

# BSHS NEWS

MARCH 2022



## THE MONTH IN REVIEW

Meryn Pease (CEO)



Welcome to autumn, the weather has shown us that it can rain in Beaufort and Skipton! A nice relief for our gardens and grounds.

The Victorian Department of Health has released a draft policy on mandatory influenza vaccination of healthcare workers, for feedback. This new policy relates to the Health Services Amendment (Mandatory Vaccination of Healthcare Workers) Act 2020, which came into effect March 2020. Best advice is that there will be a severe influenza season this year. At this stage it is likely that all workers are required to be vaccinated against influenza by 15 August 2022.

While still talking about vaccinations, I would like to congratulate all staff, as we have reached 100% of staff who are eligible for receiving their booster (third) dose of COVID-19 vaccine.

This year is going to be a busy year for accreditation surveys with the Aged Care Quality and Safety Commission (ACQSC) standards for our Residential Aged Care facilities, then National Safety Quality

Healthcare Services (NSQHS) standards for our acute and urgent care services. In addition, there will be accreditation for the Community Home Support Program, Home Care Packages and the Skipton Medical Clinic is due for survey with Australian General Practice Accreditation Limited (AGPAL).

This has been eased a little by the Aged Care Quality and Safety Commissioner advising an extension of accreditation for Beaufort Nursing Home (RACS ID 4468) and Beaufort Hostel (RACS ID 3334), resulting in both facilities accreditation being extended by 6 months to February 8 and 9 2023, respectively.

AGPAL has also advised a twelve-month extension of accreditation for the Skipton Medical Clinic, now expiring on 17 December 2023.

We have been on a journey with Huron Studer Group Coach, Maryann McBean, for the past three years, to assist us in building a great organisation, where it is a great place for staff to work, doctors to practice and patients, residents and clients to receive great care.

### Beaufort

28 Havelock St, Beaufort  
5349 1600

### Skipton

2 Blake St, Skipton  
5340 1100



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## OUR BUSINESS

This required a shift in the organisation's culture, while building leaders across the organisation and a clear focus on our strategic goals. Then organisational results will follow and this is exactly what we have achieved.

Huron Studer Group Australasia, covers Australia, New Zealand and Asia. Last Thursday, we received the **Australian Organisational Excellence Award** from Huron Studer Group.

This award is in recognition of the improvements (to date) we have made including, employee engagement, patient engagement, safety and quality indicators, financial performance and service provision to our community. This award belongs to each of our staff, as it is their commitment to community, residents, patients, clients, teams and colleagues that has driven these improvements across the organisation. We still have further to go, as we strive to consolidate our results and take the next step to being a highly reliable and sustainable organisation. Thank you to all staff for your commitment and dedication.



BSBS Board Chair, David Lenehan and CEO, Meryn Pease with BSBS Leadership Team and Maryann McBean from Huron Studer

Our Women's Health and Wellbeing Forum is on Wednesday 9 March, at the Beaufort Community Bank Complex from 10:30am to 12 midday. We have three fantastic speakers, who I know will share some wise health information. I hope your friends or family members can join in for this community event. Thank you to Jayde Ringin, Andrea Flenley, Pam Weller (Beaufort CWA) and Denise Camm (Rotary Club of Beaufort) for the work they have done in building this event for our community.

*Regards Meryn*

## BOARD MATTERS

*David Lenehan (Board Chair)*



The BSBS Board of Directors held their first meeting of 2022 on Wednesday 23 February. This was quite a busy night as the Clinical Governance and Finance and Audit and Risk Management sub committees also met that evening. Once again all Directors were in attendance and in fact one Director, Jo Hall, Zoomed in from the United Kingdom where she is currently visiting family and friends.

The Board received a report on the excellent care displayed by the staff of the acute ward at Beaufort in looking after a palliative care patient who was admitted in November 2021. The clinical and emotional challenges in caring for this patient and providing support to his family were significant and it is a credit to the Nurse Unit Manager and staff for their compassion and professional care.

On Thursday following the Board meeting, I was pleased to represent the Board at a

## OUR BUSINESS

morning tea where an award for 'Organisational Excellence' was presented to BSHS for its participation and progress in the "Studer Program". The Studer tutor, Maryann McBean provided a glowing report on the progress of BSHS and the improvements achieved their key metrics including, employee and consumer engagement, safety and quality indicators, financial performance and access and provision of services to the community. Well done to management and staff in achieving this important award.

Following an advertising campaign for community membership of our Clinical Governance Committee the Board was pleased to approve the appointment of Ms Lynne Dickman. Lynne is a well-known member of a number of community groups and runs her own catering business. We welcome Lynne and look forward to her contribution to the work of the Clinical Governance Committee.

Finally on behalf of the Board can I thank management and staff for their ongoing commitment and dedication to our consumers.

*Regards David*



BSHS Board Chair, David Lenehan and CEO, Meryn Pease and Maryann McBean from Huron Studer

## PROMPT NEW POLICIES

- Gifts & Benefits Hospitality Declarations Form

## PROMPT UPDATED POLICIES

- Emergency Management Committee— Terms of Reference
- Access to Healthcare
- Bariatric Management Clinical Guideline
- Blood Alcohol and Drug Testing
- Clinical Handover
- Depression in the Elderly
- Emergency Treatment of Acute Asthma
- Eye Care-Irrigation, Eye Toilet, Eye Ointment, Eye Cover (Patch)
- Fluid Balance Chart
- Goals of Medical Care Clinical Practice Protocol
- INR-Coaguchek XS Plus
- Management of Sensory Loss
- Neurological Observations for Head Injuries Policy & Procedure
- Oxygen Therapy
- Peak Expiratory Flow Rate-Procedure
- Skin Care Policy
- Troponin T Testing
- Urgent Care Policy
- Voluntary Assisted Dying Policy and Procedure
- Wound Management Procedure
- Wound Swab
- External Reporting
- Gifts, Benefits and Hospitality Policy
- BSHS Employee Assistance Program
- Equal Opportunity Policy
- Police Check and Working With Children Procedure
- Police Check Protocol
- Professional Reigstration
- Recruitment and Selection Policy
- Recruitment and Selection Procedure
- Working With Children Check Protocol
- Death of a Resident, Patient or Client

## OUR BUSINESS

# INSPIRE PROGRAM

## WHAT WE PERMIT, WE PROMOTE

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 engagement and consumer engagement.

We want to build a great organisation, where it is a great place for staff to work, doctors to practice and patients, residents and clients to receive great care.

This required a shift in our organisational culture, while building leaders across the organisation and creating a clear focus on our strategic goals. When this is embedded our organisation results will follow and this is exactly how we have achieved the Australian Organisational Excellence Award.

Put simply, the five systems that we align are

• Leadership • Culture • Patient Safety • Quality Improvement • Process Improvement

We do this by using the Studer framework of tools and strategies.

Our Inspire program aims to make improvements including, employee engagement, patient engagement, safety and quality indicators, financial performance and service provision to our community.



### ABOVE AND BELOW THE LINE BEHAVIOURS

Above and below the line behaviours help us to turn our workplace values into tangible concepts that all staff can easily understand and apply. You will sometimes hear staff saying 'that is below the line' when we might not uphold our values.



### EXECUTIVE SAFETY WALK ROUNDS

Executive Safety Walk Rounds are a quality improvement initiative and a way of ensuring the Executive team and senior staff hear first-hand of the key safety concerns of frontline staff, patients, residents and families. Issues raised go onto an action plan that has an Executive member responsible for the action to be completed. This is presented monthly to the Leadership and Executive meetings.

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### LEADER ROUNDING WITH EMPLOYEES

Rounding involves a leader taking the time each day to touch base with employees, making a personal connection, finding out what is going well and determine improvements that can be made. Rounding improves engagement in managers and employees which then improves safety, quality outcomes and reduces staff turnover. It also provides the opportunity for staff to acknowledge the good work of a colleague and why.



### TRAFFIC LIGHT REPORTS

The key actions from the monthly leader rounding goes onto your Traffic Light Report in the work area and then published in our BSHS Newsletter every six months. This way you can see what staff have fed back and how we are going in progressing suggestions. It also lists those staff who have been recognised for their work.



### STAFF RECOGNITION

A strength of staff recognition is that your peers are acknowledging your good work and explain why this is important. Recognising and rewarding success ensures that great work doesn't go unnoticed and focuses on positive behaviours. Which builds a safe, respectful and harmonious workplace, resulting in constructive teamwork and quality healthcare. Recognition can be a simple and direct thank you from your manager or colleague, it could be an email from another manager or Executive, or it could be a thank you note. All recognition includes what you have done that is exceptional, why it is important and the note states how this links to our values.



### SERVICE ROUNDING

Service rounding is the next step in our program and will be rolled out in March 2022. It has a focus on how a service is or is not meeting the needs of its clients. For example, Maintenance Supervisor will meet with Nurse Unit Manager to see if their service is meeting the needs of the clinical team.

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### STAFF HUDDLES

Staff huddles are 5-7 minute standing gatherings that allow us to communicate vital information to ensure all staff are informed. Routinely nursing do a daily huddle and when there is important organisation wide information then we call a huddle. For example, COVID-19 restrictions or changes with areas during refurbishment works.



### 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 BSHS.



### COMMUNICATION AND CONSUMER BOARDS

In each Department of the Health Service you will find a communication board. This board holds key documents—strategic plan, values, above and below the line behaviours, operational plan etc. The board also has key performance indicators presented in an easy to read format.

A consumer board is located at the main reception in Beaufort and soon Skipton.

This has key data, upcoming events, how to give feedback, COVID-19 updates and profiles of one of our services.

**The INSPIRE ANIMATION VIDEO is a short animation that explains the program and how it relates to all staff. Please take the time to watch it and ask your manager if you have any questions.**

[www.powtoon.com/onlinepresentation/eYaqpOSQOJQ/inspire-beaufort-skiptonhealth-service/?mode=movie#/](http://www.powtoon.com/onlinepresentation/eYaqpOSQOJQ/inspire-beaufort-skiptonhealth-service/?mode=movie#/)

## OUR BUSINESS

### CEO MERYN PEASE COMMITS TO FIVE MORE YEARS

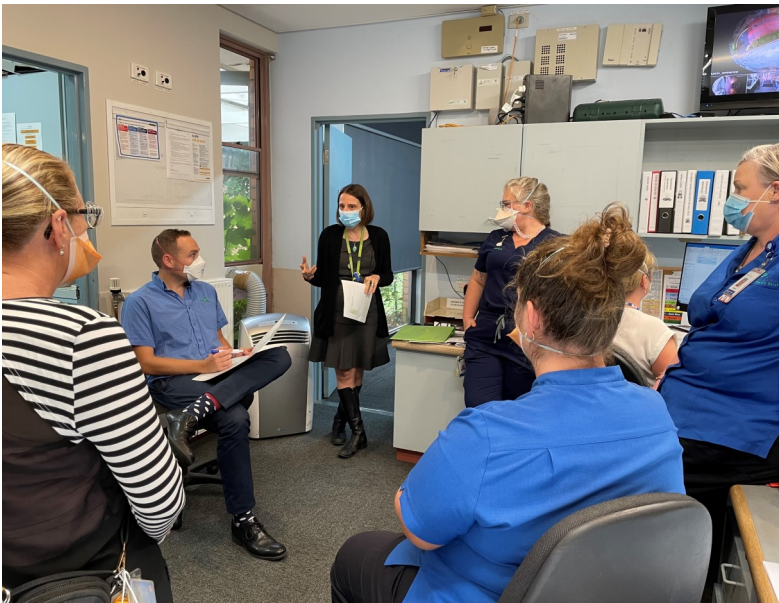
Meryn Pease will remain Beaufort and Skipton Health Service CEO for another five years after signing a contract extension last month.

Meryn is "overwhelmed" by the Boards support. "It's an absolute honour and privilege to continue in this role with the Health Service," she said. This will give staff and the community stability within the Health Service and they can have confidence that we will be here for the long haul.

A focus will continue on positive staff and organisational culture, having already contributed to creating a positive cultural space. Securing funding for the masterplan redevelopment for the Beaufort campus will be a key priority as well as infrastructure improvements at the Skipton campus.



### FIRST HUDDLE HOP TAKES PLACE



On 1 March, BSHS introduced the 'Huddle Hop'. Huddle Hop's are snapshot education sessions that provide information that is required for organisational or work based requirements to ensure quality outcomes for our consumers. The Hop's will be printed for the week by the Nurse in Charge and will be accessible on the public drive under 'Huddle Hop's'.

If any staff have an idea for a Hop please email Kim. We would like everyone to be involved.

### A BIG WELCOME TO OUR NEW STAFF!

**Phoebe Scanlan**

Registered Nurse

**Brigit Mason**

Registered Nurse

**Shayla Simpson**

Personal Care Worker

**Billee Irving-Trew**

Food & Domestic Services

**Yunying He**

Food & Domestic Services

**Tarlee Clarke-Ziday**

Food & Domestic Services

**Jerin Abraham**

Food & Domestic Services

## OUR CONSUMERS

### CONNECTING WITH ANIMALS



Our Beaufort Hostel and Nursing Home residents were all smiles as they enjoyed a visit from 'Red'.

The connection between animals relaxes and calms residents. It also provides stimulation and gives them something to talk about.

A big thank you to Jane from our Support Services Team, and husband Michael, for bringing Red in for a visit.





## OUR CONSUMERS

### VALENTINES DAY



Our Beaufort residents celebrated Valentines Day with a special afternoon tea.  
Grevillea Cottage generously donated lovely roses to our residents.  
Our Skipton residents celebrated by making some delicious heart shaped chocolates!

## OUR PEOPLE

## Staff Spotlight



**Tiana Noether**

**Accredited Exercise Physiologist**

**How long have you worked at BSHS?**

I have been at BSHS since October 2020. I was working one day a week as an Allied Health Assistant with TCP clients before starting in my role as Exercise Physiologist at the beginning of February 2021.

**How often do you work?**

I work Wednesday's in Beaufort and Thursday's in Skipton.

**What does your role involve?**

I use exercise as my main treatment to

prescribe and implement exercise interventions for a variety of clients, ranging from healthy individuals to those with chronic disease. I am able to provide education and lifestyle strategies as well as specific exercise prescription to assist with the achievement of optimal outcomes for my clients.

**Favourite thing about your role?**

I love to help people achieve best possible health and wellbeing through exercise and a physically active lifestyle. I enjoy enabling people to do things they may have previously found difficult or have been unable to do due to an illness or injury, by assisting them to improve their function through targeted exercise prescription that is tailored to their needs and personal goals.

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

I enjoy playing sport, I play netball through the winter for Sebastopol Football Netball Club and during summer I play touch football in a team with my husband, dad, brother and close family friends. I enjoy taking my two huskies for walks, and camping or travelling when we get a chance!

**3 things that you can't live without?**

My family, Grey's Anatomy, My phone

To find out more information about our Exercise Physiology services, or to book an appointment please call

**Beaufort 5349 1610**

**Skipton 5340 1101**

**CONGRATULATIONS!**

Congratulations to **Kasey Everitt** and **Mohammad Zubair** on their new roles as **Registered Nurses!**

## OUR PEOPLE

### NEW SKIN CHECK EQUIPMENT AT MEDICAL PRACTICE

BSHS are excited to announce the purchase of new Dermatoscope equipment at the Skipton Medical Practice.

The new Dermatoscope can magnify skin, nails and abnormalities by up to 10 times, and can take photos, which can help to diagnose any skin cancers earlier.

This equipment is a great asset for our rural community and we encourage anyone who has a family or personal history of skin cancers to have an annual check.

To book your appointment call 5340 1101.



Skipton Medical Practice GP, Dr Badrika Kahawatta, with Skipton resident Graeme Kissick

# HARMONY WEEK



After the success of the Taste of Harmony 2021 celebrations, we would once again like to invite all staff to a celebration of our cultural diversity.

Please bring a plate to share that reflects your cultural heritage and makes you think of home.

**Skipton Activities Room**

**Wednesday 16 March | 12:00 - 13:00**

**Beaufort CWA Room**

**Tuesday 22 March | 12:00 - 13:00**



## OUR PEOPLE

### EDUCATION UPDATE

*Kim Stevens (Learning & Development Manager)*

This month we welcomed our 2022 Graduate Registered Nurse's. On 3 February Georgie Jenkins (Clinical Support Nurse) took them through their orientation and inducted them into the organisation.

Jack will begin at Ballarat Health Services Emergency Department and will commence in Sipton in June. Erin will begin in Beaufort while Shayla will begin in Sipton. We look forward to watching them grow and develop throughout the year. Thank you to all staff for helping to guide them along the way.



Clinical Support Nurse, Georgie Jenkins, with Graduate Registered Nurse's, Jack Landwehr, Erin Ward and Shayla Simpson

GRAMPIANS  
LEARNING  
HUB

**Mandatory training is here. It is vital that ALL staff complete their online mandatory training by 15 March.**

**If you are unsure what you need to do, the lists for each work group are located on the education portal on the Intranet.**

**You can access the Grampians Learning Hub through the link on the education portal. If you have trouble logging in please email Erica or Kim for assistance.**

### PERSONAL CARE WORKER TRAINEESHIP

Westvic Staffing Solutions currently have an exceptional opportunity available in partnership with BSHS for an enthusiastic person to undertake a Personal Care Worker (PCW) Traineeship.

There are two positions available.  
One at the Beaufort Campus.  
One at the Sipton Campus.

For more information and to apply, please visit <https://westvic.org.au/.../personalcareworker.../>



## 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

**Beaufort Hotel Services and  
Maintenance**  
**Tuesday 22 March | 3pm**

### HEALTH SAFETY REPRESENTATIVE

The primary purpose of the Health and Safety Representative (HSR) role is to represent members of a work group in health and safety matters.

We currently have vacancies!

If you are interested or would like more information please feel free to email

**Darren White**

**Corporate Services Manager**  
**darrenw@bshs.org.au**

Training will be provided by an external provider.

## WELLBEING PROGRAM

**Don't forget to utilise the Wellbeing Reimbursement program!**

You can be reimbursed for a wellbeing activity or item, up to \$50. This is for all staff for purchases made between 1 December 2021 and 30 April 2022.

1. Complete a staff reimbursement form
2. Attach receipt(s)
3. Provide to your manager for approval
4. Forward to Finance for payment

## BANANA PIKELETS

*Recipe*

### Ingredients

1 cup wholemeal self-raising flour, sifted  
1/2 tsp baking powder  
1 banana, mashed  
2 tbsp honey, warmed and extra to serve  
3/4 cup reduced-fat milk  
1 egg  
Olive oil spray  
Yoghurt and fresh strawberries to serve

### Method

1. Place the flour and baking powder in a large bowl and make a well in the centre
2. In a separate bowl, mix the banana, warm honey, milk and egg and whisk together
3. Add the wet mixture to the flour a little at a time a mix until smooth
4. Lightly spray a non-stick fry pan with olive oil and heat over a medium heat
5. Add tablespoons of the batter to the pan and cook in batches for 2 minutes or until bubbles start to appear on the surface. Flip and cook for another 1-2 minutes or until



## OUR QUALITY & SAFETY

### ACCREDITATION

Andrea Flenley (Nursing Director of Quality & Safety)

**In 2022 we will be undertaking Aged Care Accreditation at the Skipton Campus in the coming months. National Standards accreditation will be undertaken organisational wide in August.**

### *What is accreditation?*

**Accreditation is an evaluation process that involves assessment by qualified external peer reviewers to assess a health service organisation's compliance with safety and quality standards.**

- Accreditation programs have both compliance and quality elements that work in a complementary way to promote quality and safety.
- Accreditation programs focus on continuous quality improvement strategies. They usually consist of a process that involves self-assessment, review or assessment of performance against predetermined standards by an external independent body and monitoring of ongoing performance against these standards by the accreditation body.
- In Australia, all public and private hospitals, residential care, medical practices, community services such as Home Care Packages and Allied Health Services, day procedure services and most dental practices must be accredited.
- The consumer's experience of the quality of care and services is an important part of the site audit. Patients, residents and representatives are interviewed during accreditation. Representatives may include family members, enduring power of attorney or any other representatives of the consumers.
- An important part of accreditation is that assessors will be speaking with and observing staff to see if 'what we say we do' is actually 'what we do'. If you are unsure what this means for you, please speak to your manager.

*Accreditation is a time to reflect on the improvements we have made and the quality care that we deliver to our patients, residents and community.*

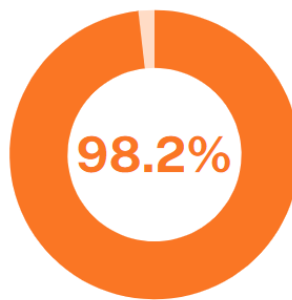
## OUR QUALITY & SAFETY

### KEEPING EACH OTHER SAFE

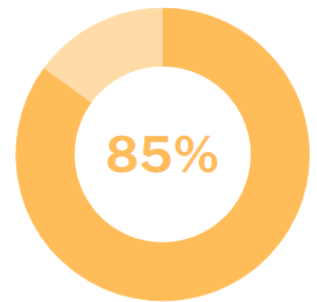
BSHS are working hard to ensure that we keep our staff, residents, families and communities safe during this time. Our COVID-19 vaccination clinics in both Beaufort and Skipton have been working hard to make sure that all our staff have, or will soon have, received their third dose of the COVID-19 vaccine. Vaccination appointments are still available for community members.



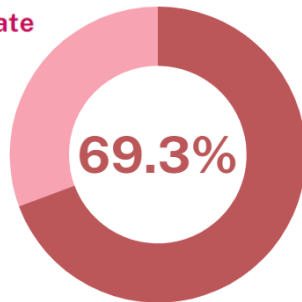
Staff COVID-19 dose 1 & dose 2 vaccination rate



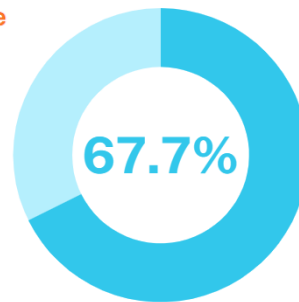
Staff COVID-19 dose 3 vaccination rate



2021 staff flu vaccination rate



Pyrenees Shire dose 3 vaccination rate



Corangamite Shire dose 3 vaccination rate



## COVID-19 UPDATE

TESTING & VACCINATION

### TESTING

→ Available by appointment. Please call to book between 9am and 5pm.

### VACCINATION CLINIC

→ First, second and third doses available. You can book your booster dose if you are aged **16 and over** and had your second dose **3 or more months ago**.

→ Appointments for **5-11 year olds** can now be made.

**Please note that 16 and 17 year olds are now eligible to receive their third dose. Book your third dose as soon as you can to protect yourself & community.**

#### Beaufort

28 Havelock St, Beaufort  
5349 1601 (testing)  
5349 1610 (vaccinations)

CONNECT WITH US

#### Skipton

2 Blake St, Skipton  
5340 1101

[bshs.org.au](http://bshs.org.au)



OUR QUALITY & SAFETY

BSHS COVID-19 VACCINATION CLINICS



Family appointments have been the theme for this month with many parents receiving their booster while their 5-11 year olds received their first dose.



16-17 year olds also became eligible to receive their booster dose this month, and it is great to see many community members booking their appointment! Pictured is 17 year old Teagan Cummings with Nicole Clarke.

Shaye Metcalf-Brown with daughter, Mackenzie and mother, Helen proudly displaying their COVID-19 vaccination certificates after receiving their booster dose. Helen received her booster at the Beaufort Family Practice before Shaye and Mackenzie received their booster from Infection Control Coordinator Christina Morvell at Beaufort Community Health.

