

Quality Account

2018/2019



www.bdh.vic.gov.au



CEO Report



Welcome to our 2018-19 Quality Account

Boort District Health's vision, *"to improve and enrich the health and wellbeing of the Boort community and the surrounding districts"*, inspires us to provide excellence in the care we deliver. Our annual Quality Account is compiled to provide information about the quality of care at Boort District Health, as a way to demonstrate transparency and accountability to our community. The report demonstrates how we are responding to quality and safety challenges and what is being achieved. Together, we continue to progressively build our capacity to deliver flexible, sustainable, timely and responsive health services.

Our fundamental organisational values are *Integrity, Respect, Inclusivity, Collaborative* and *Excellence*. Ensuring that we remain continually focused on providing quality outcomes and experiences, we are firmly committed to collaboratively delivering high quality and safe person-centred healthcare that consistently meets the needs and expectations of our community. We are proud to work alongside our consumers, in conjunction with the traditional owners Dja Dja Wurrung and our other partnership organisations. Through ongoing engagement we aim to better understand future needs and shape our services accordingly. We are committed to developing and implementing new shared models of care to innovatively transform our practice.

We remain fully accountable at all times for preventing harm and providing a safe environment for our residents, patients, clients, staff and visitors. Promoting an inclusive organisational culture, with a working environment that embraces diversity, we value the unique qualities, ideas and perspectives of our entire workforce. Actively pursuing improved health outcomes for all through the provision of culturally appropriate health services, we take great pride in our ability to remain focused on delivering safe, high-quality, person-centred care, ensuring a positive healthcare experience. The achievements presented in this Quality Account, as well as any opportunities identified for improvement, reflect our underpinning values and the dedication and commitment of all staff to providing the best and safest possible care. We sincerely thank you for your support and partnership over this past year and we will continue to actively focus on ensuring safe, high quality care now and into the future.

Dr Darren Clarke
Chief Executive Officer

January 2020

Mon	Tue	Wed	Thu	Fri	Sat	Sun
		1 New Year's Day	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27 Australia Day Public Holiday Holiday	28	29	30	31		

Consumer Feedback
 "I was very ill recently and was taken to Urgent Care. The nurse was very good to me and sought to help me in the best way he could. Thankyou, I really appreciated all you did. The Doctor did all he could for me to get to Bendigo, Thankyou one and all".

BDH Services

Acute services

7 single, ensuite acute beds are available, including one Transitional Care Program (TCP) bed, and a family room with a courtyard. Admission to our acute services is through Visiting Medical Officers.

Oral Health Services

Public and private oral health services are offered to the community. Within the public program, outreach services are offered to other towns. The service includes preventative program to children and residents in aged care.

Urgent Care Centre

Boort District Health Urgent Care Centre (UCC) offers 2 urgent care treatment trolleys and 1 treatment room, 24 hours a day, 7 days a week. This service is supported by an on call system.

Spanner Cafe

The Spanner Café is the communal hub of the Health Service, a place for residents, patients, clients, visitors and community to catch up over a cup of tea or coffee, or enjoy a delicious lunch prepared by our Café staff

Residential Aged Care—Loddon Place

Boort District Health operates 25 permanent residential aged care places, all single rooms with individual ensuite facilities.

Primary Care Services

A number of Allied Health services are facilitated within Boort District Health, including Physiotherapy, Podiatry, Health Education, Counselling and Health Promotion.

Community and Home Based Care

Outreach community programs are coordinated by Boort District Health. These include Meals on Wheels, District Nursing, Transitional Care Program (TCP) and Planned Activity Groups including exercises, art and craft and community wellbeing programs.



February 2020

Medical Services

Boort District Health (BDH) is pleased to welcome Dr Christopher Olise to Boort Medical Practice.

Dr Olise formally took over the Boort practice from 1 September 2019.

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24	25	26	27	28	29	

Royal Flying Doctor Service (RFDS)

RFDS Victoria has developed a web based telehealth platform that allows for consultations between patients in rural Victoria and specialists based in Melbourne and surrounds, the specialists include:

- ♦ ***Cardiologist***
- ♦ ***Endocrinologist***
- ♦ ***Respiratory Physician***
- ♦ ***Geriatrician***
- ♦ ***Pain***
- ♦ ***Addiction***
- ♦ ***Psychiatrist***
- ♦ ***Paediatrician***

**Feeling worried
or overwhelmed?**

Flying Doctor Wellbeing can help
when times are tough.

Mental health and wellbeing services
are now available in your community.

Flying Doctor Wellbeing provides FREE and confidential
mental health appointments with no need for a GP referral.

Call (03) 8412 0480 or email
wellbeing@rfdsvic.com.au to find out
about the service or make an appointment.



The introduction of the RFDS Wellbeing service to BDH occurred in February 2019. Since then the service has grown from a once weekly service to sessions being offered up to 2 days/week and telehealth consults outside that. The Community response has been tremendous and a waitlist for access is now in place.

Formal engagement with the RFDS telehealth specialist services gives the Boort and wider community access to Flying Doctor Telehealth specialists.

Flying Doctor Telehealth is a bulk billed service that enables patients to access specialists via video consultation, reducing the need to travel to appointments.



March 2020

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2	3	4	5	6	7	8
9 Labour Day	10	11	12	13	14	15
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30	31					



BDH Dental Service was part of Loddon Mallee Aboriginal Reference Group Fluoride Varnish Initiative pilot program for Aboriginal Children in partnership with Kerang Mallee District Aboriginal Service. All Aboriginal children in Kerang were offered FREE applications of fluoride varnish on their teeth to prevent decay. Follow up treatment was also offered.



Dental Services

The co-location of dental services into the main hospital complex was completed in August 2019. The service has expanded to two operating surgeries for both private and public patients.

The Dental Clinic has strong commitment to our region and during this year the dental service provided outreach services to nearby Residential Aged Care facilities. These services were provided in house for our aging consumers with more complex treatment available at BDH.



Our dentist Dr Manoj Mogilisetty provides exceptional treatment for:

- Emergency dental care
- Preventative Oral treatment
- Prosthodontic (i.e. Dentures, Crowns and Bridges)
- Orthodontic referrals
- Free dental treatment for ALL children under the age of 18





April 2020

Disability Action Plan

In 2019 BDH submitted its first Disability Action Plan. The Plan was developed to compliment the BDH Diversity Plan and the BDH Wellness and Reablement Plans giving evidence to our ongoing commitment to our identified values of engagement, inclusiveness, access and equity.

Mon	Tue	Wed	Thu	Fri	Sat	Sun
		1	2	3	4	5
6	7	8	9	10 Good Friday	11	12 Easter Sunday
13 Easter Monday	14	15	16	17	18	19
20	21	22	23	24	25 Anzac Day	26
27	28	29	30	Support Services staff member played Easter bunny for residents & children during Easter egg hunt 2019		



Aboriginal Health INCLUSIVITY, offering equality in the diversity of culture is actively endorsed in day to day practice of BDH staff. Participation in NAIDOC Week, respectful acknowledgment of country at BDH meetings and forums, introduction of lit flag poles and procurement of Aboriginal flag has been undertaken.

*Snapshot of
activities our
clients have
participated in -*



- ♦ Games and quiz
- ♦ afternoons
- ♦ Visits to museums, such as Wedderburn and Nullawil
- ♦ Trip to the Spanner man
- ♦ Movie mornings in Charlton
- ♦ Trips to Kerang, Pyramid Hill, Bendigo
- ♦ Garden afternoons
- ♦ Guest speakers
- ♦ Theme days, such as dress up, football days, St. Patrick's day
- ♦ Footy tipping competition
- ♦ Music days
- ♦ Cooking days

Planned Activity Group and social support

The Social Support Program is co-ordinated by staff members and comprises activity groups including meals, strength building programs, transport programs and specific support for community clients. BDH community services has seen approximately 60 clients participate in programs in the 2018-2019 period. This resulted in 2320 points of contact in that time. Programs primarily are run in the Day Centre at BDH but also involve many outings to various places.

Planned activity groups include regular programs each week for Seniors, Talk and Tucker, Ladies and Laughs, Men on the Move as well as a Home chat program. The strength building programs are held twice weekly in the Day centre and hydrotherapy classes once a week in Kerang.

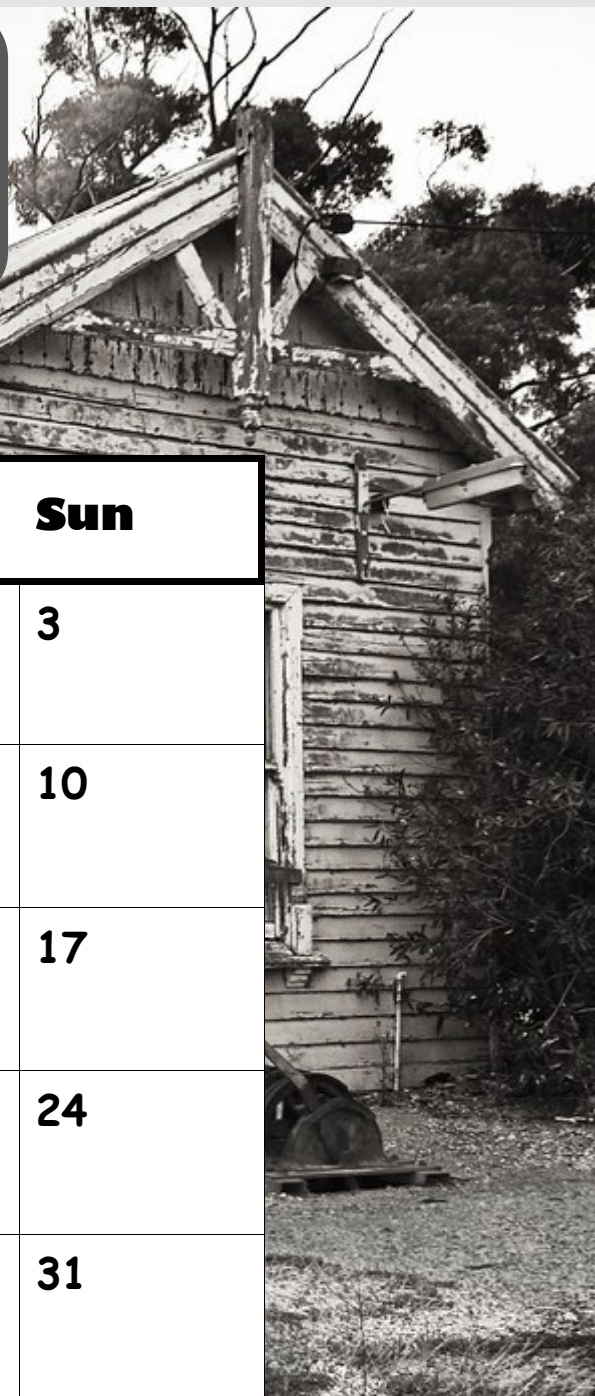


Escalation of Care

Upskilling of staff has increased BDH's ability to respond to the deteriorating patient. Our admission procedure has a focus on reinforcing to consumers and families how to escalate care. Escalation of care has been implemented with District Nursing review of discharged patients. District Nurses contact discharged patients to review their care after discharge from BDH. The discharge form and questionnaire have been reviewed to address escalation of care.

May 2020

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Safety, Quality and Consumers

BDH is committed to the provision of person-centred care and the delivery of quality, safe, flexible and responsive health care to the community. Under the governance of the Board of Management (BOM) and in line with National Safety and Quality Health Service standards and Aged Care Quality standards, BDH is focused on delivery health care using systems that protect the public from harm and continuously improve the quality of care as it is provided. In particular BDH supports the goals of governing for safety and quality in health services and partnering with consumers.

We strive to do this through recognising that, in order to achieve our goals, we must work consistently at developing and maintaining our partnerships with the community. In defining this link BDH has community representation on a number of our committees, opening channels of communication with our consumers to ensure our community is confident they receive the highest standard of care in a safe environment and offering opportunities for feedback and input into delivery and planning. BDH's principle to deliver person-centred care means that we are focused on delivering care, support and services that are personalised and focused on individual needs and preferences. Via our regular forum meetings, feedback forms, surveys and day to day communication we have worked to ensure there is ongoing consultation and collaboration.

Our organisation is committed to work in partnership with our consumers, patients, residents and clients to continuously improve our services and engage with the community about quality and safety, in order to sustain an organisation where people are at the centre of everything we do.

In particular BDH actively involves our Consumer Advisory Committee, and the broader community in planning, designing and evaluating out systems and services that we provide.

Accreditation

In September 2017, our sub-acute hospital facilities were assessed as maintaining full compliance with the National Safety and Quality Health Service (NSQHS) Standards, this also included accreditation of our dental service.

Our Commonwealth Home Support Program (CHSP) funded District Nursing and Social Support services were reviewed and re-accredited in October 2017, under the Commonwealth Home Care Common Standards.

Most recently, in May 2018, the Australian Aged Care Quality Agency reviewed and re-accredited both of our residential aged care facilities in Loddon Place (*Boort District Health Low and Boort District Health High Care*), which were each deemed to be fully compliant with all 44 expected outcomes of the Commonwealth Residential Aged Care Accreditation

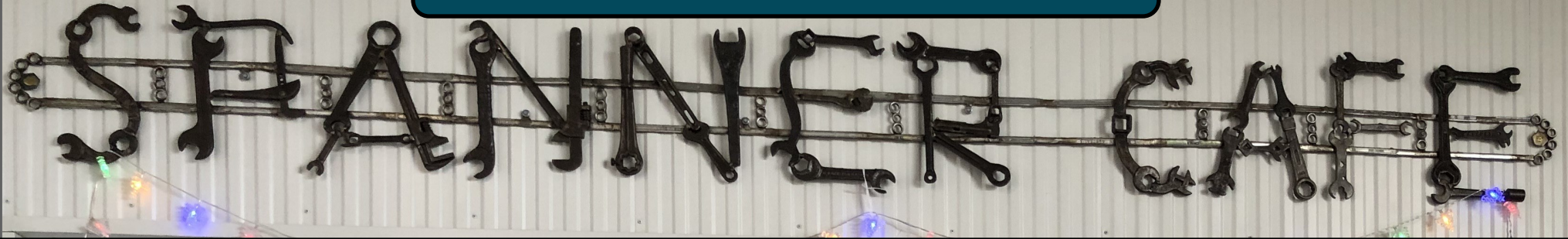
June 2020



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8 Queen's Birthday	9	10	11	12	13	14
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29	30					

Community Services at BDH coordinate a volunteer transport program offering transport for clients to medical appointments both locally and out of town.. There is also a weekly "Down the Street" service to transport clients for shopping and paying bills, etc. These programs are managed by staff with the support of volunteer drivers.

Support Services



Support Services Staff operate an exceptional kitchen and commercial laundry service. Laundry services moved to a full in-house service in 2018 and has become an integral part of our service delivery.

Staff receive ongoing training, education and support by our visiting Dietician and Speech Pathologist in diet modified foods, fortified menu planning and menu review.

BDH has supported the introduction of the new International Dysphagia Diet Standardised Initiative (IDDSI) changes with the commencement of new fully revised six week rotating menu in July 2019.

Domestic and maintenance services continue to set a high standard and BDH boasts exceptional results with cleaning audits and positive feedback from the community regarding the building and facilities.

The Spanner Café is now a well known communal hub for not just the health services but the community in general. The collaboration of patients, residents, visitors and staff at the café gives a wonderful atmosphere to the health service. During the year BDH achieved the HEAS (Healthy Eating Advisory Service) tick of approval in providing health options, the first health service in our area to achieve this.



Menu Tasting Day



Menu tasting day for the new menu was trialled by residents, staff, Allied Health specialists & Families.



"Christmas in July, was spent at Loddon Place with Residents, friends & staff. A great day of celebrating"

"A Lovely meal . My husband is in low care, he is very well cared for"

"Brilliant staff who are dedicated and show us much love & care to the residents" Well Done

"Such a very good time, wonderful food. Great to see so many, didn't think it would be so enjoyable"

Christmas in July

Mon	Tue	Wed	Thu	Fri	Sat	Sun
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13	14	15	16	17	18	19
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Aged Care Indicators 2018– 2019



Your rates (per 1,000 bed days)

At a glance - last nine quarters

Pressure injuries stage 1

Pressure injuries stage 2

Pressure injuries stage 3

Pressure injuries stage 4

Unstageable pressure injuries

Presumed deep tissue injury

Falls

Fall-related fractures

Restraint A

Restraint B

Residents using 9+ different medicines

Anitpsychotic medicines

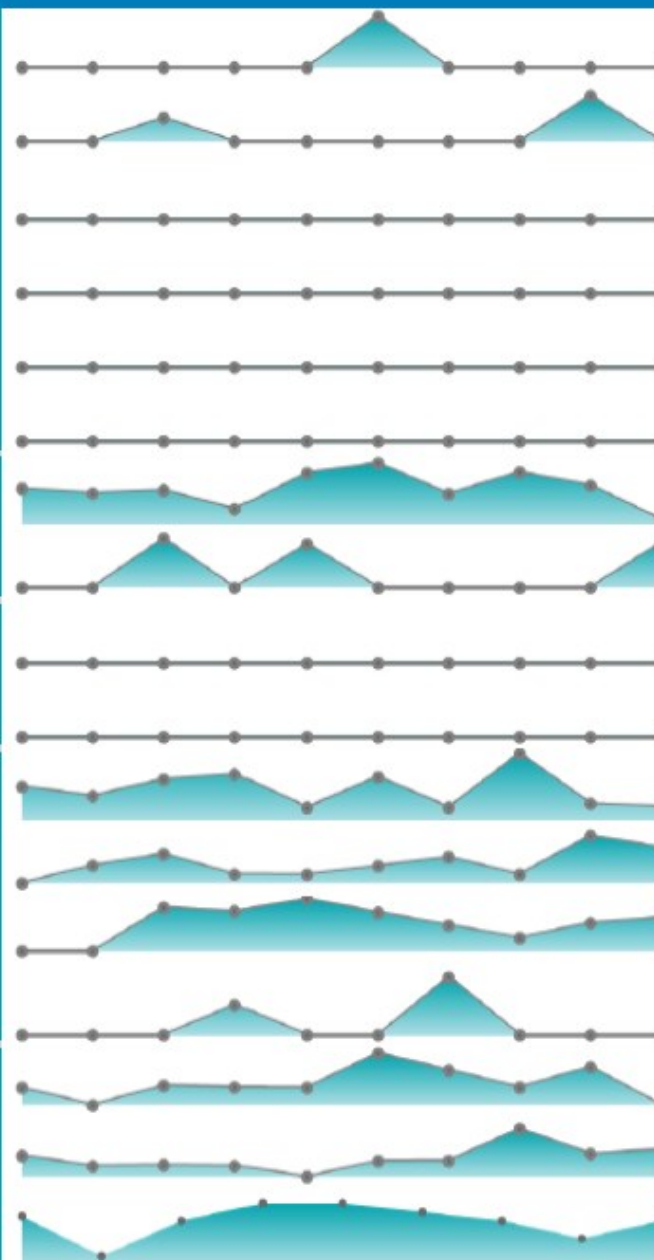
Proton pump inhibitor medicines

5 or more administration times

Significant weight loss

Consecutive weight

Occupancy



Aged Care Indicators are reported to the Board of Management on a monthly basis by the Director of Clinical Services. They are also reported quarterly to the Safety, Quality and Clinical Governance committee, as well as Community Advisory Committee to review, and provide feedback.



Cancer Survivorship

The funded component of the cancer survivorship program came to completion. BDH has trained staff in facilitation of living with and wellness after cancer programs for cancer sufferers, survivors and carers in our area.

Clinical pathways and standardised processes have been implemented under the program and a regional uniform approach to treatment and ongoing support now exists.

August 2020

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24	25	26	27	28	29	30
31						

Healthcare Infections

BDH infections and antimicrobial stewardship are reported by the Director of Clinical services to the BDH OHS committee and Monthly reports are escalated to the Board of Management.

Aged Care Activities

Aged Care Activities program is delivered by Activities Coordinator five days a week. Activities are also provided in the evening and weekends. BDH offer a wide range of activities, all based on the individual needs and choices of the residents. All residents are consulted on which activities they would like, as we promote choice, independence and diversity.



This year the residents have enjoyed the Following activities:

- ♦ *Pet therapy*
- ♦ *Men's Shed*
- ♦ *Musical Items*
- ♦ *Movie Afternoons*
- ♦ *Bingo*
- ♦ *Christmas in July*
- ♦ *Down the street*
- ♦ *Craft*
- ♦ *Resident Meetings*
- ♦ *Velocity children visit*
- ♦ *Shrove Tuesday Pancakes*
- ♦ *Footy Day Lunch*
- ♦ *Thai cooking*
- ♦ *Drives around the town to feed the ducks*
- ♦ *Weekly library visits*
- ♦ *Weekly church services*
- ♦ *Football tipping*
- ♦ *Cooked Breakfasts*
- ♦ *Carpet Bowls*
- ♦ *Birthday celebrations*
- ♦ *Baby baths*
- ♦ *School children visits*
- ♦ *Melbourne cup and Oaks day*
- ♦ *Men's group with the community*
- ♦ *Biggest morning tea*
- ♦ *Boort Show*
- ♦ *Memorial Service*
- ♦ *Spanner Café*
- ♦ *Skype to USA*



September 2020

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28	29	30				



*Staff awarded
certificate for
their services at
2018 AGM*

Strengthening Hospital's Response to Family Violence (SHRFV)

The SHRFV approach is the implementation framework developed to provide a whole-of-hospital model to strengthen how Victorian public hospitals respond to family violence in Victoria.

BDH participation over the last 2 years in the framework has seen;

- * implementation of governance structures to support clinical practice,
- * staff education in sensitive enquiry
- * development of systems to recognise and respond to situations of family violence
- * a workplace implementation strategy to support staff who may be in family violent environments
- * a BDH SHRFV team who have created training and education packages to build staff capacity and capability and are now members of the Loddon Family Violence Network to build partnerships.

Staff Immunisations

All staff and residents at BDH are encouraged to participate in the annual vaccination program for influenza. This assists in protecting patients, residents and staff members from contracting the highly contagious infection. In 2018/2019 92% of staff were immunised.

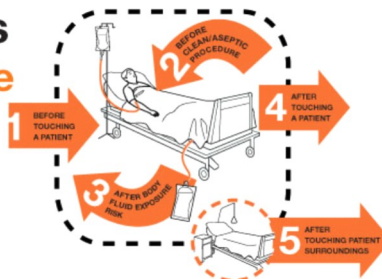


Hand Hygiene

The infection control Coordinator regularly reviews and audits hand hygiene compliance in all clinical areas in the process of care delivery. All results are reported to Hand Hygiene Australia to benchmark compliance. All staff are educated annually in 5 moments of hand hygiene

Your 5 Moments for Hand Hygiene

- 1 BEFORE TOUCHING A PATIENT
- 2 BEFORE CLEAN / ASEPTIC PROCEDURE
- 3 AFTER BODY FLUID EXPOSURE RISK
- 4 AFTER TOUCHING A PATIENT
- 5 AFTER TOUCHING PATIENT SURROUNDINGS



SCHOOL GATEWAYS PROGRAM

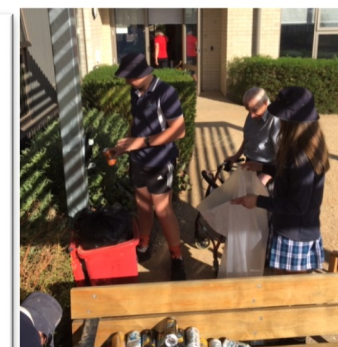
In collaboration with Boort District School, we have hosted the Year 8-9 gateways students for 3 sessions. Each session students participated in a planned activity with our aged care residents. The enthusiasm of the students engaged our residents who were stimulated, active and thoroughly enjoyed the program.

A continuation of the BDS VET program saw us host a number of work-based traineeships this year. Students Austin, Amy and Cassidy and are onsite weekly undertaking certificates in Hospitality and Allied Health Assistance.

These incentives are expanding our scope of practice and enabling potential growth of our workforce.

Similarly the BDH participation in the following are evidence of efforts being made to explore new opportunities to recruit and retain workforce;

- * Registered Undergraduate of Nursing (RUSON) program which saw a 2nd year nursing student Darcy employed for a pilot period as a Health Service Assistant and
- * the completion of Murray PHN funded RIPERN training for one of our Associate Nurse Unit Managers, Mubarak.



Improve Discharge Arrangement...

BDH expanded our Discharge Planning group this year to include a full suite of health professionals as required. This included but was not limited to our Allied Health Assistants, Lifestyle coordinator and Planned Activity Group Coordinator. The process for discharge follow up phone calls was reviewed and refined to give consumers greater opportunity to provide valued feedback on their stay.

October 2020



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Volunteers

BDH currently has 39 volunteers registered. This group of dedicated individuals work in many areas including the community activity groups, transporting community members, residential aged care activities and visits, gardening as well as meals on wheels deliveries.

In the period of July 2018 to June 2019 volunteers made 73 long distance transports to various appointments with community members and delivered over 1,200 meals. The contributions of volunteers to the programs delivered through BDH are invaluable. We very much appreciate the countless hours that our team of volunteers put in and the wonderful care they also give.

BDH Staff

BDH has an active social club that offers activities for all staff



Brothers Sinu and Binu, hosted a night, cooking Indian Cuisine for all staff and their families



People Matters Survey Results

BDH ask our staff to provide us with feedback on an annual basis to know how they feel about their work and the organization as a whole. It also allows them to tell us where we need to improve and, in particular if there are any concerns within the workplace.

BDH has encouraged staff over the past 2 years to become involved in this survey with outstanding uptake this year of a 68% response rate.

BDH has been involved with staff seeking ideas and implementing change across the organisation from the results received from the People Matter Survey. The People Matter Working Party was formed with an Action Plan created as an outcome of the group. The Action Plan is working towards a more integrated approach to supporting our staff at BDH.

Our Goals:

Raise awareness about the importance of healthy workplaces

Address risks to staff health and well-being

Foster an anti-bullying culture

Promote positive mental health and wellbeing

BDH has also implemented the Know Better, Be Better campaign to highlight awareness and understanding of bullying and harassment. This program supports health



**Bullying and harassment.
They stop here.**



Work Safe





November 2020

Mon	Tue	Wed	Thu	Fri	Sat	Sun
						1
2	3 Melbourne Cup Day	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

Improve Patient Experience...
Daily bedside handovers and attention to consumer involvement in daily care planning was a focus this year. Senior clinical staff rounding gave consumers more opportunity to provide feedback and input into their day-to-day care needs.



Merry Christmas & Happy New Year



Siblings living in Loddon Place enjoy
Christmas in July 2019

December 2020



Health Care that counts

As one of sites chosen to pilot the implementation of the HealthCare that Counts framework for improving care for vulnerable children in Victorian health Services. With support from the Bendigo Loddon PCP and the Loddon Children and Youth Area Partnership BDH has now embedded systems and practices to enable the early identification and effective response to vulnerable children at risk of child abuse and neglect. BDH has a Child Safe Champion and clinical staff have an established pathway and protocol ensure access to services are accessible, flexible, inclusive, safe and responsive.

Mon	Tue	Wed	Thu	Fri	Sat	Sun
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7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25 Christmas Day	26	27
28 Boxing Day	29	30	31			

YOUR FEEDBACK IS IMPORTANT TO US

We would like to hear what you think of the Quality Activity Report for 2018/2019

Was the report interesting to read Yes No

Was the information appropriate? Yes No

Did you like the presentation and layout? Yes No

Was the report accessible to you? Yes No

Where did you obtain the report from?

Comments:

.....

Please return to:
Quality of Care Report Survey
Boort District Health
Reply Paid 200200
Boort Vic 3537

Your feedback from 2018

- ♦ Some photos are blurry, some could have been smaller
- ♦ Old photos of residents
- ♦ Put District Nurse & TCP services on a different page to Community

Richard Youren



Richard was born at the Royal Women's Hospital in Carlton Victoria on the 10th April 1941. Richard's parents were of Welsh/Irish decent. Richard's Father and mother lived in Melbourne. Richard's father was a horse breaker & farmer and his mother worked at domestic duties. Richard is the eldest of four children. Richard started at Ivanhoe State School then went to Heidelberg until he was 13 years, then left and started work.

Richard worked as a Fitter and Turner for 3 years, then a had job as a shipping clerk. He joined the Navy and started his training on the Diamantina in WA . Richard was on the HMAS Melbourne and was at sea for four years. Richard says it was great life on the ship, it was hard work but everyone was friends.

Richard married and had two daughters, Cahli and April. Richard won the Civil Title of Middleweight Champion when he was in Sydney.

Richard has been a resident of Loddon Place since May 2019.

