



COMMUNITY MATTERS



2017-18
QUALITY ACCOUNT

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

Some weeks ago when I started to write my introduction and welcome to the 2017-18 edition of Community Matters our Quality Account, I was at that time Interim Chief Executive. I am delighted to share with you that the Board has recently appointed me as Chief Executive of East Grampians Health Service.

I have had the pleasure of working with the Board and staff and getting to know this wonderful, vibrant community over the past four months and am looking forward to building on the excellent work undertaken by Nick Bush who resigned at the end of June 2018.

Nick was Chief Executive for seven years and in that time, with the full support of the Board, Executive Team, staff, volunteers and community, has guided East Grampians Health Service to a new level in person-centred care. We all wish Nick well in his new role as Chief Executive at Echuca Regional Health.

The Health Service has experienced another positive year and we are well placed to meet the needs and future health challenges of our community.

The Quality Account gives us an opportunity to benchmark our performance across a comprehensive range of quality and safety standards. Our aim is to provide transparency and accountability to our patients, residents, clients, volunteers, community, staff and other stakeholders.

I hope that you take the opportunity to read through the Quality Account and take the time to recognise the many achievements we have made this year. We were delighted to be a finalist for the third successive year in the Premier's Medium Sized Health Service of the Year.



Chief Executive Andrew Freeman with Executive Assistant Jo Summers

While not the winner, we were in excellent company and offer our congratulations to Benalla Health. Our education and training programs are recognised for their innovation and focus on providing career opportunities for the local community.

We have developed our community engagement strategies in order for meaningful input from interested people in the strategic planning of future programs and services. The redevelopment of the Community Health Centre is as a direct response from community input. You will find other examples throughout Community Matters.

The continued growth and accomplishments that have been achieved during the year are thanks to the dedication of our staff, their professionalism and desire for change and innovation. This has been reflected in the excellent results from the Victorian Healthcare Experience Survey. However, we know we don't achieve these results on our own. We sincerely thank staff, volunteers, patients, residents, carers, family and friends, visitors and our community who have all contributed so positively to our Health Service through out the year.

You all shape the future of our Health Service. The commitment and professionalism of staff continue to give confidence in the services that we deliver to you, the community. You place your trust in us, and for that we are truly grateful.

Over the next few months I look forward to getting to know the community better, to have a greater understanding of what you want from your health service and then working with you to provide high quality safe care that meets your expectations.

Andrew Freeman
Chief Executive



THE QUALITY ACCOUNT

The Feedback we received on last year's Community Matters indicated that you found it easy to access information when it was within each Division. We will be keeping to the same format this year.

DEVELOPMENT AND DISTRIBUTION OF OUR COMMUNITY MATTERS

Our Community Matters continues to evolve as we respond to feedback, talk to our consumers, liaise with the Board and staff. Sharing stories adds a personal dimension that engages our readers in the reality of working, volunteering or being cared for at our Health Service. We are very grateful for the time invested by those who willingly shared their journeys.

Community Matters is a balance of information, analytical data and our community. We want as many people to access a copy of Community Matters, but in distributing the report widely we are mindful of keeping within a realistic budget. This year we will advertise the report's availability through local and social media.

Copies will be available:

- At reception at each campus and facility
- On our Website www.eghs.net.au, Twitter and Facebook
- Medical Centres and Shire offices

Some of the comments received included:

- Why not combine the Annual Report and Quality Account
- Printing the Quality Account seems like a waste of money
- I read the local newspaper and that's where I look for information on people, policy and events

INTERESTING FACTS

It's been a busy year at Your Health Service:



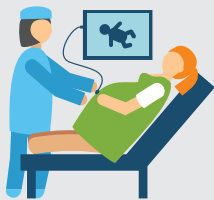
The Health Service's catchment area covers **4,230** sq kms



11,200 people live within the catchment area (ref. Ararat Rural City)



A diverse workforce from over **14** different countries



86 babies born in 2017-2018



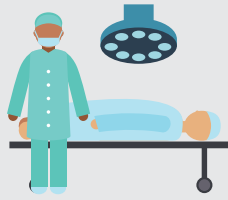
4,436 Urgent Care presentations



16,230 Community Nursing occasions of service



5,421 total admissions



2,215 admissions to Day Procedure Unit



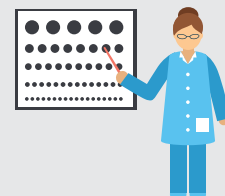
6,897 Dental visits (1,364 adult treatments)



25,831 Community Health occasions of service



28,770 Aged Care bed days



Number of staff upskilled **72**



ACHIEVEMENTS FOR THE YEAR

- There has been an increase in the number of dental treatments;
- There has been an increase in the number of dental outreach programs to schools delivering healthy eating and oral health education;
- We have implemented a whole of hospital service model for responding to family violence, discrimination and harassment, with policies and procedures developed to support both staff and consumers.
- We have expanded our Regional Surgery Initiative to ensure more patients have access to timely and safe surgical options.
- A new initiative called Healthy@Home has been developed that has improved navigation of the health system and supports consumers to access timely and appropriate services.
- District Nursing has extended its hours to 8.00 pm, seven days a week.
- All Midwives and General Practitioner/ Obstetricians will receive practical Obstetric Multi-Professional Training by the end of 2018.
- In our mandatory staff education program we have incorporated a session for reporting and responding to patient safety concerns and have provided training for “escalation of care” to clinical staff of inpatient and residential facilities.
- At bedside handovers clinical staff provide relevant information to patients as well as gathering patient feedback. This has resulted in positive responses from patients and a more engaged workforce.
- Reviews are an important way in which to evaluate our progress towards ongoing quality, safe care. This year we undertook reviews of Medication Management Information, Consumer Consent prior to student health professionals involved in their care, Maternity Morbidity and Mortality.

COMMUNITY MATTERS

Questions you might want to know:

- Is the Health Service meeting all its care obligations? (pg 18)
- Are all health practitioners qualified appropriately? (pg 18)
- How can I become more involved? (pg 16)
- I want to make a donation. (pg 27)
- What if I want to give some feedback? (pg 30)

SOCIAL MEDIA AND ITS IMPACT ON SHARING INFORMATION

Statistical information on how many “hits” our website receives helps us in planning future marketing and advertising campaigns.

Information collected this year included:

- 2017-18 saw 144,530 page views for our website: **www.eghs.net.au**
- Average time spent on a page was **1.11 min**

Top performing pages were:

1. Positions Vacant
2. Employment
3. Services
4. Contact Us
5. About

QUALITY AND SAFETY INDICATORS

- Cleaning Standards
- Environmental Sustainability
- Victorian Healthcare Experience Survey
- Dental Services
- Aged Care Data

CLINICAL SERVICES

ESCALATION OF CARE

Escalation of Care became a priority for all health services following the tragic death of a young child in Queensland. Though Ryan's Rule Clinical Review was introduced in Queensland, the principles are relevant in all hospital settings.

"If you are worried, we are worried – let us know"

On admittance to hospital patients, with their carers, receive:

- Education on escalation of care;
- A brochure in the patient folder explaining the process;

Posters have also been placed in strategic locations around the Health Service.

Escalation of Care gives the patient/carer options:

- Level 1 -Talk to a nurse or doctor about your concerns; if not satisfied with the response proceed to the next step
- Level 2- Talk to the nurse in charge of the shift. If still not satisfied
- Level 3- Contact the Nurse Supervisor

During the year there has not been one incident requiring Escalation of Care to Level 3. This is due to the:

- Development and introduction of a mandatory education program that clearly sets out our expectations and staff obligations to report patient safety concerns.
- Onsite training has been delivered by the education team to clinical staff of inpatient and residential facilities.

MATERNITY SERVICES

Delivering safe quality maternity care in our rural catchment area is imperative to enable mothers to have their babies delivered close to home.

Ongoing education is vital for all our clinicians. We continue to enjoy an excellent relationship with The Royal Women's Hospital and Ballarat Health Services with our Midwives attending clinical placements to observe the care associated with higher risk pregnancies and births. During the year all Midwives and General Practitioners/Obstetricians will have received Practical Obstetric Multi-Professional Training with the support of Victorian Medical Insurance Agency.

During the past year there has been no decline in performance from Maternity Services and we are performing where we need to be for our capability. We constantly monitor data at various levels of the Organisation and participate in the Regional Morbidity and Mortality Midwifery Meetings.



Registered Midwife Jessica Williamson with Stephanie Springthorpe, Matt Heffer and baby Maddison



FAMILY VIOLENCE

Family Violence continues to have an awful impact on families in our community. Regrettably the impact of family violence is greater on women and children. We are working with Ballarat Health Services to implement the Strengthening Hospital Response to Family Violence. This will include:

- An organisational model to identify and respond to family violence, discrimination and harassment
- Implementation of the model, training and education of staff
- Mandatory education for key contacts
- Recruitment and training in early identification, assessment and referral
- Screening of patients for early identification assessment and referral
- Policies and procedures have been developed to support both staff and consumers

East Grampians Health Service has worked hard to develop and implement care plans that meet the needs of individuals across its services. Care Plans have many functions including identification of risk factors, clinical assessments and results, identification of referrals to specialist services and care needs.

Care Plans also incorporate non-clinical aspects of care such as personal preferences, cultural and social needs and lifestyle factors.

Care Plans are completed in partnership with patients/residents, families, carers and advocates. Through this process we ensure that the goals of the individual are met.

PUBLIC AND PRIVATE PATIENTS TREATED AT OUR ONCOLOGY DEPARTMENT

We so often hear that you cannot receive your chemotherapy at our Oncology Department unless you are a private patient, or unless you are a public patient – or that there is a waiting list. It's a myth that we are very keen to dispel. As long as you have a referral to Dr Craig Carden Oncologist at Ballarat Cancer Care– we can provide your chemotherapy treatment here in Ararat. We have eight treatment chairs available and the department is open every Wednesday. If we have more patients who require multiple days of treatment, this can be accommodated.

A referral to Dr Craig Carden can be made via your surgeon, following an operation, or your General Practitioner.

Sometimes a patient may start their treatment in Ballarat, but then treatment can be transferred to Ararat if it is appropriate. Dr Carden runs a clinic in Ararat every 2nd and 4th Wednesday of the month, where he sees patients having treatment and outpatients.



We also have a Breast Care Nurse who works every Wednesday and Thursday. She provides support for patients diagnosed with breast cancer and will often catch up with them when they are having treatment on a Wednesday.

The biggest message we want to get across to our community is that at the Ararat Campus you can receive chemotherapy if you are either a public or private patient.

Mary Kinsella

Associate Nurse Unit Manager Oncology

CLINICAL SERVICES

COMPREHENSIVE CARE

Victorian Health Experience

	Discharge	%	Responses	Peer Group %
1	Was length of stay appropriate	98%	94	96%
2	Was there enough notice of discharge	91%	91	87%
3	Were you involved in decisions about discharge	85%	88	78%
4	Were there no delays in your discharge	99%	89	96%
5	If there was a delay in discharge did staff members explain why	100%	1	77%
6	At discharge were you provided enough information about managing at home from your doctors and nurses	88%	93	96%
7	Was your family and home life taken into consideration when planning discharge	90%	92	88%
8	Did the hospital make adequate arrangements for services needed at home	89%	92	83%
9	Was your GP provided with information about treatment or advice you received in hospital	98%	90	96%
10	Did you receive copies of communications between hospital doctors and you GP	51%	83	43%
11	Overall how would you rate your discharge process	99%	93	96%

The Victorian Healthcare Experience Survey (VHES), given to each patient on discharge from our inpatient unit, is voluntary and completely confidential. It compares our performance against other health services of similar size. The results demonstrated that in regard to patient discharge we are more than meeting patient expectations.

However, we like to continue to improve our overall care and have been working with consumers, educators and clinicians to identify three priority improvement areas using data from our Victorian Healthcare Experience Survey.

Improving medication management information for consumers

- Consult with and respond to feedback from our Consumers on current medication management information
- Intensive review carried out by Pharmacist to identify improvements that will be undertaken
- Additional staff education to take place

Improving bedside handovers

- Review undertaken of current systems and processes to ensure staff always provide sufficient information to patients to support informed decisions about their treatment and care
- Bedside handovers an opportunity to provide and gather information
- Following implementation, a more engaged workforce and positive response from patients

Ensuring consent given

- Review of systems and processes to ensure staff always seek consent when involving student health professionals in their care
- Education team has reinforced consent policy with nursing, allied health and medical staff
- Monitoring of consent occurs quarterly with the publication of VHES

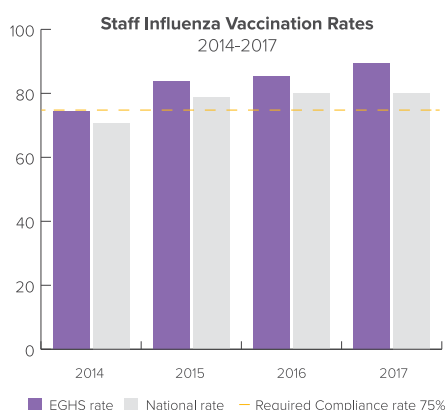
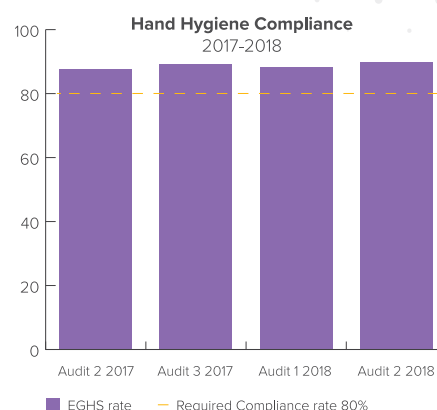


INFECTION CONTROL

While you are in our care, it's important that the hospital is a safe environment, free from infection. Regular audits are carried out against National and Statewide benchmarks.

HAND HYGIENE

Effective hand hygiene is one of the most successful ways to counter infections. In place at each entrance to facilities, wards and communal areas are alcohol based hand rubs. Our Health Service has consistently achieved above the National and state benchmarks of 80% in hand hygiene audits. These audits are conducted three times a year and reported to Hand Hygiene Australia.



INFLUENZA VACCINATION UPTAKE

As most people are aware, 2017 has been a particularly bad year for influenza in vulnerable people in our community so it is pleasing to report that we have had an excellent influenza vaccination uptake by staff. 89.5% of staff received their annual flu vaccination. This is compared with the state percentage of 80.1% and above the Department of Health and Human Services required 75%.

SAFE AND APPROPRIATE USE OF BLOOD AND BLOOD PRODUCTS

In accordance with sound clinical governance practice, the Health Service has structures and systems in place to ensure the safe, appropriate, efficient and effective use of blood and blood products.

Clinicians and other members of the workforce use and participate in blood and blood product safety systems.

Blood and blood products continue to be used in an appropriate and safe manner at the Health Service.

All staff who are involved in the administration of blood and blood products complete Bloodsafe Elearning on Clinical Transfusion Practice every two years, and our midwives also complete the module on Post Partum Haemorrhage every two years.

The Health Service also adheres to a zero tolerance position in relation to consent. A transfusion cannot take place if a doctor and patient have not signed the consent section on the Blood Product Prescription Form.

HEALTH CARE ASSOCIATED STAPHYLOCOCCUS AUREUS BLOOD STREAM INFECTIONS

Health care associated *Staphylococcus aureus* blood (SAB) stream infections are required to be reported to VICNISS every month. East Grampians Health Service did not report any SABs in 2017/2018.

CLINICAL SERVICES

ADVANCE CARE DIRECTIVES

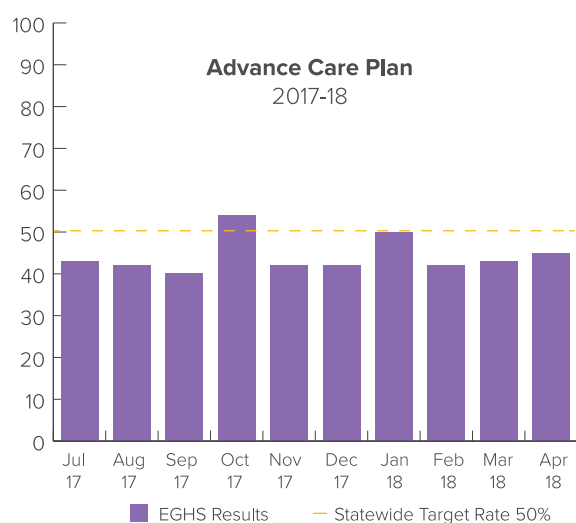
Last year we reported on Advance Care Planning. In March 2018 a new Act came into effect: The Medical Treatment Planning and Decisions Act 2016, since then different terminology is to be used.

Making decisions is important to us and during our lives we've made some pretty significant ones. As we come to the end of our lives wouldn't we all want to know that our wishes will be followed?

Advance Care Directives (ACD) give residents and patients the opportunity to make their future health care wishes known and write them down in a plan called Values and Preferences. This ensures that if a resident or patient is unable to make or tell us or their family their wishes in the future we have a copy of those wishes to enact.

On admission all patients or residents of an appropriate age, or with existing co-morbidities, are asked if they have completed an ACD or whether they have appointed a medical treatment decision maker. If not we provide information that outlines the benefits of an ACD. The ACD can be completed with the assistance of a General Practitioner, trained ACD Planner, resident, patient, family or carer.

In collecting data to record the number of ACD and Substitute Decision Makers in acute, our Health Service is the second highest in the State and we have increased the number markedly over the past two years. This is due to the commitment of our staff, who take time to initiate these important conversations with residents and their families.



END OF LIFE CARE

We understand that caring for our residents at the end of their lives is as important as caring for a mother as she gives birth to a new life. For a new life we have trained Midwives; for end of life care our specialist nurses are trained in palliative care.

It takes a special person to choose to work with people who are coming to the end of their lives. Our multidisciplinary teams are compassionate in their understanding and ability to help our residents, their families and carers through the last stages of life. A team that may include a Doctor, Nurse, Social Worker and Physiotherapist will work together to manage symptoms and pain to ensure that end of life care is aligned to the wishes of the resident and high quality care is provided.

In providing end of life care we will always recognise the uniqueness of each resident as is acknowledged in our Diversity Action Plan. We will take into account the cultural, spiritual and psychosocial needs of our residents and their families. We understand that at this time of life these needs are as important as physical needs.



Cate Mantou



Kerry Reynolds, Endorsed Enrolled Nurse

KERRY'S STORY

Kerry Reynolds is an Endorsed Enrolled Nurse working at 70 Lowe Street, one of our residential care facilities. Four years ago she took on additional duties of working with residents and their families on what was then Advanced Care Plans.

With changes to legislation she has been involved in the development of a new document Values and Preferences, based on documents from the Department of Health and Human Services, Office of Public Advocate, Austin Health and Northern Health.

"I always find that once I have started the conversation with the resident and family member, and successfully completed the Values and Preference document, there is a great sense of relief.

Some time ago a resident came to live with us at 70 Lowe Street who had previously been in the care of the Department of Human Services.

He had a lovely personality and over a period of time I was able to have a number of conversations with him in ways that he understood and in a way that I was able to gain valuable insight into important aspects for his future care and wellbeing. I contacted his caseworker who had known our resident for over 25 years. He also helped me fill in gaps in our resident's life to complete his Values & Preferences. Together we understood that when the time came and our resident was not able to tell us himself, his Doctor and our staff would know exactly what to do.

That time did come and we were able to contact the caseworker who came and sat with our resident until he died. The caseworker was grateful to have had this level of involvement and we were confident that it was exactly what our resident wanted.

It gives me an enormous amount of personal and professional satisfaction to sit with our residents and their families to ensure that we will give the very best quality care that is exactly what our resident wants. I can truly say I am proud to be able to do this."

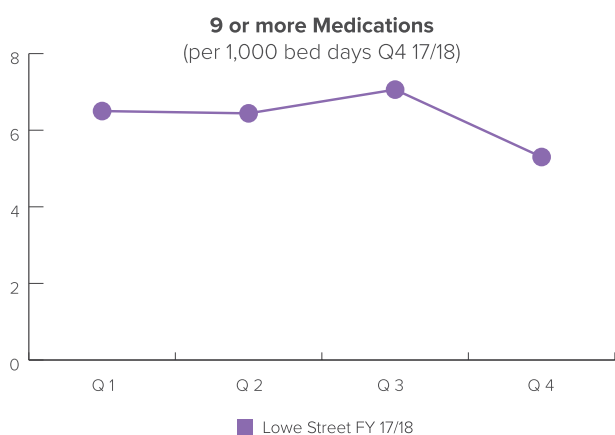
RESIDENTIAL AGED CARE INDICATORS



Chris Le Gassick

9 OR MORE MEDICATIONS

As people age there is a trend that invariably there will be a need for them to take one or more medications. As people transition to a residential aged care facility it is not uncommon to see that they are on nine or more medications. This is called polypharmacy and requires close monitoring as all medications have side effects that may cause problems for the individual. It is important that the care team, the patient or resident and their family members or carer are involved in discussions about medication. It is pleasing to see that at our Health Service there has been a reduction in the rate of the use of nine or more medications. However, this may not always be the case as the complex needs of a person in aged care will direct the need for treatment.

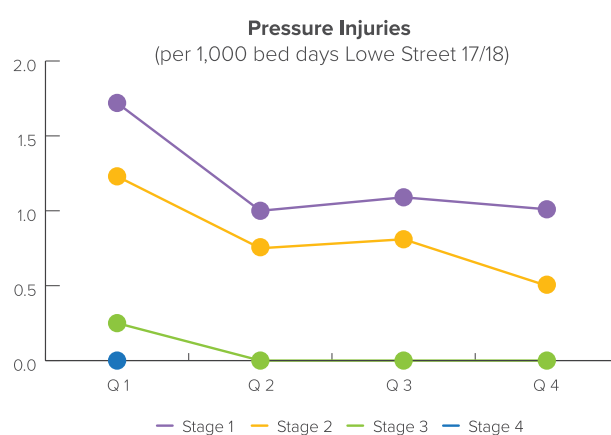


PRESSURE INJURIES

This year we introduced a Pressure Injury Action Plan and the success of this initiative can be seen in this year's results. We are confident they will continue.

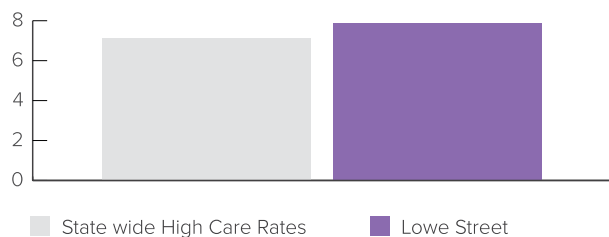
Initiatives included:

- Staff education on pressure injury prevention and care
- Purchase of pressure relieving mattresses and cushions
- Intensive monitoring of residents and patients
- Regular reporting to Board on results of the Action Plan
- Increase in massages to improve skin integrity.

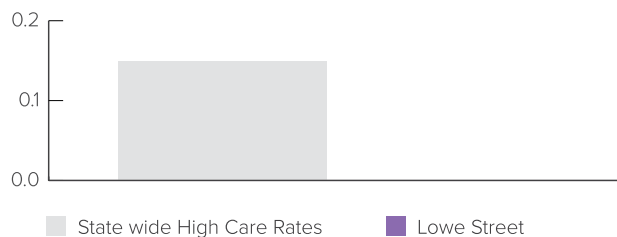




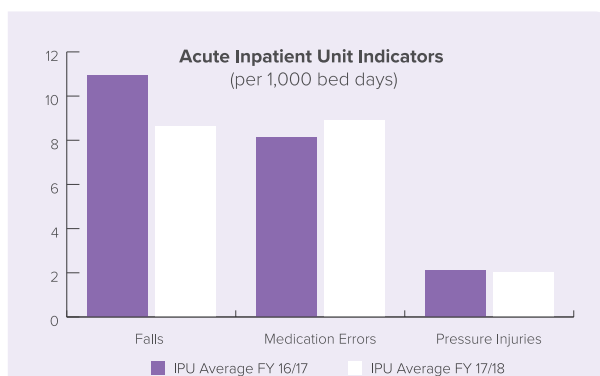
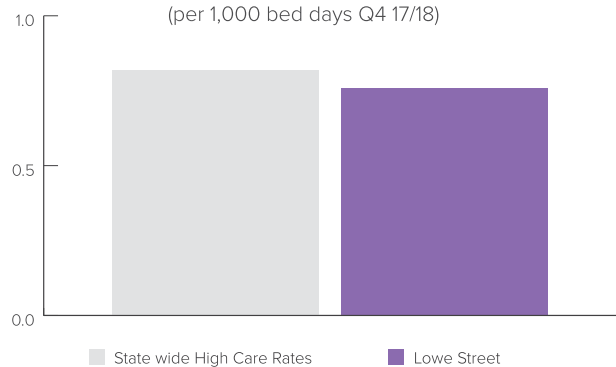
Falls
(per 1,000 bed days Q3 17/18)



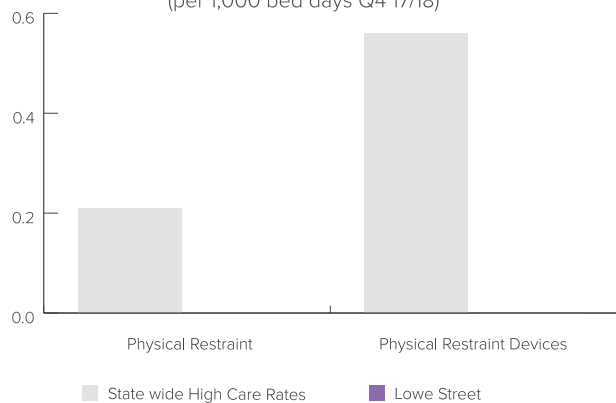
Falls Related Fractures
(per 1,000 bed days Q4 17/18)



Unplanned Weight Loss
(per 1,000 bed days Q4 17/18)



Physical Restraint
(per 1,000 bed days Q4 17/18)



Amanda Cranstoun

COMMUNITY SERVICES

Community Services is in an exciting phase of redevelopment having received generous funding from the State Government of \$4.12 million to extend and incorporate a more streamlined service. This is going to create a more efficient in-house service as well as expanding our home-based community nursing service.

This redevelopment has been achieved through community input and participation following our Strategic Planning Workshop.

We are delighted that our community cares about its health service to provide us with feedback and participate in workshops so that we know we are meeting your expectations in how and where your health services will be delivered.

VICTORIAN HEALTHCARE EXPERIENCE SURVEY

During a period of change it is not unusual for staff to feel anxious about their professional future and for clients their health and wellbeing.

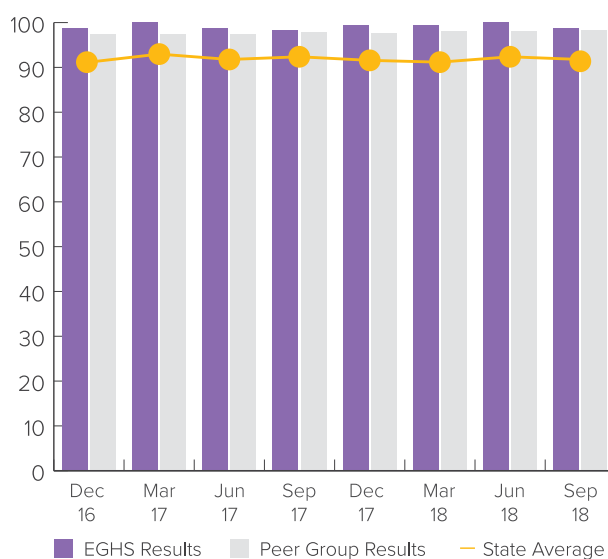
As with other areas of the Health Service, Community Services participates in a Victorian Healthcare Experience Survey (VHES). This is the second year a report was provided. After a very good initial report in 2016 there was a softening of responses in the 2017 report. Areas for improvement are related to Customer Service, where the consumer interfaces with the clinician or administration staff.

These are pretty fundamental issues relating to the health and wellbeing of our clients and we are determined to improve these perceptions.

These issues have been addressed by:

- Conducting an internal review with an Action Plan developed with input from consumers and staff;
- Introduction of Customer Service training for all clinical and administrative staff and students;
- Conducting a follow up survey to consider how improvements that have been introduced are impacting on our clients.

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





Sally Philip, Director of Community Services

OUR NEW DIRECTOR OF COMMUNITY SERVICES

Sally Philip is well known to both our health service and the local community. In 2006 Sally was appointed to the Board and in her eight years on the Board she held every leadership role including President, Vice-President and Treasurer.

Sally is passionate about the recruitment and retention of health care professionals in rural areas and the need to underpin this with strong people management systems. On her retirement from the Board Sally was engaged to implement *Improving Performance Management* as an outcome of feedback from the 2015 People Matter Survey and the Victorian Auditor General's findings.

In making the decision to apply for the position of Director of Community Services and to go from a strategic decision maker to an operational director,

Sally was motivated by her belief that she had experience from her role for 18 years as a Senior Executive in the Division of General Practice and Medicare Locals, plus her knowledge of the health service and familiarity with the challenges of retaining a health workforce in rural areas.

"There is work to be done to make some fundamental changes but I am very optimistic as I see opportunities to make our community health service an innovative and responsive service for the community with the development the Integrated Community Health Centre. This in turn will lead to EGHS community services developing a reputation as an employer of choice.

I'm certainly looking forward to working with staff, health partners in the region, Ararat City Council and our consumers to bring about change to ensure we continue to deliver integrated, quality safe care that responds to the needs of our community."

COMMUNITY SERVICES

PARTNERING WITH CONSUMERS

Consumers of our service (as described on page 22) really are the best people to inform us of our progress. If staff are the backbone of our organisation then consumers are the life blood keeping the whole organisation invigorated.

The Partnering with Consumers Plan outlines activities at the Health Service where consumers have been involved in the development and improvement of our Health Service.

Three of the main activities over the last 12 months have included:

- Consumers actively involved in the development of the Community Health Centre. There are consumers involved in the Project Committee and as members of the Capital Development Committee. Consumers have been integral to decision making of the project.
- The upgrade of our website. It was at the suggestion of our consumers that our website was improved to include easier to find phone numbers, simpler search functions, a magnification function and clearer text. Consumers were also involved in the trialling of the site prior to going live.
- Our Signage and Access Walk Around activity identified issues with access into Urgent Care and the main hospital car park and found that signage was inconsistent across the site. This feedback has triggered improvement works in the car park especially around our Urgent Care Centre and a signage project that has commenced in the main hospital building. This project will then be expanded across the site.

Our Disability Action Plan is a living document and it's important that it's reviewed on a regular basis. A major review will occur in the next couple of months commencing with a consumer forum. We would love to hear from interested consumers willing to participate in this forum. You can register for the forum by ringing Development & Improvement on **5352 9443** and via the website: **www.eghs.net.au**

ABORIGINAL HEALTH

While only a small minority identify as Aboriginal or Torres Strait Islander in our catchment area we enjoy a really strong, cooperative approach to Indigenous health.

We have established a Memorandum of Understanding with the Budja Budja Aboriginal Cooperative who work closely with our staff to increase services to improve health outcomes for Aboriginal clients. This collaborative approach has certainly enhanced and enriched our knowledge of Aboriginal culture. As a result we have provided a more welcoming environment within the whole health service, including paintings, gardens and displaying a Closing the Gap statement in Urgent Care. We are optimistic that our redeveloped Community Health Centre will be a most welcoming environment for our Aboriginal community.

With funding from the Rural Workforce Agency Victoria our Dentists, Diabetes Educators and Podiatrists have provided clinics at Budja Budja. Specialist dental clinics are also held there as well as the Community Health Centre dental clinic.





CARING FOR YOUR ORAL HEALTH

Our dental staff continue to actively promote a holistic view in relation to good oral health and overall wellbeing. To achieve this we have partnered with the Grampians Pyrenees Primary Care Partnership to promote healthy eating and physical activity.

This has resulted in seven schools in Ararat Rural City and one Stawell school participating in our community outreach program delivering healthy eating and oral health education.

It's pleasing to report that ten out of 14 kindergartens in the Pyrenees, Northern Grampians and Ararat Rural City Local Government Areas have been awarded Smiles 4 Miles recognition following participation in oral health and nutrition education.

These results are very satisfying and we will continue to work with our local schools and health partners to improve on the health and wellbeing of our young community.



6,897 DENTAL TREATMENTS



2,282 DENTAL PATIENTS



1,364 ELIGIBLE ADULT DENTAL TREATMENTS



6,897 DENTAL VISITS



791 CHILDREN SEEN, AT NO COST

STAYING AT HOME

Many elderly people are choosing to live at home because they have the support of their families as well as a range of community care options, which are delivered by our Health Service

Earlier this year, with the support of the Department of Health and Human Services, we introduced Healthy@Home to provide better support for people at risk of readmission to hospital, or frequent presentations to Urgent Care. We will be trialling this new service to evaluate its effectiveness.

Other options include Home Care Packages, the Commonwealth Home Support Program and The Patricia Hinchey Centre. We have also extended the hours of Community Nurses at District Nursing to 8pm daily for a three-month trial, after which we will assess its success in terms of better supporting people to remain at home.

We have also introduced EGHS@Home, which provides a broad range of services including personal care, gardening, maintenance and other services important to remaining at home.

If you would like further information on how these services may assist you in remaining in your own home please contact Community Nursing on 5352 9328.

DEVELOPMENT & IMPROVEMENT

ACCREDITATION AND CREDENTIALING OF HEALTH PRACTITIONERS

All stakeholders should feel confident that when they come for treatment or visit any of our facilities they are in good hands. The Health Service is up to date and fully accredited with all statutory bodies that oversee accreditation and internal auditing.

National Safety and Quality Health Service Standards

Fully Compliant

Commonwealth Aged Care Accreditation Standards

Fully Compliant

Department of Health and Human Services Standards

Fully Compliant

National Association of Testing Authorities

Fully Compliant

Department of Health and Human Services Disability Services Standards

Fully Compliant

Each year clinicians' registrations are checked and confirmed with scope of practice reflecting the degree of competency and qualifications required of them to undertake medical, nursing and allied health procedures.



Bec Peters



Sarah Harwood

EQUAL OPPORTUNITY EMPLOYER

As an Equal Opportunity Employer we have policies and procedures to ensure that we use contemporary employment principles that are fair and equitable in appointing the right person for a position. A person's ethnicity is not asked for. Only on a medical record do we seek this information.



L-R: Sarah Wardle, Will Bell, Naveen Mettu and Zosha Jarecki-Warke

CULTURAL DIVERSITY

With over 14 nationalities employed at East Grampians Health Service there is an inclusive atmosphere where staff enjoy sharing stories about their different backgrounds, their cultures, foods and even their footy teams!

By recognising each other's individuality but acknowledging that we are a member of a diverse community we can respect those differences that make us unique.

Integrity is one of our organisational core values, where honesty and respect in all relationships is significant in our daily lives. We do not judge our staff, patients, residents or family on sexual orientation and beliefs.

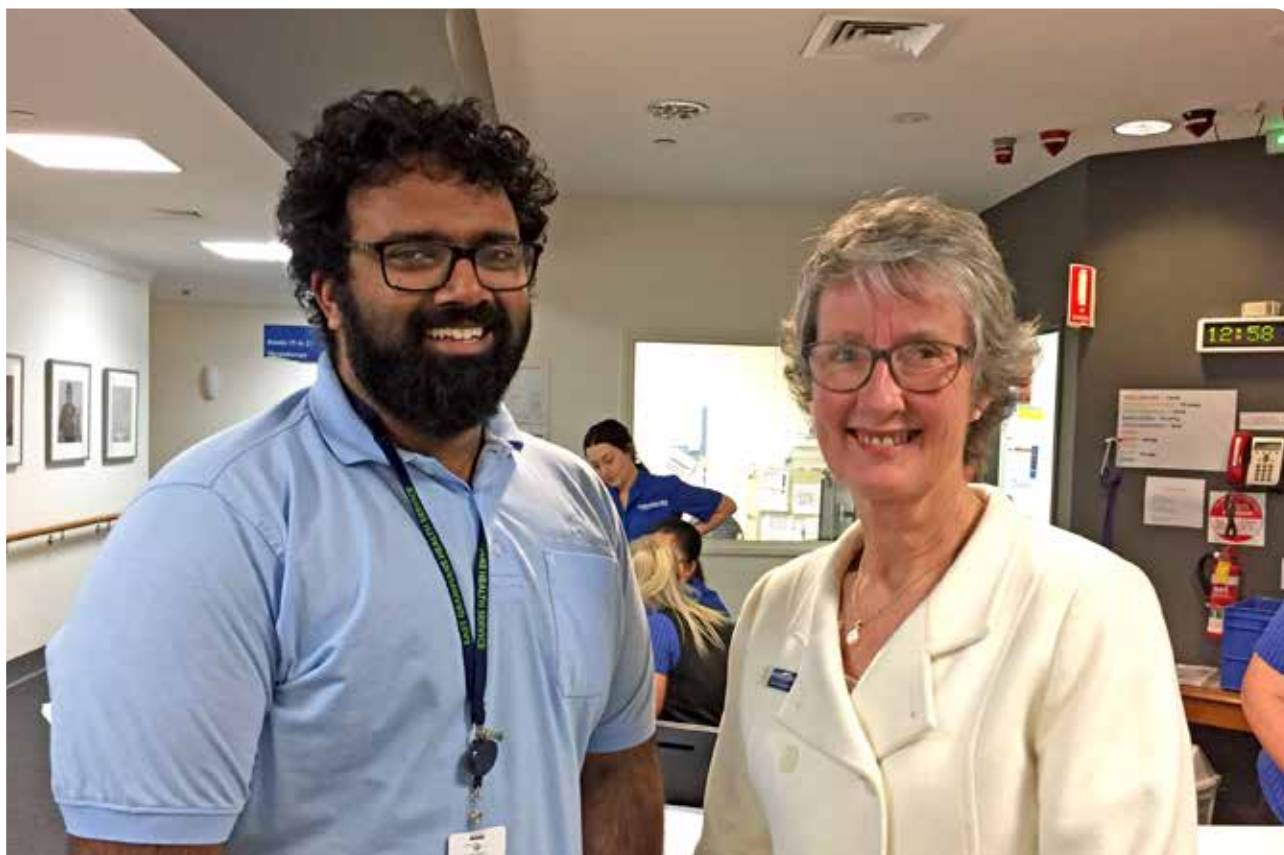
We are committed to providing inclusive healthcare to the local LGBTQI community with our staff actively participating in the monthly Regional LGBTQI network meetings and community awareness events. For patients and residents who identify as LGBTQI we provide person-centred care and support with staff attending workshops to improve their skills and knowledge in this area.

As an Equal Employment Employer we have in place appointment policies and procedures to ensure that appointments are made based on the right person for the job. We are an inclusive organisation and do not discriminate on ability, cultural or religious beliefs.

For the past four years we have been working with WDEA – Disability Employment Service. This has been a great partnership as we have been able to provide a number of employment opportunities for WDEA clients. During the four years we have contracted 25 WDEA clients under the wage subsidy program. Ten clients have been employed throughout this timeframe, with one client currently on an extended contract. Two of the 25 clients have been with the National Work Experience Program – workplace, and have been engaged at the Health Service as volunteers on a 4-week program.

We particularly acknowledge our liaison Employment Consultant from WDEA who supports clients to ensure that we are able to match our expectations with their needs, utilising their skills, knowledge and experience.

DEVELOPMENT & IMPROVEMENT



Board Member Heather Fleming with GP Registrar/Anaesthetist Benjamin Ganesan

COMMUNITY ENGAGEMENT AND CAPACITY BUILDING

Our approach to improving service delivery of quality healthcare is by consulting widely with a broad cross section of our community. The current format of our Community Consultative Committee is two-fold. Firstly it supports our volunteers and secondly provides conduits for consumers to have input into the management of our Organisation.

In the coming twelve months changes are being implemented to this committee so an even broader range of consumers can have an input into EGHS.

Board member and Committee Chair Heather Fleming has had first-hand experience of the work undertaken by volunteers and has nothing but admiration for the work they undertake.

“Our son has special needs and we have used the Ark Toy and Activity Library over a number of years. The commitment of its volunteers, the hours of training, and the extraordinary level of dedication are replicated throughout the Health Service.

The esteem that the Health Service is held in is reflected in the high proportion of volunteers relative to staff. Over 150 volunteers work under the supervision of staff throughout the service. It would be difficult to measure the financial benefit to us, but the pleasure volunteers, residents and clients gain is immeasurable.

As an organisation we fund the cost of Working with Children and Police Checks and all mandatory orientation.

In November last year my son had a stay in the Inpatient Unit. It is always interesting to see the service from a consumer's point of view. I wasn't disappointed. Many nursing staff knew me as my son's mother, not as a Board member. I was able to observe the high quality care, even though I knew how busy nursing staff were.

Heather Fleming

Board Member



INTERPRETER SERVICE

While we have a small population from a non-English speaking background our records show that we have been able to cater for these consumers well. Where necessary, services have been provided to interpret for consumers who require it. In our most recent Hospital Experience survey 98% of the 88 respondents replied that they did not require any help understanding English. However, we can access an Accredited Interpreter Service when necessary.

The National Translating and Interpreting Service (TIS) provides the following services:

- Immediate phone interpreting – 24 hours a day, seven days a week
- ATIS Voice automated immediate phone interpreting
- Pre-booked phone interpreting
- On-site interpreting.

TIS National website: www.tisnational.gov.au

EDUCATION

This year, education has included:

1. 73 staff are undertaking formal education in 2017/2018.
2. Clinician to Manager program
3. Provide First Aid and CPR update training
4. Creating a Culture of Service for Administration staff
5. Face to face Ice Training
6. Introduction to Excel training
7. Montessori Workshop
8. Qualitative Research workshop
9. Back to basics wound care education
10. Interprofessional Trauma and Critical Care Training (INTeRaCCT)
11. Fire Extinguisher training
12. Understanding Dementia training
13. Fetal Growth Restriction education program
14. Practical Obstetric Multi-professional training program
15. 19 students completing the ACU College Diploma of Nursing
16. 11 of these students employed at EGHS and commenced EEN Graduate Program
17. 7 RN Graduate Nurse Program

SENTINEL AND ADVERSE EVENTS

Adverse Events are events that could have, or did, lead to unintended or unnecessary harm.

Sentinel events are a type of adverse event that result in death or serious harm to a patient. No sentinel events have been recorded this year at our Health Service.

When adverse events occur, they are recorded in a system that reports through to key management staff for investigation and management. The Health Service reports adverse events to our Safety and Quality Committee for evaluation and to identify ways to reduce the number and severity of events occurring. Adverse events are also reported up to the Board.

Some of the improvements that have resulted from adverse events this year:

- the purchase of new monitoring equipment for the Willaura campus
- additional education of staff in areas such as medication management, escalation of care, pressure injury prevention and wound management
- updating clinical practice guidelines to inform best practice
- purchase of additional pressure relieving devices
- rostering of additional care staff to provide more timely, person centred-care
- multidisciplinary case conferences and referrals to specialist services

PARTNERING WITH CONSUMERS

The Community Consultative Committee is undergoing a re-structure and the Board is currently seeking expressions of interest from members of the community who have an interest in representing consumers and community views on health care and the way in which it is provided.

The Board is also seeking two representatives from each of the five auxiliaries who will focus on encouraging and supporting their auxiliaries.

**For further information contact
Development & Improvement on
5352 9443 or via our website:
www.eghs.net.au**

EXECUTIVE SERVICES

QUALITY AND SAFETY YOUR OPINION MATTERS

By gathering information and opinion from our consumers (this includes patients, residents, clients, carers, family members, volunteers, staff, contractors and visitors) we are able to gain valuable data that will help us shape future health services for our community.

We gather information in a number of ways:

- Informally through talking with the Chief Executive, members of the Executive Team or relevant staff members
- Formally through the Compliments and Concerns mechanism
- Through the Victorian Healthcare Experience Survey
- Community forums
- Accreditation, where surveyors meet with a wide range of consumers to determine the performance of our Health Service
- By responding to the questionnaire in this publication.

Each of these methods gives us meaningful information for us to evaluate and address in order for us to strengthen our improvement process. This year we received eight compliments to every one concern.

There are a number of ways in which you can register a compliment or concern:

- Completing a Compliments or Concern form and returning to the Customer Feedback Officer
- Telephone to the Customer Feedback Officer
- In person to the Customer Feedback Officer
- Letter to the Chief Executive
- Via Email: info@eghs.net.au
- Website: www.eghs.net.au

PEOPLE MATTER SURVEY 2018

The average agreement with the following positive questions that measure Patient safety

	Group Average	Our score	Highest score	Change from 2017
Patient care errors are handled appropriately in my work area	74	80	80	-5
This health service does a good job of training new and existing staff	63	78	78	-2
I am encouraged by my colleagues to report any patient safety concerns I may have	84	88	89	-2
The culture in my work area makes it easy to learn from the errors of others	68	79	79	-4
Trainees in my discipline are adequately supervised	61	66	72	-6
My suggestions about patient safety would be acted upon if I expressed them to my manager	78	81	86	-6
Management is driving us to be a safety-centred organisation	78	85	86	-2
I would recommend a friend or relative to be treated as a patient here	78	85	92	-6



As all concerns are confidential we hope you will respect the fact that we have not used the name of the person who had a concern about a relative.

Last year a family member provided us with feedback in regard to a relative who was currently traveling to Melbourne for a procedure. The family member wondered whether it would be possible for the relative to have the treatment here in Ararat as traveling to Melbourne was proving to be tiring.

The enquiry was passed to the Director of Medical Services Dr Eric Kennelly to investigate.

“On reviewing the case I advised that the treatment could be carried out here, so long as the Specialist agreed. Once agreement had been obtained we contacted the relative and treatment was provided here in Ararat. Both the relative and family member are very satisfied at this outcome as it means the relative is less tired by travel.”



Dr Eric Kennelly, Director of Medical Services

OUR STAFF

Our staff are the backbone of our Organisation. They are our frontline ambassadors, providing a seamless transition for our patients, residents, clients, carers and family members as they enter our Health Service.

It's important that we focus equally on staff who have been here many years as much as on those who have only recently chosen to join us, in providing an environment that focuses on inclusivity, education and safety. The results indicate that by investing in our staff through education and mentoring we have achieved consistently strong results over the years.

Members of our Executive Team and managers attend regular Improving Performance Workshops. These have been invaluable in providing training to strengthen awareness of triggers that can set off inappropriate behaviours.

Outcomes included:

- Managers trained in use of Improved Performance Management Systems
- Earlier intervention for inappropriate behaviours
- Staff receive education from the Chief Executive on the importance and significance of our Organisational Values at annual mandatory education
- Safety and Quality is a component of mandatory education
- Role specific Safety and Quality education provided to relevant staff
- Management of Occupational Violence and Aggression training is undertaken by all staff to learn and understand triggers, de-escalation and managing physical aggression.

In partnership with the University of Melbourne, we have introduced the Whole-of-Person Retention Project. This innovative project focuses on supporting new staff, particularly early career nursing and allied health professionals. We shall be monitoring the success of the project and will report the findings in the next few months.

SERVING OUR COMMUNITY

It is important to recognise those in our community who have, over the years, made a significant contribution to our Health Service. In return the Board is honoured to award each a Life Governor of East Grampians Health Service.

LIFE GOVERNORS

as at 30th June 2018

Mrs V Albert	Mr G Laidlaw
Mr G Anderson	Mrs J Liddle
Mrs P Armstrong	Mr B McCutcheon
Mrs J Burke	Mrs J Millear
Mr P Carthew	Mr G Millear
Mrs N Dalkin	Mrs A Milvain
Mr I Daly	Mrs M Murray
Mr C de Fegely	Mrs J Nunan
Mrs P Ervin	Mr A O'Neill
Mr J Evans	Mrs S Philip
Mr N Faneco	Dr M Plunkett
Mrs C Forster	Mrs D Radford OAM
Mr G Foster	Mr D Reid
Mr I Foster	Mr R Roberts
Mr L Gason	Mrs S Shannon
Mr D Haddow	Mr K Shea
Mrs S Handscombe	Mrs V Tosch
Mrs K Harvey	Mr N Tosch
Mrs W Heard	Miss K Turner
Mrs M Heard	Mr T Weeks APM OAM
Mrs F Hull	Mrs M Young
Mrs J Jenkinson	Dr Derek Pope
Mr B Jones	
Mrs L King	

VALE

It is always with sadness that we acknowledge the death of valued staff members who have given much of their life to our Organisation.

CONNIE NICHOLSON

Connie Nicholson was a much-loved and respected staff member who had recently received her 40-year service award. Connie commenced her nursing training at the Ararat and District Hospital in 1977 and dedicated 40 years of service working as an Enrolled Nurse. Over that time, Connie saw many changes and worked in all areas of the health service, including Aged Care, Midwifery and Acute. Connie will be remembered for her warmth, kindness and thoughtfulness in her care of patients.

MONICA SIMONS

Monica Simons started working in Support Services in November 2010. Monica was dedicated to her work, taking pride in every facet of her job. She loved nothing better than making patients feel supported. Her colleagues will miss her and her wonderful sense of humour.

DR GRAEME BERTUCH OAM

Dr Bertuch worked in Ararat for 38 years at the Ararat Medical Centre and as a Visiting Medical Officer for the Health Service. Graeme was also a Life Governor, a recognition bestowed upon him for his extraordinary commitment to East Grampians Health Service as well as to the wider Ararat community. He invested his time in our community, upgrading and broadening his skill base and mentoring young doctors, instilling in them the love of rural practice.



DIANNE RADFORD OAM

Dianne Radford OAM is certainly well known in the Ararat district and has been justifiably acknowledged for her commitment to our community. Dianne worked with the Health Service for eight years from 2002 to foster relationships and community involvement in the building of then, the new Ararat Hospital.

The establishment and ongoing involvement with the Victoria Police Blue Ribbon Foundation -Ararat Branch stands out as one of the highlights and for which the Board awarded her a Life Governor. Her advocacy role with the Ararat Branch has not diminished and she has seen approximately \$900,000 donated to the Health Service over the past sixteen years.

Dianne says that perhaps the most humbling aspect of living in the district is that every time she hears a helicopter land at Urgent Care she knows that she and her colleagues from the Blue Ribbon Foundation have done their job.

“My work with Blue Ribbon is ongoing and we are currently in discussion to take on another significant project for the Health Service. This is a great community and I would encourage people of all ages to get engaged in some capacity. Life is about creating relationships, and there are so many community activities in which we



Dianne Radford OAM



Dr Graeme Bertuch OAM

FINANCIAL SERVICES

BURSARY RECIPIENTS: WHERE ARE THEY NOW?

We thought it would be interesting to see where some of the recipients of bursaries are now.



AMY LEEKE

Amy was awarded a Freemasons Bursary in 2012 to study a Graduate Diploma in Medical Sonography.

"I studied at the University of South Australia and have recently returned to the Health Service as a sonographer/radiographer.

I think on both a professional and personal level I am pleased to know that my local community has access to a high quality service, where they receive important diagnostic examinations without having to travel out of town."



CAROLINE HAMILTON

Caroline was awarded the EGHS Building for the Future Foundation Scholarship in 2015 to study Post Graduate Certificate in Physiotherapy (Pelvic Floor Physiotherapy).

"I am a senior physiotherapist at the Health Service and the scholarship helped me complete a Post Graduate Certificate in Pelvic Floor Physiotherapy over a two year period at the University of Melbourne. This area of physiotherapy has always been an interest of mine and I am now able to offer a specialist service for the assessment and management of incontinence and pelvic floor issues."



EGHS BUILDING FOR THE FUTURE FOUNDATION

As Chair of EGHS Building for the Future Foundation David Hosking is fundamental to its success. David oversees the management of the Foundation, which is a huge responsibility and one that he carries out with integrity and financial capability.

The Foundation supports the aims of the Health Service by raising and allocating funds to invest in its future. Since its inception the Foundation has allocated 19 bursaries to help staff upskill to provide extended capacity to the organisation.

As workforce shortages will remain a challenge for us by focussing on key areas we have been able to support clinical staff in their commitment to upgrade their qualifications.

In particular the Foundation has supported the training of Midwives.

It would be inconceivable to imagine this crucial service ceasing due to lack of appropriately trained nurses. The Foundation, led by David Hosking, is growing its profile within the community to increase donations and bequests.

If you would like more information on making a donation or leaving a Bequest to the Foundation please contact Jodie Holwell on **5352 9387**.



REBBEKKAH SEEARY

Rebbekkah was awarded a Freemasons Bursary in 2015 and in 2016 the EGHS Building for the Future Foundation Scholarship. These enabled her to complete the Advanced Diploma of Dental Prosthetics.

“The Advanced Diploma of Dental Prosthetics is a very expensive course and the bursary helped to pay off some of my HECS debt as well as accommodation costs while studying in Melbourne. I was also able to purchase books, tools and materials that were needed on the course. It was an absolute privilege and an honour to be awarded the two bursaries. I am now employed full time at the Health Service as a Dental Prosthetist, working with patients at the Health Service, the Corrections Centre and at other rural locations. I love the interaction I have with patients. Helping them, even in a small way, is a wonderful feeling.”



NATALIE WOHLERS

Natalie received the Angela Laidlaw Scholarship in 2015 while she was an Endorsed Enrolled Nurse at 70 Lowe Street. The scholarship enabled her to enrol in a full time Bachelor of Nursing course at Federation University Ballarat.

“Receiving the scholarship meant that I could study full time while still working part time and raising my family. I completed my degree and am now working my graduate year as a Registered Nurse at the Health Service. I had always wanted to be a nurse and never thought it would be achievable due to costs and time. The scholarship was a very welcome boost. During my graduate year I have been working with District Nursing, Inpatient Unit and will complete the year back in 70 Lowe Street. I am enjoying learning lots of new skills and find that every day is different.”

MEDICAL SERVICES



L-R: Danielle Barry, Sean Keem, Sorcha Stapleton, Lachlan McLean, Anji Vara, Dahien Manoharan, Samantha Balachandran, Trivedi Soni

The Grampians Medical Training Program has been in operation for four years. The program is a partnership between East Grampians Health Service, St John of God Ballarat Hospital, Maryborough District Health Service, Ararat Medical Centre, Clarendon Medical Centre and Nightingale Clinic Maryborough.

The 18 doctors who have completed their internships with us have gone on to work in locations around Australia and in many specialties. These specialties include surgery, emergency, general practice, obstetrics, paediatrics, psychiatry and physician training.



INTERN

Anjili Vara, one of the eight interns participating in the Grampians Medical Training Program this year that prepares junior Doctors to enter subsequent specialist training, is a valued member of the medical team. She is on rotation through theatre, General Practice, Emergency and General Medicine. Like other interns she is kept busy in our hospital and is enjoying her time in Ararat as she gets to experience many aspects of rural medicine.



SUPPORT SERVICES



LOGAN WILSON, APPRENTICE CARPENTER

Logan exemplifies all that is good in young people today. You may recognise Logan as he is a local, having attended Ararat Secondary College up until Year 10. As well he was on the front cover of this year's Annual Report!

We wanted to acknowledge Logan's dedication to further study and while we don't want to put too much pressure on him, we do see him as a role model for other young people living in the Ararat district.

After Year 10 Logan enrolled in the Victorian Certificate of Applied Learning (VCAL) as well as undertaking a Vocational Education and Training (VET) program. He studied Maths and English as well as Building and Construction Certificate II. While working for a couple of local companies Logan had the opportunity to experience trade work, including plastering, building, concreting, demolition and timber cutting.

"I heard about the apprentice carpenter position that was advertised at the Health Service and was keen to apply. I had a successful interview, was appointed and commenced work in September 2017. I was enrolled into Certificate III in Carpentry at Federation University, which is a 4 year course. I travel to Ballarat 3 days a week once a month from February to October each year. I have learnt so much already as I love the practical work and theory. I'd encourage anyone to take up an apprenticeship.

I'm really grateful that the Health Service has given me this opportunity. I have the security of knowing that I have a great career pathway ahead, I am doing something I enjoy, and working with great mates. I learn so much from them, especially on the current Integrated Community Health Centre project.

I've always liked making things and it's great that I have had the opportunity to pursue this area of interest. I love building things and at home I've made a dog pen, ferret cages, wooden wind chimes, garden beds – and I've also done some welding. When I'm not making things I head off camping and fishing or, if I can, watch my footy team – the Mighty Hawks!!!

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.



**East Grampians
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?

Name: _____

Address: _____

Telephone: _____

Email: _____

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

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.



MOVING FORWARD



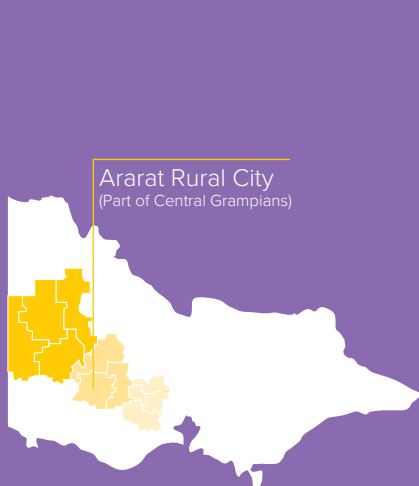
Life just became a whole lot more manageable and comfortable for clients from the Patricia Hinchey Centre when the Health Service took possession of this 14 seater bus.

The purchase of the bus was made possible through the amazing fundraising efforts of the Health Service's Murray to Moyne cycling teams known as the Cranks and Defibrilators. Every year they train for hours getting fit, fundraise and then ride from the Murray down to Port Fairy. It is a fantastic effort by the cyclists and support team, for which we thank them.

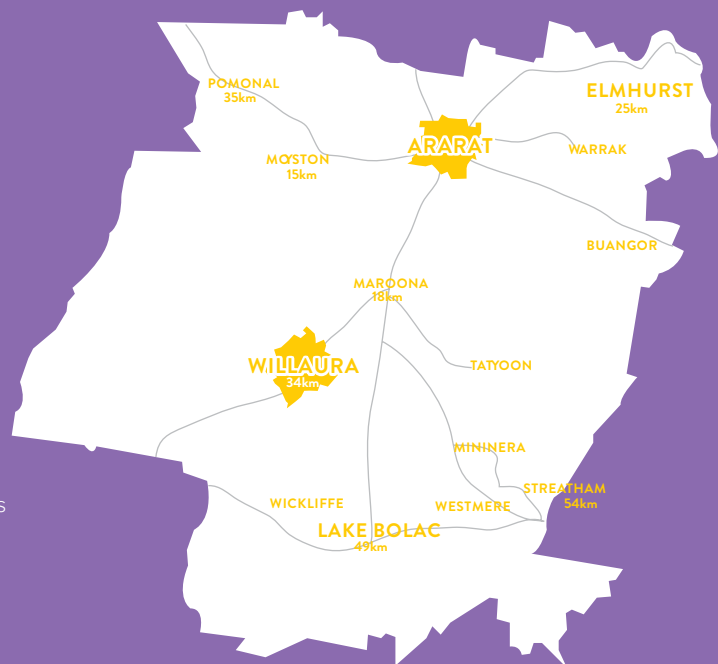


East Grampians
Health Service

SITE DIRECTORY AND LOCATION MAPS



Wimmera Central Grampians Central Highlands



EAST GRAMPIANS 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



Find us on:
facebook.

COMMUNITY MATTERS