



QUALITY ACCOUNT 2017/2018


*Boort
District Health*



CEO report



During this past year our health service has actively embraced new opportunities and responded flexibly to ensure that the highest outcomes are consistently achieved and sustained. At Boort District Health (BDH) we are committed to providing an inclusive organisational culture where all our staff are valued and recognised for their unique qualities, ideas and perspectives. We are committed to providing a working environment that values diversity and inclusion, which supports everyone to achieve their full potential and excel.

Throughout the course of the year, the Board has regularly reviewed the objectives of the BDH Strategic Plan 2015-2018 and monitored our progress. To inform the development of our new Strategic Plan for 2019-2021 broad consultation be undertaken.

BDH is committed to 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. We are continuing to develop and implement new models of care to innovatively transform our practice.

In June 2018 a partial refurbishment of our primary care facilities in Boort, funded through a DHHS 2016-17 Health Service Violence Prevention Fund grant, was also completed and this has significantly enhanced the accessibility and security of these premises.

We are extremely proud of the high level of commitment and care consistently displayed by our staff and volunteers in providing services for the community. Throughout the past year, we have participated in a broad range of external review processes, with each of the respective services being awarded ongoing accreditation for a corresponding further three year period. In September 2017, our sub-acute facilities were assessed as being fully compliant with the National Safety and Quality Health Service (NSQHS) Standards. Our Commonwealth Home Support Program (CHSP) funded District Nursing and Social Support services were reviewed in October 2017, under the 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 Residential Aged Care Accreditation Standards.

We value our numerous partnerships with stakeholders, who all add value to our organisation and community. We have been a key partner in collaborating with other health services within the Buloke, Loddon and Gannawarra area in establishing a partnership approach to look at ways to address the issues that have the most impact on our services collectively. BDH is working collaboratively with other health care providers to address priority areas for action.

Our achievements would not have been possible without the combined efforts of so many people. We thank all members of our local community for the high level of support. The Board also acknowledges the tremendous efforts of everyone involved either directly or indirectly with the health service, including our staff, volunteers, visiting medical officers, contractors and all levels of government. We appreciate the support and assistance of the Victorian Department of Health and Human Services and the Commonwealth Department of Health. We remain grateful for the combined assistance that has been given to of our health service over the past year, in our endeavour to continually improve the health and well-being of our local community.

The guidance and direction provided by the Board is greatly appreciated. Indeed, it has been another very positive year for our organisation and we look forward to further developing and enhancing our services over the coming year.

Dr Darren Clarke
Chief Executive Officer

JANUARY 2019

FEBRUARY 2019

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28 Australia Day Holiday	29 Term 1 commences	30	31			



UCC

In the 2017-18 period BDH clinical staff attended to 465 presentations. This was supported by the on call visiting medical officers at St Anthony's Family Medical Practice and the increased use of telehealth.

Acute

BDH acute overnight admissions for 2017-18 totalled 727 in our 7 acute beds.

Aged Care

High demand for aged care placement meant Loddon Place the 25 bed aged care area of BDH was occupied for a total of 9094 out of 9125 overnight stays available. BDH commenced a planned approach to the use of Geri-Connect, a telehealth model of access and assessment for our aged care residents with a qualified Geriatrician.

Allied Health

The Allied Health program is delivered by our allied health assistant. BDH offers low impact exercise sessions including hydrotherapy, walking and the Staying Strong program. The Allied Health Assistant works closely with our Physiotherapist who sees residents, clients and community members 4 days a week at Boort and this has seen an improvement in the pain management of our aged care residents in particular. Additional allied health and physiotherapy services are provided within the transitional care program provided to individual clients as per their assessed needs.

District Nursing Services

The District Nursing Service is provided by Registered Nurses. The nurses care for clients in the community over five days each week, the nurses have cared for 54 clients over 1300 visits in the 12 month period. Our dedicated team attend to multiple health needs which include wound dressings, complex medication therapies as well as assessments and support.

Within the District Nursing Service there are additional hours provided for clients who are involved with the Transitional Care Program. The Transition Care Program was delivered to 9 clients and involved 70 contact visits.

Volunteers

BDH currently has 32 volunteers registered. The assistance provided by volunteers is invaluable. They are involved in community activity groups as well as residential aged care. They also provide a range of support services including transporting community members both locally and out of town to appointments. In the 12 month period to date they have assisted 21 clients with long distance transport to various appointments.



FEBRUARY 2019

MARCH 2019

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Diversity and wellness & reablement plans The BDH Diversity Plan along with the Wellness and Reablement Plans have strong focus on BDH work in the areas of;

- * Respectful and inclusive services by participating in NAIDOC and Reconciliation week events, provision for lit flag poles
- * Promoting proactive and flexible systems, updating information on the BDH intranet around Cultural Diversity, delivering training and education on cultural awareness, LGBTI, Family Violence, Vulnerable Children, continued actions with the People Matter Working Party and strengthening partnerships with Buloke, Loddon and Gunawarra health service executives to explore integrated and innovative models of care to high risk groups
- * Meeting the needs of the most vulnerable by promoting and encouraging an inclusive service
- * Provision of accessible care and support with promotion of telehealth services, home care packages and current work to facilitate the co-location of Northern District Community Health services on-site and
- * Embedding the Wellness and Reablement principles into our service planning, assessment, review and delivery areas, client engagement and person centred communication practices.

BDH has implemented the following policies; LGBTI, Mental Health and Wellbeing, Child Safety and Family Violence, to adopt practices that create and accept an inclusive environment for all individuals that may use the health service. BDH supports staff to identify and meet the specific needs of specific community members.

Strengthening Hospitals Response to Family Violence SHRFV

BDH have continued to work towards our commitment to SHRFV. Managers at BDH have completed training to assist staff whom may identify with family violence. Currently we are working with Inglewood District Health to provide a collaborative approach to training clinical staff in patient disclosures of family violence. BDH now has a FAMILY VIOLENCE – ASSESSMENT AND RESPONSE PROTOCOL and a RESPONSE TO FAMILY VIOLENCE IN THE WORKPLACE POLICY. BDH also hold a seat on the Loddon Family Violence Network, which brings together representatives from which is working towards planning, implementing and evaluating the “Feel Safe and Secure”, components of Living Well in Loddon, Loddon Shire’s Municipal Public Health and Wellbeing Plan, 2017-2021. Outcomes identified in the plan include;

- Children are safe, resilient and free from abuse and family violence
- Services are local and accessible
- Improve gender equity in Loddon community
- Build capacity in workplaces and the community to identify, prevent and address family violence

Health Care that Counts HCTC:

• BDH has joined with the Bendigo Loddon Primary Care Partnership along with Echuca Regional Health, Kyabram District Health, Castlemaine District Community health, Kyneton District Health, Cobaw Community Health and the Central PCP to work on the Department of Health and Human Services key action areas of;

- * 1: High quality governance for vulnerable children and families
- * 2: Access for vulnerable children and families
- * 3: Family-sensitive and inclusive practice
- * 4: Working together
- * 5: Effective communication and information sharing

Staff at BDH have been meeting with key local stakeholders such as the Strong Families, Strong Children Manager to look at ways BDH can better support vulnerable children and families in all areas of our health service delivery.

MARCH 2019

APRIL 2019

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11 Labour Day	12	13	14	15	16	17
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DENTALservices

BDH continues to offer dental services to both public and private patients. Our dentist Dr Manoj Mogilisetty (MJ), provides the following:

- Emergency dental care
- Preventative oral health treatment
- Prosthodontic (i.e. Dentures, Crowns and Bridges)
- Orthodontic referrals
- Children's dental health care (Medicare, Public and Private)

The dental clinic has strong commitment to our region and during the year the dental service provided outreach services to nearby towns. These outreach services are very popular and patients are encouraged to make an appointment at the clinic in Boort for more extensive treatment. The dental clinic also provides dental services to Kerang Mallee District Aboriginal Services (MDAS), this has been an important relationship. Kerang MDAS provide transport to the dental clinic for clients requiring more specific treatment. The total attendance over the past financial year was 1736.

A snapshot of the new dental clinic waiting area:



PATIENT COMMENTS:

What a great dentist you have in 'MJ'. Last year I had a problematic tooth, he did not quit until he got it right. He asked me about it this year when I had appointment. He's easy to deal with, has a genuine empathy, but more importantly does a great dentistry. You can sense the confidence in his hands.

APRIL 2019

“ I have always found the dentist and staff to be extremely empathetic and polite. I trust their judgement completely

MAY 2019

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15	16	17	18	19 Good Friday	20	21
22 Easter Monday	23 Term 2 commences	24	25 Anzac Day	26	27	28
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Moments of Hand Hygiene

01

Moment 1

Before touching a patient

02

Moment 2
Before a procedure

03

Moment 3
After a procedure or body fluid exposure

04

Moment 4
After touching a patient

05

Moment 5
After touching a patient's surroundings



BDHservices

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:

Boort District Health (BDH) has ensured that hand hygiene has remained well above targets, overall compliance is 94%. Aseptic Technique was 100% of clinical staff.

Patient Experience Improvement

1) BDH has established a Hydration and Nutrition working party to promote a collaborative approach to the importance of hydration and nutrition in all patients at BDH. From this working party and resident survey there has been a menu review, which has seen sub parties formed. The sub parties comprise consumers, residents and staff, and has included menu planning and taste testing. The aim is to improve the patient experience with all food offered at BDH.

2) BDH has established a People Matters working party with the intention of providing a more integrated approach to supporting our staff. The working party comprises staff from all areas and managers. They have developed an action plan, which all staff were invited to review. The final plan has been added to the BDH intranet on the People & Culture tab. BDH is committed to a positive culture at BDH. Culture in a workplace is very important, culture is about how we solve problems, systems and thinking, and how we provide a safe and quality experience to our patients.

Immunisation

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 2017/18 91.5% of staff were immunised for influenza, this is 76 out of 83 employees were immunised.

Safety and Quality

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 and in line with the 10 National Safety and Quality Health Service Standards, BDH is focused on delivering health care using systems that as well as protect the public from harm, continuously improve the quality of care as it is provided. In particular BDH supports the goals of governing for

MAY 2019

« What a great dentist you have in MJ!

JUNE 2019

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Safety and Quality (continued)

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 encourages 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 forums, 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 safety and quality, in order to create and sustain an organisation where people are at the centre of everything we do. In particular BDH seeks to actively support our consumers as partners in planning, designing, and evaluating our systems and services that we provide.



BDHservices

Aged Care

BDH Loddon Place has embraced the Geri-Connect program to offer formal Geriatric consultations and assessments with qualified Geriatricians via telehealth.

Geriatrics, or geriatric medicine, is a specialty that focuses on health care of elderly people. It aims to promote health by preventing and treating diseases and disabilities in older adults.

To date 10 permanent aged care residents have undertaken a Geri-Connect assessment and a schedule has been developed to ensure ALL aged care residents are given the opportunity.

Following on from the Geri-Connect assessments, reports and recommendations are reviewed at facility level which has seen a reduction in the number of prescribed medications, changes to care plans for the management of chronic conditions and a general improvement in the health and wellbeing of our residents.

Volunteers

BDH currently has 32 volunteers registered. The assistance provided by volunteers is invaluable, they are involved in community activity groups as well as residential aged care. They also provide a range of support services including transporting community members both locally and out of town to appointments. In the 12 month period to date they have assisted 21 clients with long distance transport to various appointments.

Murray to Moyne

The BDH cycling team has been participating in the Murray to Moyne bicycle relay event since 2007. 2018 saw the 32nd year of this event. Over the past years, the Boort Team has raised over \$170,000 for Boort District Health. The funds raised have helped to purchase Urgent Care Centre (UCC) procedure lights, i-STAT machine, poCH blood analyser, diagnostic sets, AED electrodes, ultrasound machine, patient trolleys, blood pressure cuff and various other items for the UCC. All proceeds from this year's event will be used towards the purchase of a new Dental Chair as part of the redevelopment of the Dental Clinic. This will provide the Dental Clinic with two dental chairs and ensure less waiting time and provide extra services to Boort and the surrounding communities.



JUNE 2019

“ Nothing was any trouble and they made me feel so special.

JULY 2019

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24	25	26	27	28 Term 2 ends	29	30



Food Services

At Boort District Health is committed to providing high quality and nutritious meals that reflect patients and residents dietary needs. During the year the food services BDH team have produced, delivered and served 23,714 meals. The Spanner Café continues to provide a special place for community, clients, residents and patients to catch up, share lunch, a snack, cup of tea or coffee prepared by our friendly Café staff. This year saw the establishment of the Nutrition and Hydration working group at BDH. This group is looking at ways to further improve food services practice, nutrition and hydration for residents of Loddon Place. Northern District Community Services Dietician Leesa Van Ruiswyk and Speech Pathologist Melanie Read-Wishart provided training in dietetics and texture modified food preparation for support and clinical services, this is all part of BDH continuous improvement plan.

Laundry Services

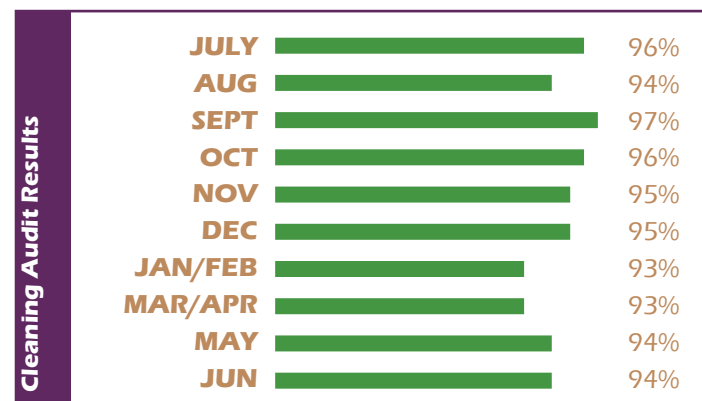
Has commenced laundering all linen internally in 2018. BDH has previously outsourced all non-resident linen to a commercial linen service. The establishment of BDH's own linen services has provided an increase in work hours available for support services staff. Support services staff have worked in partnership with clinical services to implement the new laundry services at BDH.

Cleaning Services

Staff continue to work diligently to maintain a clean environment. BDH monthly cleaning audits are consistently over 90%, which is fantastic.

Ground & Buildings

Have completed renovation works at Boort Primary Care as part of 2016-17 Health Service Violence Prevention Fund. The new works included renovation of reception, waiting area, improved lighting, security and new furnishings. New access paths have been installed connecting the primary care services to the health service allowing safer access for the community. All emergency access points have been upgraded with easy concrete paths installed. A new driveway has been installed at the delivery dock to allow meals on wheels volunteers' easy access for meal pick up and deliveries.



JULY 2019

AUGUST 2019

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15 Term 3 commences	16	17	18	19	20	21
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Patient discharge story

'Only wish I could tell of my experience at Boort District Health in long hand, but old hands can't write too much. So I can say very truthfully I have only 'good, better, best' without an ounce of negativity. I have great memories of much professionalism from Doctors, training staff, of any staff members both domestic, chefs and all others (hope I haven't forgotten anyone), their thoroughness, kindness to this old lady. Nothing was any trouble and they made me feel special, they frequently told me 'We are here to help you get better', 'If there is anything that we can do'. So my experiences at BDH are extremely positive and my grateful thank you.'



AGEDcareACTIVITIES

The Aged Care Activities program is delivered by Activities Coordinator five days a week.

Activities are provided in the evening and weekends. BDH offer a wide range of activities, all based on person centred care. The residents are consulted on which activities they would like, we promote choice, independence and diversity. The residents enjoyed the following activities:

- Pet therapy
- Men's Shed
- Musical items
- Movie afternoons
- Bingo
- Men's group
- Christmas in July
- Down the street
- Craft
- Residents Meetings
- Wine and cheese tastings
- Velocity children visit
- Sharon's frog collection
- Shrove Tuesday Pancakes
- Debutantes visit
- Footy day lunch
- Thai cooking
- Drives around town to feed the duck
- Weekly library visits
- Weekly church services
- Football Tipping
- Cooked Breakfasts
- Trips to Barham
- Senior Citizens luncheons
- Carpet bowls
- Birthday celebrations
- Baby baths
- School children visit
- Melbourne Cup & Oaks day
- Christmas lights tour
- Famous faces
- BBQ's
- Biggest afternoon tea
- Video link through messenger to the USA



AUGUST 2019

SEPTEMBER 2019

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PLANNED ACTIVITY GROUP and SOCIAL SUPPORT (PAGASS)

The PAGASS program is co-ordinated by staff members. BDH community services has seen approximately 80 clients participate in their programs in the 2017 – 2018 period. This also involved 2019 points of contact. The group offers a variety of activities, outings, theme days and much more that participants actively enjoy.

Snapshot of Activities

- “Down the Street” – shopping and catch up with the community
- Specific support for isolated people
- Talk and Tucker
- Ladies and Laughs
- Staying Strong
- Home chat program • Men on the Move

PAGASS	80 clients	2019 points of contact
AHA	4 programs	3 days per week
ACTIVITIES	26 residents	Staffed 5 days/week
DNS	54 clients	1300 points of contact
TCP	9 clients	70 points of contact
VOLUNTEERS	32 volunteers	Assisted with 11 programs

Volunteers

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SEPTEMBER 2019

OCTOBER 2019

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16	17	18	19	20 Term 3 ends	21	22
23	24	25	26	27 AFL Grand Final Friday	28	29



Vi Jobling



Vi Jobling is a long term resident of Boort District Health (BDH) Aged Care. She has been a part of the facility since February 29th 2008. Vi was born in Koondrook on 23rd June, 1923. She settled with her husband on the family farm in Lalbert, they had 2 sons and endured droughts and dust storms, and hard times, Vi describes them as survivors, they worked hard and never spent much money, but had a good life.

They moved to Swan Hill in 1950, her husband still worked the farm. Vi nursed her husband when he was sick, he has been gone for 21 years. Vi was advised by her doctor, when unwell herself, that she should think about going into care, but facilities near her had no vacancies. The Boort Hostel was able to offer a place, she was unsure, but after meeting the manager of the Hostel – Lynne Sinclair, she knew she would like it. She loved Lynne, and she helped Vi make it her home.

They introduced Vi to the Day Centre 'Toffs' group, and she has made friends which has made all the difference. She loved the hostel gardens, pathways and the openness. She enjoys the church services offered at Loddon Place, and finds her faith means she never feels alone. She spent 4 months in hospital last year, but has returned to Loddon Place well again. She describes herself as a 'Mallee Girl', and is an amazing lady to talk too. She has five grandchildren, great grandchildren, and great, great grandchildren. A great quote from Vi, 'Necessity is the mother of invention!'

OAKS DAY 2018



Allied Health

The Allied Health program is delivered by our allied health assistant, offering low impact exercise sessions including hydrotherapy, walking and the Staying Strong program.

Allied health assistant works closely with our Physiotherapist who sees residents, clients and community members 4 days a week at Boort and this has seen an improvement in the pain management of our aged care residents in particular.

Additional allied health and physiotherapy services are provided within the transitional care program provided to individual clients as per their assessed needs.

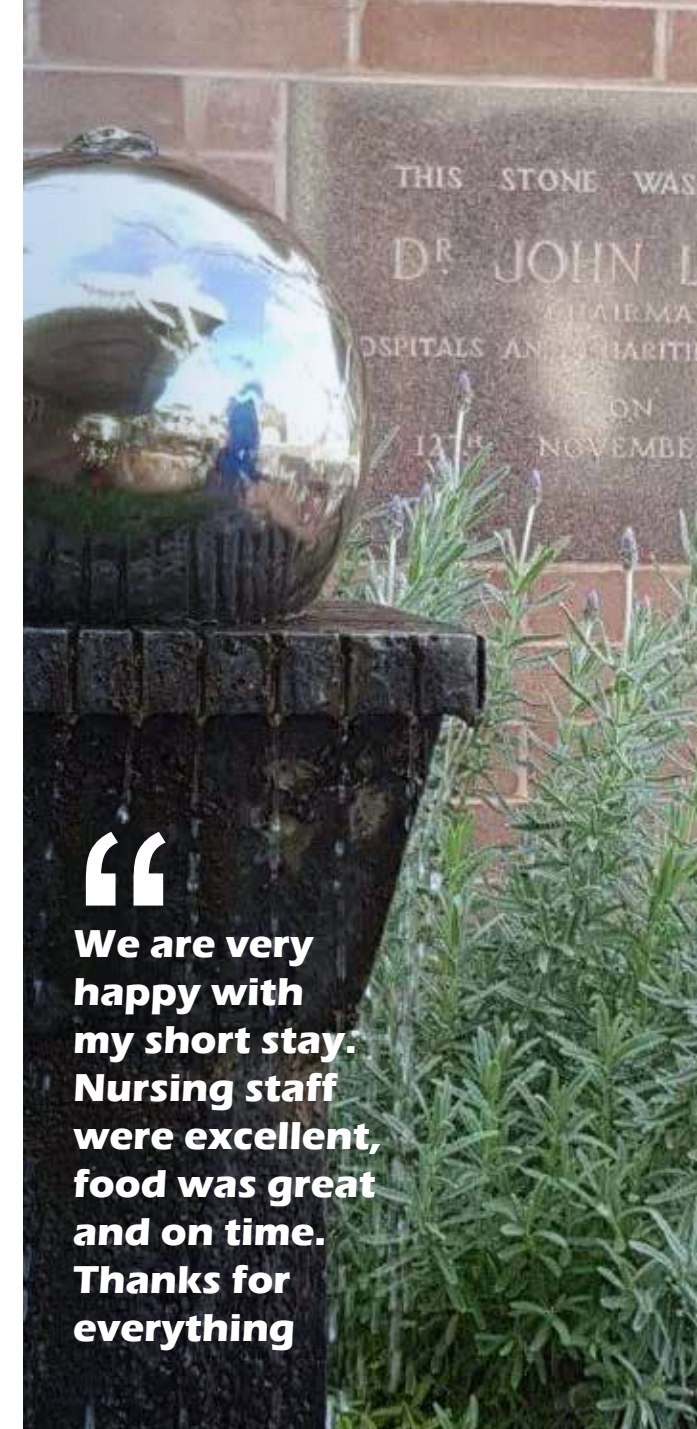


OCTOBER 2019

NOVEMBER 2019

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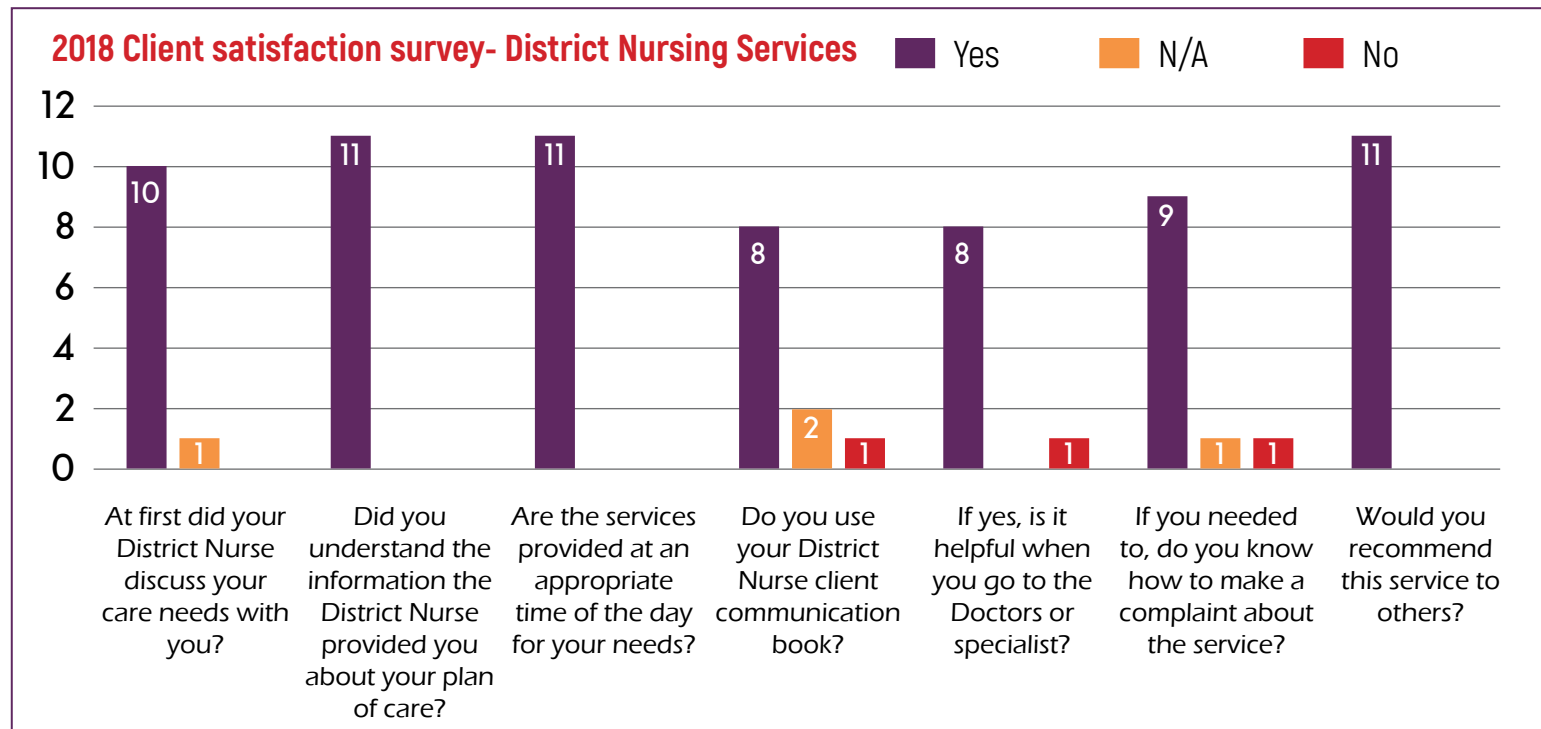
We are very happy with my short stay. Nursing staff were excellent, food was great and on time. Thanks for everything



DISTRICT NURSING services

The District Nursing Service is provided by Registered Nurses. The nurses care for clients in the community over a five days each week. The nurses have cared for 54 clients over 1300 visits in the 12 month period.

Our dedicated team attend to multiple health needs which include wound dressings, complex medication therapies, assessments and support. Within the District Nursing Service there are additional hours provided for clients who are involved with the Transitional Care Program. The Transition care program was delivered to 9 clients and involved 70 contact visits.



Comments from survey:

'I cannot think of any improvements, I have had such good care from each District Nurse, and I am extremely grateful for their expertise and care.'

'I look forward to their visits very much.'

'This service makes my day, and does provide a sense of security and care'

Consumers at BDH Partnering with consumers describes the systems and strategies to create person-centred health systems that are required to maintain and improve the reliability, safety and quality of health care, and improve health outcomes for patients. New standards in both Aged Care and Acute services are harnessing the importance of consumers. They provide lived experiences and bring community expectations that can help shape a service. Consumers are the experts, their experience and stories are to be respected. They provide valuable feedback to health services.

At BDH we have a Consumer Advisory Committee which all members of the community are invited to be a part of. We have quarterly meetings or more frequent if required, members review feedback from all areas, and are invited to attend any consumer orientated education sessions. Consumer members have driven ideas for the purchase of activity equipment for the Aged Care facility, and provide valuable feedback to our health service from the broader community.

NOVEMBER 2019

DECEMBER 2019

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Staff at BDH

- Working towards a more integrated approach to supporting our staff at BDH



BDH has established a People Matters working party with the intention of providing a more integrated approach to supporting our staff. The working party comprises staff from all areas and managers. They have developed an action plan, which all staff were invited to review. The final plan has been added to the BDH intranet on the People & Culture tab.

BDH is committed to a positive culture at BDH. Culture in a workplace is very important, culture is about how we solve problems, systems and thinking, and how we provide a safe and quality experience to our patients. BDH has an active social club that offers activities for all staff to be a part of, whether they are a member or not.



YOUR FEEDBACK IS IMPORTANT TO US

We would like to hear what you think of the Quality Activity Report for 2017/2018

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 for you? Yes No

Where did you obtain this report?

Comments:

.....

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

Feedback received from our community about 2016/2017 BDH calendar was:

- More pictures
- Less dialogue
- Note public holidays & school holidays on the calendar

DECEMBER 2019

JANUARY 2020

M	T	W	T	F	S	S
	1	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	28	29	30	31		

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
30	31					1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20 Term 4 ends	21	22
23	24	25 Christmas Day	26 Boxing Day	27	28	29



