



East Grampians
Health Service



2018-19

COMMUNITY MATTERS

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

It is well over a year since I was appointed Chief Executive of this dynamic Health Service and I can honestly say that becoming involved with the broader community of Ararat and Willaura through the Board, staff and consumers has been both a privilege and a pleasure.

As I reflect on the past year, the safety and wellbeing of our consumers, including patients, residents, clients and staff, is paramount to our decision-making as we deliver high level safe, quality health care and positive healthcare experiences. Community Matters, our annual Quality Account, is an important document that outlines how we have met our obligations by providing the reader with statistical information, comparisons and mandatory reporting as well as examples and stories from our consumers as to what it means to give or receive care at East Grampians Health Service.

This year our Health Service has achieved excellent results in patient care and satisfaction, staff satisfaction and organisation-wide accreditation. This has been achieved through delivering safe quality care, listening to and meeting with our consumers, to find out what works, what needs improving and how we can continue to keep open our lines of communication.

The Victorian Healthcare Experience Survey and the People Matter Survey returned consistently strong results and both reflect the way in which the Executive Team has responded to and addressed last year's results which can be found on pages 18 and 19. One of the key findings was the importance of maintaining a quality workforce through ongoing educational opportunities. This has an impact on staff morale and, of course, the quality of service delivery.

As with other similar sized health services, ensuring a sustainable workforce is vital in planning for the future health needs of our community. This has been achieved by the Board's commitment to investment into education and training of staff at all levels. This includes the opportunities for our external community to consider choosing a career at East Grampians Health Service and enrolling in accredited nurse education programs, with the ability for graduating nurses to find employment with us, as well as continuing on with specialised training.

To ensure we are delivering appropriate health care and range of programs, we rely on the input from our community. We actively encourage feedback, both informal and formal. Our Compliments and Concerns mechanism is a transparent process, with each written account acknowledged and investigated. Importantly feedback is another way in which we can gauge our performance against agreed outcomes.

A Community Participation Framework has been developed to help clinicians understand the health needs of our diverse community. Essentially it is a component of a larger model of care that guides us in our relationship with all levels of Government, health development and community capacity building. We want to encourage greater community participation because we know this valuable contribution leads to a more accessible and effective health service. I want to thank sincerely those members of the community who have already made the commitment to participate in one of our clinical forums, as a member of a sub-committee of the Board or who have joined our committed group of volunteers and auxiliaries.

You have my sincere gratitude for the hours you willingly offer to your Health Service.

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. At our 2018 Annual General Meeting the Board was delighted to confer a Life Governor on Matthew Wood who has served our community with integrity and dedication, having served on the Board since 2011 and as Chair for the past three years.

Great results are achieved through working together, caring for each other's wellbeing, respecting other people and their opinions and importantly be willing to go that little bit further to be open to new ideas, new technologies and new learnings. These ideas embody our organisational Values and I am confident that daily our staff live by these Values to deliver the very best safe quality health care.

Thank you for the trust you place in our Health Service.

LIFE GOVERNORS AS AT 30 JUNE 2019

Mrs V Albert	Mr G Laidlaw
Mr G Anderson	Mrs J Liddle
Mrs P Armstrong	Mr B McCutcheon
Mrs J Burke	Mrs J Milllear
Mr P Carthew	Mr G Milllear
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 D Pope
Mrs C Forster	Dr M Plunkett
Mr G Foster	Mrs D Radford OAM
Mr I Foster	Mr D Reid
Mr L Gason	Mr R Roberts
Mr D Haddow	Mrs S Shannon
Mrs S Handscombe	Mr K Shea
Mrs K Harvey	Mrs V Tosch
Mrs W Heard	Mr N Tosch
Mrs M Heard	Miss K Turner
Mrs F Hull	Mr T Weeks APM OAM
Mrs J Jenkinson	Mr M Wood
Mr B Jones	Mrs M Young
Mrs L King	

Our staff are committed to providing professional, first class health care, that is safe and provides excellent healthcare experiences based on contemporary and recognised standards of care. We will always do our best to provide the best health care that meets the diverse needs of the community.



Please feel free to share this copy of Community Matters with family and friends and complete the feedback form in the publication.

Andrew Freeman
Chief Executive

INTERESTING FACTS

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



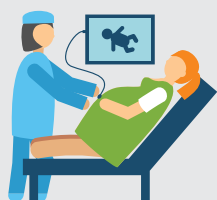
The Health Service's catchment area covers **4,230** sq kms



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



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



112 babies born in 2018-2019



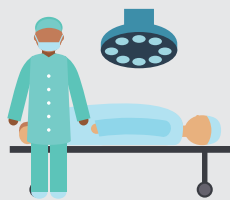
4,235 Urgent Care presentations



16,469 Community Nursing occasions of service



5,630 total admissions



1,963 admissions to Day Procedure Unit



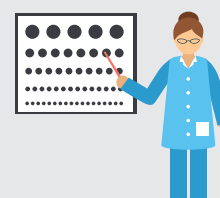
6,424 Dental visits (2,280 adult treatments)



22,121 Community Health occasions of service



28,847 Aged Care bed days



Number of staff upskilled **57**

ACHIEVEMENTS DURING THE YEAR

- 40 staff completed the Strengthening Hospital Response to Family Violence training program
- Dental Van, in partnership with Dental Health Services Victoria, provided dental services to 17 primary schools and 11 kindergartens in Ararat Rural City and Northern Grampians Shire catchments
- Funding received for a Cardiotocography monitoring system, providing 24 hour access to clinical expertise for foetal surveillance has been established with Ballarat Health Services and Maryborough District Health Service
- Consultation has started with disability advocates and consumer engagement on updated Disability Action Plan
- The Community Consultative Committee has revised its Terms of Reference and a consumer engagement officer role has been established
- The Board will receive notification of all incidents of bullying, harassment and discrimination
- Management of Clinical Aggression training has been introduced
- A focus on waste reduction and sustainability has improved environmental outcomes for the year
- Diversity training undertaken during the year to ensure the minimisation of inequality and discrimination through the revision of current practice and challenging of stereotypes.
- The Health Service is fully accredited
- Excellent results from the Victorian Healthcare Experience Survey and the People Matter Survey. Both surveys are confidential and anonymous with results remaining consistently high and in some cases outperforming last year's results

THE QUALITY ACCOUNT AND ITS IMPORTANCE TO THE COMMUNITY

At East Grampians Health Service we are very proud of the way in which we deliver health care to our community. We are even more proud that our community has joined us in the journey of delivering quality health care through contributing to a range of significant consumer participation projects. Community Matters, our Quality Account demonstrates the achievements we have made together. It really is a privilege to see programs and services evolving and developing as we respond to feedback from consumers.

In response to previous readers' feedback of Community Matters we have taken the initiative to invite a consumer to assist us in the development and review of content in this year's Quality Account.

HOW WE HAVE RESPONDED TO COMMENTS FROM LAST YEAR'S FEEDBACK

The overall consensus of feedback on last year's Community Matters was:

- a good balance between statistical information and human interest stories
- please include which campuses services and programs are delivered
- the graphs are really clear and easy to understand
- as a medium sized health service we are obligated to print our Quality Account as a separate document

DISTRIBUTION OF COMMUNITY MATTERS

As a publication that includes important information on how we are meeting our safety and quality obligations, we want to ensure that as many people as possible read Community Matters. However, we are also aware of our financial responsibilities and are mindful of keeping distribution to a realistic budget. Copies will be available:

- At reception at each campus and facility
- through social media, on our website www.eghs.net.au, Twitter and Facebook
- Medical Centres and Shire offices

SERVICES AND WHERE THEY ARE DELIVERED

CLINICAL SERVICES

Aged Care – Ararat Campus

- 70 Lowe Street
- Garden View Court
- Lifestyle Team

Willaura – Ararat Campus

- Willaura Health Care
- Parkland House
- Willaura Day Centre

Clinical – Ararat Campus

- Chemotherapy
- Inpatient Unit
- Infection Control
- Obstetrics including Midwifery, Domiciliary Midwifery
- Palliative Care
- Pharmacy
- Urgent Care

Medical Imaging – Ararat Campus

- General X-Ray
- Image Intensifier
- Multi-Slice CT Scanner
- OPG (Panoramic Dental X-ray)
- Ultrasound (including 3D/4D obstetrics, vascular, musculo-skeletal, interventional)

Perioperative Services – Ararat Campus

- Central Sterilising Unit
- Day Procedure Unit
- Haemodialysis
- Operating Suite
- Surgical Preadmission Unit

DEVELOPMENT & IMPROVEMENT

– ARARAT CAMPUS

- Standards, Legislation and Accreditation
- Education and Professional Development
- Information & Communication Technology
- Occupational Health & Safety
- Emergency Management
- Organisational Development
- Quality & Risk
- Research

COMMUNITY SERVICES

– ARARAT CAMPUS, OUTREACH

- Ante Natal
- Aqua Therapy
- Ark Toy and Activity Library
- Breast Health
- Cardiac Rehabilitation
- Chronic Disease Management
- Community Nursing Programs (District Nursing, Hospital Admission Risk Program, Regional Assessment Service, Hospital in the Home, Palliative Care, Post Acute Care)
- Healthy@Home Telehealth Service
- Continence Support
- Dental services including outreach to schools and kindergartens
- Diabetes Education
- Dietetics
- Exercise Physiology
- Home Care Packages
- Occupational Therapy
- Patricia Hinchey Centre – social support groups
- Physiotherapy
- Podiatry
- Pulmonary Rehabilitation
- Social Work
- Speech Pathology
- Women's Health Clinic (Cervical Screening)

MEDICAL SERVICES – ARARAT CAMPUS

- Credentialing
- General Medicine
- General Surgery
 - Ear Nose & Throat
 - Gynaecology
 - Ophthalmology
 - Orthopaedics
 - Urology
 - Dental
- Medical Interns
- Visiting Medical Officers

PYRENEES HOUSE EDUCATION CENTRE – ARARAT CAMPUS

- Education and training

EXECUTIVE SERVICES – ARARAT CAMPUS

- Business Support
- Community Liaison
- Customer Feedback
- Human Resources

FINANCE SERVICES – ARARAT CAMPUS

- Budget & Finance

SUPPORT SERVICES – ARARAT CAMPUS

- Accommodation – staff & students
- Building Projects
- Catering
- Environmental
- Fire & Emergency
- Maintenance
- Security

Please refer to the site directory and map on the back cover for addresses and contact details.



SOCIAL MEDIA

With the use of Social Media increasing this year with more consumers and community members accessing our webpage: www.eghs.net.au, we have engaged a dedicated person to manage the increased volume of traffic.

FACEBOOK

Page Likes – an increase of 44% over the year



2017/18	2018/19
852	1,227



Average Weekly Engaged users:
517



Average Weekly Reach:
2,430



Average Weekly total impressions:
11,292

INSTAGRAM FOLLOWERS

Increased by 22% from June 2018 to June 2019

Ave of 88 Engagements on Instagram each month

Top Posts	Likes
“Need Catering” look no further than Cafe Pyrenees	25
A sweet treat of Berry Scrolls at Cafe Pyrenees	17
Spring is party season – perfect cake at Cafe Pyrenees	15
How did we get so lucky finding a team member like Amy	25
Clinical Sponsorships at EGHS	21
EGHS Graduate Nurse Program	20
Another happy customer at Cafe Pyrenees	19
For OT assistance at EGHS phone 53352 9327	15
Ararat will soon have permanent scavenger hunt/walking trail thanks to Heart Foundation grant to EGHS	20
EGHS staff attended Australian College of Nursing Expo	24
It's Okay	18

CONSUMER, CARER AND COMMUNITY PARTICIPATION

In this section we will describe how we have continued to work with our community, to listen to and act upon their opinions and to encourage them to work with us to ensure services and programs reflect the health needs of our diverse community.

We acknowledge that participation in health at both an individual and organisation level is an essential principle in health service delivery and development, safe and quality health care experiences and community capacity building. You might be wondering what that means? Essentially it's how we as a health service partner with our community to develop, implement and support solutions to problems that affect their overall wellbeing.

We have developed a framework, basically guidelines, to ensure that all staff are working together to partner with our consumers to better understand the effectiveness and quality of the health services we provide.

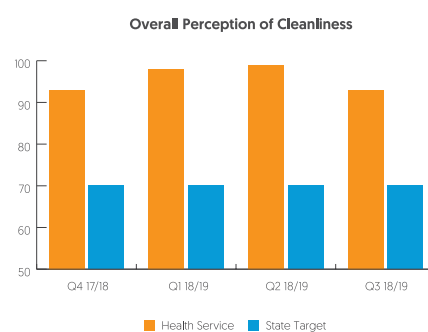
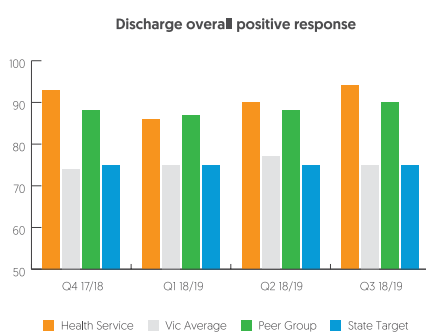
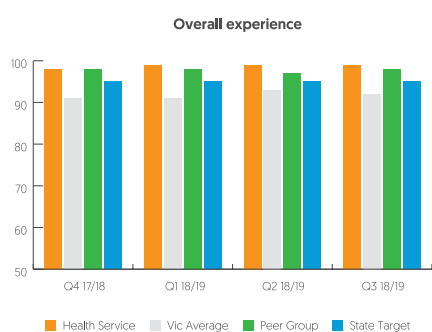
Of course the success of an effective community participation strategy has to come from trust, respect and openness from all stakeholders and we are confident that as our consumers become more familiar with the idea of shared decision-making they will feel more comfortable about becoming involved.

The Community Participation Framework will create a more coordinated approach to community and consumer participation, providing a level of support that recognises the needs of participants and the changing needs of our community.



Victorian healthcare experience survey

The Victorian Healthcare Experience Survey (VHES), is a voluntary and completely confidential survey given to randomly selected patients on discharge from our acute health services.



It compares our performance against other health services of similar size and targets set by the Department of Health and Human Services.

The results demonstrate 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 priority improvement areas using data from our Victorian Healthcare Experience Survey.

One example that demonstrates an important initiative is our management of daily handovers.

CASE STUDY: HANDOVER

Our previous handover took place at the nurses' station, with an updated comprehensive handover sheet.

The Associate Nurse Unit Manager would lead a "safety huddle", designed to provide situational awareness to reduce preventable harm for all patients on the ward prior to staff participating in the patients' bedside handover. Private or sensitive information is exchanged in the "safety huddle".

The nursing staff from the morning shift, the patient and their carers (if desired) and the oncoming afternoon staff all then participate in a handover conversation, including checking of the patient's identification, discussion of recent medication changes, progress towards achieving goals and discharge planning.

QUALITY IMPROVEMENTS TO IMPROVE PATIENT SAFETY

The initial handover still takes place in the nurses' station, but we have developed Safety Huddle Clinical Practice Guidelines, with a "cheat sheet" to prompt staff to exchange critical information.

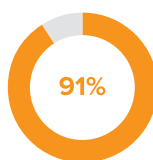
For example: patients who are deteriorating or not progressing as expected, incidents and/or patients at risk of falls, pressure injuries, malnutrition and dehydration, sudden changes in patients' cognition and patients who are an infectious risk.

The patients' goals of care have been added to the bedside handover process and each day at handover these goals are discussed and updated as required. Communication boards have been installed in all patients' rooms that include "Goals of Care". Families and carers are encouraged to participate in this care planning.

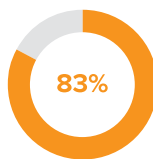
"What is expected when doing bedside handover" has been laminated and placed at the front of every patient history. Patients and carers are now provided with ample opportunity to ask questions and comment and feel that they are spoken "to" and not "about".

COMMUNITY SERVICES

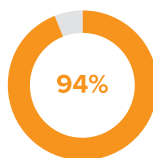
While our overall results are encouraging there is always more we can do. From time to time we receive results that are not as positive as we would like which require reinvigoration of attention by our busy staff. To make changes we provide our staff with the results and ask for feedback on how we can improve. If necessary our education and clinical governance teams provide us with guidance. **Areas where we have improved our performance:**



Sometimes students accompany health professionals when they are treating or examining patients. If this happened to you, was your permission sought? **Changed from 72% positive to 91% positive**



Did a member of staff explain why you needed test(s) in a way you could understand? **Changed from 67% positive to 83% positive**



Did a member of hospital staff explain the results of the tests in a way you could understand? **Changed from 74% to 94% positive**

As many would be aware, the Community Health Centre has been undergoing a major redevelopment. This has been achieved with funding from the Victorian State Government. The redevelopment is nearly complete and we would like to thank clients for their understanding during what has been a pretty chaotic time.

This has been reflected in the responses we have received from the Victorian Healthcare community surveys and we are confident that next year, due to improvements made to access, space, confidentiality and privacy, parking and the creation of a welcoming environment, there will be quite a different story to tell.

CONSUMER, CARER AND COMMUNITY PARTICIPATION

COMMUNITY HEALTH AND PALLIATIVE CARE VICTORIAN HEALTHCARE SURVEY

This was the third survey that Community Health has participated in and the first for Palliative Care.

COMMUNITY HEALTH 2018



317 questionnaires
handed to patients



50 responses
received



Compared
to **24 peers**



16%
response rate

PALLIATIVE CARE 2018



26 questionnaires
handed to patients



13 responses
received

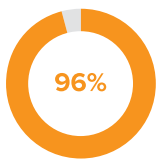


Compared
to **15 peers**



50%
response rate

COMMUNITY HEALTH NOTABLE PERFORMANCE RESULTS:



96% overall healthcare experience
– up 3% from 2017 and equal to the 2016 response

- Significant decline in the access to Community Health, particularly in relation to car parking, foot paths, drop offs
- Statistically below our peers regarding information received before appointments and this has shown a steady decline from 88% to 73% over three years. This could be associated with the deteriorating trend in patients understanding there was a cost for health services.

Overall Experience	2018	2017
Did you feel that you were listened to and understood by the health workers?	92%	80%

Were the health workers compassionate? 96% 82%

Did the health workers take your concerns seriously? 92% 82%

Team Work	2018	2017
Did the health service refer you to any other service to help you to improve your health and wellbeing?	100%	77%

Did the health service give you all the necessary information about the treatment or advice you received? 87% 76%

Planning Your Care	2018	2017
Were you asked about other concerns impacting of your health and wellbeing?	76%	57%

Did health workers consider all of your needs? 81% 71%

Did health workers help you set goals for your health and wellbeing? 74% 58%

Information	2018	2017
Did you feel comfortable raising any issues and asking any questions that were important to you?	96%	82%

If there was a cost for the health services you would use were you aware of how much it would be? 62% 61%

Do you know who to contact if you have any questions about the care you received? 92% 90%

COMPARISON WITH PEERGROUP, THAT IS SIMILAR SIZED HEALTH SERVICE:

- Three responses statistically above peer average
 - compassionate health workers;
 - referral to other services
 - asking about other concerns impacting on health and well being
- 23 responses ranked above peer average
- Eight responses were below peer average. These being: -
 - politeness & helpfulness of reception staff;
 - feeling welcomed; privacy during appointments;
 - time spent with health workers;
 - clinicians working together to help patients;
 - achieving goals;
 - usefulness of written plans;
 - understanding there was a cost;
 - how to make a complaint;
 - overall rating of the care received;
 - how likely the patients would recommend the service to a friend or family member
- Two responses statistically below peer average:
 - information before appointments;
 - cleanliness

TRENDS: QUESTIONS GROUPED INTO 7 CATEGORIES

- Improvements in four categories
 - experience with health workers;
 - team work;
 - planning your care;
 - information provided to patients
- Deteriorating trends in three categories
 - accessing the health service;
 - environment and facilities;
 - overall (related to complaints and overall rating and recommending the service to others



PALLIATIVE CARE – IN HOME CARER SURVEY NOTABLE PERFORMANCE RESULTS:

- Small response number
- 100% positive response rate to frequency of visits; time spent visiting; compassion of the team; rating of care; likelihood of recommending service; explaining things; timely responses on weekends and after hours; after hours responses meeting patient's needs; and being treated with dignity and respect.

COMPARISON WITH PEER GROUP:

- Above peer average in 27 of the 38 question responses
- Below peer average in 7 question responses – these being: information received in the first visit; linkages to other services; useful education for carers; education on side-effects of medication; information about support for carers; level of comfort in asking questions; and discussing Advanced Care Planning.
- Statistically below the peer average response to knowing who to contact at the service in an emergency or after hours

Trend analysis is not available as this is the first year of the survey.

CONSUMER, CARER AND COMMUNITY PARTICIPATION

ACTIONS TAKEN TO ADDRESS RESPONSES TO BOTH SURVEYS

We assumed many of the Community Health responses related to access, cleanliness and privacy, were due to the redevelopment. The building works resulted in no off-street parking and while every effort was made to ensure parking was available for clients, the demand for parking in the street often out-stripped supply. During the final stages of the re-development the client waiting area was very close to the reception desk and clients could easily be overheard by others waiting. The dental area was also quite exposed to those waiting for appointments. The results regarding cleanliness we believe are related to the redevelopment as gaps in the carpet; temporary walls and unfinished surfaces did appear untidy. We are confident that with the completion of the Community Health Centre redevelopment, we will see a significant improvement in the 2019 survey results.

Client privacy concerns have been resolved with the reception desk now situated well away from the waiting area. Access has improved with four disabled carparks, two mother and pram carparks re-instated as off-street parking. We have also worked with Ararat Rural City Council and have two 10 minute drop-off / pick-up spaces at the front of the centre.

The results from both surveys have been provided to all staff within Community Services, and an improvement plan has been developed to respond to the seven areas where our results were below peer averages. Key initiatives to be implemented immediately are:

- Information about fees provided to clients making their first appointment at the Community Health Centre
- Compliments and concerns forms included in client enrolment paperwork.
- A review of the information provided to palliative care patients
- Actions and outcomes will be reported to the Quality and Safety Committee and regularly evaluated.

VOLUNTEERS AND AUXILIARIES

Our Health Service is fortunate to have an excellent group of volunteers and auxiliary members who contribute generously to the overall wellbeing of our residents and patients at our facilities.

Their input is vital as we provide a holistic, safe quality health service. This level of dedication is a reflection on the broader community and we are seeking opportunities to further develop our volunteer program. If you have a skill, some time, commitment or passion to support our staff as they work with our residents and patients, please contact Rebecca Mckay on 5352 9300.





WILLAURA HEALTHCARE OUTDOOR MARKET

The Willaura Healthcare Auxiliary has been running the Willaura Outdoor Market since its inception in 2005 and in that time has raised over \$70,000 to purchase District Nursing equipment, outdoor furniture, recliner chairs, televisions, DVD players, wheelchairs and furnishings.

The annual event is eagerly anticipated by the local community as the Market has proven a valuable social and cultural event on the Willaura community calendar. It brings together the farming community and Willaura's urban residents, as well as visitors from across the Western District and beyond.

The Market caters for all age groups, with boutique wares and homemade produce from stall holders across Victoria and interstate, with entertainment provided by local performers and school children.

Heather Fleming, recent past Board member and long time Willaura Healthcare Auxiliary member says the success of the market is the commitment by the local Lions and Rotary Clubs, up to 50 volunteers and, of course, the extraordinary dedication by all the Auxiliary members. With such great community support it is probably no wonder that the Market was a finalist in the 2017 Neoen Grampians Pyrenees Business Awards, and won the Ararat Rural City Council's Community Event of the Year in 2018. Planning has already commenced for the 2020 market, to be held once again in the beautiful parkland adjoining the hospital grounds.

CONSUMER, CARER AND COMMUNITY PARTICIPATION



DISABILITY ACTION PLAN

At East Grampians Health Service we proudly deliver an inclusive health service, accessible to people of all backgrounds and abilities.

Our positive approach to diversity acknowledges our responsibility to remain inclusive and responsive to the health and wellbeing of our whole community whatever their background or belief. We have in place a number of policies to administer:

- our contemporary recruitment practices, based on fair and equitable employment principles
- the prevention of discrimination and abuse of patients from a diversity group
- the recruitment and retention of staff from a diversity group

Our Disability Action Plan is an ongoing working document and has been updated with input from a wide variety of staff and consumers. We are required to provide this plan to the Department of Health and Human Services by the end of the year. Our Disability Action Plan describes ways in which our Health Service can better meet the needs of people with a disability, including physical barriers to access to buildings, access to information, access to employment and access to the range of services and programs we provide.

Key staff are working with diversity advocates to increase knowledge and awareness of those who come from diverse or disadvantaged backgrounds, including:

- Cultural and Linguistic Diversity community members
- Community members with a disability
- Aboriginal and Torres Strait Islander community members
- People suffering from mental health issues
- Our young people
- Families and individuals who have experienced family violence
- Those who are homeless
- Those who experience social isolation
- People suffering from dementia
- Our aged community members including their carers
- People with low levels of literacy
- Our Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) community members

QUALITY IMPROVEMENTS UNDERTAKEN IN CONSULTATION WITH OUR DISABILITY ADVOCATES

- purchase of furniture and equipment that meets Bariatric Management and disability Standards
- signs to be installed and furniture labelled for priority seating throughout designated spaces allocated for priority seating
- In Medical Imaging and Community Health Centre small wall facing desk and chair for consumers to complete paperwork in privacy
- improvements to toilets and bathrooms to make them compliant with Building Codes Standards
- Additional designated disability car parking within the redevelopment of the Community Health Centre
- All health service information and resources will be “accessible to all”

INTERPRETER SERVICE

Living and working in a rural community can have its challenges if you come from a non-English speaking background and require the assistance of an interpreter to help you understand a diagnosis or information. While locally the population from a non-English speaking background is growing slowly there are a large number of overseas and local visitors to the Grampians Region who many come into contact with our Health Service. 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
- Automated Telephone Interpreting Service - Voice automated immediate phone interpreting
- Pre-booked phone interpreting
- On-site interpreting.

Translating and Interpreting Service (TIS) National website: www.tisnational.gov.au

ABORIGINAL HEALTH

While in our catchment area only a minority identify as Aboriginal or Torres Strait Islander, their health and wellbeing is as important as the rest of our community.

Our Memorandum of Understanding with the Budja Budja Aboriginal Cooperative is robust and we continue to work closely with the cooperative to improve health outcomes for Aboriginal clients and Indigenous health generally.

The dental van visited Budja Budja for two weeks in the April school holidays and was very well patronised by the local community. Our Diabetes Educator and Podiatrist visit Budja Budja on a regular basis and provide clinics within their GP Clinic.

We are continuing our partnership with Ballarat Health Services' Aboriginal Liaison Officer to build our capacity to support Aboriginal and Torres Strait Islander consumers.

With the rollout of our Consumer Participation Framework, we are optimistic that more members of the community will want to become involved in shaping programs and services to fit their needs.



QUALITY AND SAFETY



FAMILY VIOLENCE

There can be no greater scourge on our society than violence against a care giver or family member. It is a repeated activity that has no place in our community. Unfortunately the Ararat Advertiser reported recently that Ararat Rural City has one of the highest incidents of Family Violence in Western Victoria.

We want to ensure all staff who have contact with patients and visitors, undertake core family violence training as well as education to assist staff identify people at risk. We have also introduced a training program in collaboration with the regional response to Strengthening Hospital Response to Family Violence. The program focuses on violence against women and their children and is expanding to cover all forms of family violence. We have appointed 14 contact officers and over 40 staff have completed the first session of training and work closely with Police, other emergency services and agencies so that together we can reduce the number of people affected by violence.

OCCUPATIONAL VIOLENCE

Management of Clinical Aggression (MOCA) is targeted training for all staff over the past two years. Now those staff who are more frequently exposed to occupational violence will have refresher training to support them to manage occasions of aggression; this includes a dedicated response team called a code grey response team. The staff education program helps to identify potential situations where aggression may occur and the reasons for those situations. Staff are taught de-escalation skills to help prevent situations getting to the aggressive stage. If this is unavoidable staff are reminded to make sure that their safety and the safety of their patients is paramount.

CONSUMER AND STAFF EXPERIENCE

We encourage our consumers of healthcare to share with us their thoughts and opinions on the quality and delivery of care. We hope we have created an environment where people feel safe and comfortable in talking to us to share what worked well, and where we can improve. Without this important feedback it is more challenging for us to develop services that reflect the changing health patterns of our community. Gathering information from our current, past and even future consumers is an effective way to build up a picture of a vision for future health services.

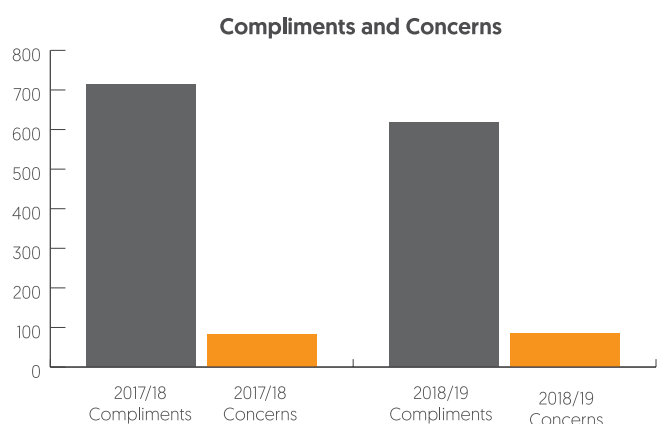
We gather information in a number of ways:

- 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
- Through the People Matter 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, reflect upon and address. We can then build up a picture of what our consumers want to know and how they would like to receive information. We are then confident that information is being communicated effectively.

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



It's pleasing to note that there has been a marked increase in the number of compliments this year, reflecting on the quality of care at our Health Service, and a small decrease in the number of concerns.

However when things do go wrong it is our responsibility to openly disclose with consumers, their family and carers exactly what happened, what the possible outcomes may be, and what we are doing to prevent the issue from happening again.

All Compliments and Concerns are, of course, treated confidentially. However, we are happy to share these deidentified concerns/suggestions from community members that have been satisfactorily resolved. It demonstrates how one person's input has positive ramifications for many more people and we sincerely thank them for sharing their experiences.

A patient suggested that a radio be available for patients that do not want to watch television.

Outcome: Radio purchased.

Concerns were expressed by a visitor about a tree dropping branches outside the main campus.

Outcome: Ararat Rural City Council contacted and tree removed.

A client suggested that a bench seat be placed outside the Community Health Centre for clients waiting for families, friends or a taxi to collect them.

Outcome: Bench seat put outside facility

These examples demonstrate how much we value the input from consumers to satisfactorily improve our service delivery. We have developed a number of areas where consumer input is vital and effective to ensuring our Health Service's strategic direction fits with future service planning needs.

We have held three Community Forums, which have provided opportunity for in-depth, personal experiences that are most certainly going to assist us with future service planning.

- Maternity Services
- Aged Care
- Dementia Support

In the coming year we intend to hold further forums on:

- Theatre redevelopment
- Disability Access

Our Community Consultative Committee has been re-energised and provides the Board with meaningful input to ensure that as an organisation we are continuing to meet our responsibilities to deliver quality, safe care. We also have ongoing community input on the following sub-committees of the Board:

- Audit & Risk
- Building for the Future Foundation
- Capital Development
- Clinical Governance

If you would like to be involved in a Forum or the Partnering with Consumers Committee, or require further information as to the commitment and skills required for sub-committee consideration please contact **Rebecca McKay** on **5352 9300** so that we can contact you.

QUALITY AND SAFETY

PEOPLE MATTER SURVEY

This staff survey is conducted by the Victorian Public Sector Commission on an annual basis. It is confidential and anonymous and while not compulsory, staff are encouraged to complete the survey as it provides the Board with valuable insights into the culture of the health service and assists the Executive Team develop systems to address any significant areas of concern.

	Target	Our Score
I am encouraged by my colleagues to report any patient safety concerns I may have	80%	99%
Patient care errors are handled appropriately in my work area	80%	95%
My suggestions about patient safety would be acted upon if I expressed them to my manager	80%	95%
The culture in my work area makes it easy to learn from the errors of others	80%	95%
Management is driving us to be a safety-centred organisation	80%	98%
This health service does a good job of training new and existing staff	80%	96%
Trainees in my discipline are adequately supervised	80%	86%
I would recommend a friend or relative to be treated as a patient here	80%	97%

DISCHARGE

As described on page 09 we have reassessed the patient handover, to provide ample opportunity for patients and carers to ask questions and comment.

A component of bedside handover is ensuring that a patient understands what is being explained to them and asking for the patient to repeat back in their own words the information to the clinical staff. This is called Health Literacy.

In substance, this is the degree to which the patient, or carer, has the capacity to receive and understand basic health information. This is of vital importance during discharge, when a patient receives a lot of information. It's vital that nurses are able to relate important information in a clear and concise way and that it is understood in the say way.

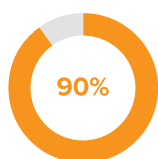
Our organisational Values underpin our workplace culture: that the safety of patients, residents and clients along with their quality health care is reflected in all our decision making.



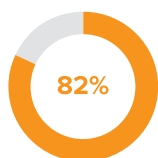
COMMUNITY SERVICES

The People Matter Survey provides an employee group benchmark report for each department, including Community Services. These reports are particularly useful in helping us to identify opportunities to improve the safety and quality of our programs and services. Significant results included:

QUALITY OF SERVICES

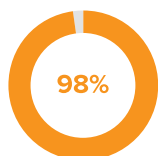


90% of staff undertook skills development activities



82% of staff, in consultation with their manager, had their learning and development needs identified.

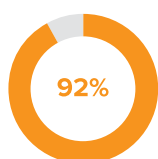
These initiatives are now built into staff education and support planning.



98% of staff had their learning and development needs addressed in the agreed timeframe

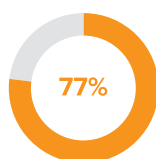
Community Services was also the highest scoring department for employees agreeing that:

- Trainees in my discipline are adequately supervised
- I have enough time to do my job effectively
- There are adequate opportunities for me to develop skills and experience in my organisation.



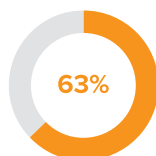
92% of responders also noted their workgroup strives to provide high quality advice and services and deliver services in a timely manner.

SAFETY



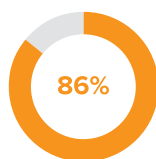
77% of staff responded to: My organisation provides a safe work environment. This was lower than the rest of the health service, and is due mostly to home visiting requirements.

We have made an ongoing commitment to our staff through investing and allocating necessary finances to safety and monitoring of their well being, including well maintained vehicles, mobile phones, protocols for reporting and addressing safety issues for staff who maybe adversely affected in the community. By looking after the wellbeing of our staff we can continue to provide outreach services to our community.



63% staff responded to: My organisation has effective procedures in place to support employees who may experience stress. This was lower than the rest of the health service.

The wellbeing of all our staff, in particular our frontline clinicians in community nursing services, is of the utmost importance. Clinicians can find themselves in challenging situations and it's important that they feel supported, respected and have the trust of colleagues. Community Services staff been going through a significant transition period during the redevelopment, and change can be challenging.



86% of Community Services staff responding to the People Matters survey identified that their workgroup had been directly affected by significant workplace change.

COMMUNITY SERVICES

If our staff feel anxious and unsupported, then it is our responsibility to work through issues that have been of concern. We certainly acknowledge that mental wellbeing in the workplace is as important as physical wellbeing.

Further consultation with staff is being undertaken to discuss these results and how we might improve our support for staff working in and with the community. By listening to and addressing staff concerns, which may have a direct impact on service delivery, we are confident that client services will not be compromised and we will continue to deliver quality, safe health care.

ACCESSING THE SERVICE

It has been a challenging time for many of our clients during the period of redevelopment of the Community Health Centre. The good news is that this is nearly at an end and we are extremely optimistic that many of the problems that clients have experienced have been addressed.

- Client parking reinstated and increased
- Clients and patients making their first appointment with the Community Health Centre will have the fee structure clearly outlined and be provided with relevant information
- a greater range of services will now be accessed from one building
- Clients will be able to be seen by more than one clinician in one visit
- With input from Disability Advocates and community representatives from the Partnering with Consumers committee, appropriately placed signage will be installed.



ENVIRONMENT AND FACILITIES

- we are extremely confident that with the completion of the Community Health Centre patients and clients will enjoy receiving treatment in a contemporary, well-designed building
- we are conscious that the built environment is only one component of our service and that the health and wellbeing of our staff is equally important.

PREVENTING HOSPITAL ADMISSIONS

Through the provision of appropriate health information to our consumers we are able to provide greater opportunities for increased awareness of our programs, services and inclusive activities.

With the development of our first class integrated Community Health Centre a number of clinical disciplines are now under one roof, making for improved access for our multidisciplinary teams working with clients with common goals.

Healthy@Home (H@H) is a new initiative for a priority group of people who have been identified as falling through the healthcare gaps. This program offers innovative service supports to clients, particularly those with chronic and/or complex illnesses. The H@H model supports clients to remain in their own home, while decreasing the level of preventable hospital admissions. This innovative program is funded by the Department of Health and Human Services.



COMPREHENSIVE CARE

Comprehensive Care, as defined by the Australian Commission on Safety and Quality in Healthcare Standards, describes the integrated screening, assessment and risk identification processes for developing an individualised care plan, to prevent and minimise the risks of harm in identified areas.

At East Grampians Health Service, health care for our patients, residents and clients (our consumers), is planned with the input from our consumers, with the support of their family and carers and a multidisciplinary team including nurses, doctors and allied health clinicians.

The care is coordinated through birth to death and is developed around the physical, mental and cognitive health needs of our consumers.

To identify and assess our consumers' health needs we have to ask questions, check on medical history, identify current health risks and find out personal information that is so important in ensuring that our consumers receive the very best safe, quality health care that matches their individual preferences and expectations.

That is why we have in place robust policies, guidelines and systems and seek accreditation. In every aspect our Health Service has maintained a quality and safe environment in which we deliver and you receive the very best comprehensive care.

ACCREDITATION

Accreditation is a process by which a team of qualified surveyors come and visit our Health Service over a number of days to make a thorough investigation as to whether we are delivering the safe quality health care that we say we do!

During this process the surveyors meet with members of the Board, staff, patients, visitors, volunteers and auxiliary members. The surveyors check policies and procedures, look at records, registers and audits; in fact they undertake exhaustive research into the workings of the Health Service.

During the year one accreditation visit took place at our Willaura Nursing Home and Parkland House, the two aged care residential facilities at the Willaura campus. We were very pleased with the results and the outcome to accredit the services for a further three years. We also were visited by the Aged Care Accreditation Commission for unannounced visits to check how we were performing against the Aged Care Standards at 70 Lowe Street, Garden View Court Hostel, Willaura Nursing Home and Parkland house. The results of these visits provided us with positive feedback that we are providing a high level of quality care for our aged care residents. Within this positive feedback came advice on how we can continue to improve and we are grateful for these tips. We are working our way through these suggestions methodically to ensure our residents get the best care possible. Some suggestions for improvements include:

- Implement an electronic weight monitoring system
- Utilise the scheduled Resident Meeting to survey residents about quality improvements that could be applied to their mealtime experience
- Add mealtime experience questions to resident satisfaction surveys
- Review and update Medication management policy



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

CREDENTIALING OF HEALTH PRACTITIONERS

Annually all clinicians undertake professional development mandated by their professional association to ensure they are up to date with contemporary clinical practice so they are qualified to continue their appropriate scope of practice. Clinicians, whether medical, nursing or allied health, renew their registration, which is sighted by the Director of Medical Services. In this way our consumers of healthcare can be absolutely confident they are receiving appropriate care from qualified and registered clinicians.

ADVERSE EVENTS

Adverse events are classified into four distinct categories, from Level One being the most severe to Level Four being near miss or no significant harm. An adverse event may include falls, medication errors, malnutrition, and hospital-acquired pressure injuries and infections. In delivering quality care we are very careful to monitor our patients and residents and it is pleasing to report that no Level One Adverse Events were reported during the last financial year.

INFECTION CONTROL

It's important that we maintain a healthy, safe environment for our consumers of care while they are within our Health Service. Regular audits are carried out against National and Statewide benchmarks to ensure that the organisation is free from infection.

It has been a particularly virulent season for influenza this year, and staff have been vigilant in taking care of residents and patients. Influenza is a highly contagious infectious disease so it is vital that staff remain healthy so they can continue to provide safe care to patients and residents. There are a number of tips that are as important, and useful, as they are within the health service as at home.

- Get a flu jab annually
- Wash your hands
- Cover coughs and sneezes
- Throw away your tissues
- Avoid sharing cups and utensils with others
- Keep work benches clean
- As antibiotics only work on bacterial infections they do not help relieve flu symptoms, which are caused by a virus. Usually flu symptoms can be managed at home or in our residential facilities. Only rarely do people have to go to hospital.

The charts on the right demonstrate that staff take their infection control responsibility seriously and it is pleasing to note that there has been an increase in the number of staff vaccinated this year.

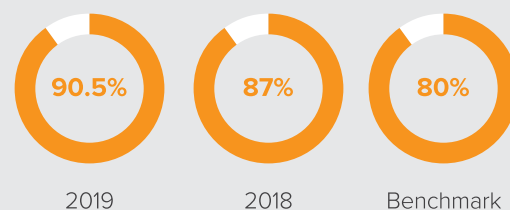
HEALTHCARE ASSOCIATED INFECTIONS

Healthcare associated infections, specifically *Staphylococcus aureus* bacteraemia (SAB) stream infections are required to be reported to VICNISS on a monthly basis. East Grampians did not report any SABs in 2018/2019.



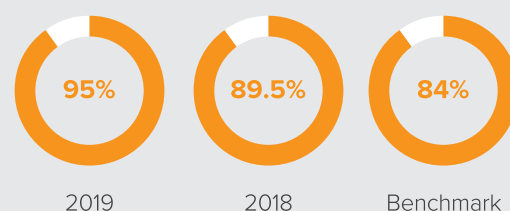
INFECTION CONTROL STAFF INFLUENZA

Percentage of healthcare workers immunised for influenza



HAND HYGIENE

Compliance with the Hand Hygiene Australia program



MATERNITY SERVICES

The Apgar score is a method to quickly summarise the health of a newborn child against infant mortality where the baby is born at 37 weeks or more gestation and has no congenital abnormalities at birth.

This measure provides some indication of the care during labour and birth. At East Grampians Health Service our rate of 1% is better than 13 other hospitals in a cohort of 21 hospitals who are at the same level of birthing capability. Our rate is equal to the total statewide aggregate for private hospitals and better than the statewide aggregate for all public hospitals.

HOW WE ARE ADDRESSING OUR RATE

- Maternity Services undertakes a multidisciplinary review of any birth which has a low Apgar Score at the 5 minute mark after birth.
- Midwives and Doctors have all received training in neonatal resuscitation and fetal surveillance during labor
- Women to with a higher risk of complications are referred to appropriate specialist services during their pregnancy.

There were no incidents of babies with severe foetal growth restriction. As our score was zero in comparison to our peer group of health services we see no reason to change our practices. However, we will continue to monitor our maternity services delivery and report on any changes.



ESCALATION OF CARE PROCESS

“if you are worried, we are worried - let us know”.

As we reported last year, Escalation of Care became a priority for all health services following the tragic death of a young child in Queensland. The principles of Ryan’s Rule are relevant throughout all hospital settings and we have set out the process that we give to patients when admitted.

Escalation of Care describes the action we take in the early stages of deterioration of care to prevent further harm to the patient.

When patients are admitted to our Health Service we want them and their families to know that it is their right to inform us when they are worried about their health. 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 been placed at strategic locations around the Health Service.

Escalation of Care training is now a component of mandatory training for both clinical and non-clinical staff.

THE RYAN’S RULE ESCALATION OF CARE GIVES THE PATIENT/CARER A NUMBER OF 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:

- Mandatory education that clearly sets out our expectations of staff obligations to report patient safety concerns.
- Ongoing training by the education team to clinical staff at inpatient and residential facilities.



A YOUNG LIFE WELL CARED FOR

We are extremely grateful for this young family who have agreed to share their story. We aren't going to use their names, but we are going to give them other names to make it personal, but not identifiable.

Rachel and her husband Mick live about half an hour from Ararat and were booked in for the birth of their son James. Following delivery Mick returned home and it was sometime later that Rachel noticed that baby James was becoming distressed and not responding. Rachel immediately alerted staff, but had to call out as the bedside button was only a general nurse call. As soon as the midwife heard Rachel calling out she rushed to the bedside and noted that James' heart rate was well below normal for a newborn baby and was making no respiratory effort, with oxygen saturations dropping to 75%. A code blue situation was called and staff responded instantly, with three midwives immediately available and two General Practitioner/Obstetricians arriving within minutes. The midwives initiated intermittent positive pressure ventilation (IPPV), attaching monitors to the baby to obtain heart rate and oxygen saturations.

The decision was made to transfer James and his mother to Ballarat Health Services by PIPER (Paediatric Infant Perinatal Emergency Retrieval), who provided advice to the Maternity team in Ararat during the resuscitation. James responded well and IPPV was changed to a Continuous positive airway pressure (CPAP) machine until spontaneous breathing on room air commenced. James had a number of procedures undertaken at Ararat to ensure he was in a stable condition prior to transfer to Ballarat Health Services. James remained stable overnight and was discharged from the nursery to the postnatal ward, where he was reunited with his mother.

PRIOR TO THE INCIDENT JAMES HAD NOT SHOWN SIGNS OF BEING UNWELL. HIS MOTHER RACHEL COMMENTED ON:

- the efficiency of the midwives and doctors once they were aware that it was an emergency situation
- the speed at which the doctors arrived to help with the care of baby James
- the midwife asking whether it would be okay to remove baby James from Rachel's arms to take him away to check him over
- staff asking whether they could call her husband for her
- keeping her informed at each stage of progress

THE NURSE UNIT MANAGER COMMENTED:

- the excellent team work from all staff in the Maternity Unit and doctors on call
- midwifery emergency education has helped staff to be prepared for this type of incident and helped with the way in which they responded to this incident
- Team debrief will provide an opportunity to discuss, evaluate and seek further comment on the incident.

FOLLOWING THE INCIDENT A QUALITY IMPROVEMENT INITIATIVE WAS UNDERTAKEN WITH THE FOLLOWING RESULT:

- on admission patients will be instructed to push the emergency button when an escalation of care situation arises to ensure clinical staff

RESIDENTIAL AGED CARE

Moving into residential aged care can be an anxious time for the family and family member who now requires supported, 24-hour nursing and/or medical care. At East Grampians Health Service we have been caring for the community for many years in Ararat and Willaura. We understand the significance of the choice about to be made.



It's important for residents and families know that the level of care chosen provides a safe, quality environment and that they will be included in all decisions taken.

END OF LIFE CARE

Death is a fact of life, and at East Grampians Health Service we want to be absolutely sure that we understand how a resident wants to be cared for when this happens. We have specialist nursing staff who are trained in palliative care. Along with our multidisciplinary teams, they provide compassionate, sensitive and understanding care to help our residents, their families and carers, as the resident approaches the last stage of life. The team may include a Doctor, Nurse, Social Worker and Physiotherapist, all working together to manage symptoms and pain to ensure that the residents' wishes are fully carried out and that a high level of quality care is maintained.

Good end of life care is achieved when, as care givers, we recognise the uniqueness of residents, taking into account their, and their families, cultural, spiritual and psychosocial needs. At this time of life looking after these needs are as important as physical needs.

Our residential facilities have all been successfully accredited, meaning that they have met all the exacting Standards required to manage a residential facility. We provide diverse activities and levels of nursing and medical care that reflect the continual assessment of residents. At 70 Lowe Street we introduced the Montessori Model of Care which has been of exceptional value to residents.

The program, which focuses on supporting the resident and adapting the environment to support memory loss and independence for people diagnosed with dementia, has been acknowledged as a finalist in the Victorian Public Healthcare Awards in the category Excellence in Public Sector Aged Care.



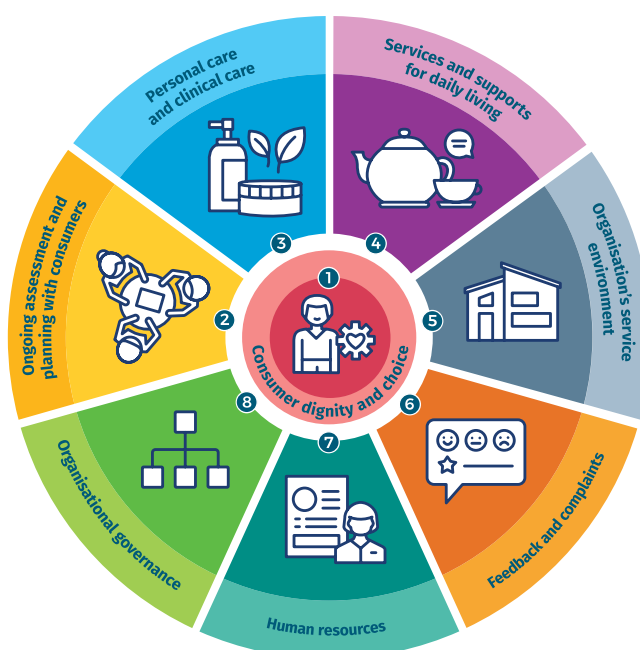
RESIDENTIAL AGED CARE PERFORMANCE INDICATORS

During the year we also gather data to help us monitor our progress in caring for our aged care residents.

Public sector residential aged care quality of care performance indicators is a process to improve the care provided in our residential aged care facilities. The aim is to report at a statewide level indicators to complement and be used in conjunction with accreditation standards. The indicators are used to:

- improve the quality of services they provide
- benchmark themselves against other services
- identify areas for improvement.

Our results this year remain consistent against the statewide averages. While it is pleasing to see that we don't have any extreme outliers more work can be done to investigate and plan for improved outcomes.

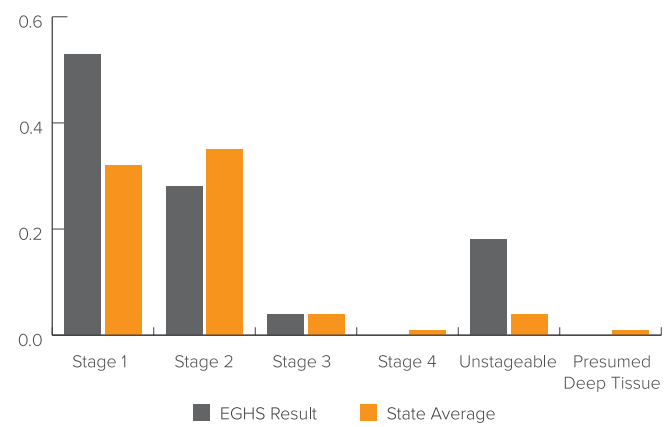


RESIDENTIAL AGED CARE

DATA FROM 2018 PLUS CURRENT DATA

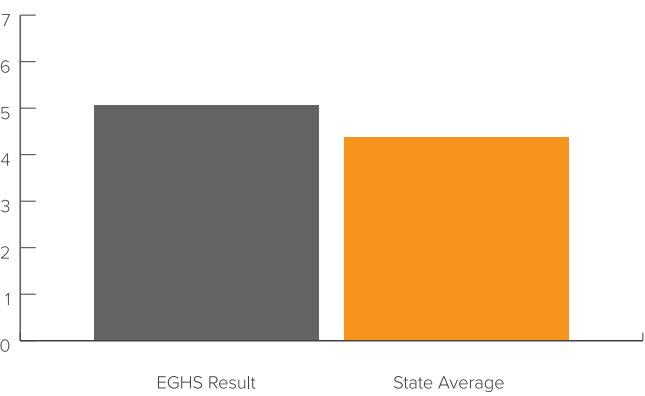
PRESSURE INJURIES

The introduction last year of a Pressure Injury Action Plan has continued to produce positive results for our residents. Staff education is an important component of successful management of pressure injuries. This education has helped pick up pressure injuries at the stage 1 level, this is the lowest severity level on the scale. Picking up pressure injuries early means that we can intervene early to reduce the likelihood that the problem will get worse. It is pleasing to see that our data indicates that we do pick up problems early and that we don't see a lot of pressure injuries in the stage 3 or 4 level. EGHS has a qualified wound nurse specialist that support staff in reviewing wounds and advises on the most appropriate actions to help wounds heal.



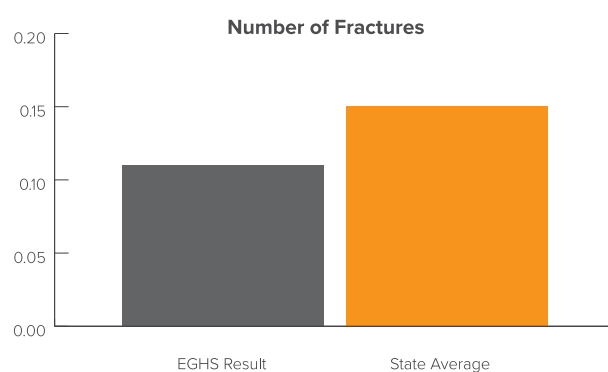
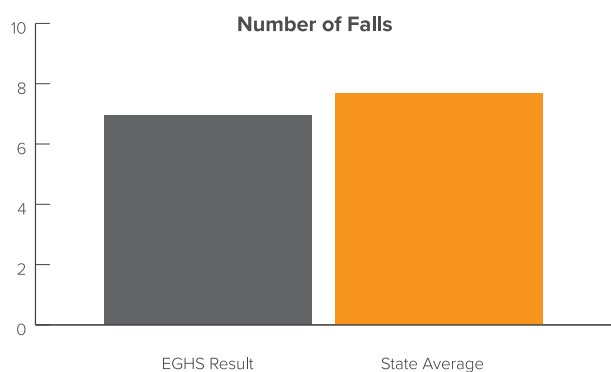
USE OF NINE OR MORE MEDICATIONS

While it is seen that we are higher in the area of the use of nine or more medications, our Health Service has engaged an independent pharmacist to review the prescribing of these medications and where possible make suggestions to reduce the medication, the amount or the frequency with which it is administered. The correct medications play a very important part in the overall wellbeing of residents. East Grampians Health Service continues to monitor best practice in medication management to ensure all residents' wellbeing is maintained.



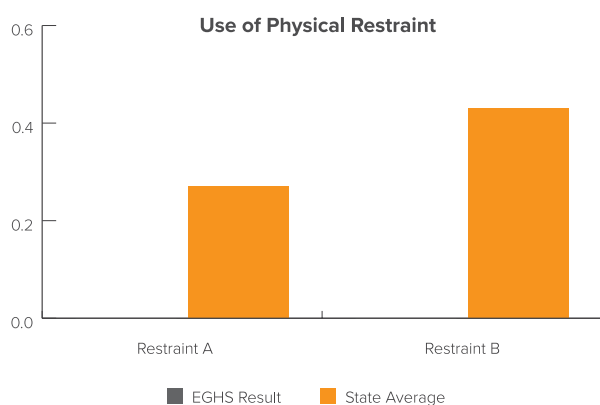
FALLS AND FRACTURES

It is pleasing to see that falls for this year are less than the previous year and are also under the statewide rate. Staff have been diligent in their approach to working with residents at risk of falls. There have been minimal fractures as a result of a fall and data demonstrates that they are below the statewide rate. Of course we would rather that no resident receives a fracture.

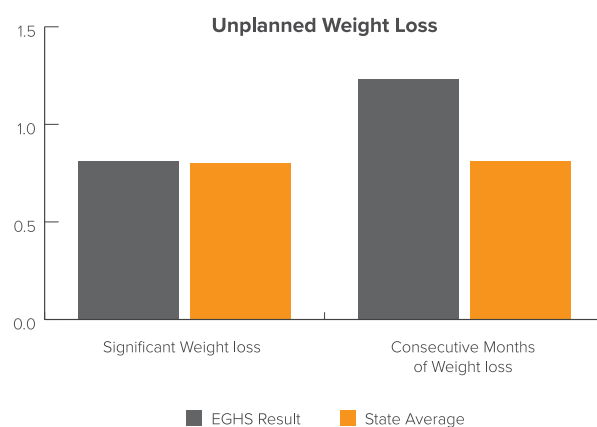


USE OF PHYSICAL RESTRAINT

There were no times during the year that physical restraint had to be employed.



UNPLANNED WEIGHT LOSS



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.

ACKNOWLEDGEMENTS

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And thanks to the community and staff who have contributed to the Quality Account, and to consumers who were consulted in the development of this publication.

TRADITIONAL OWNERS

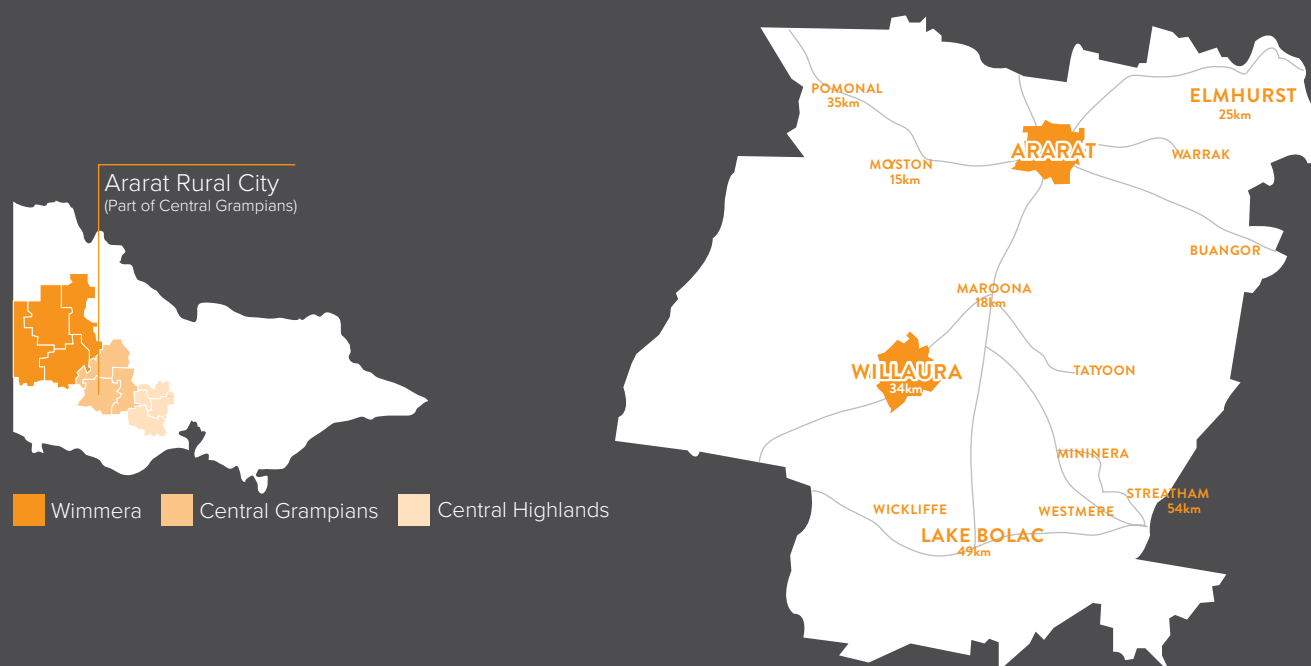
EGHS wish to acknowledge the custodians of this land, the Jardwadjali and Djab Wurrung people, their Elders past, present and future. EGHS acknowledges and respects their continuing culture and the contribution they make to the life of this city and this region.

The Quality Account is available at each campus (site map on back page) and via our website **www.eghs.net.au**



East Grampians
Health Service

SITE DIRECTORY AND LOCATION MAPS



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LEADERS IN RURAL HEALTH CARE