



2018-19
QUALITY ACCOUNT



Welcome from Meryn Pease (CEO)



We are pleased to present this year's Beaufort and Skipton Health Service Quality Account to our local communities.

This is our way of reporting to the community annually on how we have performed in relation to the quality of care and safety of services we provide and how we meet the standards required for our Small Rural Health Service.

This report has been produced for you, our community, in partnership with our Board Directors, the Community Advisory Committee, staff and consumers.

We congratulate our dedicated staff, doctors and volunteers for the achievements and improvements they have made to deliver exceptional services for our community, with many of them highlighted in this report.

This year has seen our services achieve strong results across three separate accreditations and their associated standards, which cover acute, residential and community aged care services.

We have focused on increasing our consumer engagement and consumer representation on our Clinical Governance and Community Advisory Committees. Only through engagement can we improve our care and services.

The innovative initiative of the BIRCH project was established in consultation with Dementia Australia. The garden shed at the Skipton nursing home has seen the local primary school and businesses combine with our staff to great a wonderful space for our residents.

No clients have accessed the interpreter service.

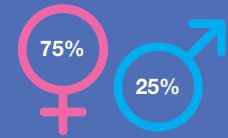
Consumer feedback is important to us and we have a variety of ways in which you can provide feedback, including by phone, in writing, in person, on-line and via feedback form available at front reception at both campuses.

We hope that you find this report interesting and informative and we encourage you to provide feedback on this year's report. The report is available at front reception, waiting areas through out Beaufort and Skipton Health Service buildings and on our website at bshs.org.au

AGED CARE



Aged Care Beds: **47**



Female vs Male



89.7: Average Age of consumers (residents)



Average Length of stay:
2 years 4 months



Born in Australia: **91%**



Born overseas: **9%**

ACUTE CARE



Acute beds: **10** TCP Beds: **6**
Community TCP beds: **2**

District Nursing	Number of Clients	Number of Visits	Kilometres Travelled
Beaufort	85	1,681	11,232
Skipton	59	1,697	17,036
Total	144	3,378	28,268

VISION

We are a vital community link for the people of Beaufort and Skipton.

MISSION

Ensure that all people can access appropriate timely care in their community.

STRATEGY STATEMENT

We support all people in our community to be healthy and well. We provide quality, safe, connected and personal care close to home.

Communicating with our community and staff

Over the last year we have made a increased effort to communicate to our community and staff through the introduction of our quarterly 'Community Pulse' newsletter, our monthly 'Staff Newsletter' and increased facebook posts.



2018/19 FACEBOOK STATS:



We posted 92 times on facebook



314 people followed our facebook page



The largest post reach was 3,100 people



303 people liked our page

Beaufort and Skipton Health Service

20 March, 2019

It was great to have 40 volunteers and staff attend our Volunteer Appreciation lunch today. It was a real opportunity to recognise and thank our dedicated team of volunteers for the work they do for our community. A special thank you to guest speaker Anne Beer and to the team of Skinny Sisters Cafe for the delicious meal.



936 People reached 425 Engagements

Beaufort and Skipton Health Service

8 April, 2019

BSHS would like to congratulate the organisers of the first annual WalkFest held over the weekend. On Sunday, ten of our residents, six staff and volunteers joined the community for the wheelie walk and it was great! With 7 wheelchairs and 2 frames we set off and doubled the walking distance, as we were having so much fun.



1,526 People reached 583 Engagements

Beaufort and Skipton Health Service

8 March, 2019

Meryn Pease (CEO) and Kate Wyatt (Practice Manager) recently congratulated Dr. Pushpa for her dedicated ten years of service to Beaufort and Skipton Health Service. Dr. Pushpa is a well respected GP within our local community and has also been generous in her support and mentoring of GP's and clinical staff.




1,280 People reached 601 Engagements

Beaufort and Skipton Health Service

30 November, 2018

Around 50 staff recently attended the Strengthening Hospital Responses to Family Violence morning and afternoon teas, held at our Beaufort and Skipton Campuses on White Ribbon Day.



203 People reached 124 Engagements



PHYLLIS AND FRANCIS STEVENS (PICKFORD HOSTEL BEAUFORT)

Meeting Boyd (Francis) Stevens at the tender age of 15, Phyllis Stevens recalls their long life together with great fondness and pride, marrying when she was 21.

It was a big change for Phyllis and Boyd the day when the couple finally realised they needed extra support and care. Phyllis, still able to remain at home, was now no longer able to provide the care that Boyd needed and so the difficult decision to have Boyd moved to Pickford (Beaufort Hostel) was made. Phyllis recalls that initially she was relieved to know Boyd was going to receive the care he needed and it was easier to focus on her own health needs. However, a life time together and now apart was a new challenge to face.

“The best part of our lives and all our memories were created together”, Boyd said “It has taken a lot of getting used to but the staff have been so kind and helpful and it’s really helped me to settle in”, Boyd went on to say.

Just on six months later, with deteriorating health also, Phyllis found the need to move into Pickford. Phyllis and Boyd were once again together, now with all the care and support they needed. “It still feels like home”, Phyllis mentioned. We’re still in our home town, we know everyone. We couldn’t be more pleased.

Our Patient Experience



Victorian healthcare experience survey

Our patient experience is measured through the Victorian Healthcare Experience Survey Results.

Some of our results are:

Percentage of positive patient experience responses:



Percentage of very positive responses to questions on discharge care:



Patients perception of cleanliness:



How would you rate the care you received while in hospital?



Did you feel you were treated with respect and dignity while you were in hospital?



Before you left hospital, did the doctors and nurses give you sufficient information about managing your health and care at home?



If follow up with your General Practitioner (GP) was required, was he or she given all the necessary information about the treatment or advice that you received while in hospital?



URGENT CARE CENTRE (UCC)

Presentations from 1st July 2018 to 30 June 2019



Number of people who presented to UCC for treatment: **337**



Number of people who were transferred to a larger hospital by Ambulance: **88**

ADMISSIONS

Beaufort	Admissions
Acute	153
TCP Bed Based	15
TCP Community	15
Skipton	Admissions
Acute	98
TCP Bed Based	13
TCP Community	2
Total	355

JANUARY 2020

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1 NEW YEARS DAY	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26 AUSTRALIA DAY	27 AUSTRALIA DAY PUBLIC HOLIDAY	28 START OF TERM ONE	29	30	31	

MY TIME AT SKIPTON

My time spent at Skipton has been a pleasure. All staff have been so friendly and supportive in what was a very stressful and difficult time.

From administration and excellent hotel services staff, to the incredible nursing staff who have made my mother and I so welcome, providing care at a level that exceeded all expectations. Everyone was helpful, supportive and very professional. Without the staff at the hospital, I doubt that my mother would have recovered to the same level. Personally, I will always be grateful for the care given to my mum and for the patience in teaching myself the art of caring for my mother. I will never forget what Skipton Hospital has done.

Gregory Dickens

THANK YOU



I would like to commend the ladies in reception. They are efficient, friendly and compassionate. I have also had frequent appointments with the Practice Nurse, for dressings on an infected toe, which was very sore.

The Nurse cleaned and dressed it with a soft, sensitive touch, keeping the discomfort to a minimum. A nurse in the hospital dressed it one day and he, also was considerate of my anticipation of pain. My doctor- I could write a book on her perseverance and resourcefulness over many months. Trying to find a cause for a continuing problem that causes me pain and discomfort.

Lesley Hart

Listening to our Consumers



Our health service is committed to providing you with high quality care and services and meeting your needs.

We value your feedback as it can help us to improve our care and services for our community. You can provide feedback to us by reporting a complaint, passing on a compliment or even making a suggestion.

It's always important for us to receive compliments and complaints. Compliments assist to know what we are doing well and to allow us to pass feedback on to our staff. When we receive negative feedback, this enables us to investigate and improve our services and recognize where there may be gaps in the care we provide to assist us to improve our services.

Over the past twelve's months we have focused on strengthening our "Community Advisory Committee". We were pleased that two members of our Community Advisory Committee attended the Safer Care Vic 'Partnering in Healthcare Forum' in March 2019.

In the year ahead, we will continue to develop and increase our Consumer Representation, as this provides valuable feedback and insight for our health service.

"Having spent the last 12 months as a member on the Community Advisory Committee, it has been quite a rewarding experience. I feel we do have a place and look forward to continuing my support to BSHS in the same role."

Judy Loader
(Community Advisory Committee Member)

135 PIECES OF FEEDBACK WERE RECEIVED



22
Compliments
received



65
Complaints
received



48 Bright
Ideas and
Suggestions

TYPE OF COMPLAINTS



Behaviours	11	Clinical Care	10
Facilities	17	Equipment	8
Process or System	10	Diversity or Culture	2
Nutrition	7		

Beaufort and Skipton Health Services Disability Plan aims to identify and address clients with special needs and deliver personalised community care.

Desk flags of the Australian, Aboriginal and Torres Strait Islander flags were introduced at each hospital campus reception areas and Medical Practice entrances, in respect of our indigenous communities.



I had the opportunity to attend the Safer Care Vic 'Partnering with Consumers' in March 2019, as a Community Advisory Committee representative with Beaufort and Skipton Health Service's, Community Advisory Committee. This forum provided me with multiple opportunities to better understand the need for consumers to influence the quality of care delivery in the health system. I found the range of sessions on offer covered diverse aspects of healthcare and were important in expanding my own knowledge. It was also a great way to find out how the role of 'Community Advisor' operated in other regions and how it could be adapted in our community.

Catherine Twedde

FEBRUARY 2020

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
HEART RESEARCH MONTH (1-28 FEB)						1
2	3	4	5	6	7	8
9	10	11	12	13	14 NATIONAL WEAR RED DAY	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

'YOU SAID - WE DID'



YOU SAID - We needed vinyl chairs in the medical clinic waiting room for hygiene and cleanliness reasons



WE DID - purchased new vinyl chairs for the waiting room.



YOU SAID - Community Advisory Committee Members requested information on Urgent care Centres for the community and also signage for the Urgent Care Centres.



WE DID - Articles included in the 'Community Pulse Newsletter' and local newsletters/papers New signage ordered for our Urgent Care Centres.



YOU SAID - we needed a water drinking fountain so consumers could have independence in accessing fresh water.



WE DID - put a water dispenser in for consumers



YOU SAID - Skipton Hostel rooms were becoming too hot for residents in summer



WE DID - Windows have been tinted to reduce heat.

Valuing our Volunteers



Forty Volunteers and staff attended the Beaufort and Skipton Health Service “Volunteer Appreciation Luncheon” at Skinny Sisters Café in Beaufort in March, to acknowledge and appreciate the work that our volunteers do for the health service and the local community.

We were privileged to have Anne Beer, local Beaufort Rotarian attend as guest speaker to talk about her experiences as a volunteer for several projects and services. Anne shared her experiences which were at times humorous. Anne outlined the personal benefits and rewards that volunteering and helping others can have for your mental health and general wellbeing.

In May, we recognised and celebrated with appreciation, our Volunteers by getting together for afternoon tea at Skipton.

Long serving volunteer, Yvonne Shady shared her insights and experiences, highlighting the benefits and satisfaction that comes from being of service to your community.



Total of
56 VOLUNTEERS



Meals on Wheels delivered to
BEAUFORT 2,925



Meals on Wheels delivered to
SKIPTON 1,375

VOLUNTEER

WHY DO YOU VOLUNTEER

WHAT DO YOU LIKE ABOUT VOLUNTEERING?

Julie

I love interacting with clients and listening to their stories.

I really enjoy the social side, putting a smile on the client's face.

I have made some good friends and love catching up with them.

I feel great when I leave as I feel I have made someone's day better.

Pat

For satisfaction to do something for someone, love it

So satisfying

Amanda

Why not, Because I can.

I like to interact with the older people and listen to their stories and learn about their life.

Give back to the community

Pick up history, often things you didn't know

WAYS PEOPLE CAN VOLUNTEER:

- Community Transport
- Meals on Wheels
- Day Centre/Men's Group
- Nursing Homes/ Hostels
- Day Trips
- Sharing skills such as art, music, reading, gentle massage and gardening

MARCH 2020

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1 WORLD HEARING DAY. HEARING AWARENESS WEEK (1-7 MAR)	2	3 CLEAN UP AUSTRALIA DAY	4	5	6	7
8 INTERNATIONAL WOMEN'S DAY	9 LABOUR DAY PUBLIC HOLIDAY	10	11	12 WORLD KIDNEY DAY	13	14
15	16	17 ST PATRICKS DAY	18	19	20	21
22	23 NATIONAL ADVANCE CARE PLANNING WEEK (23-27 MARCH)	24	25	26	27 LAST DAY OF TERM ONE	28
29	30 START OF SCHOOL HOLIDAYS	31				



WHY I VOLUNTEER

I've been a volunteer in varying capacities for most of my life. It is part of my personality and "just something I do, simply I think, because I like to be able to help people in some way".

WHY DO I VOLUNTEER?

Simple answer, because I love it. I always enjoy having something meaningful to do, and I find that being with the clients who use the Community Transport Service, my previous skills and experience are all of value. I am able to offer people a sympathetic ear when necessary. I can discuss all kinds of topics such as lambing, cropping or microns if required, or any other things like gardening, cooking, football, cricket and music etc.

WHAT DO I LIKE ABOUT VOLUNTEERING:

I enjoy helping the clients. I like to assist them when and how I can when I take them to appointments. Living in the District since 1983 I have got to know people in the district and my family has been from time to time, patients of the Skipton Hospital.

Kathy Sproules

Working with Community

Thanks to our many community groups and businesses who have generously supported the Health Service over the last year. Your service and ongoing support is greatly appreciated and valued.

AUSTRALIA'S BIGGEST MORNING TEA AT SKIPTON

Another successful year for the 'Biggest Morning Tea for 2019'. Our health service and the Skipton community raised a whopping \$1560.00 to help those impacted by cancer. So many prizes were won through the spinning wheel raffles, auctions and lucky numbers. A huge thank you for donations from Emu Creek Deli and Gifts, Skinny Sisters Cafe, Beaufort Butchery, Country Grocers Skipton, LR Hair Lounge, Jan Harrison, Delacombe Town Centre Lotto and Skipton Community Shop. Congratulations everyone and a huge thank you to Sandy Briody and Cheral Sharrock for organising another successful and fun event.



Thanks to our local Beaufort CWA Ladies who generously made and donated lovely "Children's Care Packs" that are now available for children who visit the Beaufort Urgent Care Centre.



Andrea Flenley (Campus Manager), Beaufort CWA President, Pam Weller and Danni Trezise (Community Integration Manager, admire the new Children's Care Packs)

NEW FENCE FOR BEAUFORT

Beaufort Service Group generously donated funds towards the installation of new fencing around the Beaufort Pickford Hostel. We thank and appreciate the ongoing assistance from our community groups over the years.



Thank you to Beaufort and Skipton Health Service Foundation for their ongoing support and valued input to our Health Service.

SKIPTON GARDEN SHED

On the 3rd April, 2019, Beaufort and Skipton Health Service were proud to officially open 'The Garden Shed', at the Mackinnon Nursing Home at Skipton, a project that resulted from the BIRCH Group (BSHS consultancy with Dementia Australia). The project group felt that an indoor shed and garden theme would be ideal as an activity space to enable residents and patients to put their hand to some gardening and potting of plants. With the assistance from the Skipton Community Shop, Hewitt and Whitty Skipton and various other local community groups and businesses, this project came to life.

Grade 5/6 students from Skipton Primary School worked hard by putting their artistic flair into designing a magnificent textured wall mural, which depicts a resident looking out over Skipton, the countryside and beyond. Many staff, residents, families, school children and teachers from Skipton Primary School enjoyed the official opening, following by an afternoon tea together.

We would like to thank the Grade 5/6 students of Skipton Primary School for their hard work and involvement in this innovative project, along with the Skipton Op Shop and various Skipton businesses.



Photo courtesy of Val Day

APRIL 2020

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1	2	3	4
5	6	7 WORLD HEALTH DAY	8	9	10 GOOD FRIDAY PUBLIC HOLIDAY	11
12 EASTER SUNDAY	13 EASTER MONDAY PUBLIC HOLIDAY END OF SCHOOL HOLIDAYS	14 START OF TERM TWO	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		



MURRAY TO MOYNE “KEYS TO SUCCESS” ON THE ROAD AGAIN

Once again our “Keys to Success” team took part in the 2019 Murray to Moyne Cycle Relay, under the guidance of team captain, Tim Chandler.

This year our team commenced their ride at Echuca, riding 520 gruelling kilometres which included a stopover at Hamilton, before heading to the finish line at Port Fairy. Thank you to Team Captain Tim Chandler, riders and volunteers for another years hard work.

MEETING OUR MEN’S HEALTH NEEDS WITH MEN’S HEALTH WEEK

This year Beaufort and Skipton Health Service held a “Men’s Healthy Breakfast” in Skipton to coincide with and celebrate Men’s Health Week.

Eighteen local, enthusiastic and hungry men enjoyed a delicious healthy breakfast served by Beaufort and Skipton Health Service staff members.

We are thankful to special guest speaker Dylan (MICA) Paramedic from Lismore, who spoke on the theme “When is the right time to ring for an ambulance”. Dylan’s presentation was well received by all present and generated many questions and discussions.

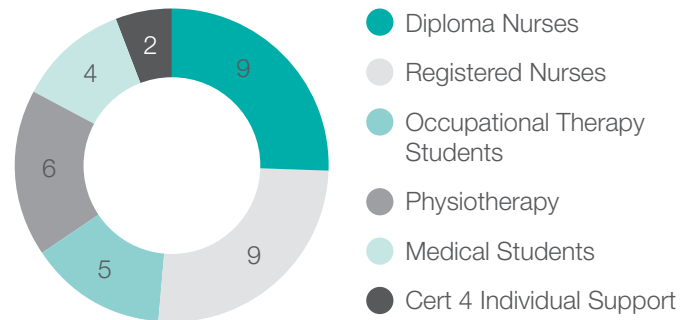
Embracing our Students

Beaufort Skipton Health Services embrace the continual need to learn, grown and improve.

With this in mind, we feel that by nurturing our future workforce we are investing in quality health care moving forward. To achieve this goal, BSHS enjoys the challenge and dedication needed to provide quality student placements for all students.

This year we have embraced the learning needs of medical, physio therapy, occupational therapy and nursing students. These students have worked across both sites, in all areas of the health service and experienced the joys and challenges of rural health care.

NUMBER OF STUDENTS PER DESIGNATION 01/07/18 TO 30/06/19

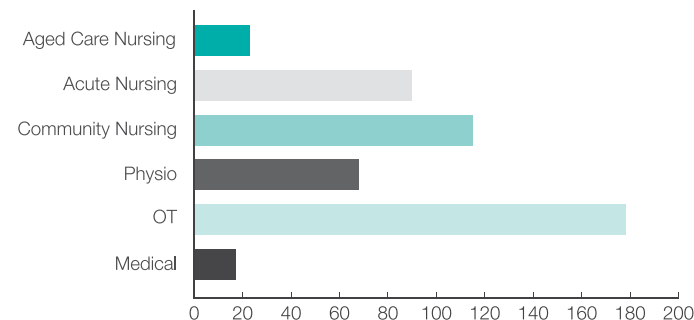


Graduate Registered Nurses = 2



Total number of students throughout the Health Service = 34

NUMBER OF TEACHING DAYS 01/07/18 TO 30/06/19



Felicity O'Hara, Clinical Nurse Educator and Lama, Diploma of Nursing student

"I thoroughly enjoyed my experience with District Nursing and especially liked the variety of needs that patients experience. I am grateful to have had this placement, as I can see myself enjoying work in a smaller rural area in the future."

Roswitha Tonkin

RN 3rd year Beaufort District Nursing

"I felt very welcome in all parts of Beaufort and Skip-ton Health Service and all staff were kind and inviting. Although I did not meet a Clinical Educator until half way through my second week (due to Holidays), when I did, they were both very kind, helpful and excellent."

Alana Jenkins

3rd year RN community placement

"Every patient and staff member I dealt with were all extremely nice and considerate and made me feel safe and welcome."

Adam Pool

Physio student 3rd year

MAY 2020

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
31					1	2 WORLD ASTHMA DAY
3	4	5	6	7	8	9
10 MOTHERS DAY	11	12 INTERNATIONAL NURSES DAY	13	14	15	16
17	18 NATIONAL VOLUNTEER WEEK (18-24 MAY)	19	20	21	22	23
24	25 KIDNEY HEALTH WEEK (25-31 MAY)	26	27	28 AUSTRALIA'S BIGGEST MORNING TEA	29	30



Maggie - Enrolled Nursing Student with resuscitation dolls

MAGGIE DAVIDSON

2nd year Acute placement Beaufort

"Amazing! Honestly the kindest, most hardworking people I've met in a long time. I loved everyone I worked with. Everyone was so kind and caring towards me.

Thank you, I hope to be back".

Growing our Workforce

CARE OF THE OLDER PERSON (COOPs)

In 2018 we partnered with Ballarat Health Services to pilot a Registered Nurse Graduate Program that focused on caring for the older person.

This included mentoring and bringing in other health professionals, dieticians, podiatrists, speech pathologists and diabetes educators to enhance graduate learnings.



We engaged Dementia Australia to run sessions for our Graduates about the lived experience of Dementia.

Kim Stevens, Learning and Development Manager was guest Presenter at the 2019 Open Access Meeting at Skipton.

Kim presented on the exciting COOPs program, and informed our community of the benefits of the program and the achievements to date.



Meryn Pease (CEO) and Kim Stevens (Learning and Development Manager) at Open Access Meeting

FEEDBACK

FROM STAFF

"The COOPs Graduate Nurse Program is role modelling a different approach to 'Caring for the Older Person' from the traditional "task" orientated method that we know about. I feel excited to be a part of this journey."

FROM GRADUATES

"I feel like my world has been rocked in a good way. Every day the message about the need for quality RNs in aged care is becoming so much more real for me and I really want to make a difference in these facilities. I feel this passion growing and I feel like I could explode."

OUTCOMES 2019



We have employed a greater number of graduates into the COOPs program



We have presented a report to the Department of Health and Human Services on the COOPs pilot



We have combined with the Australian Catholic University to write, and then facilitate, a post graduate qualification in gerontology



We are looking to having ten nurses with post graduate qualifications in Gerontology within the region



We partnered with 5 health Services to grow the program and we now have 24 Graduate Registered Nurses participating

JUNE 2020

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1 BOWELL CANCER AWARENESS MONTH (1-30 JUN)	2	3	4	5	6
7	8 QUEENS BIRTHDAY PUBLIC HOLIDAY	9	10	11	12	13
14	15 MENS HEALTH WEEK (15-21 JUN)	16	17	18	19	20
21	22	23	24	25	26 END OF TERM TWO	27
28	29 START OF SCHOOL HOLIDAYS	30				

POSITIVE OUTCOMES FOR 2018 GRADUATES

- ✓ Amazing leadership opportunities
- ✓ Developed the ability to look beyond the obvious
- ✓ Working towards a post graduate qualification in Advanced Practice Gerontology
- ✓ A better understanding of the needs of the older person and how to facilitate these needs

POSITIVE OUTCOMES FOR THE PILOT

- ✓ Invitation to join the St Vincent Hospital Steering committee for the possible rollout of a COOPs program throughout Victoria as directed by DHHS
- ✓ Our staff presented the pilot program at the National Nurses forum on the Gold Coast August 2018
- ✓ Our Education and Learning Manager presented at the Aged Care Symposium in Ballarat, October 2018
- ✓ Poster presentation at The National Nurses Forum on building Innovation through collaboration between health services.

POSITIVE OUTCOMES FOR OUR COMMUNITY

- ✓ More nurses with post graduate qualifications in caring for the older person
- ✓ Staff who understand the needs of the older person in the community
- ✓ Building a workforce that is well equipped to care for older people and meet their special needs
- ✓ Increase of staff interest in working at BSHS, our applications for the 2019 program increased by 50%

Supporting our Staff

WE VALUE OUR WORKFORCE

BSHS employs over 180 people which includes Doctors, Registered Nurses, Enrolled Nurses, Personal Care Workers, Leisure and Lifestyle staff, Transition Care Program staff, Administration staff, Executive staff, Finance staff, Support (Hotel) Services Staff, Maintenance staff and Allied Health Care staff.

2018/19 WE HAVE:



In October/November 2018 - An independent review of engagement between medical staff and the Beaufort and Skipton Health Service has provided a clear path for a new start that focuses on a range of improvements.



An independent Organisational Cultural Review with Chris Hicks resulted in a number of recommendations that the Health Service has committed to undertake.



INTRODUCING ERICA SMITH

People & Culture Manager

The People and Culture Manager is a brand new role for our organisation and cements our commitment to value and support staff, volunteers and the community.

Erica will be working with staff and managers in responding to the People Matter survey feedback. With the focus being on staff engagement and positive staff interactions.



KASEY EVERITT *Endorsed Enrolled Nurse*

I started doing my personal care worker training in 2014, through a traineeship, while still at school. My Nan was in the nursing home so I thought it be a good thing to do. The traineeship took two years and I finished in Year 12. In 2016, I got a job at BSHS at Pickford (Beaufort Hostel) which was good, but had its challenges. I felt I wanted to do more and further educate myself. So, I started an Enrolled Nurse Diploma course. Beaufort and Skipton Health Service have helped with organising my shifts so I could do my course and placements and I graduated in May 2019. I have found I enjoy working as an Enrolled Nurse as I have a lot more opportunities for input and developing new skills. I would like to thank everyone at work who supported me to achieve this.

PEOPLE MATTER SURVEY RESULTS

The People Matter Survey is an annual employee opinion survey run by the Victorian Public Sector Commission. The survey explores a number of elements related to job satisfaction, including patient safety. The survey allows Beaufort and Skipton Health Service to benchmark results across the public sector, identify strengths and weaknesses in our organisation's culture and improve staff engagement. In recognising the survey results, moving forward BSHS has employed a People and Culture Manager and is focusing on staff engagement and well-being.

I am encouraged by my colleagues to report any patient safety concerns I may have



Patient care errors are handled appropriately in my work area



My suggestions about patient safety would be acted upon if I expressed them to my manager



The culture in my work area makes it easy to learn from the errors of others



Management is driving us to be a safety-centered organisation



I would recommend a friend or relative to be treated here



For the 2019 People Matter Survey results there was a survey response rate of 45% employment engagement and a 63% staff satisfaction response.

JULY 2020

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1	2	3	4
5	6	7	8	9	10	11
12 END OF SCHOOL HOLIDAYS	13 START OF TERM THREE	14	15	16	17 NATIONAL PYJAMA DAY	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

CONGRATULATIONS TO OUR GP'S:



In 2019, we recognised ten years of dedicated service by Dr. Pushpa Ravindranayagam.

Dr Physo (Phil) Kyaw and Dr Mohammed Al Naima completed their Fellowship with the Royal Australian College of General Practitioners (FRACGP).

The fellowship of the Royal Australian College of General Practitioners is a specialist general practice qualification accredited by the Australian Medical Council.

The fellowship is a formal recognition of the doctors qualifications and provides them with their registration required to practice as a GP in Australia.

Congratulations to both Phil and Mohammed on their successful completion of their Fellowship.



Strengthening our Response

Beaufort and Skipton Health Service

30 November, 2018

Around 50 staff recently attended the Strengthening Hospital Responses to Family Violence morning and afternoon teas, held at our Beaufort and Skipton Campuses on White Ribbon Day.



203 People reached 124 Engagements

BSHS recognises that we need to support our staff to identify and recognise people affected by family violence and assist by providing the necessary medical care while providing a pathway to specialist support and assistance.

Often contact with a health professional is the first step for people experiencing family violence to seek access to support and care.



Domestic and family violence occurs when someone who has a close personal relationship with you makes you feel afraid, powerless or unsafe. It can be physical, but can also be emotional and psychological.

Anyone can experience domestic and family violence. It happens across communities, ages, cultures and sexes.

If you are experiencing abuse or violence it is not your fault. It is the abuser who is responsible. Domestic violence is a crime and the abuser is breaking the law.



Witnessing or experiencing domestic/family violence can have a damaging effect on children.

It is important that they get the support they need. Ensure they have access to someone they can talk to like Kids Helpline.

If you are worried about a child who is in a situation and may be in danger, contact your local child protection agency.

lifeline.org.au



PATHWAYS TO SUPPORT:

If the person feels unsafe or requires urgent assistance:

Victoria Police - **000**

Safe Steps - **1800 015 188** or Police and Hospital Staff, call **1300 739 282** (press 1)

Centre Against Sexual Assault - **1800 806 292**

If the person wants to talk to someone about their situation:

1800 RESPECT - **1800 737 732**

WIRE Women's Support Line - **1300 134 130**

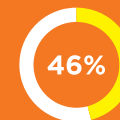
MensLine Australia - **1300 789 978**



Four Contact Officers were trained to recognise and respond to staff who are experiencing family violence.



A review of all policies and procedures around Family violence was undertaken.



46% of clinical staff have completed the SHRVF (Strengthening Hospitals Response to family Violence) phase 1.

AUGUST 2020

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

16 DAYS OF ACTIVISM

BSHS took part in the '16 Days of Activism', against Gender Based Violence and White Ribbon Day. BSHS hosted a morning and afternoon tea across both campuses, with over fifty staff attending.

The 16 Days of Activism is an international campaign and was held from the 25th November (International Day for the Elimination of Violence against Women) to the 10th December (International Day for Human rights). The campaign is used to raise awareness, undertake advocacy and take action to end violence against women.

These events provided an opportunity to promote the work Beaufort and Skipton Health Service is implementing to strengthen our response to family violence.



Reporting on Quality

ACCREDITATION

In the last twelve months, Beaufort and Skipton Health Service have been through three separate accreditations.



NATIONAL SAFETY AND QUALITY HEALTH SERVICE STANDARDS (NSQHS)

The NSQHS Standards provide a nationally consistent level of care consumers can expect from health services.

- ✓ BSHS achieved full accreditation in December, 2018, with all ten standards met.

AGED CARE STANDARDS

The Aged Care Quality Standards apply to all aged care services including residential care, home care and short-term restorative care, as well as services under the Commonwealth Home Support Program and the National Aboriginal and Torres Strait Islander Flexible Aged Care Program.

- ✓ BSHS achieved full accreditation in May 2019, with all four standards and 44 outcomes met.
- ✓ BSHS had two unannounced visits, with all outcomes met.

THE HOME CARE STANDARDS

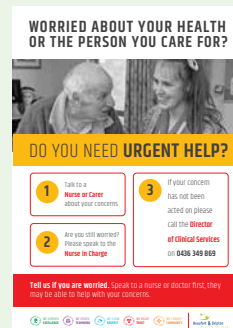
These standards apply to care provided in a person's own home or the community, including short-term restorative care delivered in a home setting, and care delivered under the Commonwealth Home Support Program.

- ✓ We were pleased to report that all three standards were met.

INTRODUCTION OF 'ARE YOU WORRIED' POSTERS.

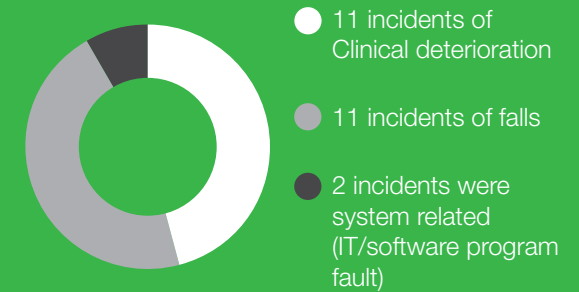
Beaufort and Skipton Health Service introduced 'Are You Worried' posters into all Acute Patient Rooms and Nursing Home Notice Boards.

These give patients and visitors additional information on how to communicate to staff if they are worried about their condition.



2018/2019 ADVERSE EVENTS

An 'Adverse Event' is an incident where a patient was or could have been harmed. There were 24 Adverse Events. **These included:**




CLINICAL DETERIORATION TRAINING



Sean Duggan from Ambulance Victoria and Skipton Clinical staff

SEPTEMBER 2020

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1 DEMENTIA AWARENESS MONTH (1-30 SEP)	2 WOMEN'S HEALTH WEEK (2-8 SEP)	3	4	5
6 FATHER'S DAY	7	8	9	10 R U OK? DAY	11	12
13	14	15	16	17	18 END OF TERM THREE	19
20	21 START OF SCHOOL HOLIDAYS	22	23	24	25 AFL GRAND FINAL PUBLIC HOLIDAY	26
27	28	29	30			

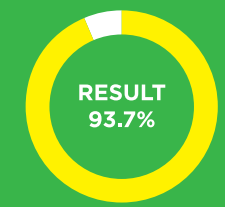


INFECTION CONTROL AND PREVENTION

BSHS had no reports of *Staphylococcus aureus* bacteraemia for the 2018/19 year.

HAND HYGIENE

(Organisation wide)

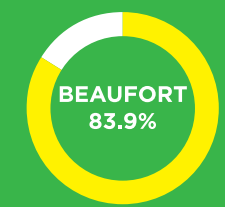


RESULT
93.7%

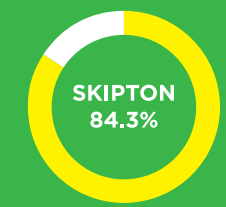
Beaufort and Skipton Health Services has achieved an overall Hand Hygiene compliance rate of 93.7%.

Required target of 80%

HEALTHCARE WORKER IMMUNISATION AGAINST INFLUENZA.



BEAUFORT
83.9%



SKIPTON
84.3%

Expected target of 80% achieved
Statewide average 83.2% achieved

How We Compare



PUBLIC SECTOR RESIDENTIAL AGED CARE SERVICES (PSRACS)

Residential Services are required to submit information to the Victorian Department of Health and Human Services each quarter. The department collates the information and provides reports about each of the quality indicators to services.

These indicators assist us to monitor the care of our residents.

Our Results

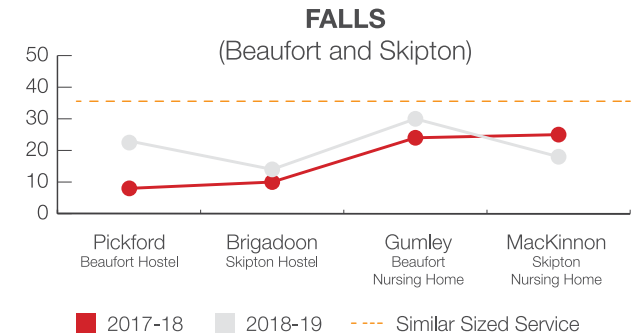


Fall & a fall resulting in fracture (broken bone)

Is an event that results in a consumer coming to rest on the ground or floor or other lower level.

WHAT WE DID?

BSHS conducted in depth 'falls review' of all falls to look for trends. Purchased harm minimisation equipment such as mats and alerts

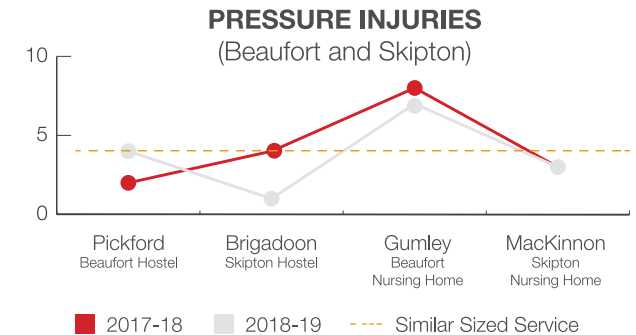


Pressure Injury

Is a localized injury to the skin and/or underlying tissue usually over a bony area, as a result of pressure, shear or a combination of these factors.

WHAT WE DID?

Purchased new pressure relieving equipment for our residents. Staff attended focused education workshops.

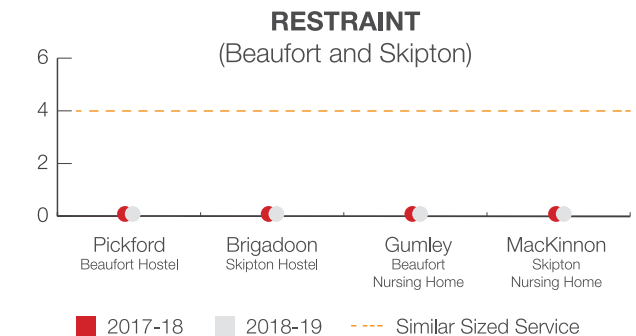


Use of physical restraint

Is the intentional restriction of a consumer's voluntary movement or behaviour by the use of a device.

WHAT WE DID?

BSHS maintained our restraint free policy and had no 'uses of restraints' recorded.



OCTOBER 2020

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1 INTERNATIONAL DAY OF THE OLDER PERSON	2	3
4 END OF SCHOOL HOLIDAYS	5 START OF TERM FOUR	6	7	8	9	10 WORLD MENTAL HEALTH DAY
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31



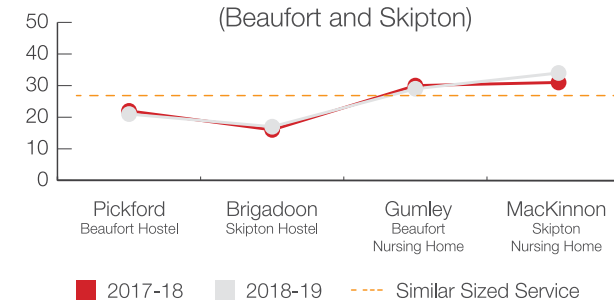
Use of 9 or more medicines

Is the use of multiple medications by the consumer.

WHAT WE DID?

We employ a pharmacist to undertake Residential Medication Management review to assist General Practitioners in minimising the use of medications.

9 OR MORE MEDICATIONS (Beaufort and Skipton)



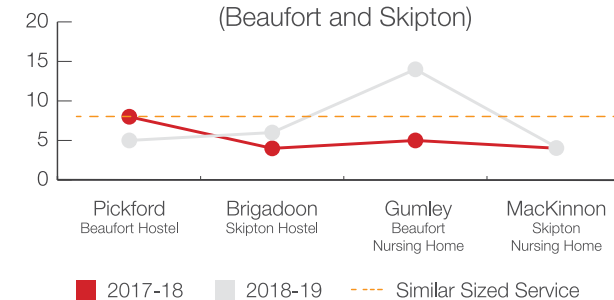
Unplanned weight loss

Is defined as weight loss where there is no written strategy for planned weight loss.

WHAT WE DID?

BSHS have designated onsite dieticians to assist residents nutritional needs.

WEIGHT LOSS (Beaufort and Skipton)



Helping our Environment

FROM THE COURIER

Dated 1 April 2019

By Rochelle Kirkham

THIS regional health service is turning farming waste into a resource that will provide hot water and heating for a hospital.

Beaufort and Skipton Health Services is working with Pyrenees Shire Council, a group of local farmers and a bioenergy consultant to establish a biomass boiler at its Skipton campus.

It is a move to further reduce the health services' energy costs and environmental impact while setting an example of the ability to adopt alternative energy in regional communities.



f Beaufort and Skipton Health Service

15 May, 2019

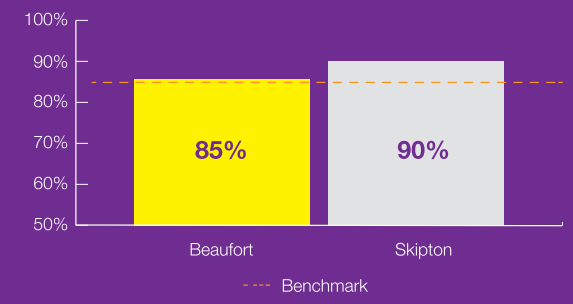
It was great to see many attending the launch of our exciting Skipton Hospital Straw Heating Project today. Our thanks to the Pyrenees Shire Council, Streatham Straw Alliance and Department of Environment, Land, Water and Planning for making this project possible. This exciting project will result in the installation of a bioenergy system that will be fuelled by straw pellets from local farmers, which will provide hot water and hydronic heating for the Skipton campus of Beaufort and Skipton Health Service.

1,232 People reached 562 Engagements

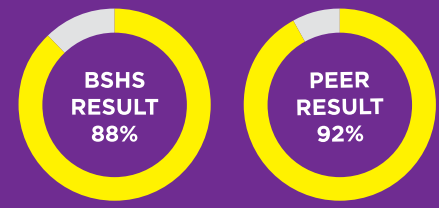
CLEANING AUDITS RESULTS



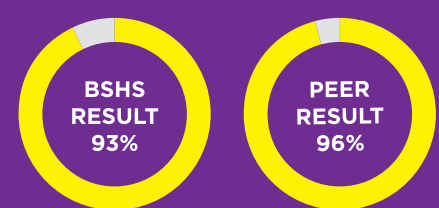
External Environmental Cleaning Audit Score 2018/19



How would you rate the hospital food?



Were hand-wash gels available for patients and visitors to use?



At the BSBS Annual General Meeting in November 2018, a guest panel presented on the Skipton Hospital Straw Heating Project, giving details of this exciting project and taking questions from the floor.



On the 15 May 2019, it was exciting to see so many official guests, staff, residents and members of our community attend the official launch of the Skipton Hospital Straw Heating Project.

This project was made possible through funding from the Victorian Government's Renewable Communities program.



Environment, Land, Water and Planning

For more details or to read the full article on this project, please refer to the BSBS website on www.bsbs.org.au

NOVEMBER 2020

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4	5	6	7
8	9	10	11 REMEMBRANCE DAY	12	13 WORLD KINDNESS DAY SHOW DAY PUBLIC HOLIDAY	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					



MEET SHERYL DARKEN

Procurement Officer

Sheryl Darken commenced her new role as Procurement Officer in August 2018.

This new role is assisting us to ensure that purchasing across the organisation is consolidated and is in accordance with Health Purchasing Victoria's policies and guidelines.

There has already been some tremendous work done with improving efficiencies and achieving savings in a number of areas.

Celebrating our Achievements

f Beaufort and Skipton Health Service

6 March, 2019

Buffet Breakfast is served! We are excited that as a part of the "Birch" project (Dementia Aust), a breakfast buffet will now be offered to all our residents at Skipton. Our residents enjoyed helping themselves to the buffet. "It was great to have nice hot porridge", the residents said.



425 People reached 349 Engagements

BUFFET BREAKFAST INTRODUCED AT SKIPTON

f Beaufort and Skipton Health Service

8 March, 2019

Meryn Pease (CEO) and Kate Wyatt (Practice Manager) recently congratulated Dr. Pushpa for her dedicated ten years of service to Beaufort and Skipton Health Service. Dr. Pushpa is a well respected GP within our local community and has also been generous in her support and mentoring of GP's and clinical staff.



1,280 People reached 601 Engagements

DR. PUSHPA

Celebrates 10 Years of Service to BSHS

Dr. Pushpa has dedicated significant time into teaching, supporting and mentoring medical students and registrars. Her dedication and passion throughout her career has seen Pushpa reaching a number of significant milestones including gaining Royal Australian College of General Practitioners (RACGP) examiner status as well as being a Quality Assurance examiner for over twelve years.



ILIJA KORAC

(Brigadoon Hostel, Skipton)

I have lived in Skipton for around 12 years.

I had a few stays in the acute hospital, it would sometimes happen that the nurses would send me into Ballarat for extra screening or treatment if I was unwell.

I liked coming back to Skipton, it feels too rushed in the big hospitals, it's more personalised here and you are accepted nicely.

In August I moved in to Brigadoon, next door to my wife Vera. I'm still getting used to it as it takes awhile to adjust.

I fill my time with some interpreting work on my computer and catching up with visitors and other residents.

I love the staff, you are nice and friendly.

f Beaufort and Skipton Health Service

8 April, 2019

BSHS would like to congratulate the organisers of the first annual WalkFest held over the weekend. On Sunday, ten of our residents, six staff and volunteers joined the community for the wheelie walk and it was great! With 7 wheelchairs and 2 frames we set off and doubled the walking distance, as we were having so much fun.



1,526 People reached 583 Engagements

BEAUFORT WALKFEST 2019

In 2018/19 BSHS partnered with Dementia Australia in the BIRCH project. Outcomes have included the Garden Shed at Skipton, activity trolleys and stations, increased staff education and more meaningful engagement for residents



Birch trolley with Beryl Black Skipton MacKinnon Resident



DECEMBER 2020

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1	2	3	4	5 INTERNATIONAL VOLUNTEER DAY
6	7	8	9	10	11	12
13	14	15	16	17	18 END OF TERM FOUR	19
20	21 START OF SCHOOL HOLIDAYS	22	23	24	25 CHRISTMAS DAY PUBLIC HOLIDAY	26 BOXING DAY
27	28 BOXING DAY PUBLIC HOLIDAY	29	30	31		

WE WELCOME YOUR FEEDBACK:

We value your feedback as it can help us to improve our care and services for our community.

You can provide feedback to us by reporting a complaint, passing on a compliment or even making a suggestion to improve our services by:

1. Writing a letter or coming to see us.
You can contact us at:

Chief Executive Officer,
28 Havelock Street, Beaufort. Vic. 3373
Ph: (03) 5349 1682

2. Email us at bshs@bshs.org.au
3. Fill out one of our Compliment and Complaint feedback forms from our reception areas.
4. Fill out one of our "Bright Ideas" suggestion forms.





BEAUFORT CAMPUS

28 Havelock Street, Beaufort Victoria 3373

P: +61 3 5349 1600

incorporating:

Beaufort Hospital, Gumley (Nursing Home),
Pickford (Hostel) and Beaufort Medical Practice

SKIPTON CAMPUS

2 Blake Street, Skipton Victoria 3361

P: +61 3 5340 1100

Incorporating:

Skipton Hospital, Brigadoon (Hostel), MacKinnon (Nursing Home)
and Skipton Medical Practice

Your health is
our priority.

www.bshs.org.au