,297	11,653
General waste	199,665	185,840
Recycled/ Confidential Waste	68,210	76,080
Percentage of recycle waste	32.3%	40.9%
Waste generated per floor area	30.6kgs	29.9kgs
Waste generated per level of service activity	3.3kgs	6.5kgs

Increase in kilograms of waste per level of service activity is due to the altered criteria, explained below by service activity.

Service activity 2013-2014: Acute medical, surgical and midwifery, residential aged care facilities, community health including dental and podiatry services and Pyrenees House education centre.

Service activity 2014-2015: Acute medical, surgical and midwifery, residential aged care facilities and Urgent Care Centre.

IMPROVEMENT

EGHS has had clinical waste assessed every two years since 2010. One issue of concern is the disposal of non-infectious waste into the infectious waste system. This increases the cost to the health service as infectious waste is paid for by the kilo.

The table below shows the reduction from 6.32% of non-infectious waste (NIW) disposed of into the infectious waste system in 2010 to 4.6% in 2014.

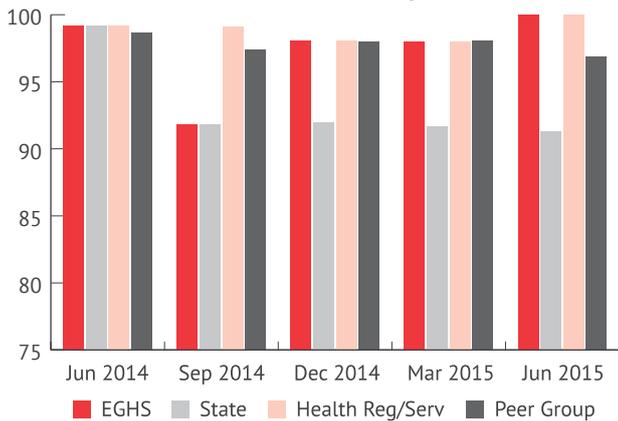
	2010	2012	2014
NIW	6.32	5.45	4.60
IW	93.68	94.55	95.40

VICTORIAN HEALTH EXPERIENCE SURVEY

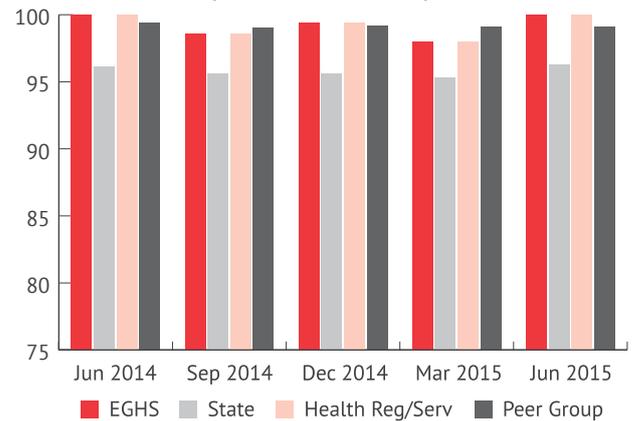
The Victorian Health Experience Survey was introduced in April 2014 to allow a wide range of people to provide feedback on their experiences while receiving health care at EGHS.

Overall we are very pleased at the results of the survey. But of course we understand that we must be diligent in always striving to deliver a safe, quality service.

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

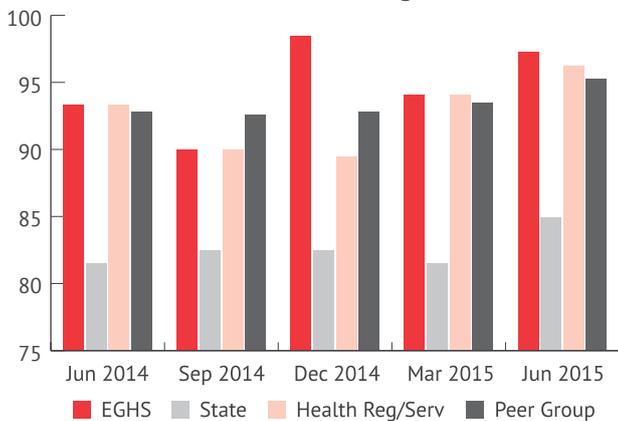


Overall, how would you rate the care and treatment you received from your nurses?

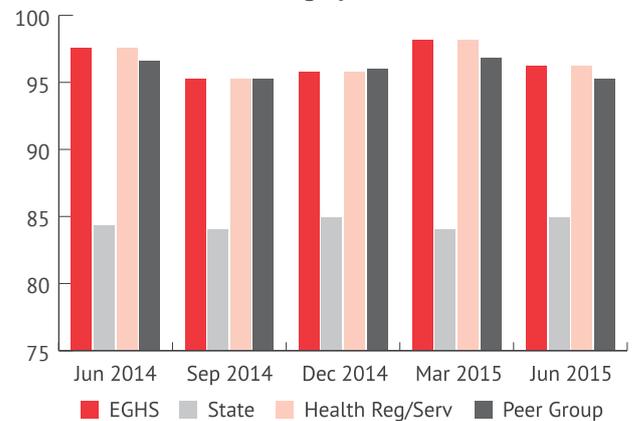


The results for September 2014 indicate that we had issues with data transfers during the Quarter and this was rectified in subsequent Quarters.

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



Overall, how would you rate the discharge process?



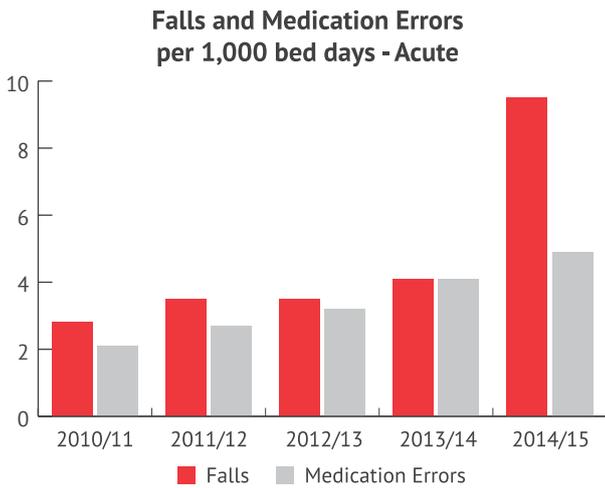
DISTRICT NURSING CONSUMER SURVEY

A sentiment score provides the District Nursing Service (DNS) with an aggregate score of both positive and negative feedback.

DNS scored 3.37 out of a possible 4.00.

The Net Positive Score for DNS is 90%, meaning that service users agree that DNS is good – excellent. The benchmark is 90%.

FALLS AND MEDICATION ERRORS



There has been a small rise in falls. In all probability this is due to the increase in the age of our population and an increase in the number of frail, elderly patients admitted to acute hospital.

Overall the trend remains steady and reflects on the excellent work of the nursing team.



Doreen McLoughlan

ACCREDITATION

Accreditation is an important validation in our delivery of care to our patients, residents and clients. It verifies that we provide evidence-based, quality care and backs up what we say we do. It's about good governance, delivering excellent, safe clinical care to meet all relevant legislative compliance.

This year three of our aged care facilities - 70 Lowe Street, Parkland House and Willaura Health Care all received successful accreditation from the Aged Care Standards Accreditation Agency.

Our Health Service led the state during the year as the only health service to achieve 100% in the Department of Health's monitoring of hospital activity, financial performance, accreditation, cleanliness and staff satisfaction. For this, the Health Service was awarded the Victorian Health Performance Monitoring Framework.

This was a great outcome for those for whom we care and for those who deliver the care.

The Australian Council on Healthcare Standards undertook a mid-cycle review of the Patricia Hinchey Day Centre in February 2015. The review was passed with no recommendations for further action required. Preparation is underway for a full audit in February 2016.

While we work hard to maintain accreditation, it is a continuous process. Staff enjoy the challenge of meeting targets, developing and initiating more effective practices that will improve quality care.

Our Health Service is currently accredited with:

- Aged Care Standards Accreditation Agency
- Community Common Care Standards
- National Safety and Quality Health Service Standards
- Australian Council on Healthcare Standards
- Department of Health and Human Services Disability Standards
- National Association of Testing Authorities

DENTAL SERVICES

Dental Services has continued to build on the excellent results of previous years. Points to note are:

- Happy Mouths Happy Kids has expanded to include primary schools in Ararat and in the region. Taking dental services to the schools has significantly increased access for many children.
- Dental services aims to increase access for priority patients. Priority patients include children and youth, Aboriginal and Torres Strait Islander peoples, refugees and homeless people. 64 Aboriginal and Torres Strait Islander peoples accessed dental services at Budja Budja Aboriginal Co-operative in Halls Gap and in Ararat through the introduction of a mobile dental van.
- The dental van has also broadened the range of services available at the Co-operative from dental examinations to interventional treatment eliminating the need to travel for common dental procedures.



Rebbekkah Seary

DENTAL INDICATORS



EGHS provided **2,065 general dental services** this year compared to 1,827 last year.



868 emergency services compared to 820 last year. The reduction was due to the NPA, which allowed more vouchers to be issued for emergency services at private dental clinics.



229 denture Courses of Care this year compared to 437 last year. Due to the increase in number of priority patients seen during the year there was a reduction in the number of dentures.

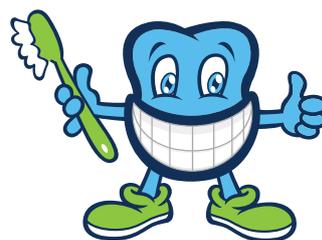
DENTAL WAIT LIST



General treatment: projected wait time **9.9 months (526 patients)**, compared with an average waiting time of 12 months last year.



Denture: projected wait time **10.3 months (86 patients)**, compared with 8 months in the previous year. The increase was due to the increase in the number of priority patients treated.



happymouths
Happy Kids



INTEGRITY

We value integrity, honesty and respect in all relationships

CULTURAL RESPONSIVENESS

ATSI ADMISSIONS

2014/15	2013/14	2012/13	2011/12
24	18	16	24

CALD ADMISSIONS

2014/15	2013/14	2012/13	2011/12
482	515	315	310

CONCERNS AND COMPLIMENTS

WELCOMING YOUR FEEDBACK

As has been reported in this year's Annual Report, we really encourage our community to let us know what they think of our health service. We invite both compliments and concerns because it is only through acknowledging that there is room for improvement that we can improve.

During the year there were 474 written compliments and 84 concerns. Each was acknowledged and resolved satisfactorily.

The Patricia Hinchey Day Centre also encourages feedback from clients, their families, carers and Friends of the Day Centre. The Friends have an important advocacy role and, on an annual basis, invite an Advocacy Officer to explain what services are available through the Advocacy Service.

IMPROVING CARE – THE FOCUS IS ON ABILITY

The Montessori Model of Care has been progressively introduced to residents with dementia at 70 Lowe Street. This contemporary model of care is now being adapted for use by all residents in 70 Lowe Street, regardless of diagnosis or ability. The new Model of Care will provide a structure to fulfil the vision of independence, high self-esteem and a promising future for people living in aged care.

The successful implementation has been made possible through a collaborative approach with participation from residents, family members and carers as well as all staff involved in the care of residents at 70 Lowe Street. Staff have received training so they have an excellent understanding of the principles of the program, which connect people to their environment through individualised activities. Physical changes have been made to our residential facilities, making them more attractive for people to live in a supported environment.

We are one of the first health services to implement this particular model of care across an entire aged care facility. We are not confining it to a dementia specific wing but developing it as an inclusive, non-judgmental, non-discriminatory service that can benefit all our residents. Meaning and purpose will be part of a resident's daily routine. This will include activities that a resident can participate in and will focus on what a resident is able to do. Improvements have already been observed in residents' sense of wellbeing and self-esteem, with a reduction in depression and anxiety and medication interventions. Quality of life is greatly improved with this model of care, as it values residents and gives them a real reason to get up every morning.

As our aim is to be known as the Carers of Choice throughout our community we want to make sure that the care we provide is the best. By implementing the Montessori Model of Care that focuses on an individual's capabilities we are confident that residents and their families will agree that we can justifiably call ourselves Carers of Choice.

PEOPLE MATTER SURVEY

The People Matter Survey is a confidential employee opinion survey providing managers with important information on employees' perspectives on organisational management and behaviour.

In May this year 122 out of a possible 310 staff completed the Victorian Public Sector Commission (VPSC) People Matter Survey. The Health Service previously participated in the survey in 2011 and 2013. The staff participation rate of 39% is an excellent result, providing valid data to compile a benchmark report.

It is pleasing to report that our Health Service had superior results to its comparator organisations and to all Victorian health services in most categories.



Sarah O'Keefe, Michael Kelly, Tracey Walters, Joanne Collins, Glenn Jamieson, Dayle Smith, Catherine Phillips, Gillian Couwenberg



Thumbs up says it all!

EGHS ranked in the top quartile in 12 out of 14 areas with second and third ranking in the other two.

THE ORGANISATION PERFORMED STRONGLY IN:



I provide help and support to other people in my workgroup – 100%



I am encouraged to report health and safety incidents and injuries – 99%

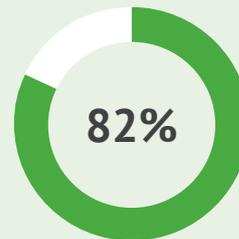


I feel I make a contribution to achieving the organisation's objectives – 99%

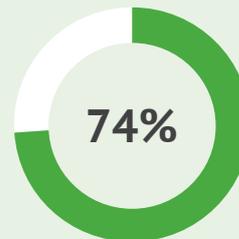


I view my organisation as an employer of choice – 99%

AREAS THAT WE NEED TO FOCUS ON IMPROVING:



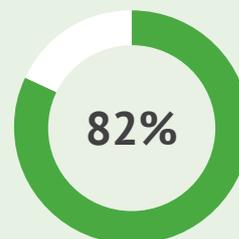
Supervision for trainees – 82%



Programs to support employee wellbeing (Employee Assistance Program) – 74%

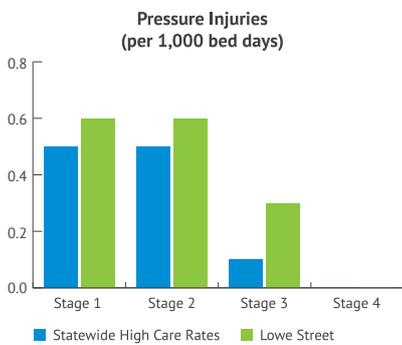


Understanding how the Charter of Human Rights and Responsibilities applies to my work – 93%

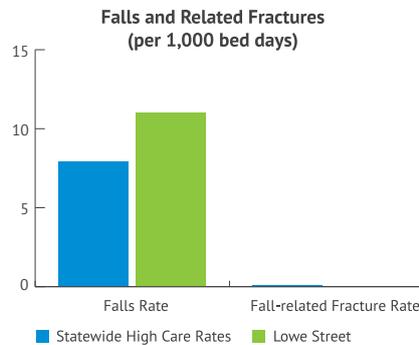


Relationships with people in my workgroup – 82%

RESIDENTIAL AGED CARE QUALITY INDICATORS



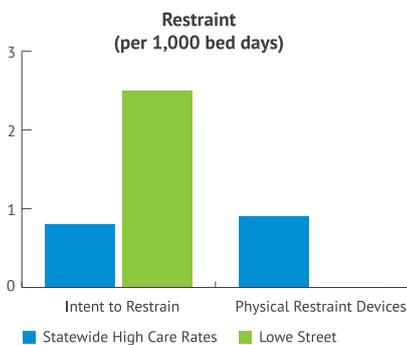
For the third consecutive year 70 Lowe Street has not recorded any Stage 4 (most severe) pressure injuries and in the past year has reduced the number of Stage 1 and 2 injuries. Stage 3 has increased by 0.2%. Extra surveillance and total skin integrity reviews have enabled better early detection of persons at risk. Early detection leads to proactive care planning and reduction in injuries.



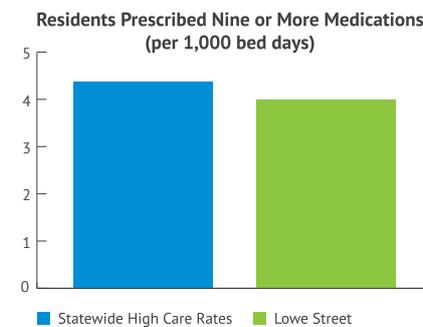
Unfortunately 70 Lowe Street has again recorded falls above the statewide average, but we have recorded no falls resulting in a fracture. The issue of falls is addressed through many avenues including a falls committee where improvement and innovative initiatives are discussed and shared and, if agreed, implemented.



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.



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



This year 70 Lowe Street has reported a reduction for residents who have been prescribed nine of more medications.



Maree Fraser and resident



EXCELLENCE

The appropriate standard for all services and practices

BEST PRACTICE CLINICAL LEARNING ENVIRONMENT FRAMEWORK

At EGHS we work hard on creating the right environment where staff are mentored and encouraged to undertake ongoing education to become the best in their chosen profession. The introduction of a Best Practice Clinical Learning Environment Framework has improved clinical training by establishing policies, practices and behaviours. The Framework identifies six key elements that underpin high quality clinical learning environments.

RECOGNITION FOR USE OF RISK MANAGEMENT TO IMPROVE PERFORMANCE

It was great news indeed to learn that our Health Service had been awarded the 2014 IPAA Risk Management Award – for Internal Auditing of Clinical Areas.

This award recognises a public sector organisation that uses risk management based solutions to improve its performance.

Our submission identified risks within a clinical area and demonstrated how the internal auditing approach can be used to identify areas of concern and proactively address these risks.

This is reported as a matter of governance to the Board for assurance of the management of risk. This again demonstrates our ongoing commitment to our community to provide a safe, quality health service.

CREDENTIALING

Credentialing of all clinical staff is an important element of our Risk Management program and is a very sound way for our consumers to feel extremely confident that they are being cared for by appropriately qualified, trained health practitioners.

Prior to employment and each subsequent year, medical, nursing and allied health staff demonstrate that they are registered by their professional association with evidence of current practice registration, which also outlines their scope of practice.

At EGHS we have in place robust clinical governance practices and policies, which are aligned with the Victorian Government's policy for credentialing and scope of practice. By adhering to these policies we are confident that we are providing a very safe, quality health service.

Ongoing training 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.

Last year we moved to an electronic platform to credential our Visiting Medical Officers. By linking in with other health services regionally, and participating in a regional credentialing committee, we have streamlined the process, becoming more efficient; it is certainly a more effective use of resources. Across the Grampians Region Boards of Management have agreed to accept the committee's recommendations as the systems in place demonstrate that all facilities now have a uniform, sustainable credentialing and privileging process.



COMMUNITY

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

24

This year we had
24 Aboriginal and Torres Strait Islander Admissions.

482

This year we had
482 Culturally and Linguistically Diverse Admissions.

DIGGING FOR.. FUN!

As the number of Patricia Hinchey Day Centre clients grow, so too do the different activities, to ensure that all clients feel part of a very harmonious community. Keen gardeners are very proud of their produce, which they grow in raised vegetable beds. The vegetables are shared amongst the day centre clients and a new venture will be growing herbs for the health service kitchen. The gardening project has also encouraged participation in the Grampians Food Alliance, which encourages community members to share weekly in fresh and local food by giving or swapping fruit, vegetables, herbs, seeds, seedlings and gardening equipment. Our clients have been digging for their own personal victory, and succeeding very well.

IMPROVING END OF LIFE CARE

A satisfaction survey undertaken by Central Grampians Palliative Care revealed that a key issue for carers was lack of information about moving, bathing and feeding a patient requiring palliative care. As most of those undertaking the survey live in rural, semi-rural and isolated areas with limited accessibility to General Practitioners, nursing support and after hours care, effective planning is essential to encompass all possibilities in regard to care.

A series of short videos, with an easily understood booklet, has been produced to assist carers with a number of tasks. The videos and booklet were produced collaboratively between allied health practitioners, District Nurses, carer support workers, patients and their families, volunteers and, of course Palliative Care Nurses and Specialists who are all involved in a patient's journey.

The DVD provides immediate access to relevant information relating to a patient's physical care within the home. Carers' feedback indicates that there has been a reduction in the burden of anxiety as practical information is now accessible in a timely manner in the out of hours period. The supporting information has provided reassurance, resulting in carers having more confidence to care for patients in their place of choice.





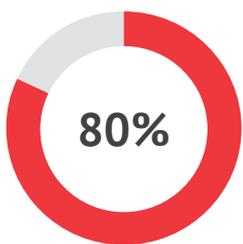
Alan Hopgood's play *Four Funerals in One Day* was a great way for clinicians and carers to discuss palliative care in the Grampians Region.

Alan Hopgood

ADVANCE CARE PLANNING

Alan Hopgood's *Four Funerals in One Day* was presented to an audience of clinicians and carers as part of the National Palliative Care Week.

Two members of the audience, Alexander and Isobel, said that it gave them a great insight into their own lives.



80% of Aged Care residents have Advanced Care Plans.

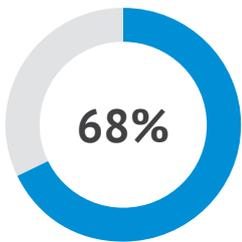
“We had such a positive visit with our Social Worker, Sam, who explained everything clearly. It was so easy to finalise our Advance Care Plan. It's what we want now. But it's reassuring to know that the plan is not set in concrete if our circumstances or thoughts change. Family and friends have seen our plan and they are seriously thinking of having one for themselves. They now all know our wishes and it makes us feel very secure.”

We are delighted to know that Alexander and Isobel have completed their Advance Care Plan and we would encourage anyone reading *Community Matters* who would also like to complete one to contact us on **5352 9300**.



WORKING TOGETHER

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



167 students from four Ararat primary schools participated in the Happy Mouths Happy Kids program; this translated to **68%** participation in the program.

INTEGRATED COMMUNITY HEALTH CENTRE

Following the State election and change in government, EGHS continues to lobby government for funding to expand the Community Health Centre and create a maternity services and early years hub. We firmly believe the partnership with Ararat Rural City is vital to the ongoing sustainability of our community. We see the health centre as the hub from which a range of services and education will be available including links with schools, early childhood services, workplaces and communities. Working collaboratively with all agencies is key to meeting the diverse needs of the community. It is only by working together to build community capacity and health promotion and education that we can address the needs of the community.

HAPPY MOUTHS HAPPY KIDS

We have a lot to be grateful for in our community. The way in which Principals and teachers from our local primary schools have embraced Happy Mouths Happy Kids means that young children are going to be healthier and happier as they approach their home life and their studies. 167 students from four Ararat primary schools participated in the program; this translated to 68% participation in the program, with 66% of students screened requiring further dental treatment.

Annual visits to these four primary schools have demonstrated improvements to oral health issues for this target age group. In the first year a large proportion of preventative work was undertaken that had an impact on reducing the following year's restorative work. However, through education and awareness, Happy Mouths Happy Kids' project team has observed children's oral health practices have contributed to the successful outcomes in the comparative data collected. Children are now, on a regular basis, tooth brushing twice a day, flossing more regularly, reducing high sugar food and drink intake and increasing consumption of water, fruit and vegetables.

This is a great outcome for the younger members of our community who are learning life-long skills that will hold them in good stead in years to come.



“The Happy Mouths Happy Kids program has provided our school community with excellent support. The program was well run and I believe that we will see real benefits for our students for many years to come”.

George Porter, Lake Bolac College Principal



Lilly Cooper and Mackense Evans

CONSUMER ENGAGEMENT FORUMS

During the year we have concentrated on Community Forums as a means of finding out what our community thinks about our services. The forums are part of our ongoing Consumer Engagement Strategy and have brought together a broader group of interested consumers to focus on specific areas of interest.

The forums were held on:

- Palliative Care in the Grampians Region
- Community Health
- Obstetrics Services
- Urgent Care Centre
- Perioperative Services

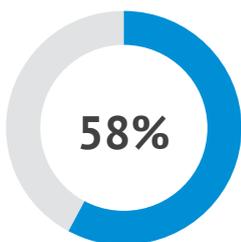
The Palliative Care Forum followed the production of “Four Funerals in One Day” with clinicians and carers exploring palliative care in the Grampians Region. The other four forums gave participants an opportunity to discuss improvements they would implement and, given the opportunity, how they would spend available finances. These forums have been well received as consumers feel valued at having the opportunity to have meaningful and effective input into the strategic planning of the Health Service. Next year one of the forums will focus on the usefulness of this publication, Community Matters.

The Obstetrics Services forum received valuable feedback on service delivery resulting in several changes, including:

- Redesign of the Antenatal classes to be more up to date and relevant
- Increased access to specialist services such as GPs, physiotherapy and lactation consultant
- Reduced visiting hours to enable new mothers to rest and bond with their babies.

EGHS’ midwifery model of care has enabled the birthing service to expand from a small local service pre-2010 to a sustainable obstetrics program.

GP Obstetricians with caesarean capability and GP Anaesthetists support an experienced and sustainable midwifery workforce.



This enables women in our region to birth locally and safely through improved services that have seen an increase in births of up to 58% in recent years.

DEVELOPING SERVICES TO REFLECT THE CHANGING DEMOGRAPHICS OF THE CATCHMENT AREA

With the Physiotherapy Department now expanding its service delivery, programs are being reviewed to develop and deliver them appropriately to meet the demands of our community.

Following a survey to assess the level of physical activity in the Willaura community a range of new Physiotherapy programs has been introduced and, in response to feedback, exercise classes have been relocated to a more suitable venue – our new, fully equipped Physiotherapy room. Attendance at all classes has increased as more diverse programs are being offered. We now have a dedicated room for the Podiatrist and Dietitian that can also be used by other health professionals.

There has been an expansion of external contracts with local partners, including the introduction of a contract with local correctional centres. Additional staff have been employed to meet the increase in demand. Attendance at the correctional facilities has now been integrated into the work profile of all Physiotherapy staff.

Our Outpatient Physiotherapy services have developed during the year as our staff complete professional development. Over the next two years it is anticipated that Women’s Health will provide our community with more local expertise in continence treatment, which is aligned with EGHS’ strategic goals.



With the increase in staff, there has been the opportunity to provide increased Physiotherapy into all our residential aged care facilities.

With improved access to physiotherapy and more treatment time, residents’ mobility and confidence is improving.



Jo Kaye



LEARNING CULTURE

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

MEMORANDUM OF UNDERSTANDING BETWEEN FEDERATION UNIVERSITY BALLARAT AND EAST GRAMPIANS HEALTH SERVICE

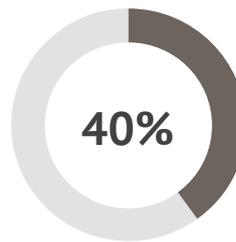
Research is a significant goal of our Strategic Plan so we are delighted to have established a Memorandum of Understanding with Federation University Ballarat. This partnership will assist in identifying and conducting research activities, particularly around clinical care. Already we can see the benefits as our staff develop their capacity and capability to undertake research. Currently our staff are being supported in conducting research on the implementation of the Montessori Model of Care.



Kate Pitcher, Clare Slatter, Tneal Seidel, Elizabeth Atkinson, Claire Sladdin

LEADERSHIP AND COMMITMENT

Our Health Service has gained a reputation for innovation, excellence, sustainability and growth. This has been achieved through dedicated leadership and commitment to improving the health of the community through supporting ongoing education. The development of staff ensures that we can deliver a safe, high quality health service to meet the ever-changing needs of our community. On average our Organisation commits 1.75% of its salaries budget on education, training and sustainability. Our community is certainly the beneficiary of this commitment.



Last year **40%** of our permanent staff undertook formal education.

Significant accomplishments include:

- Seven clinical education staff completing Certificate IV in Training and Assessment enabling the delivery of units for the Certificate III in Aged Care and Home and Community Care and the Diploma of Nursing programs onsite, in partnership with BRACE and Federation University respectively
- 12 staff upskilling to Diploma of Nursing
- Two registered nurses upskilling to Graduate Diploma of Midwifery
- 15 clinical staff completing post graduate studies in midwifery, rural and isolated practice RN, medical sonography, diabetes education, gerontology, lactation or palliative care
- Eight students completing Diploma of Nursing of which five are employed as trainee enrolled nurses
- Two staff completing Master of Business

A BRIGHT FUTURE

The future is indeed looking very positive for a number of staff who were awarded scholarships throughout the year.

We really do value our staff and are committed to help them gain their full potential through professional and personal development.

It is through challenging ourselves through lifelong learning that we can gain a better understanding of the values that guide us in our daily living. This year we presented the following scholarships:

Kirsten O'Connor

Angela Laidlaw Clinical Scholarship

Kirsten will undertake a short course 'Contribute to the Care of Mothers and Babies'

Carol Leo

EGHS Building for the Future Foundation

Carol will undertake a Graduate Diploma of Midwifery

Tanya Haslett

EGHS Building for the Future Foundation

Tanya will undertake a Graduate Diploma of Applied Gerontology



Kirsten O'Connor receiving her Angela Laidlaw Clinical Scholarship from Geoff Laidlaw.

"This scholarship has given me a wonderful opportunity to extend my skills base. It will help me contribute more to the wellbeing of mothers and their babies".



CENTRE OF EXCELLENCE FOR BIRTHING

Our alliance with the Royal Women's Hospital (RWH) has provided our midwifery staff with the opportunity to complete placements in the RWH's specialty units to consolidate learning.

This will be of great value to our staff and, of course, to women in our catchment area who choose to have their babies in our birthing centre.

We are hopeful that midwives from RWH will consider coming to EGHS as replacement midwives, while ours train at RWH.



Margaret Driscoll

IMPROVING THE RURAL EXPERIENCE FOR MEDICAL INTERNS



Dr. Hemma M.T. Valluvan, Dr Austin Nguyen, Dr Caitlin Young, Mario Santilli, Peter Armstrong, Sarah Woodburn, Dr Andrew Dean, Ros Bloomfield, Dr Collin Mc Donnell, Dr Manissa Sufian

In January 2015, the East Grampians Health Service vision to train junior doctors came to fruition. Five medical interns commenced employment at EGHS as part of the Grampians Medical Training Intern Program. Interns are doctors who have completed their medical degrees and are awarded provisional registration. 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. Whilst at EGHS the interns complete a surgical rotation, attending theatre daily and working under the supervision of visiting surgeons, anaesthetists and medical officers.

The other rotations completed by the interns are Emergency Medicine, General Medicine and General Practice. All rotations are designed to expose the interns to a broad range of clinical conditions, hands on clinical procedures and the experiences of rural doctors.

The interns also participate in an extensive continuing education program during their intern year. The education program is overseen by Associate Professor Andrew Dean an Emergency Physician and Head of the Notre Dame University Clinical School. The program consists of clinical simulation exercises, case studies and lectures. These sessions are delivered by experienced medical staff from St John of God and Ballarat Base Hospitals.

The program was developed by EGHS to attract and retain a medical workforce with an interest in rural practice because it has been shown that doctors who train in rural areas are more likely to stay and practice.

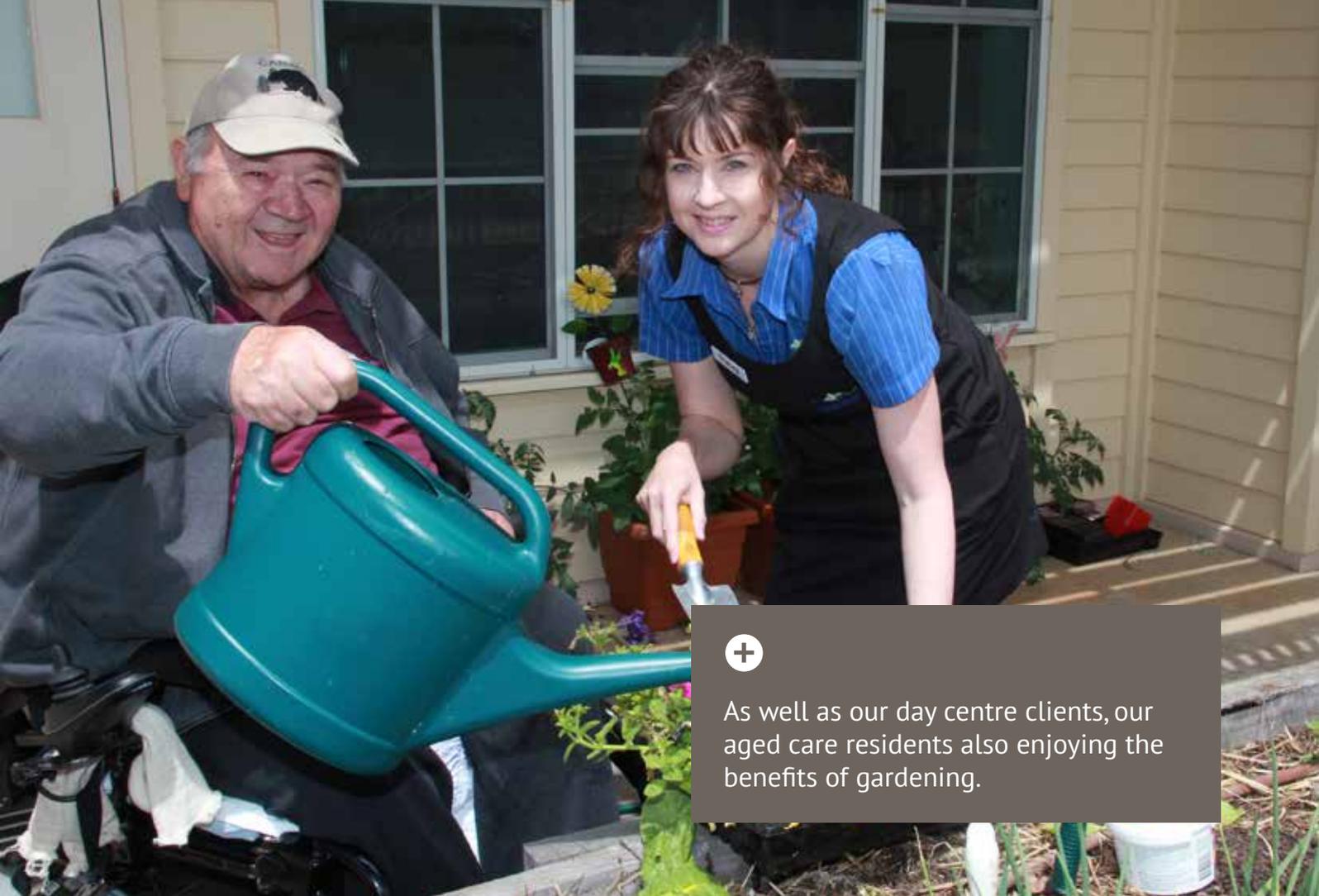


Intern Dr Caitlin Young says that she applied for the rural intern placement after her experiences as a medical student in Maryborough and Bendigo inspired her to pursue a career in rural medicine. Dr Young reports that the key factors in this decision were the diverse and challenging role of doctors in rural areas, the sense of community, and the quality of supervision by dedicated mentors.



“All interns are on target to achieve their objectives and advance to the next stage of their medical careers”.

Sarah Woodburn
Manager, Junior Medical Officers



Tracey Hunt and resident



As well as our day centre clients, our aged care residents also enjoying the benefits of gardening.

LEARNING - A LIFE LONG EXPERIENCE FOR OUR DAY CENTRE CLIENTS

Learning is very much part of the Patricia Hinchey Day Centre culture. Many activities are planned for clients to gain new skills in order for them to continue an active life in the community.

Neither age nor disability is a barrier for our clients in their absolute enthusiasm for taking part in these activities. Appropriate monthly themes enable us to factor learning activities into our programs.

For example, a Podiatrist, Diabetes Educator and Dietitian from our allied health department came and presented a variety of topics under “Healthy Body Healthy Mind”. The Exercise Physiologist spoke on strategies for falls prevention and members of the local Police and Country Fire Authority came during “Safety” month to talk on personal safety and fire safety in the home.

Our clients really appreciate this interaction with practitioners, experts in their chosen field. It makes our clients feel really connected to the community in which they live.



PROJECTS THAT HAVE IMPROVED SERVICE DELIVERY

IMPROVING CONTINUITY OF CARE FOR PODIATRY CLIENTS

With Podiatry clients experiencing a lack of community engagement and wait times becoming unreasonable, it was evident that fundamental changes had to be made, and quickly, to turn around the negative impact the situation was having on both clients and staff.

With the support of external agencies, Podiatry staff held education and engagement sessions in order to gain a better understanding of where the system was not working effectively.

A priority system was introduced to assess and address clients' risk and need factors to ensure those with greatest risk were identified and offered appropriate treatment.

Six months after the implementation of the new approach low priority referrals have an average wait time of less than three months and, for existing clients, the average wait time is less than one week.

Clients are now assessed in a timely manner, and with appropriate education and understanding feel empowered to take more responsibility for their own care. Staff also feel that they too have a greater level of control and are able to manage caseloads of varying complexity more efficiently. The increased understanding has established a firm relationship between client and clinician.



Sue Lim and student Chloe Gooding

IMPROVING DENTAL CARE

EGHS has worked strategically to improve the oral health status of our community. We were instrumental in leading the push for the fluoridation of our drinking water, which will be introduced to the district in December. We also established the ground-breaking initiative Happy Mouths Happy Kids. The goal of this innovative program is to improve the oral and general health and wellbeing of children in our region by combining health education with direct intervention within the school environment to primary school children in our region. Dentists perform check-ups, preventative and basic treatments in a mobile dental van. Health promotion, education and awareness activities are conducted at schools by dietitians and dentists. This service is supported by eight final year La Trobe University dental students over the course of the year.

CHRONIC AND COMPLEX CONDITIONS

Our catchment area has a higher than State average in a number of chronic conditions, such as heart disease, asthma, diabetes and cancer. At EGHS we offer a wide range of services to help people diagnosed with a chronic condition to take a greater responsibility for their own wellbeing. This strategy is certainly a growing area for health care and as we pursue improved partnerships and health care planning, we are optimistic that having jointly identified goals and developed plans, we will better meet the care needs of our community.

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?

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 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: _____

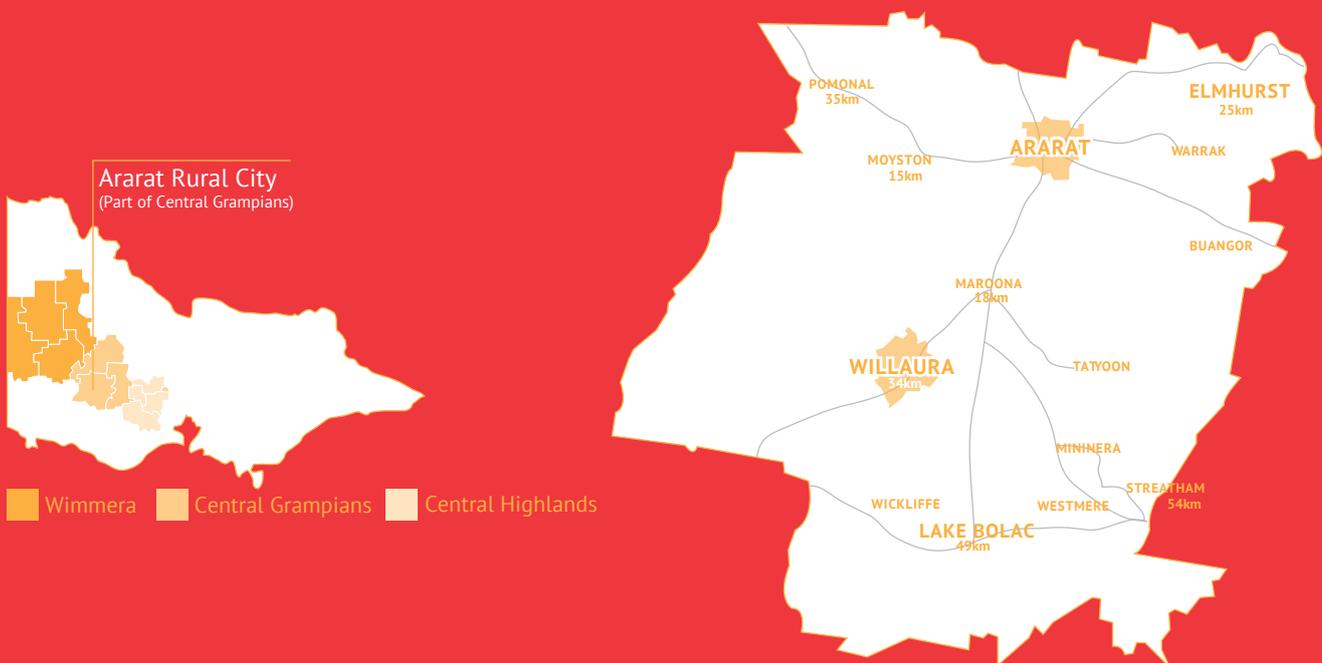
If you prefer to give feedback online, please visit our website: www.eghs.net.au/contact.



SITE DIRECTORY AND LOCATION MAPS



East Grampians
Health Service



EAST GRAMPIANS HEALTH SERVICE

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Girdlestone Street, Ararat 3377

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E: info@eghs.net.au

www.eghs.net.au

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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 DAY 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



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