



2017-18
QUALITY ACCOUNT


Beaufort & Skipton
Health Service



Rathii Dawson (Chair)

Welcome from the Chair

Beaufort and Skipton Health Service (BSHS) has been on a person-centred journey to deliver the Best Care to all those who access our health service. Our goal is to deliver services that are underpinned by safe and quality care so that our consumers experience positive health outcomes.

This would not be possible without our staff, volunteers, partners and community members who work tirelessly and generously to support the consumer experience and overall health and well-being of our community members.

I am delighted to present this report and hope it provides you with some insight about what we do to support the health and wellbeing of our local community. This report is a summary of our achievements and positive results throughout 2017-18.

Our 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.

Snapshot of our Service

20,600

We supported our community with 20,600 overnight stays

1,556

Our physiotherapists, dietitians, occupational therapists, social workers treated 1,556 people

4,680

Our district nurses made 4680 house visits

89.6%

We outdid hand hygiene compliance, with a high standard of 89.6%

Your Calendar

For the 2017-18 Quality Account, we were pleased to present you again with a colourful and informative calendar format based on positive feedback we received last year. This was met with great enthusiasm by our community to the extent that we had three reprints with over 600 copies of the calendar printed due to popular demand. As a result of receiving such a positive response, we are once again pleased to provide this year's 2017-18 Quality Account in a calendar.

WE ARE A VITAL COMMUNITY LINK



WE SURPASS
EXCELLENCE



WE CREATE
TEAMWORK



WE SHOW
RESPECT



WE VALUE
TRUST



WE CONNECT
COMMUNITY

About Beaufort & Skipton Health Services

We are located over two campuses, which cover approximately 4000 square kilometres across three shires.

Across these campuses we have 63 beds and provide many home visits per year.

Beaufort Campus

10 Acute beds

27 Aged care

4 Transition Care Program (TCP) beds

Skipton Campus

6 Acute beds

20 Aged care

2 Transition Care Program (TCP) beds

2 Community Transition Care Program (TCP) places

We have over 200 employed staff who support the health service with 65% living in the local area. In addition to this 50 volunteers devote their time to helping in many ways.

Our teams consist of doctors, nurses, personal carers, cleaning/catering staff, physiotherapist, occupational therapist, social worker, dietician, podiatrist, maintenance, chefs/cooks and administrative staff.



L-R: Pam Weller, Julie Loader and Jill Bingham

Community Advisory Committee

The Quality Account is developed in consultation with our Community Advisory Committee. There are many other different ways we work with consumers to ensure the voices of our patients and clients, partners and communities are heard and integrated into our action planning. We offer our profound thanks and appreciation to our advisory members for their tireless contribution to Beaufort & Skipton Health Service achieving 'best care' every time to every person.

Meet some members of our dedicated Community Advisory Committee.

"As a member of the former Community Advisory Committee I am pleased to be part of the new committee, helping to provide a voice for community concerns and ideas for the health service."

Pam Weller (Left)

"I have lived in the area for the past 46 years and I felt that I would like to give my time to support BSBS committee through the hospital, Acute, Hostel and Nursing home area's. Volunteering makes me feel good. I believe that this is a positive outlook which is contagious and spreads a happy work and living environment for both residents and staff."

Judy Loader (Middle)

"Rural and regional health services rely on volunteers for many different roles. In joining this committee, I felt I could contribute to my local community by actively facilitating communication and encouraging community participation in our local health service."

Jill Bingham (Right)



JANUARY 2019

Best Care

What is our model of care and why is it important?

- The term 'person-centred care' is applied in the health sector to describe care focused on the individual needs of the patient. People have individual beliefs, value systems, and priorities about what they need and what is important to them.
- As a loyal team of healthcare professionals here at BSHS, we relate to a person-centred care attitude. It's defines our services, and what we do.
- The 'Best Care' model at BSHS has made us more active in the way we listen and respond to your feedback. This produces greater trust, strengthens our partnerships and improves our services.
- We closely monitor every patient to ensure they are safe, and escalate care when required. Staff are trained to observe early signs and respond to the patient needs promptly and effectively, ensuring the best possible health outcomes.
- 'Are You Worried Posters' are displayed in patient and resident rooms. This provides patients and their families with a contact number of a senior person they can talk with if they are worried. This is one small way we ensure our patients and residents get the best care and are kept safe.

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Proud of our caring and responsive nurses



A Clients Story

Our dedication to the 'Best Care' model was evident by the actions of one of our district nurses at a scheduled home visit for a client new to administering insulin. The nurse called to monitor the client's evening blood sugar level and assist with her insulin injection.

Understanding that the client may have some concerns about injecting herself, the nurse took the time to educate and support her. During their conversation she discovered that the client had not prepared food for the evening, and had stated that she was 'tired and wasn't going to bother to eat.'

The nurse left only to return a brief time later with a home cooked meal. This is typical of how we provide 'best care' at BSHS.



FEBRUARY 2019

Consumer Participation

Connecting with You

Consumers, patients, carers, families, and the community actively connect with BSHS by sharing their experiences at our health service.

This promotes open and positive conversations and facilitates important working relationships in the planning, design, delivery, and evaluation of the services we provide to the community.

- Communication with consumers is transparent, open and respectful at BSHS. We encourage consumers to read, ask questions and understand the information we share with them.
- We keep carers up to date with relevant changes and improvements through face-to-face conversations, and the quarterly 'Community Pulse Newsletter', email updates, forums, and meetings.
- Members of our Consumer Advisory Committee continue to help us improve care and services across our health service, and we thank them for their contribution.

For more information please contact:
Katrina Perroud, Director of Quality & Risk

P: (03) 5340 1100

E: KatrinaP@bshs.org.au

An **Open Access Meeting** in May 2018 provided an opportunity for the community to provide feedback to BSHS. This community dialogue helped us to improve our health service.

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Month of February

Ovarian Cancer Awareness Month
Nationwide - Ovarian Cancer Australia

Don't Wait Until It's Too Late
Nationwide - Bowel Cancer Australia

Heart Research Month
www.heartresearch.com.au/wrd

Easy ways to connect with Us

Phone calls to us
Beaufort 5349 1600
Skipton 5340 1100

Facebook
[@beaufortandskiptonhealthservice](https://www.facebook.com/beaufortandskiptonhealthservice)

Website - bshs.org.au

Newsletters – bshs.org.au/publications

Information Flyers

And other opportunities including:

- Community Meetings
- Open Access Meetings
- Consumer Engagement Working Groups
- Community Advisory Committees
- Social Activities



MARCH 2019

Respecting Different Cultures

BSHS is committed to raising cultural awareness and improving Aboriginal and Torres Strait Islander peoples' health and health care. Many initiatives demonstrate our work.

In 2017, we implemented an Aboriginal and Torres Strait Islander peoples awareness campaign to promote this culture and history to our community.

We held a Smoking Ceremony at Beaufort ahead of the AGM to remind us all why we need to provide the best possible culturally safe care to our patients, clients, carers and families.

An Aboriginal flag demonstrates a visible and warm welcome to Aboriginal and Torres Strait Islander peoples who access and use our health services at both campuses. This reaffirms our commitment to closing the gap and embracing a culturally inclusive community.

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Month of March

Jump to Cure Diabetes Month

Lesbian, Gay, Bisexual, Transgender, Intersex and Questioning (LGBTIQ)

We have joined the Western District Primary Care Partnership working group to share learnings and insights as we move to a more inclusive LGBTIQ environment. We will continue to progress this work as staff attend educational sessions facilitated by Transgender Victoria in partnership with the Pyrenees Shire. BSHS is committed to working towards achieving RAINBOW status by 2019.

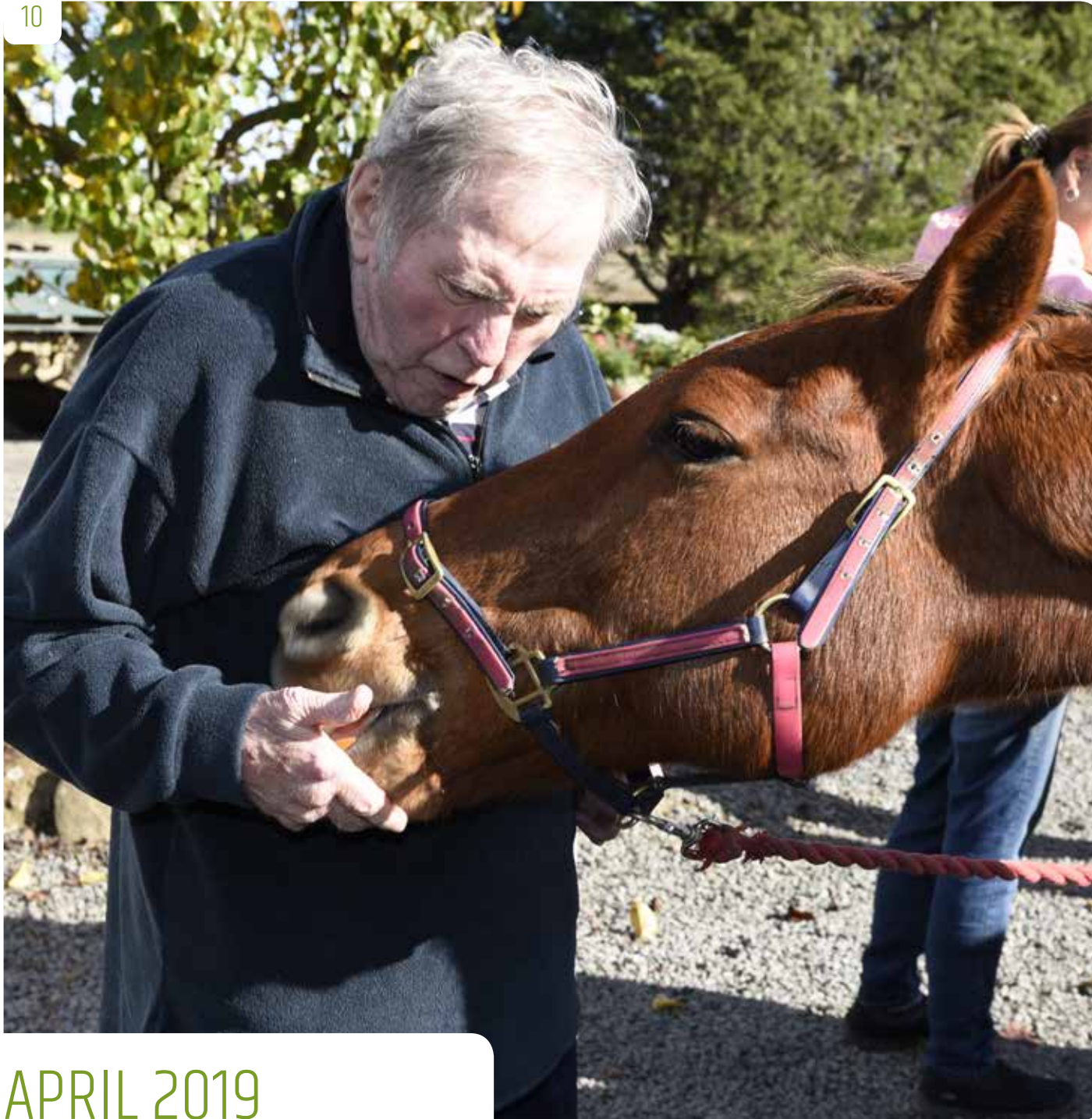
Interpreter Services

BSHS is committed to assisting consumers from a CALD background and Culturally and Linguistically Diverse backgrounds to ensure they are involved in shared decision making.

As much as possible, we use qualified interpreters to help. Our Diversity & Inclusion strategy will include information around this.

Supporting Elder Equality

It is our duty of care to protect our elderly and vulnerable consumers from potential harm, whether it be physical, financial, psychological or emotional. As part of this mandate, we have joined the Communities of Respect & Equality (CORE) and the Ballarat Elder Abuse Prevention Network, to share learning in this area.



APRIL 2019

Four Feet

Improve Consumer Wellbeing

Our animal visits bring comfort and enjoyment to our residents and clients, along with our staff and volunteers. Animal visits or 'sleepovers' provide support, entertainment and companionship for residents and clients.

We were privileged at Beaufort to arrange regular visits from friendly local dog "Muscat", enhancing the positive atmosphere for residents, and providing new opportunities for interaction.

Animals in our aged care homes include the Skipton hens, Bev the bird and Novak, the resident cat. Over the last twelve months, our Leisure and Lifestyle team have taken our residents on excursions to local farms and properties where our residents enjoy time with farm animals.

We are thankful for a dedicated team of staff and volunteers who have made this possible.

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Respecting Choices

Partnerships between consumers and staff at BSHS is critical to the delivery of 'best care' and positive health and wellbeing outcomes.

BSHS is committed to providing care through **Advanced Care Planning (ACP)**, which involves making a plan for future healthcare needs should a person lose their decision-making capacity.

ACP describes peoples' values and wishes and enables them to continue to influence treatment decisions, even when they can no longer actively participate.

ACP is vital to what we do, putting the person at the centre of care, involving them, their family (if appropriate) and the Care and Treatment Teams.

ACP and **End-of-life Care** is a way to ensure consumers wishes and needs are met, which in turn can reduce anxiety and improve quality of life.



MAY 2019

Month of May

Domestic and family prevention month

This year, we joined the national campaign called Strengthening Hospitals Response to Family Violence. In line with this new program, we introduced procedures which outline how we respond to and record instances of family violence.

Three Contact Support Officers received Domestic Family Violence training, with a focus on understanding the degree of the problem and the impact on the family members.

Information is available for staff to read in the form of fact sheets, and posters which are displayed throughout the health service. Also, to raise awareness, we have the family violence logo at the bottom of all staff email signatures.

For more information please contact:

Danielle Trezise, Community Integration Manager

P: 03 5349 1644

E: DanielleT@bshs.org.au



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Domestic and Family Violence Prevention Month

DID YOU KNOW?

Since the age of 15:



1 in 5

Australian women had experienced **sexual violence**

1 in 3

Australian women had experienced **physical violence**

1 in 4

Australian women had experienced **physical or sexual violence** by an intimate partner



JUNE 2019

Our Spirited Volunteers

At BSHS, we acknowledge and appreciate all our wonderful volunteers. We currently have over fifty valued helpers across all of our services.

Our generous volunteers' help to deliver Meals on Wheels which makes this service possible. This vital service supports people in their senior years, and those recovering after illness or time in hospital.

Volunteers also help with Day Centre Activities and Outings, and provide a break for carers. This provides peace of mind knowing their loved ones are enjoying the opportunity to interact with others.

Groups and clubs within our community are also a great support to our health service. We have formed partnerships with the Country Women's Association, our local Op Shops, Service Clubs (Apex, Probus and Rotary), Arts Council, Pyrenees Shire and the broader community.

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OUR WONDERFUL VOLUNTEERS IN ACTION





Improved Dementia Care

Many of our residents living in residential aged care are affected by dementia. This causes memory loss and confusion and affects a person's ability to perform everyday tasks.

BSHS has partnered with Dementia Australia to explore ways to improve the health and well-being of residents, staff and families in our residential aged care homes.

One of the main goals for BSHS in working with Dementia Australia is to establish a model of care that will support people living with Dementia and improve residents' quality of life.

The project called "BIRCH" centres on meaningful engagement and encourages people with dementia to participate in activities based on their needs and preferences, skills and abilities, personal histories and available opportunities. The partnership with Dementia Australia has meant 20 staff across the health service have formed a group to lead the change and develop skills to undertake projects as part of this change. Staff have been given education on understanding dementia, how to develop projects that supports meaningful and purposeful engagement. Sessions for carers and families have also been held with a focus on supporting the well-being of the person. Current projects include a garden shed and activity stations.

For more information please contact:

Andrea Flenley, Beaufort Campus Manager

P: 03 5349 1620

E: AndreaF@bshs.org.au



dementia
australia™





Getting to know our residents

Two Blades of Grass

written by George Lines

On my mother's side, I am a direct descendant of W.J.T. (Big) Clarke, once described as 'the most hated, feared and respected man in Victoria', a very successful land baron in Tasmania and Victoria, a man of very dubious ethics. On my father's side, I come from a family of small English farmers driven out of farming by the repeal of the Corn Laws.

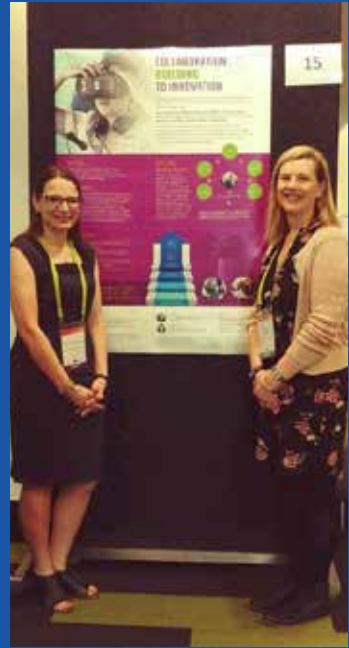
My grandfather was a surgeon on a hospital ship at Gallipoli and later Director of the Hobart Hospital until his retirement. My father was an original appointee of CSIR now CSIRO. He was the discoverer of cobalt as the cure for Coast Disease, where ruminant animals became emaciated and died in fields of waving grass.

George's Story

One of my trips, I attempted to fence off ground and the locals simply cut the wire and stole it to suit their own purposes. I found my equipment smashed, and I faced an angry and frightened Afar pointing a rifle at me. A major disaster followed...

See George's full story of life on the road to Ethiopia:
bshs.org.au/latest-news/getting-to-know-george.html

"A man who can make two blades of grass grow where one grew before is a benefactor of mankind" **J. Swift**



“I feel like my world has been rocked in a good way. Every day the message about the need for quality Registered Nurses in aged care is becoming so much more real for me and I really want to make a difference in these facilities.”

Kim Stevens
(Education Manager)

COLLABORATION BUILDING TO INNOVATION

Health organisations operate within a core set of values, these values assist staff to see direction and align work practices for the delivery of person-centered care.

As a small rural health service it is difficult to launch large innovation projects due to resource constraints, without having support of a larger regional health organisation.

For this to be successful there needs to be collaboration and appreciation of the differences that each organisation has. Through establishing strong rapport and sound relationships between rural and regional organisations, true partnership will forge ahead to create innovation and change that is sustainable.

SETTING

Beaufort Skipton Health Service is a small diverse rural multipurpose organisation situated in Western Victoria.
Ballarat Health Services is a large Base organisation within the Grampians Region, in Western Victoria.

BEGINNINGS

Collaboration is a common strategy to achieve quality outcomes in an effective and efficient manner¹⁾. As a small rural health service, it is difficult to launch innovation without having support of a regional organisation that has a good understanding of the intricacies of rural health providers. A change in direction encompassing education and training at Beaufort Skipton Health Services, provided opportunities to build networks aligning with progressive and innovative approaches to education and training for clinical staff. This enabled a close relationship to develop between Ballarat Health Services—Centre for Education and Training Staff and the Clinical Education team at Beaufort Skipton Health Services.

BUILDING RELATIONSHIPS

Delivery of quality healthcare is dependent on collaboration for a common goal, whether between departments, disciplines or organisations. The conceptual and theoretical basis for understanding and practising collaboration remains underdeveloped and imprecise²⁾. With no guidelines for relationship formation, the connection of core values in collaboration between Beaufort Skipton and Ballarat Health Services provides a platform on which to build sustainable relationships that empower both organisations and promote opportunities within the Grampians Region³⁾.

As nurses, the embodiment of integrity, honesty, respect and compassion⁴⁾ are ingrained and empower the fostering and promotion of these positive professional relationships.

MOMENTUM

From the humble beginnings of the Grampians Regional Education Group (GREG) and SmVah, this collaboration has gone on to produce ground breaking work in:

- Refinement of the graduate transition to practice program to include the recent innovation of the Care of the Older Person (COOP) project.
- Representatives on the St Vincent's Hospital and DHSV steering committee, development and implementation of a state-wide Aged Care focused graduate nurse program.
- Upcoming research opportunities in clinical spaces pertinent to rural and regional environments.

WITHOUT INTEGRITY, THE WILLINGNESS TO WORK TOGETHER AND A TRANSPARENT OPEN HONEST RELATIONSHIP, TRUE COLLABORATION CANNOT EXIST.

CONCLUSION

By working to address the inherent power imbalance that exists between large regional and small rural organisations, the development of a close interorganisational relationship has been established.

The respect of values, recognition of diversity and identification that innovation and new ideas can start anywhere, has allowed for professional balance in relationships, innovation, and raised personal and organisational profiles; while providing possibilities for future quality projects.

Kim Stevens
Learning and Development Manager (BMSH), 174, Dip App Sc, MEd, BA, MEd, Post-Grad Emergency Care, R TAE, MACH, MEd, MEd, MEd

Kristee Winters
PhD Lead Care of Older Person (COOP) program (BHS), 174, Dip App Sc, MEd, BA, MEd, Post-Grad Emergency Care, R TAE, MACH, BA Health Care Professionalism, M Clinical Practice (in progress)

The authors wish to thank the executive teams at Beaufort & Skipton Health Services and Ballarat Health Services, as well as, James Phillips from Digital Culture for the support & assistance.

Better Care for Older Persons

We know that health care for the older population (persons over the age of 65) is unique and becoming more complex.

For these reasons, we require well-trained nurses who appreciate what is necessary to provide quality care for elderly people.

To tackle this problem, BSHS in collaboration with Ballarat Health Services (BHS), took an active stance to do something about this need. A new graduate nurse's program was developed to look at the health care needs of the older person.

The program is called - **Care Of the Older Person (COOP) program.**

The pilot program involves 12 graduate nurses from the two health services and has the support of the Department of Health & Human Services. Participants learn from industry specialists and focus on areas such as palliative care, leadership and psychological change.

In August 2018, Kim Stevens (Education Manager) and Andrea Flenley (Beaufort Campus Manager), along with Kristee Winters from BHS, presented this innovative pilot program at the Australian College of Nurses, National Nurses Forum on the Gold Coast.

Kristee also had the privilege to present at Cambridge, UK, at the Networking in Healthcare Education Conference with very positive feedback received.

For more information please contact:

Kim Stevens, Education and Training Manager

P: 03 5349 1663

E: KimS@bshs.org.au

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Accreditation

All programs in our health service and the medical clinic are measured against a set of quality and safety standards.

Aged Care

All Residential Aged Care homes are visited each year by assessors from the Australian Aged Care Quality Agency (AACQA). These unplanned visits support homes by checking that we are giving you the best care and services.

All nursing homes and hostels in both Beaufort and Skipton had an 'unannounced visit' during the period 1 July 2017 to 30 June 2018.

Things we improved following the visits included:

- Wound Management Documentation
- Revision of the elder abuse policy and guidelines
- New furniture

Every three years, all homes have to be re-accredited against a set of aged care standards. BSHS will undergo its re-accreditation audit in mid 2019.

Community Care

No quality review was conducted during this period. The service will receive a visit toward the end of 2019.

Acute Care

The National Safety and Quality Health Service standards (NSQHS) were implemented to improve the quality of health care in Australia. The ten standards provide a nationally consistent statement about the level of care consumers can expect from health services.

The last NSQHS accreditation was undertaken in 2015 by the Australia Council on Health Care Standards (ACHS) - the main accrediting body for health services. The ACHS is an independent organisation that assesses health services against the ten National Safety and Quality Health Service Standards.

The health service will undertake another NSQHS survey in December 2018.



AUGUST 2019

Your Feedback is Important to us

Feedback is the window to improvement. It informs us if something is not right or that we should do something differently. It's vital to help us improve so we can provide the best care and services to our community.

There are many different ways consumers can provide BSHS with feedback - whether it be a complaint, suggestion or compliment. This information is essential to help us improve our services, so that we continually provide the best care and services to our consumers.

Letting consumers know what we have done in response to their feedback is also important. The community needs to know that we take their concerns and suggestions seriously. New consumer feedback stations across the health service outline what we have done in response to your feedback.

The Victorian Healthcare Experience Survey (VHES) is a statewide survey based on consumers public healthcare experience. The Department of Health and Human Services (DHHS) independently apply the survey.

Questionnaires are posted randomly to patients each month after their discharge from hospital. In addition to this, every year surveys are sent out to consumers who use our community health services.

We scored above the State Average for health services of a similar size and for both the acute inpatient and community health service areas.

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Understanding Why Things Happen

Beaufort and Skipton Health Service is committed to providing personal, safe, effective and connected care and services to our community.

To do this, we need to know when things go wrong so that we can prevent them from happening again.

All staff are required to report and record when things go wrong, and we refer to these as 'incidents'. We take a close look at all incidents on a regular basis and have weekly meetings where we look at all incidents that have occurred in the previous seven days. This ensures we address all problems and can improve how we do things to lessen the likelihood of them occurring again.

All incidents are reviewed by Managers at relevant meetings and by the Board and Executive Team at high level committees. We also investigate all significant clinical incidents so we can see where things have gone wrong, rectify any issues and share lessons learned.

In 2017/2018 the top two most reported incidents were medication errors and skin-related injuries. No serious incidents have been communicated to the Department of Health and Human Services during this time.



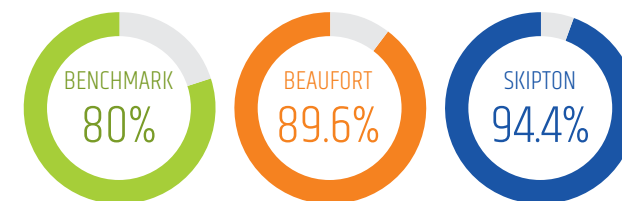
SEPTEMBER 2019

Your Health and Safety

BSHS has excellent hand hygiene practices. We rid hands of germs by washing them thoroughly with warm soap and water or with alcohol-based liquid.

The Department of Health and Human Services (DHHS) has set a standard of 80% for each health service and we have continually met and exceeded this result.

Hand Hygiene exceeded service compliance standards

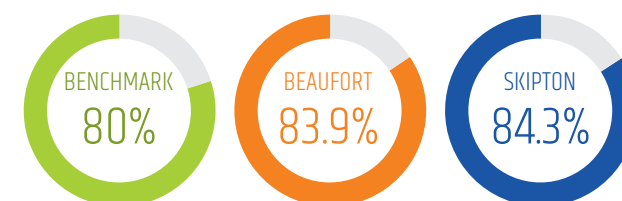


We are proud of our infection control record and our approach to minimising the spread of infection from patient to patient or from staff to patients.

To achieve this result, staff are offered free immunisation each year against the flu.

The DHHS has increased the staff immunisation target from 75% to 80% - a benchmark we have easily surpassed

Influenza Immunisation exceeded service compliance standards



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Hand Hygiene

Overall Compliance

(State Target 80%)



Moment 1

Before Touching the Patient



Moment 2

Before The Procedure



Moment 3

After Procedure / Exposure



Moment 4

After Touching the Patient



Moment 5

After Touching Patient Surroundings



Safety first in Aged Care

As people age they are more prone to issues that can cause them harm. At BSHS, we keep a close watch on how we care for residents, to keep them harm free from:

- Falls
- Pressure Injury
- Equipment for Restraint
- Overuse of medicines
- Unplanned Weight Loss

Pressure Injury

Pressure injury is caused by a lack of blood getting to tissue underneath the skin. This occurs if too much pressure is placed on an area for too long, often where tissue covers a hard surface such as a bone.

Using too Many Medicines

Every three months we count how many residents are taking nine or more medicines, to ensure residents are not taking medicines they may not need. Every two years a Pharmacist looks at the number and different types of medicines residents are on, and will let the doctor know if some changes may help the resident.

Equipment for Restraint

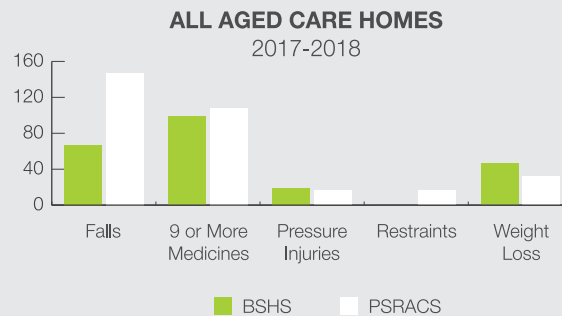
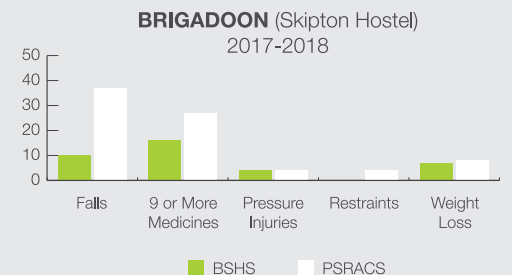
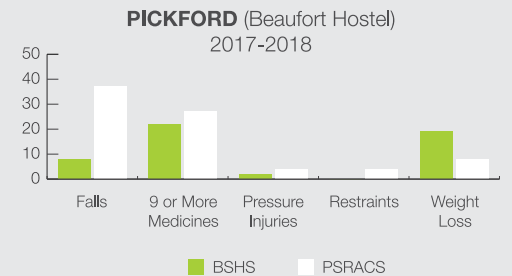
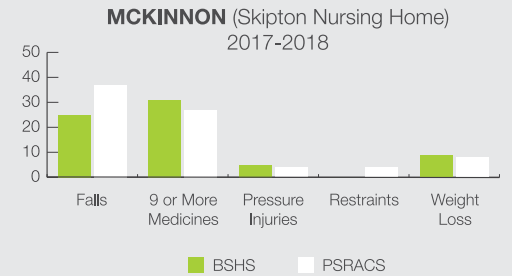
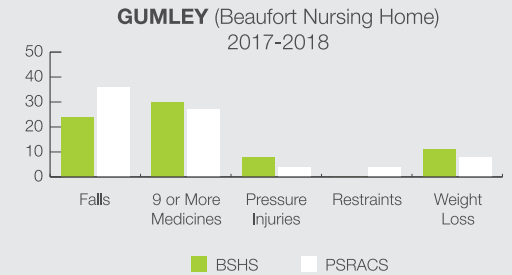
Sometimes equipment is needed to help keep residents safe from harm, such as a special mattress to stop them from rolling out of bed. If equipment is ordered by the doctor, staff check on the resident to ensure it is not causing any harm.

Preventing Falls and Harm from Falls

Older people are more prone to falls as their mobility decreases. Some can't stand without something to support them or walk by themselves. The biggest fear we have of residents falling is that they may break a bone, causing pain and discomfort. We are vigilant in looking at ways to stop this and keeping residents safe.

How we compare with others

To keep track of how we are helping to keep our residents safe we compare ourselves against similar sized aged care homes every three months. Not only do we look at how others are doing we ask ourselves what we can do better to help improve the safety of older people in our care.



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27	28	29	30	31		

Improving Safety

BSHS have worked hard over the last twelve months to improve on these safety areas. Some of the things we have done include:

Medications

- Weekly review by the Pharmacist for those residents who take 9 or more medications. The Pharmacist then makes contact with the doctor to discuss the medication regime.
- We have also started to count the number of anti psychotic medications given to residents as these drugs are used to help people with anxiety, sleep and behavioural problems and need to be carefully monitored as they may place some people at risk of harm.

Equipment Purchase

- Falls Prevention - We have purchased new floor mats which alarm when a patient attempts to get out of bed and walk on their own when it is not safe to do so.
- Pressure Injury Prevention - New mattresses have been purchased which help to relieve the pressure for those patients and/or residents who are confined to bed.

Unplanned Weight Loss

- A new process has been introduced whereby residents can provide immediate feedback on their meals via the "How was your meal" form.
- A review of the menu has also commenced.

Introducing some of our Valued Staff



Joti Kaur
Financial Accountant

"I can really make a difference in the growth and development of our Health Service through my accounting and financial skills, all of which helps ensure our patients and residents get the best of care. I love being an important part of our finance department, working together as a team to make things work."



Vicki Currie
Cook

"It is important that our patients and residents are provided with high quality nutritional meals - I get a great deal of satisfaction knowing that I play an important part of providing this service and care.

I enjoy spending time mingling with our patients and residents; it's an important aspect of my role."



Felicity Ives
Enrolled Nurse

"I started at BSHS in my role as an Endorsed Enrolled Nurse, 18 months ago. I really enjoy the community spirit and working for a small regional hospital.

Caring for our patients and seeing their appreciation of our care is such an important aspect of my role."



Jamie Chan
Physiotherapist

"As a physio, I help people move better - I like to empower people to feel better about themselves."



Bonnie Howlett
Endorsed Enrolled Nurse

"I enjoy my job so much and caring for our patients is a privilege. It's always important to spend time and give a listening ear where I can."

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
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10	11	12	13	14	15	16
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Nine Months in Care

Frank - Out of Action

Frank was still working full time when he fell off a ladder shattering all the bones in his lower left leg and foot. He was taken to the local Emergency Department, kicking off a journey that kept him out of home for a long time.

Frank's initial treatment meant he was not able to go home and he was referred and accepted into the Transition Care Program (TCP), initially in Ballarat and then at Beaufort and Skipton Health Service.

Frank found the staff very helpful and caring, as he worked through his long nine month transition to get well and return home.

"I appreciated all they did. I found the atmosphere very caring and welcoming," he said.

Frank was at risk of amputation of his leg but the team's work to ensure surgery in Melbourne prevented this from happening. The team doesn't just focus on a person's medical issues but also their social, functional and mental health to make sure all needs are met.



Frank Hogan



DECEMBER 2019

What our staff are telling us

The People Matter Survey is a public sector staff opinion survey run by the Victorian Public Sector Commission.

The focus of the survey includes, individual performance and professional development, job satisfaction and employee wellbeing and engagement feedback. Staff responses are entirely anonymous and their anonymity is a priority.

A staff working group has been established to take a closer look at the results and improve the overall care and working environment at BSHS. The working group are developing a staff recognition program which includes a "Frog of the Month" team award.

Our results in the Patient Safety Survey were up in 2018 compared to 2017 which highlights our ongoing commitment to safety and quality as perceived by our staff. See table below:

Patient Safety Statement	2018	2017
Patient Care errors are handled appropriately in my work area	83%	52%
This health service does a good job of training new and existing staff	64%	44%
I am encouraged by my colleagues to report any patient safety concerns I may have	86%	79%
The culture in my work area makes it easy to learn from the errors of others	70%	56%
Trainees in my discipline are adequately supervised	65%	46%
My suggestions about patient safety would be acted upon if I expressed them to my manager	78%	68%
Management is driving us to be a safety-centred organisation	74%	66%
friend or relative to be treated as a patient here	78%	67%

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
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Profile Marilyn Giorgi - Volunteer

Roughly three years ago, Marilyn Giorgi and her husband decided to move back to Beaufort to retire. It was no coincidence that Marilyn had a longstanding link with Beaufort; she was born in the Beaufort Hospital and then raised as a child in the town.

Following the passing of her father, she and her husband decided to build a new home on the site of her old family property, further establishing her routes into the community. Marilyn, found it easy to return home to the community she knew and loved.

With a working background in aged care, Marilyn enjoys being around people who need a little extra care and attention and she loves making the people feel special and important.

Thursdays are special for Marilyn with mornings spent at the Beaufort Nursing Home and afternoons at the Beaufort Hostel.

When not involved in this important work, Marilyn can often be seen volunteering as a driver to ensure that patients and residents are on time for their medical appointments or enjoying a day out!

From our whole health care team, thank you Marilyn for your selfless and tireless work.



Marilyn Giorgi



The **Best Training** delivering the **Best Care**

In 2017 Beaufort and Skipton Health Service made the decision to implement the Studer Program.

This program has provided the Health Service leaders with a dedicated mentor. This role is to work collaboratively with staff to develop aspects of the BSHS culture in the workplace, with the aim to provide the best care and service possible.

Staff made a decision to call our Studer Program “Innov8” with the aim of supporting our team to:

1. Do purposeful work and make a difference
2. Ensure that work is worthwhile, and
3. Make a positive difference to the lives of consumers we provide care and services.

Our plan is to improve the consumer experience whilst providing safe and quality care and services.



iNNOV8
HARDWIRING EXCELLENCE



Essential Contact Numbers

Beaufort & Skipton Health Services

Beaufort	(03) 5349 1600
Skipton	(03) 5340 1100
Beaufort Pharmacy	(03) 5349 2504
Skipton Pharmacy	(03) 5340 2105
Nurse On Call	1300 606 024
Pyrenees Shire	1300 797 363
Corangamite Shire	(03) 5593 7100

Emergency Services

Police Beaufort	5349 2101
Police Skipton	5340 2001
Fire	000
Ambulance	000
Emergency	000
Poisons Information Centre [24 hours]	131 126
24 Hour Counselling service	136 169
SES	132 500
Life Line 24 hours	131 114



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), McKinnon (Nursing Home)
and Skipton Medical Practice

Your health is
our priority.

www.bshs.org.au