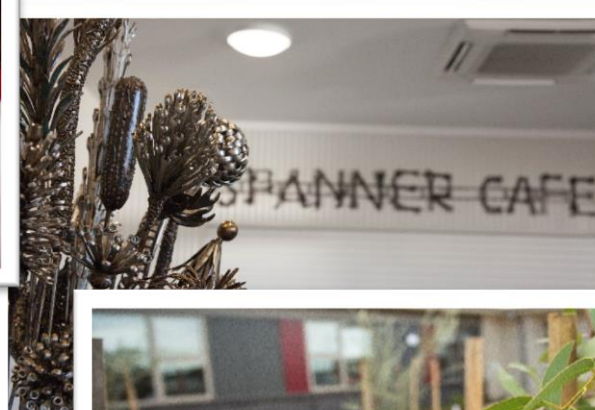
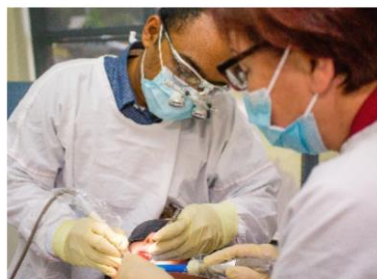


# QUALITY ACTIVITY REPORT 2016/2017



# CEOreport



*In showcasing our achievements in the last twelve months, our aim is to ensure this report is a way of sharing information about the services we offer and the improvements we have made in response to feedback and consultation.*

## *Welcome to our 2017 Quality Activity Report*

### **A message from the Chief Executive Officer**

**I am very pleased to present the 2017 Quality Activity Report for Boort District Health (BDH) to our community.**

**In this year's Quality Activity Report we focus on the many achievements of our staff in providing high quality, person - centred care. In developing this year's publication, we have included feedback from our consumers including increasing the size of wording, content layout and sharing a range of consumer experiences.**

**Boort District Health is committed to creating healthy communities and providing integrated healthcare services for the community of Boort and surrounding districts. Over the last twelve months, a range of initiatives across our organisation have sustainably improved the way that we deliver our services. We are continually pursuing better outcomes and I congratulate the staff at Boort District Health for their dedication and commitment to consistently maintaining high standards across all of our services.**

**The significant contribution by staff, consumers, carers and members of our community is sincerely appreciated.**

**We hope you enjoy reading this year's Quality Activity Report and that you find the content informative and interesting.**

*'I would like to thank everybody for their love and care towards me whilst I have been in hospital'*

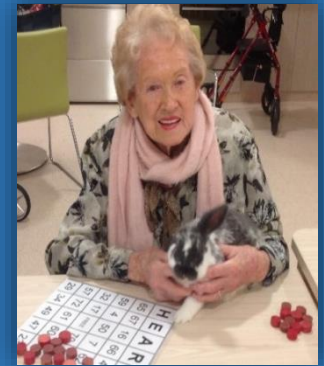
# January 2018



February 2018

Su	Mo	Tu	We	Th	Fr	Sa
28	29	30	31	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	1	2	3

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
31	1 <b>New Years Day</b>	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 <b>Australia Day</b>	27
28	29	30 <b>Term 1 Begins</b>	31	1	2	3



## Did you know that BDH has a 2 bed Urgent Care Centre (UCC)?

- It is not staffed with a doctor on site.
- It does not offer the full suite of emergency equipment/facilities that larger organisations such as Bendigo Health has.

The BDH UCC is staffed with qualified Registered Nurses **24 hours a day**, every day of the year.

It is supported by St Anthony Family Medical Practice P/L and the Boort Medical Clinic by **ON CALL** visiting medical officers (VMO's) on a roster basis either in person or over the phone.

### What does this mean?

- There is a qualified nurse on duty every day, every shift, every single day of the year, who can see you and assess you if you present to BDH UCC feeling unwell or injured.
- There are VMO's on call at all times who will be consulted over the phone regarding your care and will either give advice and medical orders over the phone to the nurse treating you **OR** they will assess you and consult with you via Telehealth **OR** they will come in and see you face to face in our UCC.

### What is Telehealth?

- Telehealth is a mobile unit that staff can use to connect with the VMO. You will see them in real time on the monitor and they will see you on their device (either phone or iPad). They can chat with you, ask you questions, see your concerns and make assessments and plan for your care via this method.
- If you phone BDH for advice and are advised to present to UCC or if you present to UCC in person by your own means or you are brought to UCC by Ambulance Victoria, our nurses on duty will triage you.

### What does TRIAGE mean?

- The Australasian Triage Scale is used universally across ALL public UCC's and ED's in Victoria.
- It is a system whereby you are assessed according to the severity of the illness that you present with and the urgency of medical intervention that you require.
- Based on what you tell the nurse and how they assess things about you such as your heart rate, your blood pressure, your level of consciousness, your ease of breathing etc., you will be assigned a TRIAGE CATEGORY SCALE ranging between 1 and 5.

BDH is classified as a Level 0-1 public health care facility. What this means in our UCC is that if you are Triaged at a Cat 1 or 2, you will only stay at BDH long enough to be stabilised and appropriate transport will be arranged for you to go to a larger health facility such as Bendigo Health.



Australasian Triage Scale	Acuity (time to be seen by nurse)	Code	Examples
Resuscitation	Immediately	1	Unconsciousness, shock, multi-trauma
Emergency	Within 10 minutes	2	Severe pain, dyspnoea, altered consciousness
Urgent	Within 30 minutes	3	Abdominal pain, minor fracture, infections
Semi-urgent	Within 1 hour	4	Minor trauma
Non-urgent	Within 2 hours	5	Chronic conditions

Person Centered Care

Maintained all accreditation  
requirements for Acute  
Services

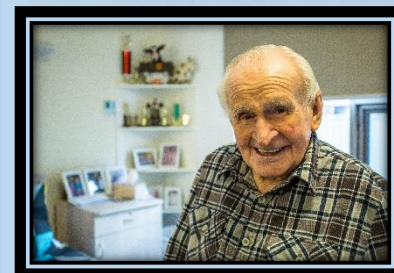
Allied Health Assistant takes  
Community groups to hydrotherapy  
sessions weekly

# February 2018

March 2018

Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	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

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
28	29	30	31	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	1	2	3



# Dental Services



## Family Dental Care



Boort District Health operates a single chair clinic and offers both public and private dental services. Dr Manoj Mogilisetty (MJ) is the dentist and provides the following:

- Emergency Treatment
- Prosthodontist (e.g. Dentures/Crowns/Bridges)
- Preventative Oral Health treatment
- Children's Dental Health
- Orthodontic Referrals

During the year the dental service has provided outreach services to nearby Aged Care facilities. This service caters for Aged population with onsite visits.

The dental clinic also provides dental services to Mallee District Aboriginal Services (Mdas). This has been an important relationship, it has provided aboriginal people with the confidence to seek dental advice and treatment from the dental team. The BDH dental service caters for onsite exams, with further treatment accessed at dental clinic in Boort. The Kerang Aboriginal Medical Services provides transport to our services.

Boort District Health also partners with Northern District Health to provide the Smiles 4 Miles initiative of Dental Health Services Victoria (DHSV), which works in partnership with organisations to improve oral health of children under 5. The program promotes Smiles 4 Miles in kindergartens throughout the Loddon Shire.

Boort District Health Dental Clinic is happy to accept any new patients, and to add patient's to the General or Denture waiting lists. General Waitlist incurs waiting time of 9 months, Denture waiting list incurs waiting time of 3-6 months.

*'I feel very fortunate to have such wonderful care with our dentist & staff. Made me feel comfortable at all times for someone who does not like going to the dentist'*



Dental Care



*'Dr MJ 'Our local dentist' is amazing, made me feel very comfortable'*

# March 2018

April 2018

Su	Mo	Tu	We	Th	Fr	Sa
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	1	2	3	4	5

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
25	26	27	28	1	2	3
4	5	6	7	8	9	10
11	12 <i>Labour Day</i>	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29 <i>End of Term 1</i>	30 <i>Good Friday</i>	31



# Community Services

*'The thing I like the most is morning tea & socialisation'*



## Staff and Volunteers

Maree Stringer, Carmel Allison and Deanne Smith work together in Community Services for the benefit of the Boort Community. They aim to support people's independence and keep them at home for as long as possible.

Our band of nearly 30 volunteers offer great assistance to the BDH Community Services programs, which is greatly appreciated.

**Tuesday's activities** remain focused on providing social days for those with higher needs. Clients attend the Day centre for lunch and activity. We have had musical acts from clients, visiting local musicians, guest speakers, a Mobile Zoo, quiz afternoon, lake drives, and concerts. Clients have the opportunity for at least one outing per month for lunch and activity. Outings this year have included trips to Kerang, Wedderburn, Bendigo, Charlton, Cohuna, St. Arnaud and a special trip to Brim to see the silos.

**Talk & Tucker** group consists of a luncheon on the second Wednesday of each month, enjoying each other's company with conversation the order of the day. There are many jokes and interesting stories from yesteryear thrown in for good measure.

**Home chat** involves a staff member or volunteer going out into the community on a weekly basis to visit people on a rotating basis. Each client is seen approximately every 2-3 months. Those requiring more regular visits are seen every two weeks. Home chat clients are generally clients who do not attend our regular planned activity groups.

Our Thursday group, **Ladies and Laughs**, has been busy over the past twelve months. The ladies attend the Day Centre for lunch and an activity, sometimes an outing. Activities this year include hat day, lunch at local cafes, footy tipping competition, local music acts, games days and quiz afternoons, also theme days such as St. Patrick's Day, Mother's Day, Biggest afternoon Tea, Daffodil Day and Pink (breast cancer awareness) Day. We have also been on trips to Wedderburn, Kerang, Cohuna, Bendigo, Charlton and Maldon.

The **Men on the Move** program has involved participants with tours to Wycheproof, Pyramid Hill and Evans' farm for a tour of the machinery. This year the Men's group has combined with the Loddon Place male residents for activities, due to the cessation of the District Men's group in 2016.

**Staying Strong** has continued to be popular this year. Dee runs the strength building program twice weekly as well as a session at the hydro-pool in Kerang every Monday. The program is not only physical but also very social and fantastic for emotional well-being.

**Down the Street** program continues to be available to the residents of Boort with a small band of volunteers driving on a weekly basis. This program enables those in the community without their own means of transport to do shopping in Boort and be socially active within our community.



**BDH provides transport for isolated people, enabling access to medical appointments in Bendigo and Kerang. Our volunteers have transported over clients to 60 specialist appointments in the 2016-2017 as well as local transports.**



**Zoo Visit  
Seniors week**





# Footy Day



## April 2018



May 2018

Su	Mo	Tu	We	Th	Fr	Sa
29	30	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	1	2

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 <b>Easter Sunday</b>	2 <b>Easter Monday</b>	3	4	5	6	7
8	9	10	11	12	13	14
15	16 <b>Term 2 Begins</b>	17	18	19	20	21
22	23	24	25 <b>Anzac Day</b>	26	27	28
29	30	1	2	3	4	5

*The Aged Care Activities is delivered by co-ordinator Sandra Poyner five days per week. There are regular activities five days a week. Sandra also publishes the 'Gentle Touch' newsletter that is distributed to the residents and families. Activities the residents are offered range from word quizzes, Monday Madness, drives around the lake to feed the ducks, singing on a Tuesday, Men's' group, Library at BRIC, Men's shed, bingo, down the street, cooked breakfast, church and much more.*

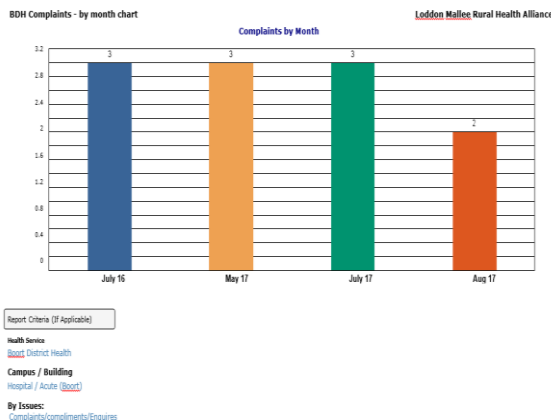


# Quality & Safety

Patient Opinion exists to help improve health services by providing a platform to enable open and transparent dialogue between patients/clients/consumers and health service providers, this feedback helps improve care and train workforce



Complaints 2016-2017



The purpose of the Quality account is to provide information to our community about our services of quality of care and safety. The Quality account is to improve our communities understanding of the processes and outcomes that Boort District Health Quality systems provide.

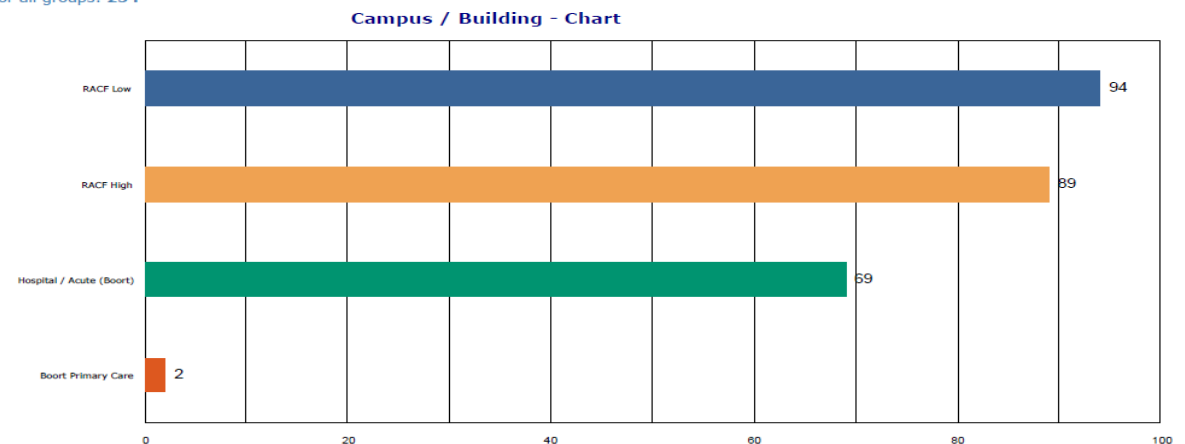
BDH has been busy with accreditation this year. In September 2017 BDH underwent an organisational survey against the Australian Council of Healthcare Standards, all 10 National Standards were reviewed. All previous recommendations were met, BDH received six (6) not met outcomes, however all six were Developmental Actions. There are 256 actions across the NSQHS standards. BDH has implemented an action plan to rectify the not met outcomes before next survey. However, all core standard requirements are met so accreditation is achieved for BDH for the next three (3) years to October 2020.

BDH District Nursing and Adult Day Services was reviewed by the Australia Aged Care Quality Agency on the 9<sup>th</sup> of October 2017, the services were accredited against the three (3) Commonwealth Home Care Standards.

## Clinical Incidents Summary

Campus / Building	Boort Primary Care
Campus / Building	Hospital / Acute (Boort)
Campus / Building	RACF High
Campus / Building	RACF Low

Total number of discrete items for all groups: 254



**PATIENT  
OPINION** AUST  
**BE HEARD.**  
BE HEARD



*'Thank you to the Nurses, Kitchen Staff, Cleaners and Physio, for making my stay in your wonderful hospital so Enjoyable'*

# May 2018



June 2018

Su	Mo	Tu	We	Th	Fr	Sa
27	28	29	30	31	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

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
29	30	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	1	2

## **Complaints, Compliments & Feedback**

*Is captured with BDH feedback forms, which are available throughout the organisation and available to all patients, clients and consumers. During July 2016 to August 2017 BDH received 11 complaints in Clinical Care, all issues raised through complaints have been addressed, improvements and education have resulted from the outcomes.*





# Quality, Safety & Care

**District Nursing Services (DNS)** provides nursing care delivered by Registered Nurses to community members living in their homes in Boort and the extended surrounding district. DNS staff have ongoing education and are our leading champions in wound management, goal directed care planning and continence management. They provide referrals through 'My Aged Care' for Aged Care Assessment Services (ACAS) for both permanent and respite care, or alternatively for a Regional Assessment Service (RAS) for a care package that provides services to assist clients to remain in their home. 'Hospital in the Home' is also offered in conjunction with Bendigo Health Care Group as well as referrals for 'Support Services' offered by the local Loddon Shire. The BDH Transitional Care Program (TCP) is also part of District Nursing Services. The program provides care and service coordination of allied health professionals for short term periods of up to 12 weeks for older people who have been in hospital. It aims to support clients to reach maximum independence after an acute illness to return to home. The DNS have had 2117 visits in the twelve month period and travelled 7638km's.

**Patient Continuity of Care:** BDH endorses that the process whereby the DNS staff make a follow up telephone call to **EVERY** acute patient after discharge (usually within 24 hours). The staff conduct this welfare check which includes specific questions to the discharged patient about their health and wellbeing now they are home. DNS staff confirm that any required follow up medical, GP and specialists appointments are made, any concerns with discharge medications, level of satisfaction with the care received and any other feedback or support that can be offered by BDH.

## Immunisation for Influenza

All staff at Boort District Health are encouraged to participate in the annual vaccination program against influenza. Employees at BDH are often very susceptible to catching bugs. It is important for people to try to avoid catching the flu and especially important for staff not to spread to people in their care (or fellow staff members). BDH provides free vaccinations to all staff with a 95% compliance rate for 2017. The DHHS sets its target at 75% for all staff.

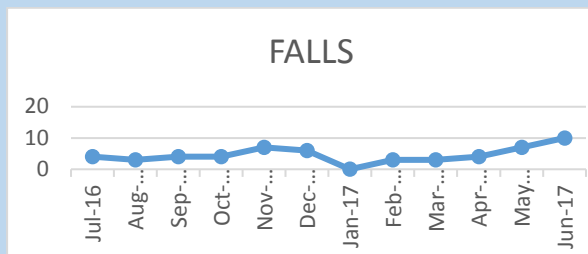
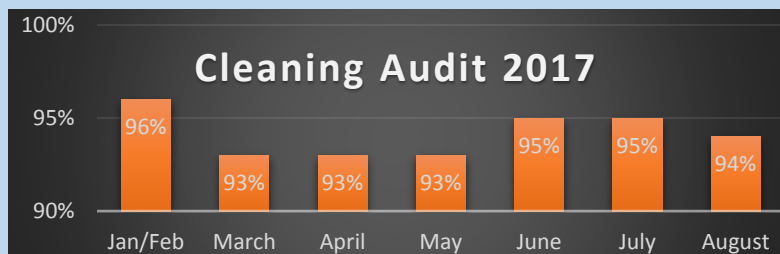
## Hand Hygiene

At Boort District Health we continually review hand hygiene compliance with the 5 moments of Hand Hygiene. We audit Hand Hygiene practices in all clinical areas in the process of care delivery. The department of Health and Human Services (DHHS) target is set at 70% compliance, 2016-2017 Boort District Health achieved compliance.



*'Effective Hand Hygiene is the single most important strategy in preventing health care associated infections'*





*BDH is accredited by an External Food Safety Auditor to comply with the Food Safety Act. BDH kitchen is registered with Loddon Shire.*

# June 2018

July 2018

Su	Mo	Tu	We	Th	Fr	Sa
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	1	2	3	4

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11 <i>Queen's Birthday</i>	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29 <i>End of Term 2</i>	30

## Cleaning Standards

*Monthly cleaning audits are conducted throughout BDH, the results consistently over 90%. An annual external cleaning audit was conducted in 2016 with an outcome of 98%, 2017 – 97%. Great results!*



# Staff Matter at BDH



## The Annual People Matter Survey was completed by 46% of BDH staff in 2017

The survey gives our staff the opportunity to express their views on how our shared public sector values and employment principles are demonstrated in our organisation by colleagues, managers and senior leaders. The survey also measures the level of staff engagement and job satisfaction. BDH held an 'All Staff' meeting after the survey results were available, staff were asked to nominate themselves to form a working group from all areas. This working group will meet to discuss strengths and any areas that need further investigation or improvement as reflected in the results of the People Matter Survey. The group will implement processes and systems to improve BDH for all staff and patients together.

BDH holds regular 'huddles/rounding' to keep staff informed, and it gives staff the opportunity to talk to their manager about any problems they may have or any staff member they would like to recognise for **'a job well done'**. Recognised staff are presented with a small token including chocolate bars and Spanner Café vouchers.

All employees of BDH are required to complete annual mandated education according to their position. This includes online elearning, and 'All Staff' education days.



Concern and Care

What is Working Well

People to Recognise

Systems to Improve

Tools and Equipment

### Rounding on Staff



1. What is working well?
2. Are there any individuals whom I can recognise?
3. Are there any doctors whom I should be recognising?
4. What systems can be working better?
5. Do you have the tools and equipment to do your job?

# Donations

## July 2018

August 2018

Su	Mo	Tu	We	Th	Fr	Sa
29	30	31	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	1



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16 <b>Term 3 Begins</b>	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

*Thank you for  
your  
continued  
support of  
BDH*

# Working *with Consumers*

BDH senior managers have focused much energy this year in refining our committee structures. We now boast a concise and systematic structure that really does reflect the BDH vision and philosophy and has proven to ensure information flows up and down our organisation structure.

Within this work we have increased our community engagement and worked towards maximising our consumer engagement.

At BDH the community and our consumers have a number of opportunities to have input into service delivery. Consumers are invited to sit on a number of our committees. If you or someone you know might be interested in such a role within BDH please make contact with Donna Doyle the Director of Clinical Services.

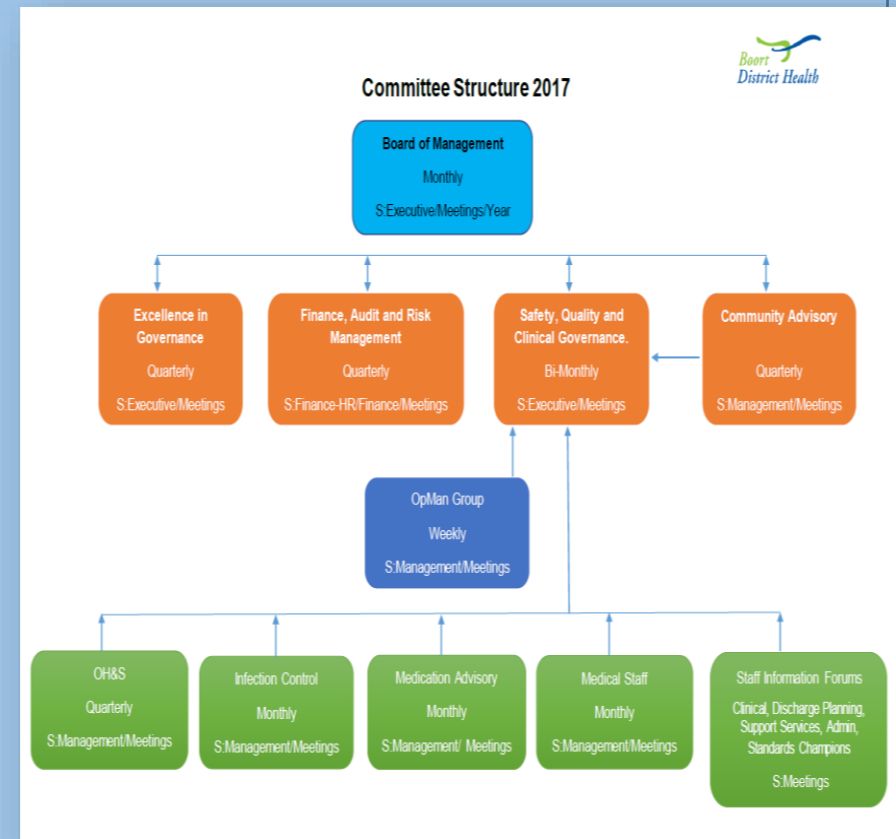
Partnering with consumers is about BDH actively working with people who use our healthcare system to ensure that health information and services meet people's needs.

There are lots of terms used to describe the concepts of partnerships with consumers, such as patient-centered care, consumer engagement, patient participation and citizen engagement. Essentially, partnerships with consumers exist when consumers are treated with dignity and respect, information is shared with them, and their participation and collaboration is encouraged.

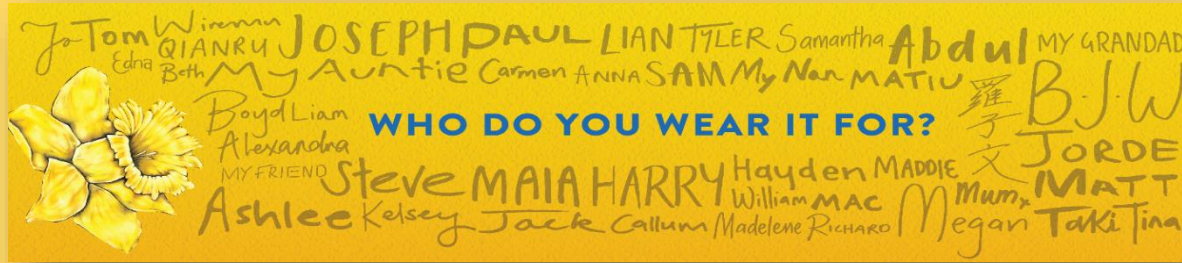
**Partnerships with consumers can come in many forms. Some examples include:**

- working with consumers to check that health information is easy to understand, for example brochures
- using communication strategies and decision support tools that tailor messages to the consumers
- including consumers in governance structures to ensure organisational policies and processes meet the needs of consumers
- involving consumers in critical friends groups to provide advice on safety and quality projects
- establishment of consumer advisory groups to inform design or redesign projects

There is good evidence that patient-centered approaches to care can lead to improvements in safety, quality and cost effectiveness, as well as improvements in patient and staff satisfaction. BDH has a Consumer Committee that review information provided by BDH at their meetings, and value their feedback that they bring from the wider community about BDH.



# Daffodil Day



## August 2018



September 2018						
Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	31	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	1	2	3	4	5	6

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
29	30	31	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	1



# Environmental Services

## Support Services

Support Services Staff moved into a new spacious state of the art kitchen and commercial laundry in October 2016. The kitchen has two new large commercial ovens and large industrial dishwasher. The new laundry includes energy efficient washers and dryers.

## Food Services

Boort District Health is committed to providing high quality and nutritious meals that reflect the patient and resident's dietary needs. During the year the food services team produced, delivered and served approximately **27,770 meals**.

The Spanner Café operates in a small area located between reception, urgent care and the hospital kitchen. 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 friendly staff.

## Environmental Sustainability

Boort District Health is committed to improving the environmental sustainability of our operations and minimise the environmental effects associated with our operations to the greatest extent possible. We do this by minimising waste, being responsible with our purchasing practices and monitoring BDH's environmental impacts.

### To date Boort District Health has:

- Continued use of electronic meeting program enabling us to be paperless at all meetings
- Participation in environmental friendly processes within Boort District Health; such as printer cartridge and battery recycling, separation of comingled wastes (composting, bricks, pipes, plastics etc.) and regular waste audits
- Bicycle parking and scooter facilities for staff and visitors to BDH
- Installation of Solar Power to reduce dependency on the powergrid
- Installation of Solar Hot Water for all patient/resident showers with gas boost when required
- All external windows are double glazed on the new facilities
- Energy efficient individual heating and cooling for all rooms
- Underground water tank to collect water for use in grey water system and garden areas
- Installation of water saving devices in all showers and toilets
- Garden planting – drought friendly selection watered with grey water when possible. Automatic watering systems installed
- Installation of energy efficient generator to power hospital during power outages
- All Lighting is set on a timing system to regulate external lighting. Lighting is LED fluorescent tubing





# September 2018

October 2018						
Su	Mo	Tu	We	Th	Fr	Sa
30	1	2	3	4	5	
7	8	9	10	11	12	1
14	15	16	17	18	19	2
21	22	23	24	25	26	2
28	29	30	31	1	2	

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21 End Term 3	22
23	24	25	26	27	28 Grand Final Holiday	29
30	1	2	3	4	5	6



*The Spanner Café opened on 27<sup>th</sup> February 2017, it is an important part of consumer engagement at BDH. Our patients, residents their families, and the general public spend time at the 'Spanner Café'. The beautiful spanner sculpture showcased at the café is part of the tourism 'Spanner Man' sculpture trail*



# Consumer engagement & development

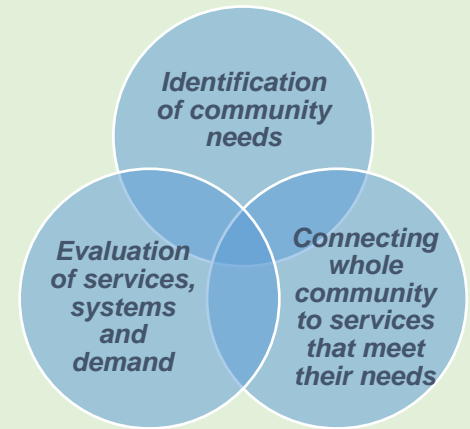


*The History Bollards, as pictured, have been a project of the Boort Historical Society. Members of the BDH consumers Committee ensured that BDH has a bollard set in the garden area alive with the Health Services history.*



*Boort District Health has an active Community Advisory Committee. It has and will continue to be the voice of community involvement and feedback in the decision making and development of BDH.*

*'BDH Community staff always go out of their way to be helpful, making it enjoyable to be in our group'*



*The 'Men's Shed' is also part of BDH consumer engagement. This year the Men's shed has extended their initial building, and taken ownership of the existing Hostel garden after demolition of the Hostel building*

## Fundraising for Boort District Health



# October 2018

Su	Mo	Tu	We	Th	Fr	Sa
28	29	30	31	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	1

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
30	1	2	3	4	5	6
7	8 <div>Term 4 Begins</div>	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3

### Child Safe Standards



BDH is working on the implementation of the new Child Safe Standards, with the development of Child Safety Policy. BDH ensures all staff who have contact with Children, have a current 'Working with Children Check' before they can work at BDH.

# BDH Services

The BDH UCC is staffed with qualified Registered Nurses 24 hours a day, every day of the year. It is supported by St Anthony Family Medical Practice P/L and the Boort Medical Clinic by ON CALL visiting medical officers on a roster basis either in person or over the phone.



BDH Allied Health Assistant (AHA) provides a range of Allied Health services to our patients, clients and residents.

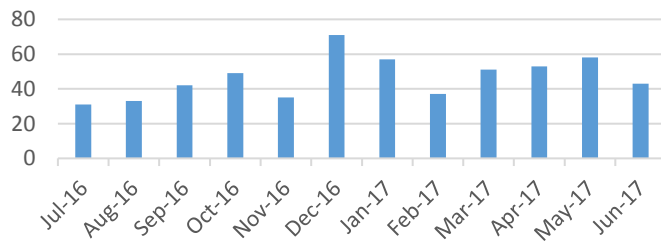
Within our community service area our AHA delivers a weekly hydrotherapy exercise group and a twice weekly Staying Strong strength training in our Day Centre for community clients.

In addition to this the AHA works alongside and under the directive of our Physiotherapist delivering gentle exercise, massage, walking and a pain management program to our aged care residents, acute patients and TCP clients across three days each week.

The BDH AHA provides input into the mobility assessments on admission and as required, for all patients, clients and residents as well as participates in implementation of our Falls Prevention strategies.



UCC presentation 2016/17



*The system for family escalation of care is in place and consistent with best practice.*





*'Everyone makes you feel welcome'*



# November 2018

December 2018

Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	29	30	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	1	2	3	4	5

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
28	29	30	31	1	2	3
4	5	6 <i>Melbourne cup</i>	7	8	9	10
11 <i>Remembrance Day</i>	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	1





*Josie and Jan have been lifelong friends.  
Jan visits Josie during the week to  
share a coffee and a chat at the 'Spanner Café'*



## Josephine 'Josie' Lanyon

Josie came to live in Boort in 1952. Previously working at the telephone exchange in Bendigo, Josie was transferred to Boort, to work at the telephone exchange when a member of staff eloped with her fiancé. She met her husband 'Evan' in the early 1950's. They married, had three children and lived in Armstrong Street in Boort until they moved to their farm on the Charlton Road. They farmed wheat and sheep. They made the decision to sell their farm to the 'Olives' when they started buying all the land surrounding them, at this stage Evan and Josie moved into the township of Boort.

After a fall Josie was transferred to Bendigo Health before eventually coming back to Boort District Health as an acute patient. On completion of her acute care Josie transitioned to the Transitional Care Program (TCP). This program provides funding to allied health and other services. All these services worked collaboratively with nursing staff and the GP to determine Josie's exact health needs and a plan of care was put into place, to aid Josie in her recovery to achieve the best possible health outcome.

When TCP ended, Josie and her family made the difficult decision to remain at Boort District Health as an aged care resident. This was not an easy decision for Josie, she has since sold her house, finding this very difficult, more so because her children had nowhere to stay when they visited her. Her move to rectify this was to purchase accommodation at the local Boort Lakes Caravan Park, ensuring her children would have accommodation when they came to visit.

Josie's journey has been a progression through care, but with the support of her family and BDH staff she has settled into life and care at 'Loddon Place'.

## STRENGTHENING HOSPITALS RESPONSE TO FAMILY VIOLENCE (SHRFV):

The government's commitment to the prevention and response to family violence requires ALL Victorian health services to implement a SHRFV initiative. In working towards this BDH have commenced training in Identifying Family Violence, reviewed and refined our emergency responses for Code Grey – Disturbed Person, commenced introduction of a Duress alarm system within all areas of BDH and endorsed a BDH specific action plan for the ANMF's 10 point plan to end Occupational Violence and Aggression.



## CANCER SURVIVORSHIP:

Boort District Health has continued its commitment to the collaborative Murray PHN Cancer Survivorship project. Together with members of the steering committee which includes KDH, IDH, EWH, Southern Mallee PCP, BLPCP, Campaspe PCP, NDCH, SWDH, LMRHA, Mallee Track Health, RFDS, Kyabram and REDHS, BDH is the Administering Organisation and over the last 12 months have supported the application of the project for grants to;

- Improve access to health and community services for cancer survivors across the region across all tumour streams.
- Increase the integration and capacity of primary and community health agencies to support cancer survivors and
- Create and maintain effective and sustainable agency partnerships across the region.

With the goal to implement a whole-of-system approach to enhancement of continuity of cancer survivorship care BDH have supported one Registered Nurse to become a qualified Living With Cancer educator as well as a Wellness and Life after Cancer facilitator.



# December 2018

January 2019

Su	Mo	Tu	We	Th	Fr	Sa
30	31	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	1	2

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21 End Term 4	22
23	24	25 Christmas Day	26 Boxing Day	27	28	29
30	31	1	2	3	4	5

# Working with Indigenous Australians



*BDH staff recognise and respond to the distinct needs of Aboriginal clients and their families. Furthermore, understanding the size, health and well-being of our Aboriginal Community is essential to inform planning and evaluation of services as outlined in the relevant Policies at BDH*

*In 2017 BDH included Cultural Awareness with Jida Gulpilil in 'All Staff' mandated education*

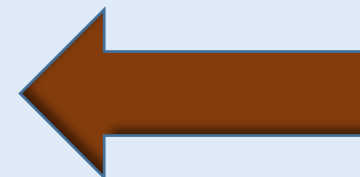
*We are proud to acknowledge BDH is situated on Dja Dja Wurrung country of the Jaara People and we pay our respects to their elders past and present. We acknowledge their living culture and the unique role they play in the life of this region.*

*Boort District Health recognises the Dja Dja Wurrung people as the Traditional Owners of this land where our services are based. Dja Dja Wurrung people have been custodians for many centuries and have performed age old ceremonies of celebration, initiation and renewal.*

*We recognise that Dja Dja Wurrung have traditionally supported the health and wellbeing and especially the spirituality of people.*

*Boort District Health is committed to improving the health outcomes of all Aboriginal and Torres Strait Islander people and will work in partnership with them to ensure that Boort District Health has more open attitudes and increased awareness of health issues impacting aboriginal people.*

*We acknowledge the art work of Jida Gulpilil*



*BDH proudly displays this plaque at the entrance of our Health Service along with artwork by Indigenous artist Jida Gulpilil.*

# *Feedback is important to us*

*We would like to hear what you think of the Quality Activity Report for 2016/2017*

- |  |                              |                             |
|--|------------------------------|-----------------------------|
| <i>Was the report interesting to read?</i>       | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| <i>Was the information appropriate?</i>          | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| <i>Did you like the presentation and layout?</i> | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| <i>Was the report accessible for you?</i>        | <input type="checkbox"/> Yes | <input type="checkbox"/> 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***



### Advance Care Planning

Is when you can no longer make or communicate your wishes. When faced with such a decision all family members struggle to know what is best, an advance care plan enables you to have the final decision in consultation with your family. Advance care plans can be made with your Doctor or by visiting Boort District Health and speaking with our Advance Care Plan facilitators.

***BDH made a pledge in September 2016 to 'Stop Mental Illness Stigma'. We are committed to end Mental illness stigma and discrimination.***

- We will be informed and learn the facts about mental illness to educate ourselves and others around us
- We will listen and seek opportunities to hear from people who have experienced mental illness
- We will correct people who use hurtful language to describe people with mental illness, such as 'psycho' or 'crazy'.
- We will not exclude people on the basis of a mental illness, and look for ways to involve people who have experienced mental illness in a meaningful and supportive way
- We will treat people who have experienced mental illness with respect and dignity
- We will promote recovery and a level of wellness. Stigma is identified as a major barrier to recovery. When discussing mental illness we will provide a sense of hope and future.

Quality Indicators Q4 2016-2017				YTD		
BDH rates (per 1000 bed days)	Actual	Target	Upper Limit		Actual	Target
Pressure Injuries Stage 1	0.00	0.00	1.20	✓	0.73	0.00
Pressure Injuries Stage 2	0.93	0.00	0.80	✗	0.37	0.00
Pressure Injuries Stage 3	0.00	0.00	0.00	✓	0.00	0.00
Pressure Injuries Stage 4	0.00	0.00	0.00	✓	0.00	0.00
Falls	4.16	3.30	11.00	✓	3.53	3.30
Falls related to fractures	0.00	0.00	0.00	✓	0.00	0.00
Suspected deep tissue injury	0.00	0.00	0.00	✓	0.00	0.00
Unstageable pressure injury	0.00	0.00	0.00	✓	0.00	0.00
Intent to restrain	0.00	0.00	0.00	✓	0.00	0.00
Physical Restraint Devices	0.00	0.00	0.00	✓	0.00	0.00
9 or more medicines	3.24	2.10	3.50	✓	4.99	2.10
Significant weight loss (>3kg)	0.00	0.20	1.00	✓	0.24	0.20
Unplanned weight loss (consecutive)	1.85	0.00	1.00	✗	1.58	0.00



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