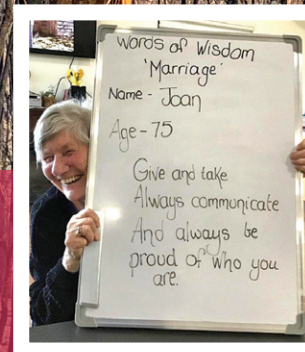




2021 Calendar

2019-2020 Quality Account: Remembering the year that was



Outstanding Rural Healthcare; leading our community to a healthy future

WELCOME

Welcome to Orbost Regional Health (ORH) Quality Account for 2019-2020. The 2019-2020 financial year has been a year of challenges for the staff and Board of Directors, with a number of first time experiences for those involved.

ORH has always strived to provide the best services that we can, to the highest possible quality, to meet community needs. Despite the challenges faced in the last year, we can proudly say that we have been adaptive and innovative in the way we have provided services to the Orbost community.

Along with the majority of Gippsland health services, we were greatly impacted by a cyber security incident, that forced the return to manual systems until our software was restored. This is the first time that such a large scale incident of this type has occurred in Gippsland.



The bushfires presented another challenge due to the close proximity of the fires, the poor air quality and the length of time the community was impacted. Our aged care residents were evacuated for the first time ever, we needed to change the way in which we provided our home care services. Sadly, a number of the ORH staff were directly impacted by the fires and our hearts go out to those staff and their families.

Whoever thought that a global pandemic, that we now know as Coronavirus, would have such a huge impact on the way that we work and be so long lasting.

Coronavirus has changed the way that everyone works and plays. ORH has used telehealth, zoom meetings and put screening processes in place to make sure that not only our staff, but our patients, residents and clients are safe and the risk of infection is minimised.

Through all of the challenges, the resilience of staff has shone through and I would like to salute the staff of ORH and the passion that they have to provide the best care possible to our community.

I hope that this calendar reflects the year that was and the determination of staff to care for our community.

A handwritten signature in black ink, appearing to read 'V. Farthing'.

Vicki Farthing
Chief Executive Officer



The **NEW Community Advisory Committee** gave feedback on what we do well and what we can do better relating to: consumer information, facilities, access, patient bedside audits, mental health supports, consumer satisfaction and signage.

Pictured: Gale Hume, Lillian Bishop, Dot Hulme, Val Pilon, Teresa Royce, Tom Davis and Tracey Barnett (dec).

PATIENT SATISFACTION

One way we measure patient satisfaction is through the Victorian Health Experience Survey. In 2019 to 2020 overall patient experiences were rated as follows:



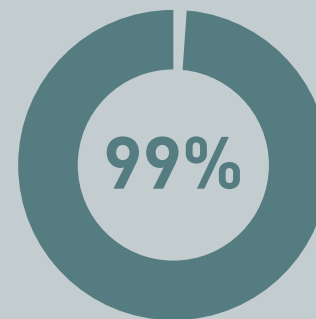
Satisfaction with
care received



Confidence and trust
in nurses



Information given in
a way patient could
understand



Staff provided
assistance in a
reasonable time



Room, toilets and
bathroom very clean



Never treated
unfairly



Being provided with
enough information
to manage at home

**TO BE
IMPROVED**

Discharge
planning
and patient
involvement
in care

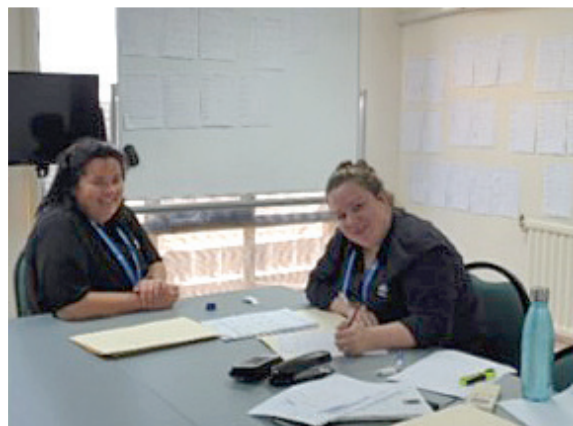
CYBER ATTACK

Gippsland Health Alliance (GHA) was the victim of a sophisticated cyber attack. GHA provide ORH with a computer network that includes internet access, email, desk-phones and a range of software packages.

All of these systems were shut-down to stop the spread of the attack. Many health services across Gippsland were without email and internet access. Systems were gradually brought back online. There was the constant threat that the virus would spread and the recovery effort would have to start over.

- **No personal information accessed**
- **All systems restored from back-ups**
- **Experts from around the country and overseas were consulted**
- **The process took many months**

September 2019



There was absolutely no electronic access to rosters for the Community Home Support staff. This required some exceptional organisational skills and lateral thinking in order to keep business running as usual.



Staff enjoyed a spit roast prepared by the catering staff, as a “thank-you” for their patience and understanding following the cyber attack.

JANUARY 2021

| SUN | MON | TUES | WED | THUR | FRI | SAT |
|-----|-----|---------------------|-----|------|---------------------|-----|
| 31 | | | | | 1 NEW YEAR'S DAY | 2 |
| 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 | 26 AUSTRALIA DAY | 27 | 28 | 29 | 30 |

SAM'S STORY

We were at our dairy farm 10kms from Orbost. We were sitting outside and it was still and really, really hot. We knew there were some fires out the back of us, but we felt okay as everyone had prepared. So I headed off to work my nursing shift at Orbost Regional Health.

The temperature was in the low 40's and high winds blew fires towards Orbost. At 1.30am the hospital's phones started ringing. We received an emergency call saying it was too late to leave. We were surrounded by fire at this stage.

My parents, who lived next door to us, were evacuated, however my husband and sons had stayed to defend the farm. My parents, who are in their 80's, had never evacuated.

I thought Oh my gosh, this is really bad, but I couldn't do anything about home. I was probably better off at work doing what I do best.

My parents lost 400 acres of farmland and two hospital staff lost their homes that night.

December 31, 2019



FEBRUARY 2021

| SUN | MON | TUES | WED | THUR | FRI | SAT |
|-----|-----|------|-----|------|-----|-----|
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| 7 | 8 | 9 | 10 | 11 | 12 | 13 |
| 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| 21 | 22 | 23 | 24 | 25 | 26 | 27 |
| 28 | | | | | | |

COMMUNITY HOME SUPPORT SERVICES

Reduced services during bushfires and the coronavirus pandemic meant doing things differently.



We needed to make sure our clients were okay

1,242 PHONE CALLS MADE

- Do you have enough food?
- Do you have a plan in place to continue to get your groceries?
- Can we help you register with Foodworks for on-line orders?
- Do you have your required medications?
- Do you have clean water?
- Have you got torches and batteries?
- If unwell, do you have family or a friend who can help you?
- Do you need help in your kitchen, laundry, washing floors?
- Tell us how you are feeling right now.



2,545

MEALS ON WHEELS DELIVERED

Catering staff busily ramping up food production. Meals on Wheels now included fresh and frozen meals.



HOME CARE HOURS

2019 **2020**

7,596 ↓ 4,178



PERSONAL CARE HOURS

3,447 ↓ 1,780



SOCIAL SUPPORT GROUP HOURS

8,178 ↓ 5,962



PROPERTY MAINTENANCE HOURS

904 ↓ 564



VOLUNTEER HOURS

3,174 ↓ 752



KMS VOLUNTEER DRIVERS TRAVELLED

50,899 ↓ 32,029



VOLUNTEER OCCASIONS OF SERVICE

6,230 ↓ 358

MARCH 2021

| SUN | MON | TUES | WED | THUR | FRI | SAT |
|-----|-----------------|------|-----|------|-----|-----|
| | 1 | 2 | 3 | 4 | 5 | 6 |
| 7 | 8 LABOUR DAY | 9 | 10 | 11 | 12 | 13 |
| 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| 21 | 22 | 23 | 24 | 25 | 26 | 27 |
| 28 | 29 | 30 | 31 | | | |

AGED CARE RESIDENT EXPERIENCES

2019-2020 was a big year for the residents featuring drought, a bushfire that forced them to temporarily relocate (some via helicopter) and a pandemic.

Their life experience was shared via social media reaching around 2,000,000 people world wide.

They're actually saying to us, 'We know there's the virus out there, but we've lived through the war, we've lived through the Depression, you guys will be fine, you will get through this'. *Jo Marshall*

The residents also put their heads together to give some advice to Melburnians in lockdown.

"Start cooking your Christmas pudding now and enjoy the "down time".

Radiology accredited to January 2024



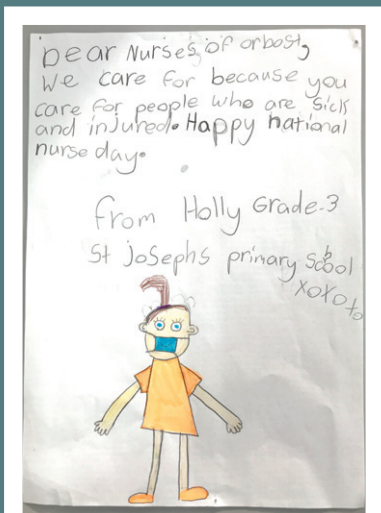
Residents
evacuated
due to
bushfires
3 January
returned
22 January

APRIL 2021

| SUN | MON | TUES | WED | THUR | FRI | SAT |
|--------------------|--------------------|------|-----|------|------------------|-----|
| | | | | 1 | 2 GOOD FRIDAY | 3 |
| 4 EASTER SUNDAY | 5 EASTER MONDAY | 6 | 7 | 8 | 9 | 10 |
| 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 25 ANZAC DAY | 26 | 27 | 28 | 29 | 30 | |

CONSUMER FEEDBACK

108 Compliments **7** Complaints



Positive feedback is appreciated by staff.

- I really appreciate and enjoy getting calls from the community staff who check in to see if I am okay.
- Much appreciated and valued recent doctor visit to Goongerah community. Very pleasant, engaged and knowledgeable person who was happy to explain things.
- Thank you for being there when I was in a bad financial situation and helping me find a solution to my problem.

COMPLAINTS

Negative feedback is always investigated and we respond to consumers who provide contact details.



8 Communication

18 Clinical care

4 Process or system

6 Facilities

1 Diversity or culture

YOU SAID



Sometimes we don't like the way staff interact with us.



WE DID



Continually help staff to improve their communication skills.

YOU SAID



There isn't enough car parking.



WE DID



We will include it in our future plans.

YOU SAID



You gave me medication that I already said I was allergic to.



WE DID



Reviewed our processes and documentation to make sure this doesn't happen to people in our care.

FLU VACCINATION



1000+

Community members attended ORH flu shot clinics

To reduce risk of infection to our aged care residents, visitors were required to show evidence that they had their influenza vaccination.

MAY 2021

| SUN | MON | TUES | WED | THUR | FRI | SAT |
|-----|-----|------|-----|------|-----|-----|
| 30 | 31 | | | | | 1 |
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| 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| 23 | 24 | 25 | 26 | 27 | 28 | 29 |

SUNRISE AND YOUTUBE SENSATION

Sunrise weatherman Sam Mac hosted a virtual tour of Australia due to Covid-19 restrictions preventing him doing it in person. Orbost was the winner for the letter "O" thanks to many community submissions.

Samantha Osborn and Jenni Broadley represented ORH via the Sunrise zoom session, explaining how staff took some time out to have some fun and laughs making the staff Rona Rumble dance video.

May 2020



Jacque Archer produced a series of YouTube videos for the delight and participation of children in the Supported Playgroup.

Reminiscent of Romper Room and Play School, the videos take the watcher on a journey through the picture frame with happy stories and song.

The videos were uploaded onto the Parent Research Centre website.

April 2020

JUNE 2021

| SUN | MON | TUES | WED | THUR | FRI | SAT |
|-----|------------------------|------|-----|------|-----|-----|
| | | 1 | 2 | 3 | 4 | 5 |
| 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| 13 | 14 QUEEN'S BIRTHDAY | 15 | 16 | 17 | 18 | 19 |
| 20 | 21 | 22 | 23 | 24 | 25 | 26 |
| 27 | 28 | 29 | 30 | | | |

COVID-19 - CHANGES WE MADE



Education provided to staff



Volunteer services ceased



Adjusted visiting hours and number of visitors allowed



**Temperature testing at every entrance
COVID-19 testing clinics at:**

- Orbst Snowy Rovers Football Netball Club
- FoodWorks
- Drive through bottleshop at The Orbst Club Hotel
- Former ambulance bay at ORH



All staff required to wear masks, COVID testers fully gowned and masked to prevent spread of infection



- Reduced number of Medical Clinic attendances
- Telehealth appointments
- Consultations over the phone
- Ringing our vulnerable clients to make sure they were okay



Hand sanitiser stations located in each bedroom, entrances, staff facilities, toilets and hand washing stations in corridors.



- Some staff worked from home
- Learnt new technologies to attend meetings
- Sharing of offices and equipment avoided



Weekly stocktake of cleaning products, including detergent and disinfectant



Aged care staff to work on one site only



- Floor markings applied at reception desk areas to encourage social distancing
- Record visitor contact details



JULY 2021

| SUN | MON | TUES | WED | THUR | FRI | SAT |
|-----|-----|------|-----|------|-----|-----|
| | | | | 1 | 2 | 3 |
| 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | 30 | 31 |

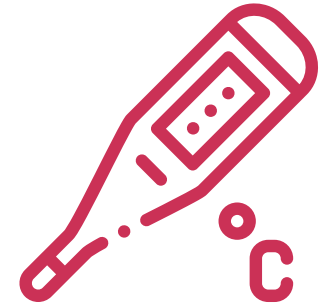
TEMPERATURE SCREENING

Temperature screening for all staff, visitors and contractors

Everyone who entered the health service was screened to help provide additional safeguards during the COVID-19 pandemic.

Infra-red thermometers were used at all entrances of the organisation.

The safety of community, patients, residents and staff is always our priority.



AUGUST 2021

| SUN | MON | TUES | WED | THUR | FRI | SAT |
|-----|-----|------|-----|------|-----|-----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | 31 | | | | |

CELEBRATING AGED CARE



Jenni Broadley, Diversional Therapist at Waratah Lodge,
was a winner in the **'Celebrating Aged Care, Love Your Job'** campaign.

The State-wide campaign recognised and celebrated the enormous contribution of aged care workers and volunteers.

February 2020



SEPTEMBER 2021

| SUN | MON | TUES | WED | THUR | FRI | SAT |
|-----|-----|------|-----|------|-----|-----|
| | | | 1 | 2 | 3 | 4 |
| 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| 26 | 27 | 28 | 29 | 30 | | |

BRIDES REVISITED

- “Brides Revisited” fundraising pageant
- 80+ people attended
- \$2,700 for MND Victoria

Staff and family members looked absolutely beautiful as they modelled wedding gowns, together with the grooms who escorted them down the aisle. The girls wore their own dresses, their mothers’ dresses and dresses that were loaned for the day. Some heritage dresses with their histories were on display. **Each dress had a story to tell.**

October 2019



OCTOBER 2021

| SUN | MON | TUES | WED | THUR | FRI | SAT |
|-----|-----|------|-----|------|-----|-----|
| 31 | | | | | 1 | 2 |
| 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 | 29 | 30 |

PHYSIOTHERAPY CONSULTS



2018-19

834



2019-20

1,470



- Introduced the GLAD program (Good Life with osteoArthritis Denmark)
- Increased referrals from GPs and nurses
- Changed Allied Health priority tools
- Delivery of service through telephone and email
- Rehabilitation programs in the home
- Contacted exercise group participants to make sure they were able to continue some form of exercise at home
- Attended Big Bonang Arvo



Orbost Regional Health



Orbost Regional Health

ORH has recently started to offer 'GLAD,' which is a rehabilitation program developed by researchers for people with hip or knee osteoarthritis. The research shows that it is useful to reduce pain and the need for medication in people with osteoarthritis. GLAD can be a great option to try before having surgery.

Our patient, Marilyn, has just completed GLAD and has this to say: "I have enjoyed it so much and feel much healthier and more flexible in my joints after completing the 6 week course. I wish you every success with future clients and hope they have the same success as I have had".



NOVEMBER 2021

| SUN | MON | TUES | WED | THUR | FRI | SAT |
|-----|-----|--------------------|-----|------|-----|-----|
| | 1 | 2 MELBOURNE CUP | 3 | 4 | 5 | 6 |
| 7 | 8 | 9 | 10 | 11 | 12 | 13 |
| 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| 21 | 22 | 23 | 24 | 25 | 26 | 27 |
| 28 | 29 | 30 | | | | |

IRENE'S STORY

Why I love my job

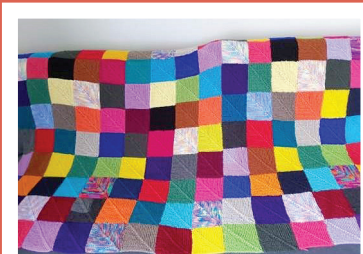
I saw her knitting a rug and I was fascinated. I asked how she did it and she told me to sit down and watch her do it!

I started my first square and she watched my every move, made sure I held the needles correctly, had the right tension, corrected where I went wrong. Then I got motivated, soon I was knitting a rug and then a queen sized bed cover. She encouraged me along the way and said she was proud of me when I finished....and the end results are here!

Yes, I clean her house. But it's not always about the dust and the cobwebs. I love cooking with her, she makes sure I have measured the ingredients correctly and lets me know when I have missed some. We have fun, we laugh and sometimes we just sit and talk about gardening or what is happening around the world.

We may speak different versions of English and she may not be able to run a marathon, but her wealth of knowledge is worth more than gold.

To her, I am not just a cleaner; and to me, she is not just a client; we are friends.



TIME TO RELAX....FOR A MOMENT AT LEAST



Nearly everyone enjoys fish 'n' chips - including our wonderful nurses and a couple of the army guys in town to help with bushfire recovery.

DECEMBER 2021

| SUN | MON | TUES | WED | THUR | FRI | SAT |
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| 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| 26 | 27 | 28 | 29 | 30 | 31 | CHRISTMAS DAY |
| BOXING DAY | | | | | | |

Boundary Road, Orbost Vic 3888
PO Box 238, Orbost Vic 3888
T: (03) 5154 6666
F: (03) 5154 2366
E: orh@orh.com.au
Orbost Regional Health Facebook
W: www.orbostregionalhealth.com.au

**Outstanding Rural Healthcare;
leading our community to a healthy future**

