



# Quality Account 2017 -2018



# WELCOME



We are proud to present this year's Orbost Regional Health Quality Account to Orbost and the East Gippsland community.

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

This report has been produced for you, our community, in partnership with our Board of Directors, the Quality of Care Committee, staff and consumers. We also congratulate our dedicated staff, doctors and volunteers for the achievements and improvements they have made to deliver exceptional services for our community, with many of them highlighted in the report.

This year has seen our services achieve outstanding results across five separate accreditations and their associated standards, which covered the majority of our services. We achieved 17 Met with Merits, the highest rating

that can be achieved within the National Standards. The common theme from the surveyors was the outstanding culture of improvement demonstrated by staff.

We have expanded the range of services we provide, with a new supportive therapies clinic established, a visiting GP specialising in obstetrics and women's health, a Rural and Isolated Practice Registered Nurse and a new simulation room for staff education has been constructed.

Orbost Regional Health has a new strategic plan 2017-2022 which provides the key objectives to ensure we focus on achieving our revised vision of providing outstanding rural healthcare; leading our community to a healthy future.

Another key initiative is the transition to a new digital program which integrates resident assessments, medications and medical notes. This was achieved by a strong investment into staff education across Lochiel House and Waratah Lodge staff.

No clients have accessed the interpreter service.

Consumer feedback is important to us and we have a variety of ways you can provide feedback, including by phone, writing, in person, on-line and via Conversations with our Community cards.

Our inaugural 'pop up shop' in the main street was such a success in getting the quality account out into the community and also to provide some topical health messages, that we are doing it again this year.

We hope you find this report interesting and informative and we encourage you to provide feedback on this year's report. The report is available at front reception, waiting areas throughout Orbost Regional Health buildings and on our website at [orbostregionalhealth.com.au](http://orbostregionalhealth.com.au).

Meryn Pease  
Chief Executive Officer

## BOARD OF DIRECTORS



Abby Ilton



Alastair Steel



Damien Courtier



Deb Miller



Liz Mitchell



Narelle Macalister



Peter van den Oever



Robyn Francis



Stan Weatherall

# WHAT DID WE DO

**1,775**  FAMILY SUPPORT VISITS

**1,379**  HOSPITAL PATIENTS

**2,184**  URGENT CARE VISITS

**593**  OUTPATIENT VISITS

**678**  DIALYSIS TREATMENTS

**2,103**  DISTRICT NURSING VISITS

**730**  SPEECH PATHOLOGY VISITS

**1,202**  PHYSIOTHERAPY VISITS

**1,090**  OCCUPATIONAL THERAPY VISITS


**929**  DIETITIAN VISITS


**4,334**  MEALS PREPARED

**\$15.5M**  BUDGET


**187**  STAFF

**2,725**  DENTAL APPOINTMENTS

**23,736**  MEDICAL CLINIC APPOINTMENTS

**1,524**  X-RAYS TAKEN

**1,167**  X-RAY PATIENTS

**60**  AGED CARE RESIDENTS

## Eric's Story



Recently our father, Eric, was transferred from Bendigo Health to Orbost Regional Health as he wanted to get back home to his small farm at Nowa Nowa and to sit on his front deck one more time. The team at Orbost and the doctor were happy to receive Eric as a palliative patient and do all they could to make his end of life plan a reality. This was such a relief for us as a family.

Upon Eric's arrival, he was treated with such wonderful, professional care that was second to none. We had been through a harrowing 12 week journey with his illness, transferring to and from many hospitals. Even though the Orbost hospital is small, the doctor, nurses and domestic staff were understanding and professional above and beyond the call of duty.

They were polite, friendly and helpful, doing their utmost to make us all as comfortable as possible.

When Eric arrived at ORH on the Saturday night, we expressed his wishes and were told that due to his condition, a trip to Nowa Nowa may not be a reality, however they would do all they could to accommodate his wishes.

After a meeting with the Nurse Unit Manager and consult by the doctor, Eric was on his way to Nowa Nowa. By two o'clock that afternoon, he was sitting on the front deck of his home. The day was overcast, but with the help of many prayers, the sun even came out, mission accomplished. The hour Eric spent on his front deck was a

dying man's wish and we cannot thank you all enough for assisting to make this possible.

Then back to ORH to the waiting staff for the remainder of a very tough week. Again, the staff did everything they could to keep Eric and us as comfortable as possible. Even with the NUM's very busy schedule, she still made it a point to call by and keep us up to date with Eric's medication and health plan each day.

The nursing staff were so helpful and gave Eric as much dignity as humanly possible. Even to the very end, all the staff supported Eric and his family with compassion. We were blown away by the staff at ORH.

## ADVANCE CARE PLANNING

Key staff have attended training

All admitted patients are asked whether they have an Advance Care Plan

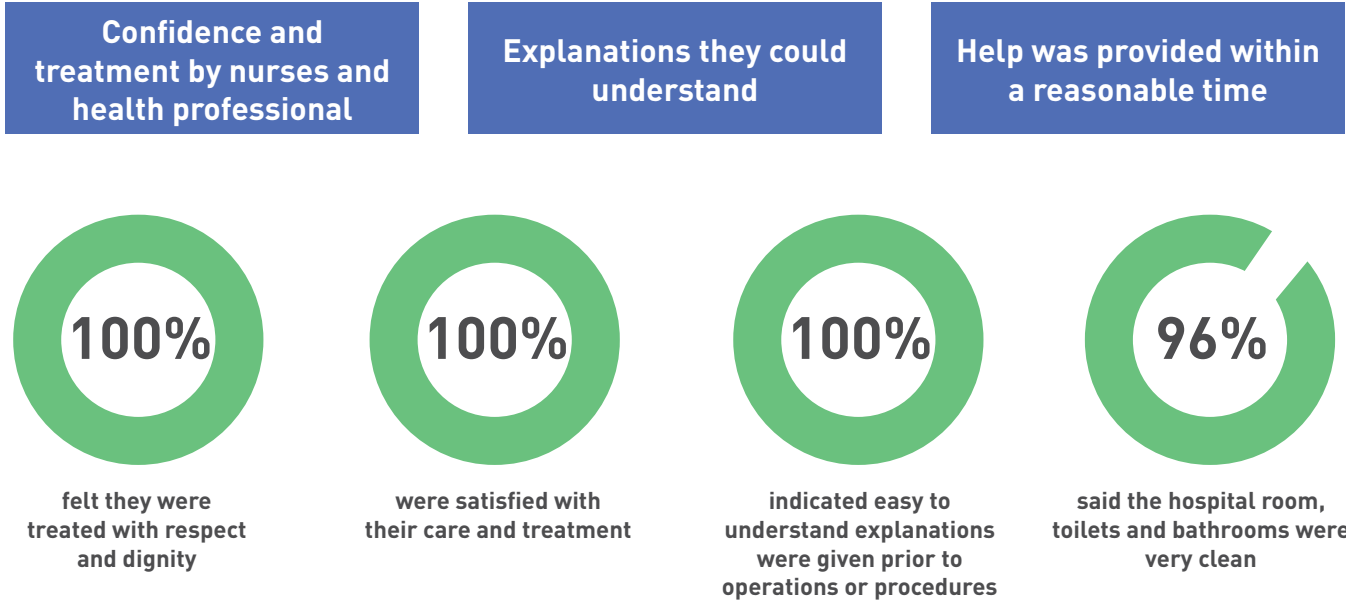
Advance Care Planning is discussed at meetings to increase staff and consumer knowledge

98%

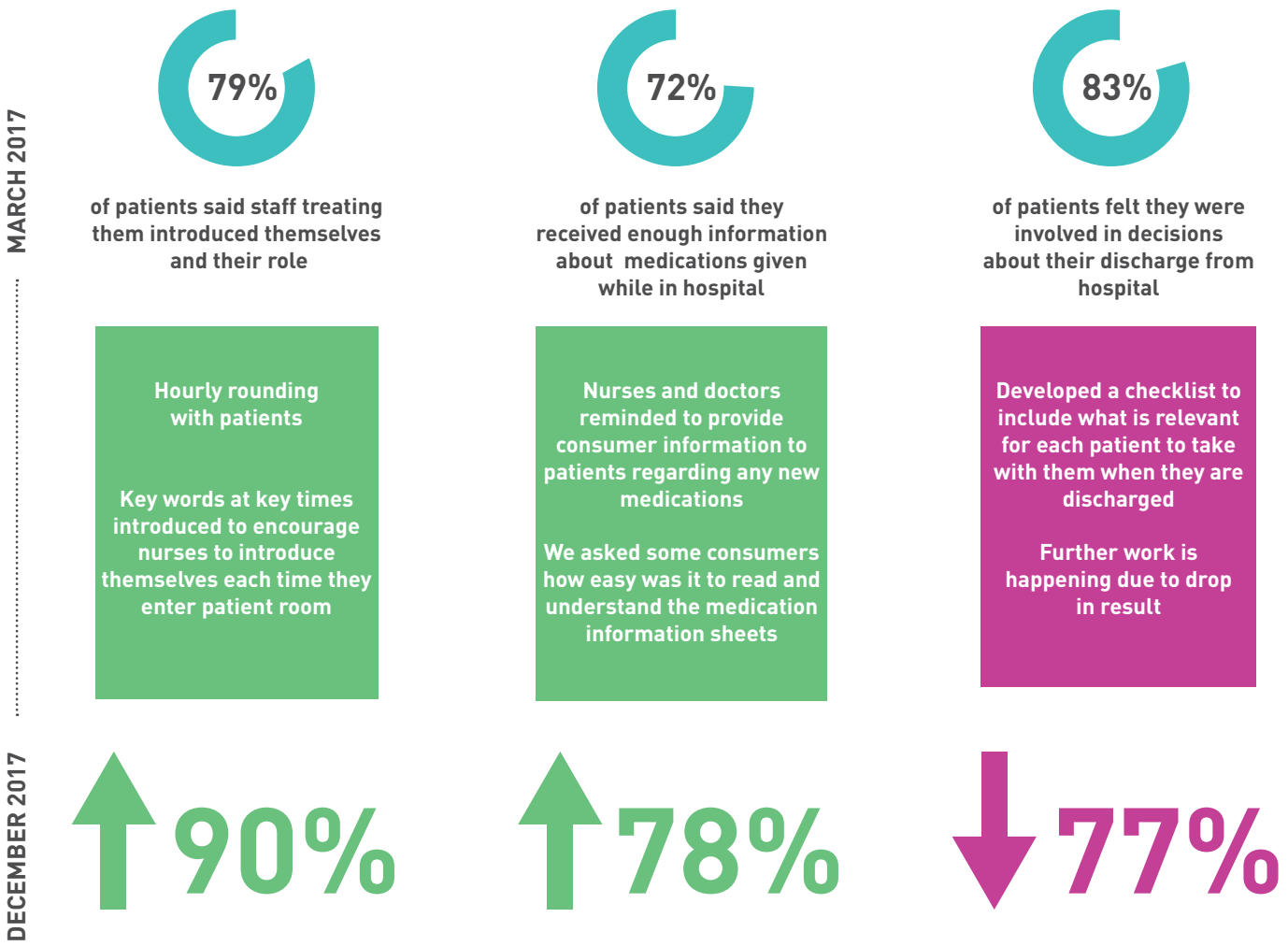
aged care residents have an advance care plan

# PATIENT SATISFACTION

Patient experience is measured through the Victorian Health Experience Survey. Our highest ratings include:



Consumer representatives identified three patient experience areas for improvement.



# DISCHARGE PLANNING

MARCH 2017

DECEMBER 2017



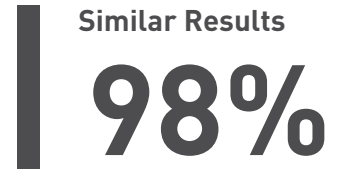
**69%** of patients said they had follow up with doctors or other health professionals after they were discharged



**87%** of patients said when they left hospital adequate arrangements were made for any services they needed (e.g. transport, meals, mobility aids)



**99%** of patients said on the day they left hospital their discharge was not delayed



## Consumer Story

I was brought to the hospital by ambulance and I found the quality of care, bedside manner, compassion and support impeccable. I cannot find fault with any person or procedure in any shape or form. No task was too difficult nor an obstacle.

At no stage did I need for anything. All staff were

extremely professional, respectful, supportive and extremely affable. As a patient, I felt totally comfortable and 'safe' despite the anxiety of having coronary issues.

I cannot praise your staff's work ethic and level of care highly enough. They should all be highly commended for the way they approach their tasks. I

would be happy to be taken to ORH for any health issues and know I would be in extremely capable hands.

# GROWING AND COOKING HEALTHY FOOD

Community Home Support Services have been providing meals to clients homes for many years. Despite this program being incredibly valuable, it was not always meeting the needs of everyone. Clients expressed they would like to still be able to participate in their meal preparation and would like to have more choice in what they ate, but needed some more skills and guidance to do it. The focus of this project was about increasing a person's independence, skills and choice.



The Healthy Home cooking project is a 6-12-week program that involves working closely with, and supporting clients with education and advice about:

preparing and eating healthy and nutritious meals

how to shop and cook good meals on a budget

how to store and reheat meals that have been prepared in advance

The program also aimed to assist clients to build on their abilities and independence by:

improving confidence in practical cooking skills

increasing skills and knowledge about how to organise and prepare meals of their choice

support with shopping, preparing lists, ordering over the phone or assistance to get to the supermarket

increasing social contact and engagement with their community

f
Orbost Regional Health

**Orbost Regional Health**  
July 18

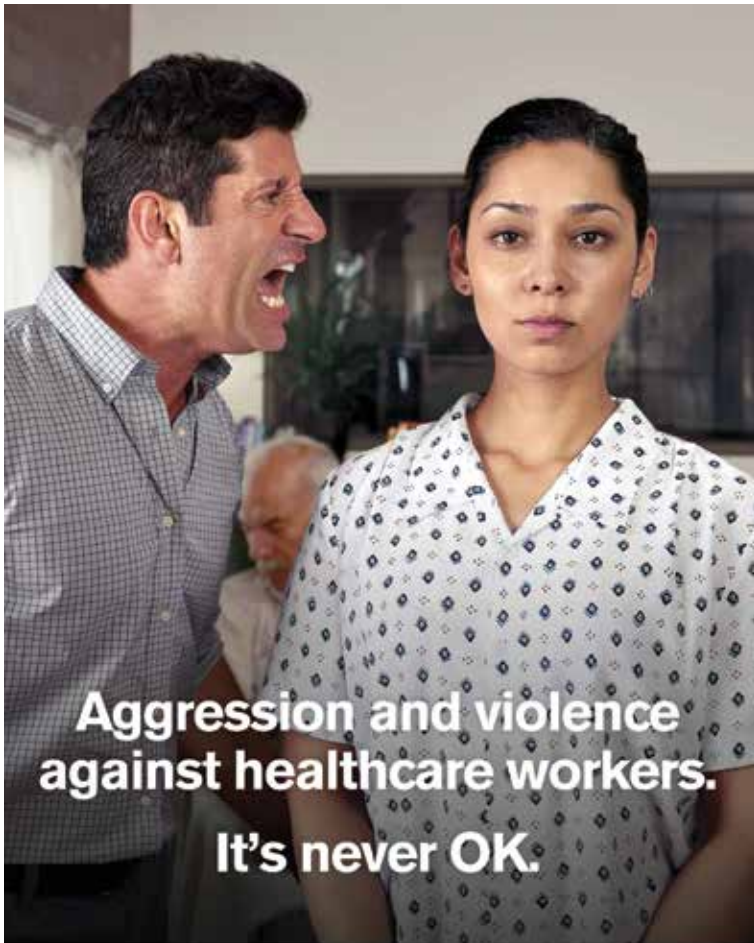
Today was the official reveal of the rejuvenated ORH greenhouse. Our Community Home Support Service have been working hard since the start of the year to get the greenhouse in order. They are now growing a variety of seeds and plants that will be put to good use in our clients gardens as well as gardens around ORH.

The Mohawks team consists of 3-4 year nine students from Orbost Secondary College who work alongside our ORH community support worker one day per week to provide gardening, pruning, weeding and mulching services to people who find themselves unable to do it without some help. ORH will keep the greenhouse operational and continue to provide help to eligible people who need assistance keeping their garden and yards in order. We can share our project ideas like using old painted tyres as planters, or we can help you with your own creative ideas to add interest to your garden.



👍 Like
💬 Comment
➦ Share

# OCCUPATIONAL VIOLENCE



## OUR STAFF STORY

Some time ago an act of aggression was directed at me. A disgruntled consumer became very aggressive over the reception counter and was verbally abusive towards me. This was quite embarrassing, as it was a very busy morning in the reception area and a lot of people were around listening to him and what he was saying to me.

I asked the consumer to not speak to me in that manner and that his behaviour was not acceptable. After he had left the building, I filled out an incident on Riskman which noted the act of aggression.

A Manager met with me to let me know that a letter and brochure regarding consumer behaviour had gone out to the consumer.

8

**THIS YEAR OCCUPATIONAL VIOLENCE INCIDENTS**

### CODE GREY EDUCATION ON DE-ESCALATION

- Code Grey policy was reviewed and a structured response refined for Occupational Violence and Aggression incidents.
- The Memorandum of Understanding with Orbst Police was updated.
- Front line staff participated in education and the Code Grey team had refresher training.
- Posters widely displayed throughout Orbst Regional Health.

21

**LAST YEAR OCCUPATIONAL VIOLENCE INCIDENTS**

### OCCUPATIONAL VIOLENCE AWARENESS

- Occupational Violence (OV) awareness has included Worksafe education distributed to staff, the development of a short incident form to capture OV incidents and guidelines following an OV incident.
- Occupational violence and aggression module has been included in the mandatory learning package for all staff.



A couple of months ago my aunty was taken into the hospital at Orbost after suffering a stroke. Later that morning it was decided that she would be transferred further down the line. That night she was admitted to a room and the following day, on my request, was transferred back to Orbost Regional Health for palliative care.

I just want to share my experience and outline some of the wonderful care provided by the staff. I was feeling quite overwhelmed at the time, but the professional and caring way the nurses carried out their work made a difficult situation much easier.

Initially in the Orbost hospital the staff took time out to explain to me what was happening. They spoke to my aunty regularly and I am sure she was comforted by the familiar voices around her. My aunty's aunt

is currently residing in Waratah Lodge, so I asked the staff if it was possible for her to visit. The staff at Waratah Lodge didn't hesitate and brought her down straight away. I appreciated this a lot as they had a very close friendship.

Before my aunty was transferred by ambulance, I was taken aside and given lots of information and advice about what may happen once she was transferred. This meant a lot as it gave me time before I got to the next hospital to process what had happened and prepare myself for what may happen next.

I was so relieved when my aunty was transferred back to Orbost. The room was quiet, private and comfortable. The staff came in regularly to check on her, each time explaining what they were doing. They took time out to talk to us about how we were going, if visitors were to be restricted and just to

## Tania's Story

make sure we were comfortable with everything.

The staff at all times were professional and caring. I felt as though they did everything they possibly could to make sure my aunty was comfortable.

When my aunty passed away I also received a follow up phone call to see how my family and I were going and to let us know of counselling services available.

We would like to thank you all for the wonderful job you do.

## OUR VOLUNTEERS



### WHY VOLUNTEERS DO WHAT THEY DO:

- "I think I have the skills that can help others."
- "Found it interesting and have done further studies to help me in my volunteering."
- "It makes me feel part of the community."
- "I enjoy the satisfaction of helping others."
- "Volunteers were always there to help me when I was younger in my sporting clubs."



58

No. of  
Volunteers



1,209

Volunteer  
Hours



50,883

Kms Volunteer  
Drivers Travelled



234

No. of medical  
appointments  
transported to



2,560

Fresh Meals on  
Wheels delivered

# CONSUMER FEEDBACK

Feedback from our community is considered valuable as it helps us understand what we are doing well and what we need to improve.

### HOSPITAL

#### YOU SAID

Concern expressed about patient care provided by nursing staff.

#### WE DID

✓ Feedback provided to nursing staff and education specific to dementia rolled out to team. Dementia specific education provided and senior nurses mentored more junior members and offered support.

### MEDICAL CLINIC

#### YOU SAID

Appointment for fitting of halter monitor was double booked. Patient had left home to attend appointment by the time reception staff had realised the problem. Had to be rebooked for the following week.

Not happy to attend the script clinic and wait 1 hour for script appointment.

#### WE DID

✓ Medical Clinic reception staff reminded about process for booking halter monitor. Change made to booking recording system to avoid re-occurrence.

✓ Discussion with GP involved to improve timeliness of script clinic conducted.

### SERVICES

#### YOU SAID

We don't know enough about ORH services.

#### WE DID

✓ Extended media to the ORH Facebook page

### GARDENS

#### YOU SAID

The gardens appear untidy

#### WE DID

✓ Continued garden works

Compliments received **107**

Complaints received **46**

Conversations with our Community cards **134**

### COMPLAINTS

It's always a pleasure to pass positive feedback on to staff. Negative feedback is always investigated. We respond to the consumer when they provide us with their name and contact details.

- 9** Behaviours
- 15** Clinical Care
- 20** Process or system
- 2** Facilities
- 0** Diversity or Culture

# CONSUMER FEEDBACK

## Brian's Story

Some years ago I was diagnosed with Parkinson's Disease. Just before Christmas 2017 I was living in my own home with my family. My Parkinson's Disease had really slowed me down and it had become more difficult to walk. My family recognised that my mobility problems had made it unsafe for me to be at home alone because at any moment I could have a serious fall.

My daughter contacted Orbest Regional Health to organise care for me at home, while she was at work or away on holidays, and we completed an Aged Care Assessment. The options were limited. My greatest wish was to stay in my own home but of course with my debilitating illness this was impossible which changed my situation. I was a little pissed off.

I moved into Waratah Lodge where the team of nurses support me every day. Now I see the advantages; familiar staff who help me whenever I need it; quick medical help and support from my doctor and my specialist in Melbourne. Things move quick when you need help.

A feeling of safety and security surrounds me and my family now, that if a fall should happen, and the possibility is still high, that staff will immediately come to my aid.

I have lived in Waratah Lodge for 10 months and have learned to accept my situation with the fantastic support of my family and staff.

Orbest Regional Health

Orbest Regional Health

7 September

If you have visited ORH today you may have noticed the extra big smiles on the faces of Jacqui, Ebony and Lauryn. The three nurses have recently traveled to Adelaide to undertake X-Ray training. They got their results back and, unsurprisingly, have all passed their exams with flying colours. After a little bit more training and some paperwork the three nurses will join with Cass to provide nurse-led xray services when our Doctor or visiting radiographer are unavailable. The staff are keen to undertake any X-Rays possible locally to prevent our patients from having to travel unnecessarily. Well done to Ebony, Jacqui and Lauryn.

Like
 Comment
 Share
● ▼

Lochiel House residents state  
‘They can taste the love’ that is  
going into food preparation. They  
love the more interesting morning  
and afternoon teas.



**ORH posted 106 times on Facebook**



**511 people followed ORH Facebook page**



**On average each photo reaches 1,039 people**



**493 people liked the ORH page**

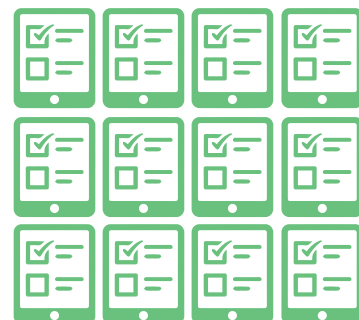
## QUALITY ACCOUNT 2016-17 PROMOTION - POP UP STORE

Orbost Regional Health set up a Pop Up Store in a shop front in the CBD of Orbost for one day in November 2017. The idea sprang from feedback received from community representatives who thought this would be a good way to get our annual Quality Account out there and to get some feedback on it.

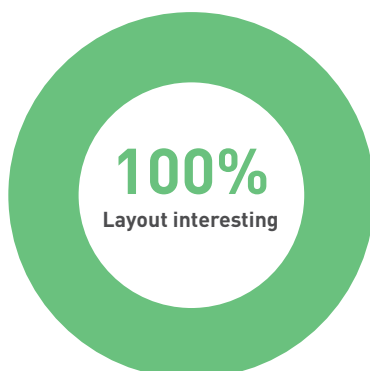
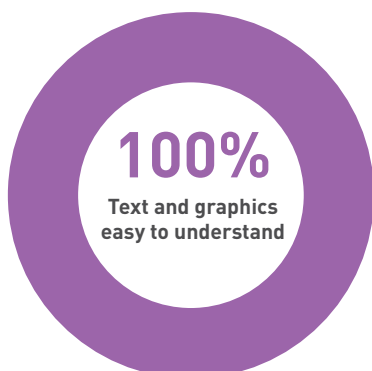
We offered the opportunity to win a veggie box for people willing to complete a questionnaire on the publication. Health promotion activities were also on show and included consumer blood pressure and blood sugar checks, together with nutrition information.



**75**  
Quality Accounts  
distributed



**12**  
Questionnaires  
completed



### FEEDBACK:

- “We need to be aware of what help there is.”
- “Great things happening, community are well cared for.”
- “Next year you could include connections with other community services.”
- “It seems things change all the time.”

## FAMILY VIOLENCE OUTREACH SERVICE

The Family Violence Worker continued to provide case management outreach support for victims of violence, including practical and emotional assistance and crisis support.

Orbost Regional Health is participating in the rollout of the Strengthening Hospital Responses to Family Violence model.

Risk assessment training for staff.

We understand family violence



People have been helped with safety planning, court support, advocacy and information, obtaining safe and secure accommodation and referrals to other support services.

Extensive planning to deliver a fully comprehensive training package next year to all staff.

Updated policies and procedures to support staff to understand the best ways to identify family violence and help those in the workplace, or in the community, who need assistance.

## OUR COMMUNITY DEMOGRAPHICS

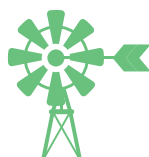
Our 2016 health needs survey highlighted lifestyle factors such as smoking, harmful use of alcohol and being overweight or obese, as the main reasons for poor health. Social connection, access to counselling and mental health care were also identified as high needs in our community.



Top presentations to both hospital and medical clinic are related to chronic diseases such as; diabetes, airways disease and heart health



Population aged 70 years and over is projected to increase 60% by 2031



Rural and remote communities have poorer health than metropolitan areas



3.8% of our population have a profound or severe disability



Median weekly income is \$458 well below Victoria's \$644



3.8% of our population speak a language other than English at home



Homelessness and food insecurity are issues for our community



4.7% of our population identify as Aboriginal or Torres Strait Islander



Basic food costs 38% of weekly family income



27% of the population completed their education at Year 10 or below



# IMPROVING CARE FOR ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLE



Orbost Regional Health works continuously to improve the health and wellbeing of Aboriginal and Torres Strait Islander people.

### ENGAGEMENT AND PARTNERSHIPS

- Regular Moogji Aboriginal Council/ORH partnership meetings.
- Cultural awareness training for staff.
- Aboriginal membership on the Diversity Committee.

### ORGANISATIONAL DEVELOPMENT

- Service planning with Moogji Aboriginal Council.
- Diversity Framework and Policy reviewed.
- Planning underway for new signage and aboriginal artwork with associated stories.
- Developed a courtyard area with indigenous plants and bush tucker to promote a culturally welcoming environment.

### WORKFORCE DEVELOPMENT

- 2% of Orbost Regional Health staff are Aboriginal and Torres Strait Islander people.
- Supervised training and placement provided for two Moogji Aboriginal Health Worker trainees.
- New GP employed undertaking Remote Vocational Training Scheme to specifically work with Aboriginal people.
- Koori Health Liaison Officer enrolled in a tertiary nursing qualification.

### SYSTEMS OF CARE

- Mums and Bubs program continues to operate successfully.
- 100% increase in Moogji Aboriginal Council Medical Clinic sessions.
- 21% increase in Aboriginal health assessments completed as a result of strengthened partnership between Orbost Regional Health and Moogji Aboriginal Council.
- Each adult aboriginal health check had a follow up visit scheduled with the Aboriginal Health Worker.

# PEOPLE MATTERS SURVEY

Staff are asked to give feedback each year on the culture of Orbost Regional Health through an anonymous external survey.



In 2018 **109 staff** took the opportunity to have their say

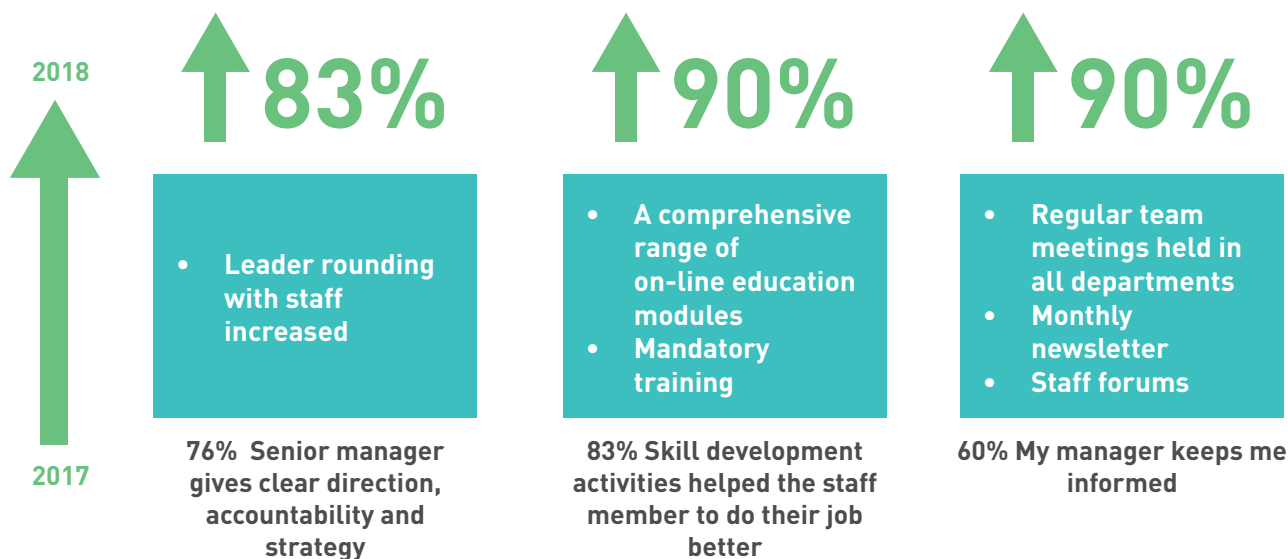
The higher the staff participation, the greater the staff engagement in the workplace. This is a continuing focus of the organisation.

94% Patient safety culture score

67% of staff represented

82% Staff would recommend a friend or relative be treated as a patient here

20% above state average



## STAFF RECOGNITION:

For always being professional and helpful regardless of challenges faced in satisfying patients and staff demands.

Human Resources staff are the quiet achievers who work tirelessly to firstly ensure that we are all paid, but perhaps more importantly, to provide sound advice, support and assistance to anyone who asks.

Such a caring and compassionate nature with all our community clients.

## ACCREDITATION STATUS



### ORGANISATION WIDE

National Safety & Quality in Health Service Standards



### DISABILITY SERVICES

Early Childhood Intervention Standards



### DISABILITY SERVICES

Human Services Standards



### HOMELESSNESS SUPPORT

Human Services Standards



### FAMILY VIOLENCE SUPPORT

Human Services Standards



### COMMUNITY HOME SUPPORT

Home Care Standards



### MEDICAL CLINIC

Royal Australian College of General Practitioners Standards



### RADIOLOGY

Diagnostic Imaging Standards

In the last 12 months Orbest Regional Health has been through the accreditation process five separate times.

### FEEDBACK FROM OUR SURVEYORS:

- “There is an understanding of the community and engagement that is reflected in the strategic plan and services offered.”
- “Quality and safety is hard wired at Orbest Regional Health.”
- “Staff live and breathe the values of the organisation.”
- “Wonderful feedback was received from clients of the services.”

- “There is a lot of double checking to keep everyone safe.”
- “Staff go beyond what is required of them to achieve the very best possible outcomes.”

The Medical Clinic is fortunate to have the expansive support services available through Orbest Regional Health.

17 Met With Merit results against National Standards





# QUALITY MEASURES

Our staff are continually looking for ways to improve the quality and safety of the care that we offer. From the basics such as hand washing, to more complex issues such as managing falls and pressure injuries in our frail and ageing residents – quality and safety improvements are always in mind. Improvements in the last year include:



Medications now stored at patient bedside



New bedside lockers in acute ward



New over-bed tables to improve patient safety



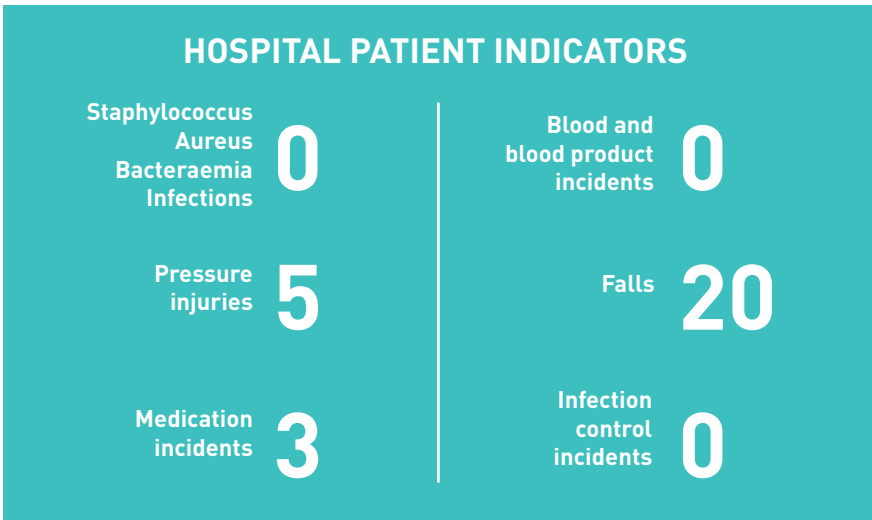
Screening tools implemented to identify patients at risk from falls, pressure injuries, weight loss



Bedside handover



Hourly patient rounding where nurses check on patients' needs on a 1 or 2 hourly basis



#### CLEANING STANDARDS



#### FOOD SAFETY



#### BLOOD & BLOOD PRODUCTS

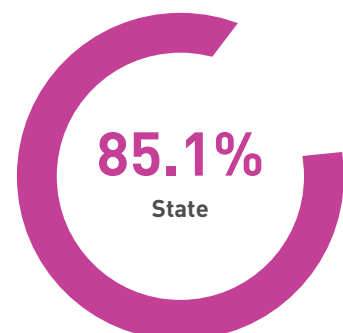
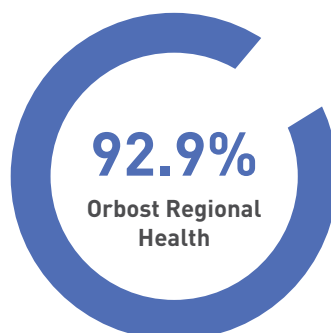


#### HAND HYGIENE



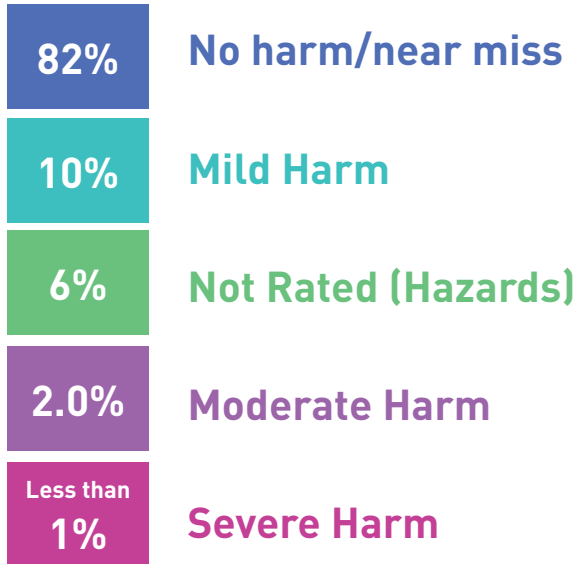
#### EFFECTIVE HAND WASHING

Benchmarking shows we perform well above average in effective handwashing

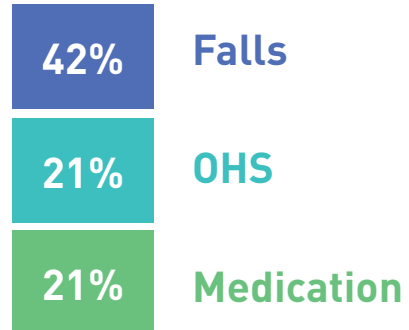


# QUALITY AND SAFETY


## Total Incidents and hazards by severity ratings:



## Top 3 incident types:



**STAFF INFLUENZA IMMUNISATION**



*Best Result Ever!*

84% of staff immunised  
8% increase from 2017

# MATERNITY SERVICES

**D**r Laura Linden, GP Obstetrician, has attended the Orbost Medical Clinic 13 times during 2017/18 and met with 109 maternity patients. The small team of midwives

continues to undertake training and education to ensure that the care we provide is safe and effective. Even though Orbost Regional Health is no longer a birthing service, our staff practice

the skills required to manage unplanned births and emergency situations, as well as the training to provide high quality care before and after childbirth.

## Last year our staff undertook maternity training in:



Baby heart rate monitoring



Baby and mother resuscitation



Unplanned birth



Labour ward



Managing bleeding after birth

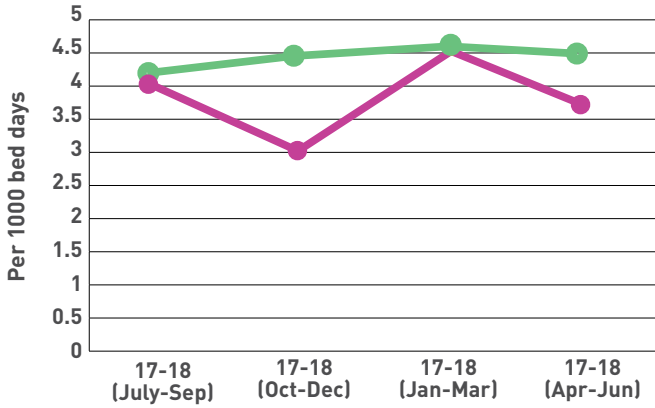
# AGED CARE QUALITY MEASURES

Statewide

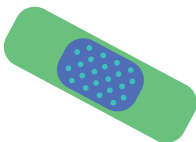
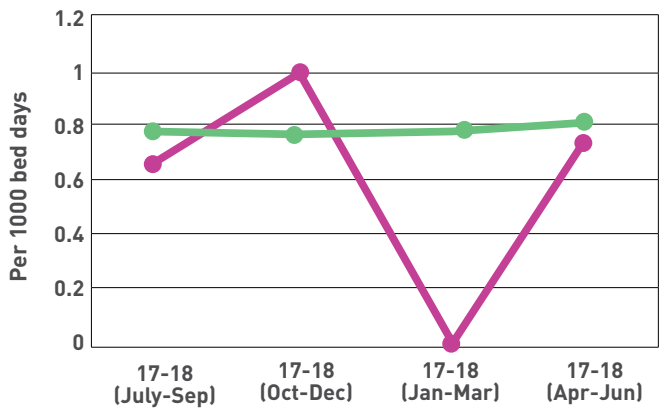
ORH



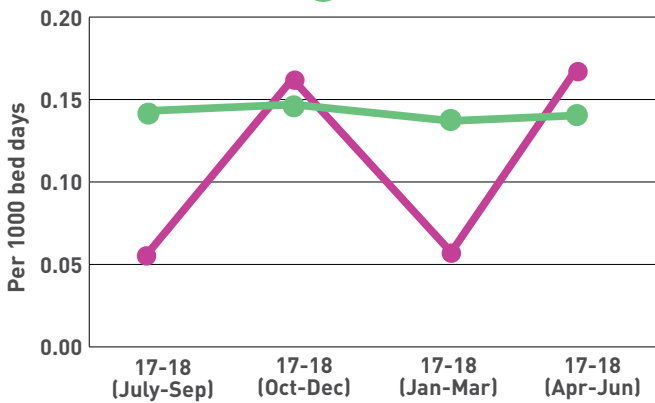
## Use of 9 or More Medicines



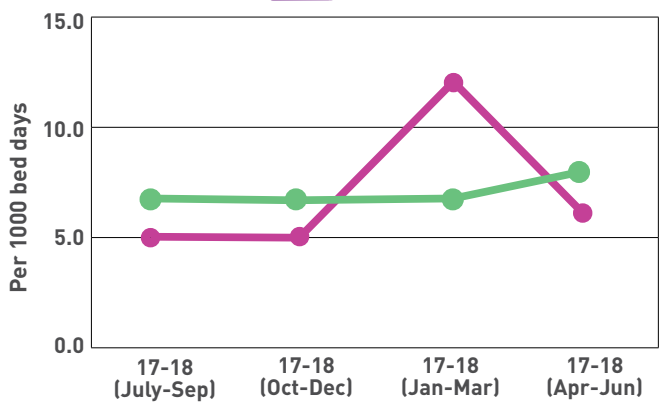
## Unplanned Weight Loss



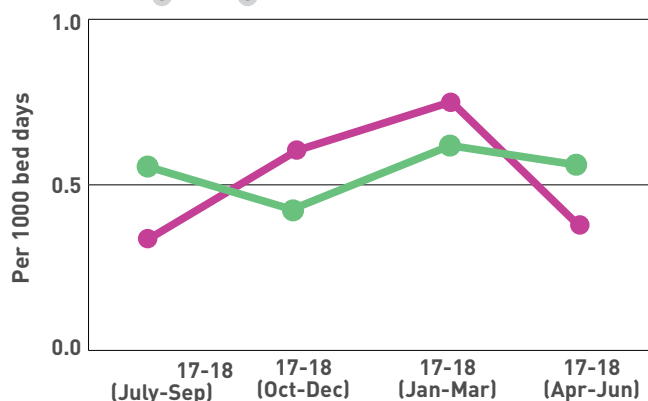
## Pressure Injuries



## Falls Rate



## Use of Physical Restraint



## PATIENT ESCALATION OF CARE

Orbost Regional Health periodically asks their patients or family members if they know how to escalate care.

# 100%

of patients audited were able to describe how to escalate care:

- press call bell
- ask for a nurse
- ask to see the doctor.

I was working at the gas plant at Corringale when I experienced pains in the chest, arms, neck. I advised my manager and we decided to drive into Orbost in my car – in hindsight, should have called the ambulance.

My pain level was about 6/10 and by the time I arrived at the Urgent Care Department it was about 9/10. I advised reception that I felt a bit crook and think I'm having a heart attack.

I was ushered into a cubicle and from then on everyone did their job. The nurse was fantastic, very calm and never got to the point where it seemed stressful.

A decision was made for me to be transferred and by the time I reached the helicopter, I had no pain.

The service was second to none and I received good service all

### Simon's Story

the way through from diagnosis to transfer by helicopter to Bairnsdale.

There is not one thing I could be critical of and the service I received at Orbost Regional Health saved my life.

When attending a check up with my specialist recently, he told me that because the diagnosis and treatment I received was so quick, there are no real signs of having had a heart attack. I am on minimum medication already.

### Nurse's Story



This patient presented with text book heart attack symptoms. We followed Orbost Regional Health procedure and got things done in a timely manner, including getting him to Bairnsdale for further investigation and treatment.

The patient expressed a couple of times that the worst he felt was 'overwhelmed' – he was in an unfamiliar health service with his only contact being his wife, via phone – due to working away. I remember thinking (we were some way into treatment)

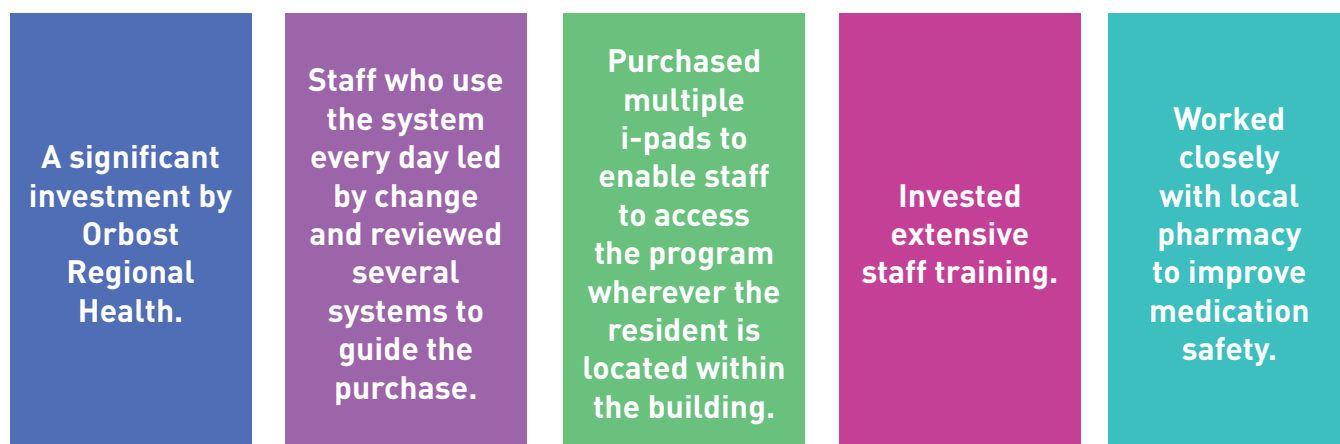
that I realised we hadn't specifically told him he was suffering from a "heart attack". We then went on to speak to him in terms he was able to understand and this resolved his anxiety.

He was a very nice man and was pretty calm throughout which made for a very controlled situation. He was very willing to just let us do our thing. We are however, still waiting for our cheesecake.

## MEDICATION MANAGEMENT IN AGED CARE

Orbost Regional Health implemented an electronic documentation program (iCare) in aged care. It included tracking of resident daily care needs, incidents and administration of medications. The electronic medication administration program allows for a safer way to monitor and document medications given to residents.

In collaboration with our nurses and PCA's, doctors, and the local pharmacy, the iCare program was implemented between April and June to replace the paper based charts and old software system.



### Staff feedback about iCare:



Medication incidents over the last two years show a significant reduction:

	2016-17	2017-18
Waratah Lodge	23	12
Lochiel House	27	14
Hospital	11	3

## HOURLY ROUNDING

Life in a hospital is often busy and noisy and sometimes patients do not want to press their buzzer to ask for the nurse as they think the staff are too busy. We recognise this and have implemented a program known as patient rounding that will ensure that a nurse checks on each patient at least once every one or two hours, or more often if needed. Patient rounding is best practice in providing safe, consistent quality of care at the hospital.



This rounding check may include:

- ✓ your blood pressure, temperature, heart rate, respiratory rate and oxygen levels.
- ✓ giving you your regular medications.
- ✓ providing an explanation of the care that is required for you to feel better.



The nurse will also check:

- ✓ your pain levels.
- ✓ ask you if you need anything.
- ✓ check that the items you need are within easy reach.
- ✓ ask if you are comfortable or need help with repositioning.
- ✓ staff will also check any equipment in use, as well as quickly looking at your room to make sure that it is free of hazards, tidy and safe.



The check finishes with:

- ✓ “Is there anything else I can do for you? I have time right now, or I will be back in about an hour. If you need anything in the meantime, feel free to use the call bell.”
- ✓ The nurse will then document in your folder any necessary information about your care.

## DENTAL SERVICE

389 Children treated

73 Dentures made

707 Adults treated

2725 Total appointments

48 Aboriginal people treated

0% teeth pulled out after 12 months following root canals (State Target 3.1%)

0% denture remakes within 12 months (State Target 1.8%)

“

The new dental team are extremely awesome.



”

4.7% adult teeth requiring treatment within 6 months of filling (State Target 6.9%)

## FEEDBACK

“

I had my wisdom tooth removed today. Great service, really impressed! Happy with the quality of work, would highly recommend ORH Dental Services to anyone.

”

1.1% children's teeth requiring treatment within 6 months of filling (State Target 2.8%)

### YOU SAID



Travelled an hour to come in and pay my dental account in cash and it had a sign up saying 10 minute wait. Waited 30 minutes, still no-one.



### WE DID



New signage developed that shows what is actually occurring, e.g. back in 10 minutes or back in 1 hour.

# OUR SERVICES

