

BSHS NEWS

AUGUST 2022



THE MONTH IN REVIEW



Meryn Pease (CEO)

The third wave of COVID has seen an increase in the number of COVID positive cases in our community and unfortunately this has resulted in outbreaks across both campuses. I want to thank you all for complying with the infection control standards required for a respiratory outbreak. Your actions continue to keep our residents and community safe.

While the 4th dose of COVID vaccination is not mandatory, I want to thank those staff who have received this additional dose of protection. Staff sick leave has also impacted rosters and we have taken the exceptional step of using Agency staff and Surge workforce staff for two weeks to help relieve staff fatigue, overtime and extra shifts. Again, I thank you all for your dedication and commitment to the Health Service.

Over the past few weeks, we have been busy developing and submitting two applications for the 2022/23 Regional Health Infrastructure Funding grants. The grant program has \$75 million available for this round of grants.

The first application focuses on the detailed design of the infrastructure changes in the Master Plan, with two stages proposed. Stage one would see the construction of a new acute block, refurbishment and extension of the Mechanics building, a new entrance to the facility and refurbishment of the current acute and administration space to enable the transfer of hostel residents into the refurbished space. This would ensure the hostel and nursing home residents are under one roof, with Registered Nurse supervision and enable ageing-in-place, with care needs being met. Stage two, being the development of a gymnasium to support rehabilitation and conversion of the hostel to student accommodation and expansion of community programs.

The second application focuses on the completion of the final stage of the Beaufort Nursing Home refurbishment. The project includes the conversion of the three remaining double rooms to single rooms with ensuites, and the construction of three new single rooms with ensuites. If successful, this would see all 15 rooms as single rooms with ensuites.

Beaufort

28 Havelock St, Beaufort
5349 1600

Skipton

2 Blake St, Skipton
5340 1100



CONNECT WITH US

bshs.org.au

Beaufort and Skipton Health Service acknowledges the Wadawurrung people, as the traditional custodians of the land and their continuing connection to land, water and community.



We pay our respects to them and their culture, and to elders both past and present.



OUR BUSINESS

During the recent COVID outbreak at the Beaufort Nursing Home and Acute ward, the double rooms were the focal point for the virus spread. It is essential that we apply for this grant for all single rooms to ensure a high level of infection control and prevention, to keep our residents safe.

We have accreditation against the National Safety and Quality Health Service Standards from 9-11 August. The assessors will be checking how we ensure patient safety and quality care is delivered through our systems, in an environment of continuous quality improvement. We have been working hard on patient safety and quality of care and will have evidence of improvements since last survey.

Please take the time to read our newsletter, we put this together every month for you. It has good information and interesting articles that keep you up to date at BSHS.

Regards Mervyn

BOARD MATTERS



David Lenehan (Board Chair)

The BSHS Board of Directors held their monthly meeting on Wednesday 27 July 2022. At the commencement of the meeting we received a very passionate and informative presentation from staff member Georgie Jenkins (Endorsed Enrolled Nurse and Clinical Support Nurse) where she described her experience during her recent work placement with Gunbalanya Aboriginal Health Service in the Northern Territory. Georgie said this was an amazing experience and a great learning opportunity, not only about the health problems but also the dedication and commitment of health workers in remote Australia.

This was followed by a presentation by Director, Dr. Marg Way, regarding the upcoming accreditation survey by the Australian Council on Healthcare Standards (ACHS). The survey will be held over three days and will assess the Health Service for compliance with the National Safety and Quality Health Service Standards. The Board is aware that a lot of work has been done to prepare for the survey and is confident the Directors, management and staff will be able to demonstrate a high level of compliance with standards.

On more operational matters we were informed about the current COVID-19 situation where all hospitals are struggling under the strain of increased presentations and workforce shortages. We were also advised of the challenges being experienced in our own Health Service with outbreaks occurring across both campuses. Again the directors would like to acknowledge the commitment of staff in working additional shifts, double shifts, overtime and supporting each other in responding to these outbreaks.

The financial position of the Health Service has strengthened over the past three years and the results for the last financial year 2021/2022 demonstrate that this trend is continuing. The positive financial position is the result of good work by managers and staff in working within budget allocations while at the same time expanding and growing our range of programs, particularly the Transition Care and Home Care Package Programs.

OUR BUSINESS

The finance team, ably led by Chris Nykoluk, have a few busy weeks ahead in preparing for the annual audit of the financial accounts by the Auditor General and preparing the budget for the 2022/2023 financial year.

The Board is pleased to welcome Lauren Baker as a new Director who has been appointed by the Minister for Health, for a period of three years. Lauren has experience in senior health agency and disability management and we look forward to Lauren's contribution to the Governance of the Health Service. At the same time we said farewell to outgoing Director Jenny Trengove who has retired after six years on the BSHS Board. A farewell event for both Jenny and former Director Karlie Tucker will be held in the next few weeks.

Finally, once again on behalf of the Board, can I express our appreciation to management and staff for their continued commitment in providing quality health care to our communities.

Regards David

NEW BOARD DIRECTOR APPOINTMENT

Welcome to new Board Director, Lauren Baker.

Lauren is currently employed to lead the People and Culture strategy for a large local disability services provider.

Lauren holds over 18 years of experience in human resources and industrial relations within a variety of sectors including not-for-profit, ambulance, listed and private companies which has given her lots of different experiences and perspectives.

Having grown up in regional Victoria, Lauren is passionate about working in 'for purpose' organisations that value their people and the contributions they make to enable our communities to thrive.

Lauren holds a Bachelor of Commerce, is a member of the Australian Institute of Company Directors, is a certified member of the Australian Human Resources Institute and a graduate of the Leadership Ballarat and Western Region Program.

Lauren enjoys living in the bush at Smythesdale with her family and two golden retrievers.

We would also like to farewell and acknowledge outgoing Directors Jenny Trengove and Karlie Tucker.



OUR BUSINESS

INSPIRE PROGRAM

MONTHLY ACCOUNTABILITY MEETINGS AND 90 DAY ACTION PLANS

Our Inspire program is a journey of improvement. It is based on the Huron Studer framework that aims to align the organisation's strategic direction, employee and consumer engagement.



MONTHLY ACCOUNTABILITY MEETINGS AND 90 DAY ACTION PLANS

Each manager has a 90 day action plan based on our annual operational plan so we can be assured that we are progressing what we said we would do in our operational plan. At the monthly accountability meeting the manager or Executive talks to their report, what information came from their leader rounding, including staff to be recognised. Monthly Accountability Meetings help to hold your manager accountable for the wellbeing of their team, the safety for consumers and the work they are currently doing in relation to achieving the goals of BSBS.

OUR BUSINESS

Ballarat • Ballan • Beaufort • Maryborough • Smythesdale

Early Interventions Program



What is Brief Intervention?

Brief intervention is a term used to describe a range of strategies including screening, brief advice, referral to specialist support, counselling and brief motivational interviewing for people seeking help with alcohol and other drug issues or a significant other of a person who is experiencing alcohol and other drug issues.

How can I access the service?

Referral is a quick and easy process – no forms or Mental Health Care Plan required. Simply gain consent from the client to make the referral and send their basic demographic information (name, date of birth, address, and phone number) to the email address below and we will do the rest.

KEY POINTS ABOUT THE SERVICE



It's free



Offers up to 5 x 60 minute sessions in total but may require fewer sessions*



Support to navigate the service system



Linkages with other supports and services



Family based intervention



Linking into services is quick and easy

*more than 5 sessions can be made available in areas with limited AOD support.



For more information or referral contact:

Alberto Stand Vargas, Irma Mutuc, or Matthew Atkinson

Email: Ballarat.Intake@vt.uniting.org
 Ph: 03 5332 1286
 105 Dana Street, Ballarat, VIC, 3350
www.unitingvictas.org.au



OUR CONSUMERS

ACUTE CONSUMER FEEDBACK JANUARY-JUNE 2022

Andrea Flenley (Nursing Director of Quality & Safety)



Agreed staff always treated them with dignity, courtesy and respect



Agreed they were always kept informed about their condition and treatment



Agreed they were always involved in discussions and decisions in planning their care



Agreed they were always given the opportunity to ask questions and voice any concerns



Agreed the toilets and bathrooms were very clean



Agreed that staff did everything they could to manage their pain



Agreed the hospital food was good

10 ways we can do to improve patient experience

- Communication - deliver effective, caring and compassionate communication with the patient and family, focusing on empathy
- Say hello - acknowledge the patient by name
- Introduce yourself and your role
- Apologise for the wait if necessary
- Acknowledge their concerns - see the encounter through the eyes of the patient
- Assure the patient's knowledge of the treatment plan
- Ask the patient what their daily goal is and document on board and care plan
- Address the patient's comfort
- Provide thorough, clear discharge instructions and confirm the patient's knowledge of the discharge plan - include the teach back method.
- Staff checking in and supporting each other. Happy staff = happy patients

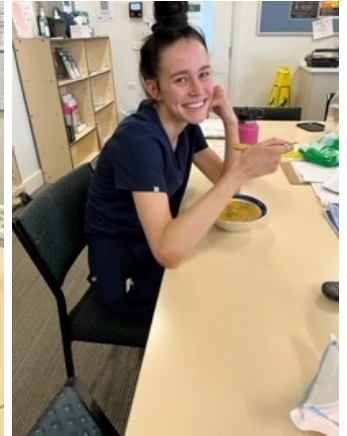
OUR CONSUMERS

SOUP FOR A CAUSE

Soup for a Cause continued this month at both Beaufort and Skipton campuses, with soup available for sale for \$2 a bowl. All funds raised will go towards the Soup Bus.

Recently our Skipton residents got involved, helping to prepare and cook Chicken and Vegetable soup for everyone to enjoy.

If you would like to put your name on the roster to make a soup to share with everyone, please fill in the flyer that can be found in the staff rooms at both Beaufort and Skipton campuses. Thank you to everyone who has been involved so far.



OUR PEOPLE

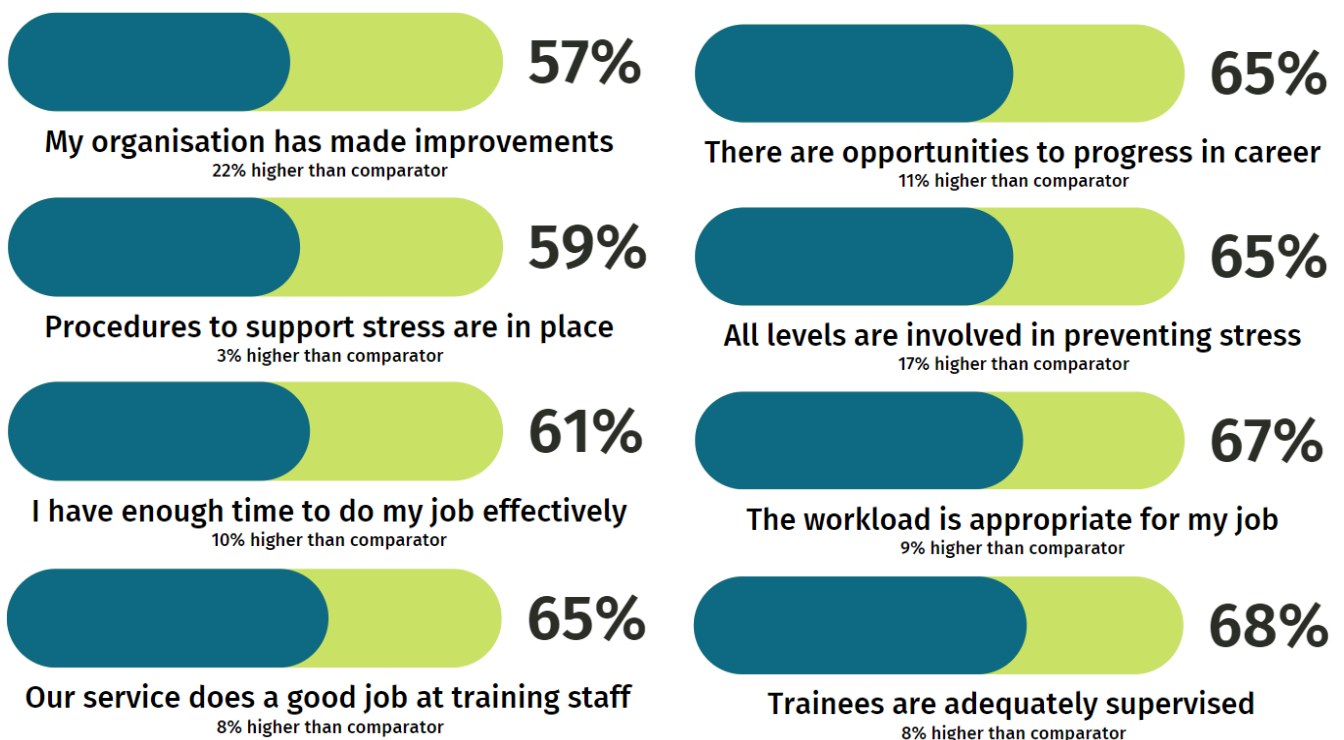
2022 PEOPLE MATTER SURVEY RESULTS

A huge thank you to all staff who completed the 2022 People Matter Survey to assist us in continuing to make sure BSHS is a great place work.

TOP SCORING QUESTIONS

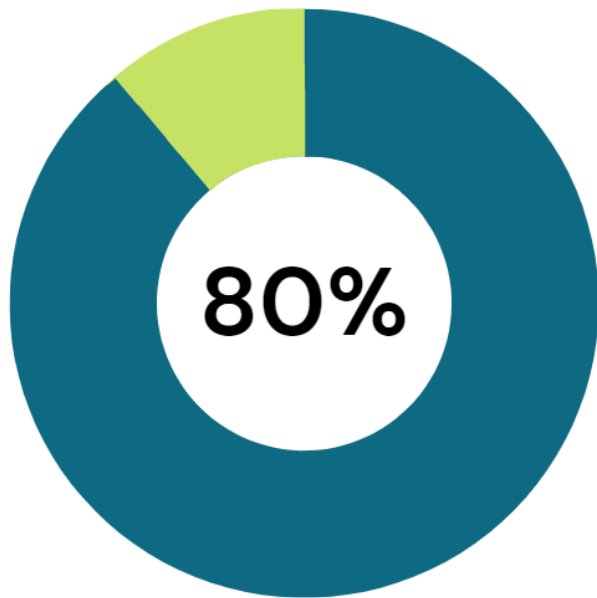


LOWEST SCORING QUESTIONS



OUR PEOPLE

2022 PEOPLE MATTER SURVEY RESULTS



Would recommend our organisation as a good place to work
 Decreased by 6% from 2021
 13% higher than comparator

59%

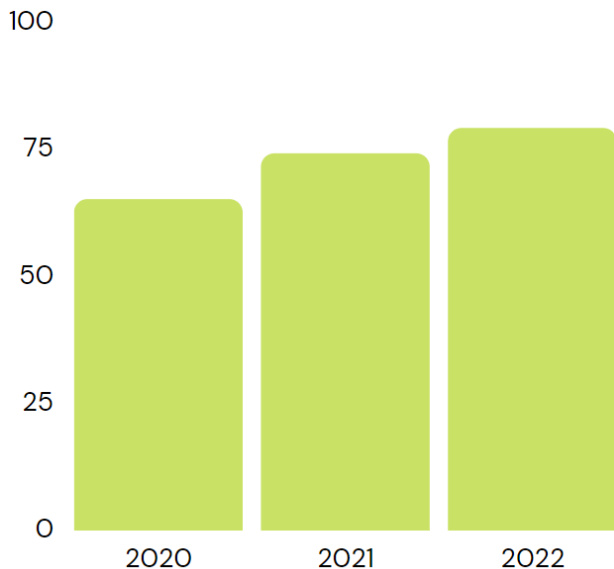
Think we have effective procedures in place to support employees who may experience stress
 Decreased by 11% from 2021
 3% higher than comparator



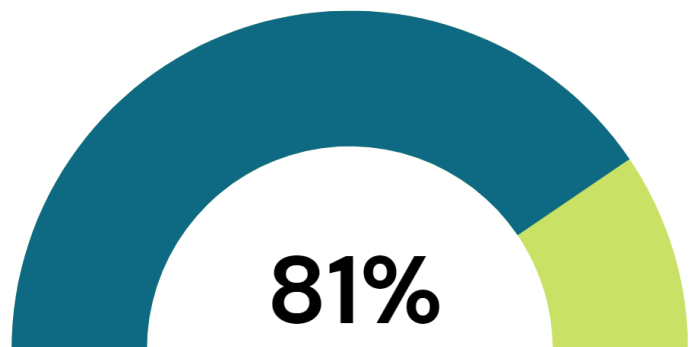
74% agreed staff are able to bring up problems and tough issues
 Increased by 2% from 2021
 10% higher than comparator

72%

Of staff are satisfied with career development at our organisation
 Increased by 4% from 2021
 10% higher than comparator



Senior leaders consider the psychological health of employees to be as important as productivity
 Increased by 14% from 2020 and 5% from 2021
 20% higher than comparator



Think our organisation takes steps to eliminate bullying, harassment and discrimination
 Increased by 2% from 2021
 19% higher than comparator

76%

Say suggestions about patient safety would be acted upon if expressed to managers
 Decreased by 8% from 2021
 2% higher than comparator

OUR PEOPLE

PEOPLE MATTER SURVEY - FOCUS GROUPS

Erica Smith (People & Culture Manager)

Thank you to everyone that participated in the 2022 People Matter Survey conducted in June.

Areas for our focus are:

- Support for staff experiencing stress
- The physically safe work environment
- Bullying and sexual harassment
- Discrimination

We will be developing an action plan to target our efforts in the areas we need to improve on, which will be developed in collaboration with our people. You are invited to provide feedback on the results and suggest ideas on areas for improvement.

Please contact Erica Smith (People and Culture Manager) ericas@bshs.org.au if you would like to be involved.

Thank you again to everyone that participated in the survey, it really helps us build an inclusive and engaged workplace.

BUILDING RESILIENCE IN THE FACE OF STRESS

Erica Smith (People & Culture Manager)

During challenging times it can be difficult to remain focused and resilient.

→ Stay in the present moment

When stress hits, it's easy to think about how things went wrong in the past. At the same time, you can also get caught up in creating what-if scenarios that heighten your anxiety. If you feel that happening, take a deep breath to bring you back to the present. Then tell yourself, "That happened. It's not my preference, and is a bit frustrating, but it's the reality, and I accept it. I will not draw on the past when I had this awful experience. And I'm not going to get anxious about the future."

→ Pay attention to your inputs

Are you feeding your body right, getting high-quality sleep and moving your body? What are you reading, watching or listening to? Who do you spend most of your time with? All of these have a massive impact on how you see the world and in turn, how you react when things go south.

[How to beat stress, stagnation and burnout podcast](#)

OUR PEOPLE

REMOTE PLACEMENT

Endorsed Enrolled Nurse and Clinical Support Nurse, Georgie Jenkins, is currently studying her Bachelor of Nursing and has recently returned from a remote placement in the Northern Territory. Georgie's placement was based in Gunbalanya, around 300km from Darwin in West Arnhem Land, and has a population of just 1,100 people.

Georgie reflected on her time in Gunbalanya as one of the best things she has ever done. From working out of a clinic at a nearby outstation in 45-degree heat, to treating five year olds with chronic heart diseases alongside some highly skilled nurses. While there was a lot of chronic illness she noted it was educational on all fronts, including understanding the community, traditions, cultural diversity and art.

Georgie also noted the insight that it gave her into how far nursing can go. We all judge people inwardly, but it taught her to manage her judgement. What we see in the media about Indigenous cultures isn't always correct. She also learnt that kindness and trust can go a long way.

Georgie was the recipient of the BSHS Gill Checkley Memorial Scholarship, which assisted with funding her placement. The Gill Checkley Memorial Scholarship is awarded to staff on an annual basis to assist with training and development.



GILL CHECKLEY MEMORIAL SCHOLARSHIP 2022/2023

Applications for the Gill Checkley Memorial Scholarship (2022/2023 financial year) are now open and will close on

Wednesday 31 August

For further information and to access the application form, please follow the link intranet.ad.bsbs.org.au/01.home/education

**Please forward your completed application to Meryn Pease
MerynP@bsbs.org.au
by Wednesday 31 August**

OUR PEOPLE

STAFF SPOTLIGHT

Tahlia Landt

WARD CLERK

How long have you worked at BSHS?

Three years this November. I started in 2019.

How often do you work?

I work three days a week. Monday, Tuesday and Wednesday, in the Beaufort Acute reception area.

What does your role involve?

I work as a Ward Clerk/Receptionist. Answering phones and emails is a large part of my role. I also book radiology appointments and transport for patients, community transport and student accommodation. I prepare admission packs for patients, set up new patients in Clinical Manager and iPM, make new staff ID cards and order patient linen.

Favourite thing about your role?

I love the fast-paced environment and diversity of my role. I love working autonomously but also within a team. Meeting patients and providing them with a friendly customer service.

What do you enjoy doing when you're not at work?

Bushwalking, travel, beach trips, cooking, photography and watching comedians.

Three things you can't live without?

Coffee, nature and family - I have a husband and two boys, Kaianu and Jamison.



CONSUMER FEEDBACK - BEST THING ABOUT OUR SERVICE

"Very good with the work they do. Very clean hospital. Staff are very good."

"Having the service available."

"The service is run as a family affair. Staff are ALWAYS friendly and helpful. I am ALWAYS treated with respect and an individual with individual care needs. Great work staff."

OUR PEOPLE

BSHS People & Culture Committee would like to invite you to come along for an evening of dancing, singing and fun with RENT.



Presented by Ballarat Light Opera Company – Music Theatre

**Thursday 18th August,
Terminus Theatre @ The Goods Shed**

Lydiard Street North, Ballarat

**To confirm your ticket, payment must be paid in full to
Finance team by 12 August**

Tickets are: \$ 47.00 per person

For more information please see Kim Stevens or Kylie Scofield

OUR PEOPLE

EXECUTIVE SAFETY WALK ROUNDS

As part of the BSHS commitment to patient and staff safety, an Executive Safety Walk Round team will visit the

Skipton Community Services and Medical Practice

Monday 15 August

1:00pm

AUGUST EDUCATION CALENDAR

August 2022



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
31	1	2	3	4	5	6
	Huddle Hop – Standard 8 recognising and responding to clinical deterioration	Huddle Hop – deterioration – what does it look like	Huddle Hop – complacency is the silent killer	Huddle Hop – Prevention of falls	Huddle Hop – post falls clinical assessment	Huddle Hop – Fear of falling – creating a safe space for the consumer
7	8	9	10	11	12	13
Huddle Hop – referrals and the multidisciplinary team	Huddle Hop – Standard 1 Clinical Governance	Huddle Hop – partnering in care with consumers NSQHS Accreditation	Huddle Hop – PROMPT NSQHS Accreditation	Huddle Hop – VHIMS NSQHS Accreditation	Huddle Hop – Feedback	Huddle Hop – communication with consumers
14	15	16	17	18	19	20
Huddle Hop – diversity	Huddle Hop – Skin Integrity	Huddle Hop – Wound Management	Huddle Hop – ANTT Medication Safety - Emily 1415 – 1445 MS Teams	Huddle Hop – Pressure Injury	Huddle Hop – documentation in wound care	Huddle Hop – Burns assessment +/- transfer
21	22	23	24	25	26	27
Huddle Hop – Minor Burns Management	Huddle Hop – Infection Control	Huddle Hop – standard precautions	Huddle Hop – contact precautions	Huddle Hop – Daffodil day	Huddle Hop – droplet precautions	Huddle Hop – PPE
28	29	30	31	1	2	3
Huddle Hop – Outbreak Management	Huddle Hop – Outbreak Management Zones	Huddle Hop – AIDET training	Huddle Hop – Month in Review			

** Education subjects are fluid and may change to meet the requirements of staff or the organization.

The education calendars have been completed for the rest of the year.

If you want to see what is going on, you can access the calendars through the education link on the intranet.

Please be mindful that topics may change to meet staff and organisational needs.

OUR QUALITY & SAFETY

WHY WE NEED POLICIES

Andrea Flenley (Nursing Director of Quality & Safety)

- Echocardiogram - ECG
- Linen Practices
- Mandatory Education and Training
- Smart Lift & Transfers
- Bowel and Constipation Management
- Use of Motorised Mobility Aids
- Cognitive Screening and Assessment
- Advance Care Directive
- Complimentary Therapy
- BSHS Procurement Framework
- Delirium
- Workforce Immunisation
- Dose Administration Aid
- Restricted Practices Policy
- High Risk Medications PINCH-A
- Pyrenees Shire Covid Safe Plan 2022
- Multiple Chemical Sensitivity
- Responsive Behaviour Management
- PEG Tube Management
- Urethral Catheter Insertion and Removal
- Polypharmacy
- Gill Checkley Memorial Scholarship Guideline
- Sleep Management
- Blood and Body Fluids Spills Procedure

Coming up to National Standards Accreditation you may have noticed a lot of policies being updated. You may wonder why we need policies at all. If you think about what happens when something goes wrong (eg. A consumer goes missing and can't be located), this is not the time to start to develop plans. If you have access to current and compliant policies and procedures, you already have a plan. In this case the relevant policies will list the steps that need to be followed, including requirements related to mandatory reporting and other compliance areas.

Why does an organisation have policies?

- To ensure that the organisation meets its strategic goals and objectives
- To manage risks
- To meet legal requirements and remain compliant with regulations
- To meet the requirements of funding
- To attract and engage prospective new consumers
- To create desired behavioural outcomes that develop a positive organisational culture
- To support staff to provide the best possible care

OUR QUALITY & SAFETY

NACHO POTATOES

Recipe

Ingredients

4 brushed potatoes, scrubbed
 1 avocado, deseeded, finely chopped
 1 small red onion, finely chopped
 2 tomatoes, finely chopped
 5ml olive oil cooking spray
 250g extra lean beef mince
 2 tsp Mexican chili powder
 1/2 cup shredded smoky chipotle cheddar and tasty cheese



Method

1. Pre-heat oven to 200°C. Prick each potato 6 times with a fork and wrap in foil. Place on a baking tray and bake for 1 hour or until tender. Allow to cool for 15 minutes.
2. Place avocado in a small bowl and mash with a fork until smooth. Stir in half each of the tomato and onion.
3. Spray a frying pan with oil and heat over a medium-high heat. Add mince and cook, breaking up lumps with a wooden spoon for 5 minutes or until well browned. Add chili powder and remaining tomato and onion. Remove from heat.
4. When potatoes are cool enough to handle, cut in half length ways and scoop out potato, leaving a 5mm shell. Place scooped out potato in a large bowl and mash. Add beef mixture and combine.
5. Spoon beef mixture into potato shells. Sprinkle with cheese and bake for 10 minutes or until cheese is melted.

DEMENTIA WEBINARS

- **Understanding Younger Onset Dementia**
Tuesday 16 August | 5:00pm-7:00pm
- **Activities at Home**
Wednesday 17 August | 10:00am-12:30pm
- **Considering Residential Aged Care**
Thursday 18 August | 10:00am-12:30pm
- **Grief, Loss and Dementia**
Monday 22 August | 1:00pm-2:30pm
- **Understanding Younger Onset Dementia**
Thursday 25 August | 10:00am-11:30am
- **Bathing Made Easy**
Wednesday 31 August | 10:00am-11:30am
- **Blokes in the Caring Role**
Wednesday 31 August | 3:00pm-6:00pm
- **Introduction to Dementia**
Thursday 1 September | 2:00pm-3:30pm
- **Bathing Made Easy**
Friday 2 September | 10:00am-11:30am
- **Communication and Dementia**
Tuesday 13 September | 5:30pm-7:30pm
- **Grief, Loss and Dementia**
Thursday 15 September | 2:00pm-3:30pm
- **Understanding Younger Onset Dementia**
Wednesday 21 September | 1:00pm-2:30pm

All webinars are run by Dementia Australia—Register at dementia.org.au