



BEECHWORTH  
HEALTH SERVICE

# 2020 CALENDAR

BEECHWORTH  
HEALTH SERVICE  
QUALITY ACCOUNT  
(2018-19)



# Welcome

Welcome to the 2019 Beechworth Health Service Quality Account.

This is our great opportunity to celebrate what we have achieved over the past twelve months both with our community and within our community. We have once again produced an easy to read calendar as feedback told us this is a format the community enjoys. The BHS community includes all of our staff, volunteers and residents as well as the broader Beechworth and surrounds. Additionally, and importantly, promoting quality and safety in care and service delivery based on feedback from our community, our staff and our business continues to guide our actions and our endeavors.

In this reporting period, BHS has continued to embed a commitment to our values of Respect, Integrity, Unity, Innovation and Excellence through our Targeting Our Values framework. Our Targeting Our Values framework describes connections between our values and everything that we do, from the management of risk, the conduct of our committees and to our commitment to service excellence and innovation. We will continue to develop our business in line with our values as we go and with your help.

Our next exciting building projects include a refurbishment of the Acute Unit nurses' station to enhance security for staff and to enhance the amenity of the Acute Unit experience for patients and visitors. We will also be embarking upon the 'Community Street' and 'Community Walk' projects, aimed at further enhancing our residential aged care amenity and encouraging community connections with our residential aged care program.

We have also been very busy implementing digital ECG services. This initiative will enable the rapid digital transfer of a digital electrocardiographic image (ECG) to specialists for interpretation and consultation. This will further enhance the resources available to our local care teams in the treatment of chest pain and acute coronary syndrome. Age-friendly principles also form the focus for a BHS (as lead agency) project with Better Care Victoria, titled Building an age-friendly Indigo health system. With a number of wonderful regionally based partner agencies and consumers, this project is assessing the suitability of a best practice framework for our locality, designed to improve and enhance the experience of older people within the health system.

You will read about a range of other exciting initiatives and achievements at BHS over the past year as you progress through the months of the Quality Account calendar. I'm convinced, that in the pages of the calendar, that you will be just as proud as we are of the past twelve months and equally excited as us about the next twelve months. With your help as a patient, resident, staff member, volunteer or community member, we look forward to working with you across each of the coming twelve months.

MARK ASHCROFT  
CHIEF EXECUTIVE OFFICER





# Your health service

The twelve bed **Acute Unit** comprises six single and three double rooms each with their own ensuite and caters for both public and privately insured patients. Care is provided to people with medical conditions and those requiring ongoing care post-surgery.

The **Urgent Care Centre** is staffed by nurses who are trained in advanced life support. When you attend the Urgent Care Centre a registered nurse will assess you. After being assessed, if required, a General Practitioner may be called. We have access to Telehealth consultation with Emergency Doctors at regional emergency departments, subject to your condition being able to be adequately treated this way. If your healthcare needs can't be treated at BHS you will be transferred to a regional hospital where further investigations can be completed.

The Urgent Care Centre is not an Emergency Department so if you see a General Practitioner in the Urgent Care Centre this attracts a fee. This may result in out-of-pocket costs not covered by Medicare, in this case you will be billed by the General Practitioner.

**Club Connection** provides a range of fun and social activities for anyone who would like to socialise with others. Groups are run in Beechworth, Yackandandah & Tangambalanga with transport available.

The **District Nursing Service** provides a broad range of home based services to people in Beechworth, Yackandandah and surrounding areas. People of all ages can be referred to the District Nursing Service via a phone call from yourself, a carer, friend, GP, other health services, home care packages, NDIS or via My Aged Care.

**Indigo@home** is a strategic partnership between Beechworth Health Service, Alpine Health, Indigo North Health and Yackandandah Health to deliver the Commonwealth Home Support Program (CHSP) and Home and Community Care Program for Younger People (HACC PYP) in the Indigo Shire.

**Primary Health** works with you to achieve your health goals. Primary Health services are Podiatry, Dietetics, Diabetes Education, Physiotherapy, Occupational Therapy, Paediatric Speech Pathology, Health Promotion, balance and gym groups

BHS is a registered **National Disability Insurance Scheme** (NDIS) service provider.

**Residential Aged Care** is provided in The Acacias and Stringybark Lodge where people can access Commonwealth funded high and low care residential services on a permanent or respite basis.



# Equity and inclusion

To improve equity and inclusion at BHS in 2018 – 2019 we have:

- Developed a new Partnering in Healthcare plan with actions to improve equity and inclusion.
- Provided staff development opportunities.
- Conducted an audit of LGBTIQ+ inclusive practice & developed networks with groups representing the LGBTIQ+ community.
- Included a presentation regarding diversity in new staff orientation.
- Implemented a language and interpreters policy.
- Taken actions to improve Aboriginal health.
- Continued to make an interpreter service available. In 2018 – 2019 1 client accessed this service.



## Aboriginal Health

BHS proudly acknowledges the Aboriginal people who live in our local area and we pay respect to Elders past and present. We acknowledge that Aboriginal health is holistic encompassing the physical, social, emotional, spiritual and cultural wellbeing of individuals and the whole community. Unfortunately, for Australia's Aboriginal people, health status is poorer across virtually all measures. At BHS we are committed to improving care for Aboriginal patients and have a Partnering in Healthcare plan to drive this work.

### 2018 – 2019 actions to improve care for Aboriginal consumers

- Acknowledgement of traditional owners introduced at all formal meetings.
- Environment made more welcoming with flags and local artworks.
- Review of site with representatives of local Aboriginal organisations.
- Information made available at key points in the organisation regarding local services that support the health and wellbeing of Aboriginal people.
- Local historian engaged to gain a better understanding of the indigenous history of the local area.
- Training options reviewed with a view to implementing mandatory training regarding Aboriginal health in 2020.
- NAIDOC Week celebration.


# 1 in 5 people in Australia live with a disability.

The BHS Partnering in Healthcare plan includes a range of actions identified as priorities by people with disabilities to improve accessibility.

2018 – 2019 accessibility improvements:

- Re-design of the Acute Unit nurses station to ensure those in motorised scooters and wheelchairs can talk face-to-face with staff.
- Installation of automatic opening doors between the Acute Unit and the Community Health building.
- Application for funds for a project that will focus on improving recruitment and employment retention of people with a disability.

## JANUARY 2020

| MONDAY | TUESDAY | WEDNESDAY        | THURSDAY | FRIDAY | SATURDAY  | SUNDAY           |
|--------|---------|------------------|----------|--------|---|------------------|
|        |         | NEW YEAR'S DAY 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  | AUSTRALIA DAY 26 |
| 27     | 28      | 29               | 30       | 31     |  |                  |

We have worked with Indigo Shire Council to establish **Cool Relief Centres** for our hot summers. **Cool Relief Centres** provide refuge during extreme heat conditions. Many people are severely affected by heat every summer especially those already unwell, older people, young babies and children. **Look for the stickers** displayed on windows of participating businesses with air-conditioning, seating and a jug of water for those seeking relief from the heat.



# Partnering in health care

At BHS we know that people want to be partners in their own care and have a clear say about what really matters to them.

Consumers is a word we use to describe patients, primary health and district nursing clients, aged care residents, and those who access the programs and services provided by BHS.

BHS uses the Safer Care Victoria Partnering in Healthcare Framework to ensure that consumers participate at all levels.

In the year ahead we will implement our Partnering in Healthcare plan 2019 – 2022 and with a focus on:

**Equity and inclusion:** Development of a volunteer program to provide advocates for those with limited or no personal supports.

Development of systems to support diverse consumer representation at all levels.

**Personalised and holistic care:** Investigate Patient Activation Measures (PAM) to support consumers to engage in their healthcare.



## To make it easier for consumers, carers and community to participate fully and effectively in their healthcare, BHS provides:

- Consumer information that has been reviewed by the Community Advisory Committee.
- Consumer information in a range of formats.
- Training opportunities – for example dementia training and a recent presentation from the Elder Rights Advocacy Service.
- Opportunities to attend regional and state level forums – for example the 2019 Safer Care Victoria Partnering in Healthcare forum.
- Access to information forums via video link – for example the Insight into Parkinson's global summit.



## FEBRUARY 2020

| MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY | SUNDAY |
|--------|---------|-----------|----------|--------|----------|--------|
|        |         |           |          |        | 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       |        |

Indigo Calling is a telephone visiting service where community members are matched with volunteers from their community for a regular, friendly chat at an agreed time.

Trained volunteers are matched with community members based on their interests, hobbies and availability.

The key aim of Indigo Calling is to provide friendship and companionship to participants. A phone chat can help break down isolation so local people can remain connected and included in their own community.

Indigo Calling is free for people who enjoy some social contact via the phone.

**If you would like to become a volunteer caller or receive a friendly phone call please contact the Volunteer Coordinator at BHS.**

In February we welcome our new intake of Graduate Nurses who will spend the first year of their nursing careers at BHS, supervised and in a supportive environment.

# Victorian Health Experience Survey

The Victorian Health Experience Survey (VHES) is a state-wide appraisal of Victoria's Acute Care Hospital Services and Primary Health Services conducted on behalf of the Department of Health and Human Services.

The purpose is to evaluate the care that is delivered by hospitals such as BHS in comparison with similar services around the state.

After a patient has left hospital they are contacted by email or by post and invited to complete the survey.

Survey responses are anonymous.

## Recent Acute Unit results:

|   |               |
|---|---------------|
| How would you rate the care received while in hospital? | (100% result) |
| Did you receive assistance from staff when needed?      | (100% result) |
| Was your care explained in a way you could understand?  | (100% result) |
| Did the doctors and nurses work well together?          | (100% result) |

## Recent Primary Health results

|   |               |
|---|---------------|
| How would you rate the care you received at the health service? | (100% result) |
| Was it easy to make an appointment?                             | (80% result)  |
| Were health workers compassionate?                              | (76% result)  |

**If you would like more information about the VHES results please contact us.**



## 2018-2019 actions to improve patient experience

- Repainted all patient rooms.
- Revised and upgraded the patient handbook.
- Defined and displayed patient rights and responsibilities.
- Introduced the Sepsis treatment pathway.
- Introduced a Parkinson's Disease exercise group.

## 2018-2019 actions to improve discharge planning

- Developed a discharge pack for all patients.
- Introduced a post-discharge telephone call to ensure smooth transition back to home.

## Escalation of Care

At BHS we recognise that the people who are most concerned about the health of the patient is often the patient themselves, their family and carers.

We have a system to enable a review if the patient realises that they are deteriorating in condition or if family and friends become worried about the condition of the patient.

Escalation of Care is the term used to describe the process of increasing the medical and nursing attention the patient is receiving in addition to the routine care that the patient receives from medical and nursing staff.

## There are two levels of escalated care:

**Clinical Review:** A nurse performs an assessment, including taking a full set of physical observations. The nurse in-charge sees the patient and notifies the doctor for a review if required.

**Rapid Response:** The nurse in-charge contacts the doctor who will either attend quickly, or will direct treatment via the phone or both.



## Escalation of care case study

A man was admitted to BHS from home with lethargy, shortness of breath and loss of appetite. He had had an ongoing battle with cancer which had recently been discovered to have spread despite recent surgery and radiotherapy treatment.

The medical team felt that his shortness of breath was caused by an accumulation of fluid on one of his lungs, but a definite diagnosis could not be made until a sample of the fluid could be obtained.

Arrangements were made to transfer the gentleman to a local hospital for further tests, however he continued to become increasingly short of breath and developed a rapid heart rate. The registered nurse on duty recognised these signs and quickly took a full set of physical observations.

The nurse contacted the medical team to attend and review the gentleman. The medical officer arrived shortly after and the decision was made to immediately transfer him by ambulance to a larger local hospital, where he was assessed and then transferred to a Melbourne hospital. After two weeks of care the gentleman had recovered enough to be transferred back to BHS for care close to home and loved ones.

## MARCH 2020

| MONDAY             | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY       | SUNDAY |
|--------------------|---------|-----------|----------|--------|----------------|--------|
| 30                 | 31      |           |          |        |                | 1      |
| 2                  | 3       | 4         | 5        | 6      | 7              | 8      |
| LABOUR DAY (VIC) 9 | 10      | 11        | 12       | 13     | 14             | 15     |
| 16                 | 17      | 18        | 19       | 20     | HARMONY DAY 21 | 22     |
| 23                 | 24      | 25        | 26       | 27     | 28             | 29     |

# We welcome your feedback

We encourage feedback so that we know what is good and what needs to improve.

Some of the ways you can provide your valuable feedback are:

- **Talk in person to the staff on duty** - this is the best way to have a minor issue or need addressed and resolved immediately.
- **Talk to the Nurse Unit Manager** at the time or make an appointment for a more convenient time.
- **Use a Patient Opinion feedback form** to submit a compliment, a suggestion or a complaint. Feedback forms are located at points in every section of the hospital.
- **Talk to a service manager or executive staff** by telephone, email or by appointment
- **Participate in a survey** such as the annual resident experience survey, the primary health and district nursing survey, or the Victorian Healthcare Experience Survey.
- **Contact an external complaints body** such as the Health Complaints Commissioner or the Aged Care Complaints Commissioner - details are available on our website.
- **Use the “Happy or Not” survey devices** located at four points about the service. These units gather the responses from patients, residents, visitors and carers about various topical issues affecting the health service.
- **Volunteer as a consumer representative** on any of the operational committees. This is a great way to learn about the inner workings of the Health Service, to have your say on how things should be run, meet people and have fun too.

If the health service receives a complaint that can't be resolved quickly by the staff or the Nurse Unit Manager a formal process for resolution is commenced.

The resolution process involves acknowledging the complaint, investigation of the circumstances that lead to the complaint arising, developing actions that will prevent the circumstances arising again (these actions are often made in partnership with the person registering the complaint), and then formally responding and closing off the complaint.

## Patient story published on Patient Opinion – August 2019

*“Beechworth Acute Hospital can only get 110%. The care, staff from the kitchen to medical doctors were fantastic.*

*Much better patient/ doctor/ staff info on my condition and medication than I have ever received at a different hospital.*

*Other hospitals could take a leaf out of Beechworth's procedures and follow them.”*

## Have your say online

You can use the Patient Opinion & Care Opinion online platforms to share your health and residential aged care stories with us anonymously.

For Acute, Primary Health and District Nursing visit:  
[www.patientopinion.org.au](http://www.patientopinion.org.au)

For Residential Aged Care visit: [www.careopinion.org.au](http://www.careopinion.org.au)



## Responding to community feedback case study

BHS received feedback that the folder of information provided to patients in the Acute Unit was too large and heavy.

This led to a full review of the patient information folder by the BHS Community Advisory Committee.

The result is a new patient information booklet that:

- Is smaller and lighter.
- Contains only the most important information.
- Is easy to read and understand.
- Can be recycled and replaced with a fresh booklet to ensure the booklet is fresh and clean for the next patient.



## APRIL 2020

| MONDAY        | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY      | SATURDAY  | SUNDAY        |
|---------------|---------|-----------|----------|-------------|-----------|---------------|
|               |         | 1         | 2        | 3           | 4         | 5             |
| 6             | 7       | 8         | 9        | GOOD FRIDAY | 11        | EASTER SUNDAY |
| EASTER MONDAY | 14      | 15        | 16       | 17          | 18        | 19            |
| 20            | 21      | 22        | 23       | 24          | ANZAC DAY | 26            |
| 27            | 28      | 29        | 30       |             |           |               |



# Partnering in health care

You can help us improve the patient and resident experience and quality of care by taking on a consumer representative role.

We encourage consumers, carers and community members to take on consumer representative roles on the BHS Community Advisory Committee, clinical committees and working groups.

We understand that not all consumers, residents and carers are the same. We welcome consumer representatives that reflect the diversity of our community.

**Interested?** Please contact the Community Engagement Officer.



## Recent changes at BHS as a result of consumer, carer and community input

- New patient information regarding use of private health insurance in the Acute unit reviewed.
- The Acute unit menu template was updated enabling patients to order supper. A larger fridge was purchased to accommodate this.
- A library outreach service is now available to aged care residents.
- Volunteer vests were introduced.
- Executive team members are invited to attend resident significant birthdays, anniversaries and events.
- Patient information on responsibilities is included alongside rights information in the acute patient information booklet.
- Redesign of the acute patient information booklet.
- Automatic opening doors installed between J-wing and the Acute Unit increasing the accessibility of buildings.

# Indigo@home

Alpine Health has formed a strategic partnership with Beechworth Health Service, Yackandandah Health and Indigo North Health to deliver Commonwealth Home Support Packages and Home and Community Care Program for Younger People in the Indigo Shire.

indigo@home is a comprehensive home care program.

For more information about indigo@home:

Phone: 03 5728 0215

Email: [indigohomecare@alpinehealth.org.au](mailto:indigohomecare@alpinehealth.org.au)

## MAY 2020

| MONDAY | TUESDAY                     | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY | SUNDAY                  |
|--------|-----------------------------|-----------|----------|--------|----------|-------------------------|
|        |                             |           |          | 1      | 2        | 3                       |
| 4      | 5                           | 6         | 7        | 8      | 9        | 10                      |
| 11     | INTERNATIONAL<br>NURSES DAY | 12        | 13       | 14     | 15       | 16                      |
| 18     | 19                          | 20        | 21       | 22     | 23       | 24                      |
| 25     | 26                          | 27        | 28       | 29     | 30       | WORLD NO<br>TOBACCO DAY |
|        |                             |           |          |        |          | 31                      |

**INTERNATIONAL NURSES DAY** is a day to recognise nurses around the world for their contribution to health care.

The day is celebrated on 12<sup>th</sup> May - Florence Nightingale's birthday.  
At BHS we celebrate this day with a lunch event to say thank-you to our wonderful nurses!



# Preventing violence against women

At BHS we recognise that family violence across the life span is a complex and serious community issue.

It has both immediate and long-term impacts on the physical, psychological and social health and wellbeing of those affected. Any form of family violence is unacceptable. Mutual respect and trust are the core values of our health service. We are committed to breaking the silence around family violence in our community.

Our commitment is to reduce the incidence of family violence and its impact on individuals, families, the community and the health system. 2019 has seen the establishment of an “Indigo Shire Prevention of Family Violence Working Group” to develop an Indigo prevention, intervention and response framework.

BHS participates in the Strengthening Hospital Response to Family Violence program.

## Actions this year at BHS:

- 74% of current staff attended an introductory module - A Shared Understanding. This training is imbedded into our organisation-wide orientation for new staff.
- 77% of relevant staff completed further training on Sensitive Enquiry.
- A feedback survey has been developed to review this education.
- We purchased a family violence banner and badges to raise the profile within the health service.
- Staff have undertaken further training provided by an external facilitator on identifying family violence and gender equity and bystander training.
- We have updated our current policies and developed a family violence brochure.
- We have updated our Intranet, providing staff with ready access to information.
- We have attended our local cluster meetings with Albury Wodonga Health as the lead agency.





# Connecting Beechworth

Drop in to Quercus Beechworth on the last Tuesday of each month from 10am to 11am to talk to volunteers and local service providers about the activities and supports that are available in the community to support you to live well!

Find out about things like health services, residential aged care, home care services, social activities, council services, service clubs and volunteering.

Local activity, volunteer and service groups are welcome to attend to tell people about their groups.

**The Connecting Beechworth weekly drop in is a partnership between Beechworth Health Service, Indigo Shire Council and Quercus Beechworth.**

## JUNE 2020

| MONDAY                | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY | SUNDAY |
|-----------------------|---------|-----------|----------|--------|----------|--------|
| 1                     | 2       | 3         | 4        | 5      | 6        | 7      |
| QUEEN'S BIRTHDAY<br>8 | 9       | 10        | 11       | 12     | 13       | 14     |
| 15                    | 16      | 17        | 18       | 19     | 20       | 21     |
| 22                    | 23      | 24        | 25       | 26     | 27       | 28     |
| 29                    | 30      |           |          |        |          |        |

# Supported staff

The People Matter Survey is conducted annually and is an important tool for assessing workplace culture. Survey results inform an improvement action plan that identifies areas of strength as well as the areas where improvements could be made.

Findings from the most recent survey:

## Top results

- In my organisation, earning and sustaining a high level of public trust is seen as important.
- My organisation encourages employees to act in ways that are consistent with human rights.
- My workgroup strives to achieve client satisfaction.
- My manager encourages behaviours that are consistent with my organisation's values.
- My manager treats employees with dignity and respect.

## Identified areas for improvement

- Senior managers provide clear strategy and direction.
- I am confident that I would be protected from reprisal for reporting improper conduct.
- Senior managers model my organisations values.
- I am confident that if I lodge a grievance in my organisation, it would be investigated in a thorough and objective manner.
- Bullying is not tolerated in my organisation.

## ● Patient safety culture questions

- **72%** of staff agree that patient care errors are handled appropriately in my work area.
- **74%** of staff agree this health service does a good job of training new and existing staff.
- **86%** of staff agree they are encouraged by colleagues to report any patient safety concerns.
- **71%** of staff agree the culture in their work area makes it easy to learn from the errors of others.
- **81%** of staff agree trainees in their discipline are adequately supervised.
- **80%** of staff agree their suggestions about patient safety would be acted upon if expressed to their manager.
- **81%** of staff agree management is driving us to be a safety-centred organisation.
- **90%** of staff agree that they would recommend a friend or relative to be treated as a patient here.

## Case study: Improving physical and psychological safety for staff

Unfortunately, healthcare workers regularly experience violence and aggression from patients and residents, visiting friends and family and even bystanders. This can significantly impact physical and mental wellbeing.

BHS has a zero tolerance approach to violence and aggression in the workplace and has developed a plan to improve the physical and psychological safety for staff.

### Recent actions include:

- Re-design of the Acute Unit nurses' station to provide secure areas.
- De-escalation training for staff.
- Duress system for off-site staff.
- Staff 'huddles' implemented to improve communication between staff members.

# Your District Nursing Service

District Nursing provides a broad range of home based services to people in Beechworth, Yackandandah and surrounding areas.

People of all ages can be referred to the District Nursing Service via a phone call from yourself or a carer.

Referrals can also be made from yourself, a friend, your GP, other health services, home care packages, NDIS or via My Aged Care.



## JULY 2020

| MONDAY   | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY | SUNDAY                          |
|--|---------|-----------|----------|--------|----------|---------------------------------|
|  |         | 1         | 2        | 3      | 4        | 5<br>NAIDOC WEEK<br>5-12TH JULY |
| 6  | 7       | 8         | 9        | 10     | 11       | 12                              |
| NAIDOC WEEK (5-12TH) A TIME TO CELEBRATE THE HISTORY, CULTURE AND ACHIEVEMENTS OF ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLES. |         |           |          |        |          |                                 |
| 13   | 14      | 15        | 16       | 17     | 18       | 19                              |
| 20   | 21      | 22        | 23       | 24     | 25       | 26                              |
| 27   | 28      | 29        | 30       | 31     |          |                                 |



# Accreditation

Accreditation programs ensure that health services meet a minimum set of care standards. BHS has three clinical services that require successful accreditation every three years in order to remain in operation as a care provider.

## Residential Aged Care

BHS was assessed for Residential Aged Care accreditation in September 2017 and has continued to provide care, meeting and exceeding these standards over the most recently passed year. The accrediting authority, the Aged Care Quality and Safety Commission, conducted an unannounced partial audit in November 2018 and again found all standards satisfactorily met. New Residential Aged Care Standards come into effect in July 2019 and BHS has prepared templates and begun the process of self-assessment against these new standards. BHS's accreditation under the Aged Care Standards is valid until 7th December 2020 and the accreditation report can be found at [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au).

## 2nd Edition National Standards

Full compliance with the National Safety and Quality Healthcare Standards was maintained by BHS through 2018-19. In September 2019 the Acute Unit and Primary Health was assessed by external surveyors as meeting all of the eight 2nd edition National Safety and Quality and Health Service Standards.

## Home Support

The home support services provided by BHS Primary Health remained officially accredited throughout 2018-19 following a survey by the Aged Care Quality and Safety Commission in 2018. As with the Aged Care program and the Acute Unit, the Home Support Services are currently in preparation for accreditation survey against new standards. While the timing of the next survey is not yet determined, BHS is preparing to be ready against an 'earliest possible' date in September 2020.

## Resident story – published on Care Opinion August 2019

*"I live at Stringy Bark Lodge. I have Parkinson's Disease which frustrates me but I am in the best place. If only I wrote better, saw better, talked better, heard better and walked better.*

*I am well looked after by people around me who smile no matter how they feel and what troubles they have. I love the garden and I walk each day if the weather is good. I have three beautiful children and I had wonderful parents I know loved me. I am truly blessed. I am proudly a Queenslander."*



# Volunteering at BHS

Volunteering at BHS is about our development and yours too.

We welcome volunteers and would love to hear from you if you can spare even half an hour now and then to:

- Have a chat, walk with or wheel our residents
- Help with activities or bus outings
- Be a companion or just simply listen
- Assist with resident and community planned activities
- Call people to have a chat on a weekly basis
- Be a Community Connector – connecting with what is in your community
- Join the Walking School Bus

For more information, please talk to the Volunteer Coordinator.

## AUGUST 2020

| MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY | SUNDAY |
|--------|---------|-----------|----------|--------|----------|--------|
| 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     |

# Quality & safety

## Adverse Events

Patient and Resident falls have again remained the most prevalent form of adverse event at BHS across 2018-19.

BHS staff recognise that falls become increasingly dangerous as people age, for a range of reasons such as:

- Vision may deteriorate preventing us from noticing trip hazards.
- Mobility may be impaired affecting our ability to recover our balance should we trip or stumble.
- Reaction time extends, preventing us from cushioning ourselves against a hard landing impact.
- Bones tend to lose strength and become more brittle, increasing the risk of a fracture occurring if we should fall.
- Other factors such as medications we may be taking or illnesses we may be experiencing can increase our falls risk.

At BHS a falls risk assessment is conducted at the point of entry to care for every patient and resident.

**BHS will continue to place a high priority on innovative solutions and work toward eliminating patient and resident falls.**

These individualised assessments are followed up with specialised care planning and interventions that target the falls risk factors that the patient or resident may have.

Many of these interventions are aimed at reducing the harm that might occur if a person falls.

### In 2018 -2019:

- 303 patient, resident and client falls were recorded .
- 193 of these did not result in physical harm to the person.
- Work commenced with Lifesaving Victoria to identify strategies used to prevent incidents at the beach that could be used to prevent incidents in the residential and hospital areas.
- 'Safety Huddles' were implemented to check mid-way through the day and consider whether any emerging safety issues have arisen and to check that safety measures have been implemented for all patients and residents on each unit.

# Infection control

## Flu Vaccination Program

- BHS had no outbreaks over the winter 2019. As influenza cases in the community remain high, we continue to be vigilant with our infection control prevention practices and surveillance.
- Acknowledging the life-threatening nature that this type of outbreak poses for residents and patients, the vaccination program was meticulous and comprehensively planned by our Infection Control Coordinator Ms. Bern Squires.
- Vaccination participants included residents, staff, and volunteers and applicable patients.
- BHS was awarded a Healthcare Worker Influenza Vaccination Program Certificate of Excellence for achieving a staff vaccination rate of 100% this year - making us 1st in the state!



## Your goals direct your care

At BHS we understand that what matters to you is important so when we talk about your health, we agree to a principle of 'nothing about you without you'.

We do this by working with you to set your own goals for your health and wellbeing.

By listening to your values, needs and priorities we get to understand what is important to you and how we how best to support you to reach your health goals.

A Goal Directed Care Plan aims to develop a plan for the best care for you by identifying:

- Goals that are meaningful and important to you, your family and/ or your carer
- The service/s, referrals and connections required
- Any interventions that may be required
- A timeline with start and end points and including reviews along the way
- Other agencies which may help you achieve your goals
- Who you want to be involved in your planning decisions
- Whether you consent to sharing your information appropriately

## SEPTEMBER 2020

| MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY | SUNDAY         |
|--------|---------|-----------|----------|--------|----------|----------------|
|        | 1       | 2         | 3        | 4      | 5        | 6              |
| 7      | 8       | 9         | 10       | 11     | 12       | R U OK? DAY 13 |
| 14     | 15      | 16        | 17       | 18     | 19       | 20             |
| 21     | 22      | 23        | 24       | 25     | 26       | 27             |
| 28     | 29      | 30        |          |        |          |                |



# Continuity of care

As part of the Victorian Health System, an important function for Beechworth Health Service is to assist the people of our community to access the service they need when they need it.

Our health system provides 'high tech' services, which for our community is the services primarily located in the nearby towns of Albury Wodonga and Wangaratta, but also, Melbourne, if required. Presentation to the BHS Urgent Care Center will initiate the assessments needed to determine if access to these services is required. This provides our community with timely access to world-leading standards of health care when, and if required.

Our system also provides the 'high touch' services that are needed at the point when people access and exit healthcare. This is the type of care that BHS provides on a daily basis and includes services such as medical care, residential aged care, planned activities groups, outpatient primary health care, district nursing and when required, palliative care.

Exiting the healthcare system needs to be well planned in order to ensure that following a healthcare experience a person is able to manage well at home and that the recurrence of illness and readmission is avoided. To ensure this occurs, BHS begins the discharge planning process as soon as a person is admitted, and 'builds' the discharge plan throughout the admission as the ongoing health requirements become apparent. Doctor's appointments, district nursing visits or primary health outpatient appointments may form part of the plan to ensure that the person's health needs continue to be met after discharge.

To check that a person's discharge has occurred as planned, BHS staff conduct a 'post discharge telephone evaluation' around a week after the person has left hospital. The evaluation is a questionnaire, conducted by a registered nurse, to determine:

- How the person felt about their hospital experience
- How the person felt upon discharge
- Whether the discharge services that were arranged are continuing to meet the person's needs



## Have you had a fall? Worried about falling?

If so you may like to try our Balance Group - Falls Prevention Program.

This is an individualised program to suit your needs with the aim of developing of self-confidence, reducing the risk of falling and maintaining an independent lifestyle.

The focus of the program is balance and strength alongside helpful information on preventing falls.

Call us and ask to speak to the Intake Worker to find out more or join the group.



## OCTOBER 2020

| MONDAY  | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY | SUNDAY |
|---|---------|-----------|----------|--------|----------|--------|
| <b>OCTOBER IS WALK TO SCHOOL MONTH WHERE CHILDREN ARE ENCOURAGED TO WALK, SCOOT OR CYCLE TO SCHOOL!</b><br><br><a href="http://www.walktoschool.vic.gov.au">www.walktoschool.vic.gov.au</a> |         |           | 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       |        |

# Residential Aged Care

People who require care and who live in an aged care facility are more at risk of developing particular health conditions or requiring particular treatment.

Comparison of the prevalence of these conditions in a single facility against the prevalence that occurs state-wide can thus be used to evaluate the standard of care that is being provided by the aged care facility.

BHS participates in the measurement of these conditions, through a Department of Health and Human Services program known as the Public Sector Residential Aged Care Quality Indicator Program.

The prevalence of the five conditions that occurs amongst the residents of BHS's aged care program is included in this program.

Listed below are the five conditions and the results for the past financial year for the BHS aged care program.

| Indicator                       | BHS Rate<br>(PER 1000 BED DAYS) | State-Wide Rate<br>(PER 1000 BED DAYS) |
|---------------------------------|---------------------------------|--|
| Pressure injuries (Stage 4)     | 0.53                            | 0.77                                   |
| Use of physical restraint       | 0.00                            | 0.36                                   |
| Use of nine or more medications | 3.99                            | 4.53                                   |
| Falls                           | 11.82                           | 8.01                                   |
| Unplanned weight loss           | 1.83                            | 0.92                                   |

BHS has programs in place to address the prevalence of each of these indicator conditions.

With respect to falls, BHS has an active falls prevention program run by our falls working party.

There are many interventions used to prevent falls, and where preventing a fall is not possible, preventing harm occurring as a result of the fall becomes the next most important objective.

With respect to unplanned weight loss, all residents experiencing weight loss are seen and assessed by our dietitian to ensure that they are receiving adequate and appropriate nutrition.



## Residential and respite aged care – the first steps to take

If you or a family member are considering permanent or respite care please contact the Admissions Fees & Trust Officer on 5728 0254.

We will provide you with an information pack that will step you through the things you need to do and the issues you may wish to consider.

## Get out and about and have some fun - join Club Connection!

Club Connection provides a range of fun activities for anyone who would like to get out and socialise!

Groups run in Beechworth, Yackandandah & Tangambalanga. Transport is available.

The cost is \$10 for the day including morning & afternoon tea and lunch.

Some of the Club Connection activities:

- Shopping trips
- Games, quizzes
- Vegie garden
- Mosaic feature wall
- Craft
- Town history
- Outings – local and further
- Light exercise

## NOVEMBER 2020

| MONDAY | TUESDAY  | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY | SUNDAY |   |
|--------|--|-----------|----------|--------|----------|--------|---|
| 30     | REMINDER: IF YOU WISH TO ATTEND THE<br>COMMUNITY CHRISTMAS LUNCH ON CHRISTMAS DAY<br>– RSVP TO BHS RECEPTION |           |          |        |          | 1      |   |
| 2      | MELBOURNE CUP<br>DAY   | 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     |   |



# Advance care planning and end of life care

Advance care planning is the process of planning for a person's future health and personal care.

Advance care planning helps ensure that an individual's choices are respected for future medical treatment.

The patient's beliefs, values and preferences are made known, in order to guide future care in the event that the person is unable to make decisions or communicate about their own care themselves.

Our aim is to ensure that every patient and every resident is assisted through the advance care planning process and is has clearly documented future care needs.

Two of the main aspects to advance care planning are:

## **Appointing a substitute decision maker**

In Victoria this is best done by appointing an Enduring power of attorney (medical treatment).

## **Discussing and documenting a person's wishes for care**

Documentation of values, beliefs and preferences can provide clarity to the treating medical team. Patients and their carers should speak with a doctor, nurse or clinician at their health service to find out what support or advice is available.

Discussion will include the benefits and the burden of likely treatments.

Successful advance care planning depends on our service delivering person-centred care through client-clinician collaboration. The four priority action areas outlined in the BHS Advance Care Planning strategy are:

- Establishing robust systems so that you and your clinician can have the conversation.
- Ensuring that there is an evidence-based and structured approach when having the conversation.
- Increasing our workforce capability to have the conversation.
- Enabling the person involved to be as much a part of the conversation as possible.



# Community Christmas Lunch

The Beechworth Community Christmas Lunch is an annual event for people from the Beechworth and surrounding communities to attend.

The idea is that people who want to share Christmas Day with others in their community have the opportunity to do so.

The event is organised by a committee made up of local volunteers, community organisations and Beechworth Health Service. The lunch is a great example of local individuals, business, schools and community and welfare organisations working together. It is this collaboration that makes the event a success.

**If you, a friend or a family member would like to attend the lunch, please RSVP to Beechworth Health Service by the first week of December.**



## DECEMBER 2020

| MONDAY | TUESDAY | WEDNESDAY | THURSDAY          | FRIDAY                     | SATURDAY      | SUNDAY |
|--------|---------|-----------|-------------------|----------------------------|---------------|--------|
|        | 1       | 2         | 3                 | 4                          | 5             | 6      |
| 7      | 8       | 9         | 10                | 11                         | 12            | 13     |
| 14     | 15      | 16        | 17                | 18                         | 19            | 20     |
| 21     | 22      | 23        | 24                | COMMUNITY CHRISTMAS LUNCH! | 25 BOXING DAY | 26     |
| 27     |         |           |                   |                            |               |        |
| 28     | 29      | 30        | NEW YEAR'S EVE 31 |                            |               |        |



## Contact Details

**Location:** 52 Sydney Road Beechworth  
**Postal:** PO Box 20 Beechworth VIC 3747  
**Phone:** 03 5728 0200 (General Enquiries)  
 03 5728 0255 (Acute Unit)

**Email:** [info@beechworthhealth.org.au](mailto:info@beechworthhealth.org.au)  
**Website:** <http://beechworthhealthservice.com.au>  
**Facebook:** [www.facebook.com/beechworthhealthservice](http://www.facebook.com/beechworthhealthservice)

**Visiting Hours:** There are generally no restrictions on visiting hours subject to the wishes of patients and family members. A quiet time applies from 1:00-3:00pm and whilst visiting is permitted we do ask visitors to be mindful of the noise restrictions during this time.

## Feedback

We have aimed to make the Quality Account interesting and accessible this year by creating a calendar and having our staff and our volunteer consumer representatives develop the design and content. We would love to receive your feedback!

**Email your thoughts to:** [info@beechworthhealth.org.au](mailto:info@beechworthhealth.org.au)

**Phone:** 03 5728 0200