



2018-2019

Quality Account



1,200
HOSPITAL
PATIENTS



2,161
URGENT
CARE VISITS



1,018
OUTPATIENT
VISITS



834
PHYSIOTHERAPY
VISITS



785
OCCUPATIONAL
THERAPY VISITS



926
DIETITIAN
VISITS



55,166
MEALS
PREPARED



22,566
MEDICAL CLINIC
APPOINTMENTS



53
VOLUNTEERS



3,174
VOLUNTEER
HOURS



812
X-RAY PATIENTS



904
PROPERTY
MAINTENANCE
HOURS



637
DIALYSIS
TREATMENTS



50,899
KMS VOLUNTEER
DRIVERS
TRAVELLED

Welcome

Orbost Regional Health (ORH) is pleased to present the Quality Account for 2018/19.

ORH strives to improve the services we provide to the Orbost district, and takes pride in making people the focal point in everything that we do. The Quality Account allows us to showcase the services we offer and how we respond to changing community health needs. Through informal and formal feedback received from the public we can review our programs and make changes when needed.

Even though I have only been working at ORH since February 2019, I have been amazed at the dedication of staff, high level of care given and the high skill level of such a small workforce.

In 2018/19, ORH formed a Community Advisory Committee. Members of the Orbost community meet with members of the ORH



Board of Management to give feedback and assist us to improve the programs we provide. Although still in its early stages, the Community Advisory Committee will become a forum for the Board and Executive to gather and share helpful information.

We are pleased to present a snapshot of what ORH has achieved over the last year in this report. We also hope that we have been able to present the report to you in a way that is both helpful and easily read.

To increase access to the Quality Account, we have chosen to present the report as a broadsheet

placed into the Snowy River Mail. Extra copies of the report can be obtained at the health service and outreach centres. The report can also be read on the ORH webpage. We urge the public to read the Quality Account and provide feedback via our online survey or hard copy available from our reception areas. See Page 5 for details.

I hope you find the Quality Account helpful and welcome feedback on this years' report and how we can improve further.

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

Vicki Farthing
Chief Executive Officer

Board of Directors



Abby Ilton



Alastair Steel



Damien Courtier



Deb Miller



Liz Mitchell



Narelle Macalister



Peter van den Oever



Robyn Francis

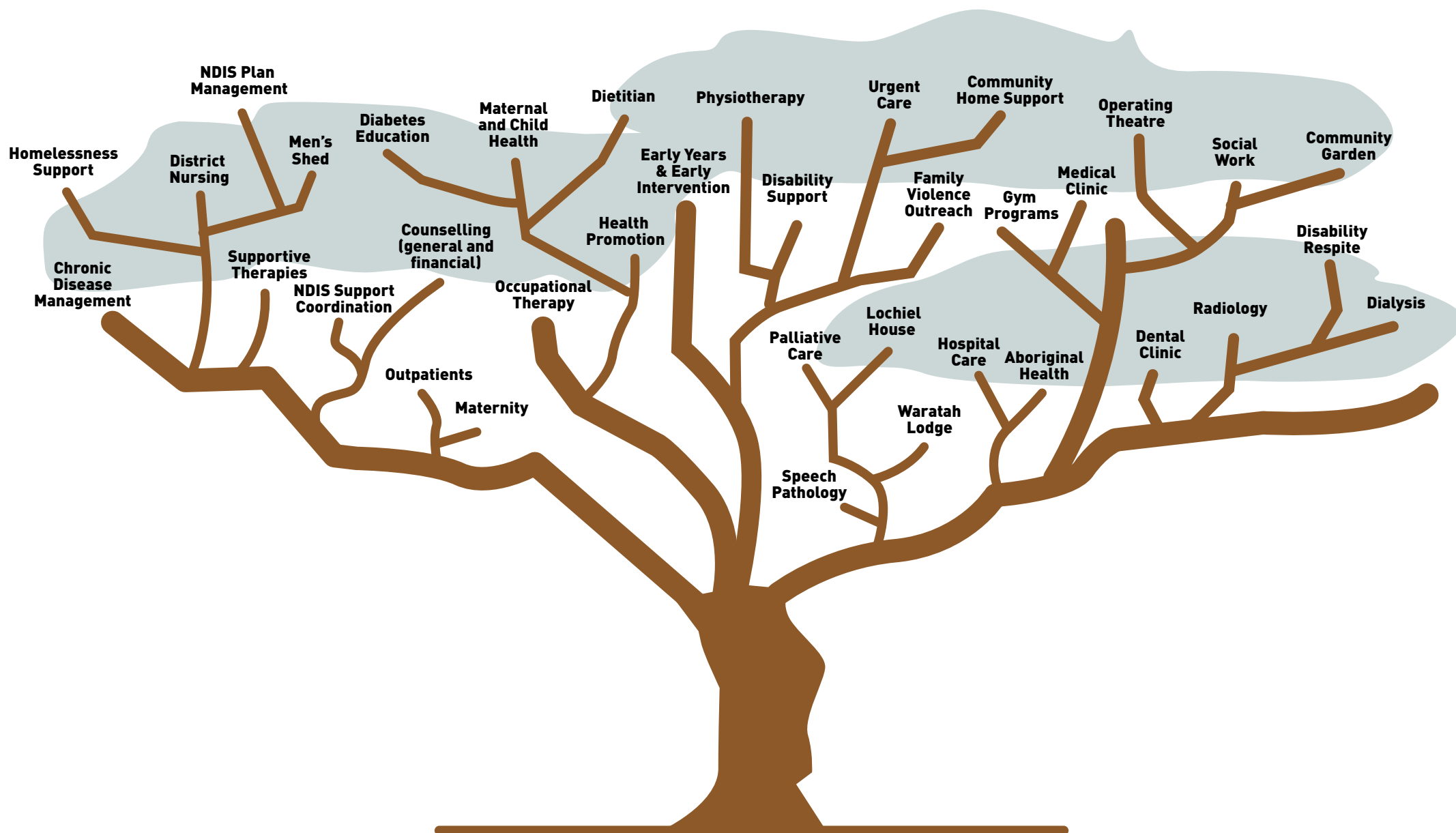


Stan Weatherall

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Our Services



Our Community Demographics



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



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

Let us know what you think about this year's Quality Account



To be in the draw to
WIN

a \$100 hamper from Orbest Foodworks simply provide your feedback on the 2018-19 Quality Account via survey monkey at <https://www.surveymonkey.com/r/XSYQJ8G>

or scan link below



Paper surveys are available at any Orbest Regional Health reception area

Prize drawn 29/11/19
Winner notified by phone and/or email

Health and Wellbeing Programs

Allied health staff (including Physiotherapist, Occupational Therapist, Dietitian, Speech Therapist, Allied Health Assistants and Community Nurse) provide a range of support programs. Programs assist participants to regain or retain strength and resilience, remain socially connected and live independently.

Number of People Attending Programs



94

Better Balance



47

Staying Strong



213

Cardiac Rehabilitation



180

Exerguys



129

Tai Chi for Beginners



217

Tai Chi



133

Tai Chi Rehabilitation



409

Women's Wellness

Consumer Feedback

"Recently I visited the physiotherapist and was very impressed with the way he explained everything to me and the treatment and exercises he gave me to do"

"I recently took part in a pilot program for Pilates for people with back pain. I found it very beneficial."

"Since attending the dietitian service for 5 months I lost 10kgs with thanks to the Dietitian and community support. I feel great!"

"I enjoy my time at Tai Chi. Instructor is excellent and my mobility has improved."



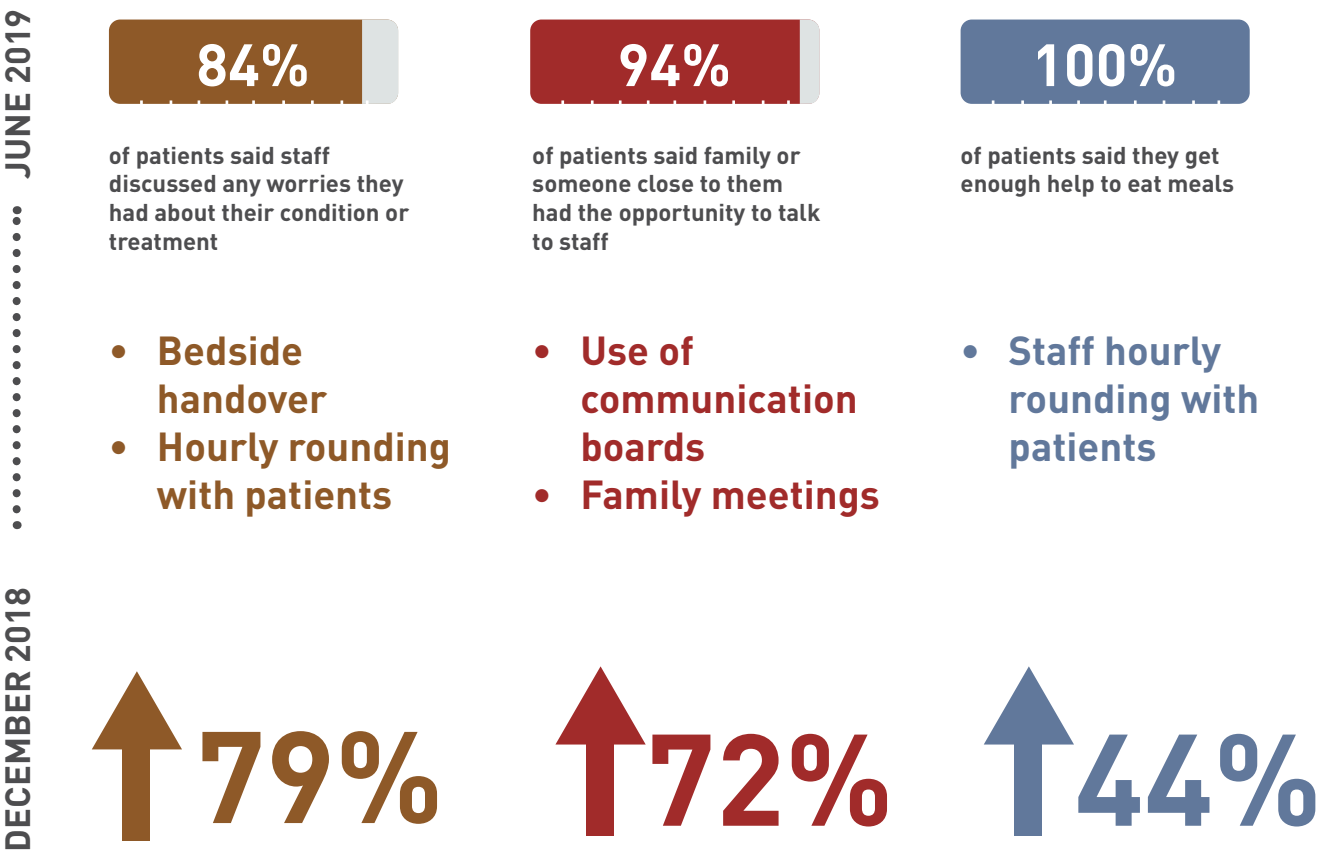
Patient Satisfaction

Patient experience is measured quarterly through the Victorian Health Experience Survey.

Our patients said:



What we improved in the last six months



Consumer Feedback

YOU SAID	WE DID
I was dissatisfied when the doctor would not prescribe pain medications.	Advised patients that all doctors are fully qualified and we support their individual choices and clinical judgment in relation to medication prescribing.
There should be a vending machine for patients and visitors.	Pink Lady volunteer program introduced. Marilyn "Maz" Girling and Pam Vivian provide books and magazines, sweet treats and conversations to patients, residents, visitors and staff.
We are missing the men's health checks at the Men's Shed.	Re-instated six monthly health check days at the Men's Shed.
Weekend frozen meals on wheels were past their use by date.	All stock checked and procedures amended to ensure meals are provided within use by date.

Community Advisory Committee



10

community members have joined our new Community Advisory Committee.

They give us a consumer perspective on patient experience, patient safety, staff education, facility and program design. They also help us to identify what we do well and what we can improve.

Maz's Pink Lady experience

The reception from Lochiel House, the hospital and through to Waratah has been great. I am certainly getting to know some of the patients and the residents. I am open to doing some shopping for them and receive little requests each week.

I interact easily with people, including the patients in the hospital. If they haven't had any visitors, I am prepared to stay and chat as long as they need. I love it, just being able to talk to people and make them feel good. I am a bit of a joker and can give them a bit of a laugh now and then.

I try to fulfill their requests, like a specific soap or shampoo, cotton buds, Quick-Eze - next week it could be liquorice.

Books and magazines have proven popular and I currently have

around 20 or so books, That's Life magazines are also available. I've also managed to obtain a large script book for residents who have vision impairments.



Compliments are a pleasure to receive and pass on to our staff. Complaints are always investigated and they provide opportunity for us to improve. We respond to the consumer when they have provided us with their name and contact details.

103
47
148

Compliments received

Complaints received

Conversations with our Community cards

COMPLAINTS



5 Behaviours

22 Clinical care

13 Process or system

7 Facilities

0 Diversity or culture

A mobile i-pad was placed in our Community Service areas to get instant feedback from consumers on their experience that day.

187
consumers completed the survey

Overall results from services surveyed including Aboriginal Health, Dietetics, Occupational Therapy, Physiotherapy, Maternal and Child Health, Early Years programs and the Medical Clinic.

99%

'strongly agreed' or 'agreed' that their views and concerns were listened to

100%

'strongly agreed' or 'agreed' that staff helped them to manage their problems/care needs

99%

'strongly agreed' or 'agreed' they were involved as much as they wanted in making decisions

100%

'strongly agreed' or 'agreed' that staff communicated in a way that was easy to understand

96%

said they were 'highly likely' or 'likely' to recommend the service



Orbost Regional Health

151 ORH posts

814 people on average see the posts

640 people follow ORH Facebook page

618 people like the ORH page

123,043 People saw ORH posts

YOU SAID

We are not impressed with the state of the community garden.

WE DID

The garden was tidied up.



Disability Action Plan

Orbost Regional Health is working to finalise its Disability Action Plan. This plan will ensure facilities, services and programs do not exclude people with a disability, or treat them unfairly.

We will be looking at:

- our physical environment
- recruitment policies and procedures
- training offered to staff
- the way we communicate information

Staff and community members will be involved in this process by:

- talking to our NDIS participants/carers
- reviewing feedback and making changes as needed
- developing a working group within the organisation
- including input from our Diversity and Consumer Advisory Committees
- holding community forums



43

participants are accessing National Disability Insurance Scheme (NDIS) plan management and support coordination



3.8%

of our population have a profound or severe disability

NDIS clients are accessing a range of services including:



accessing community, social and recreational activities



house/garden maintenance



occupational therapy



physiotherapy



speech therapy



transport



home assistance (cleaning)



individual skills development



massage and limb stretching

Quality Account 2017-2018 Promotion Pop Up Store

Last year's Quality Account was successfully promoted during a Pop Up Store event. Health promotions were equally appreciated by the community.



28

People completed Quality Account Questionnaire



36

People had blood pressure and sugar tests



Information provided on new home care packages



Healthy recipes by the Dietitian

100%

Text and graphics easy to understand

"Fresh and quite simple graphics"
"Great reading and very easy to understand"

100%

Layout is interesting

"Layout and design is very professional"
"Simple layout, not too cluttered"

100%

I learnt something new about ORH

"Interesting stories and what different teams do"

"I learnt a lot more about what ORH does and how much of an important role they play in our community"



Diversity

Reconciliation and developing relationships

Orbost Regional Health held a morning tea welcoming members of the local community, both Aboriginal and non-Aboriginal, in recognition of National Reconciliation Week with the theme *Grounded in Truth, Walk Together with Courage*.

A highlight was the re-launch of eight artworks painted by local Aboriginal identities. They were reframed with the artists and painting names clearly acknowledging their work. The paintings have been displayed around Orbost Regional Health to provide a culturally welcoming environment.



Staff attended Lesbian Gay Bisexual Transgender Intersex education



Staff attended cultural awareness education at Moogji Aboriginal Council

Improvements

- **Shared Aboriginal Health Worker training at Moogji Aboriginal Council and Orbost Regional Health**
- **Developed organisation wide Diversity Plan, including cultural respect for Aboriginal people.**
- **Supervised training at Orbost Regional Health for Moogji Aboriginal Health Workers and nursing staff**
- **Supported Aboriginal Health Liaison Officer to continue nursing training**
- **Aboriginal Mums and Bubs Group and culturally appropriate post-natal support**

Interpreter service

Interpreting services have been recognised within the Diversity Plan. We will ensure patients who need an interpreter will receive one when required. Annual education is to be provided to all staff on how to use the available interpreter service.



0 Consumers

used the interpreter service this year

Acknowledgment of Land



Diversity Committee

This year the Diversity Committee has been reinvigorated and strengthened with five community representatives and eight staff members. The major focus has been the development and introduction of an organisational wide Diversity Plan.

Diversity Plan 2019-2021

The Diversity Plan recognises the current diversity of the Orbest community and that the diversity will change in the future.

The Diversity Plan focuses on six diversity groups:

- Aboriginal and/or Torres Strait Islanders
- Culturally and linguistically diverse people
- Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) community
- People with dementia
- People living in rural and remote areas
- People experiencing financial disadvantage

The Diversity Plan was launched on the twentieth anniversary of Harmony Day. Staff celebrated the concept of inclusiveness and respect of things which make us unique as individuals at a special morning tea.

A little note from an LGBTI worker at ORH

I've always felt welcome
I've always felt accepted
I've never felt judged



Orbest Regional Health



Orbest Regional Health

Today marks the 20th anniversary of Harmony Day, celebrating Australia's cultural diversity where "everybody belongs". ORH took this opportunity to launch it's Diversity Plan, inviting staff to wear orange and celebrate the concept of inclusiveness and respect of things which make us unique as individuals.



Diversity Plan Priorities

Service Provision

The role staff play in providing inclusive, respectful and responsive care that meets the needs of every individual. ORH recognises that we are all unique and need different care to get the same health outcomes.

Communication

Ensuring all communication is inclusive and considerate of our diverse population. This includes interpreters supporting our patients to access care.

Promoting Employment and Inclusion

Actively supporting the employment of a diverse workforce and promoting inclusion amongst our entire workforce.

Access

How staff design services in partnership with the community to ensure maximum service access to the community.

People Matters Survey

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



95 staff had their say =
59% of staff represented

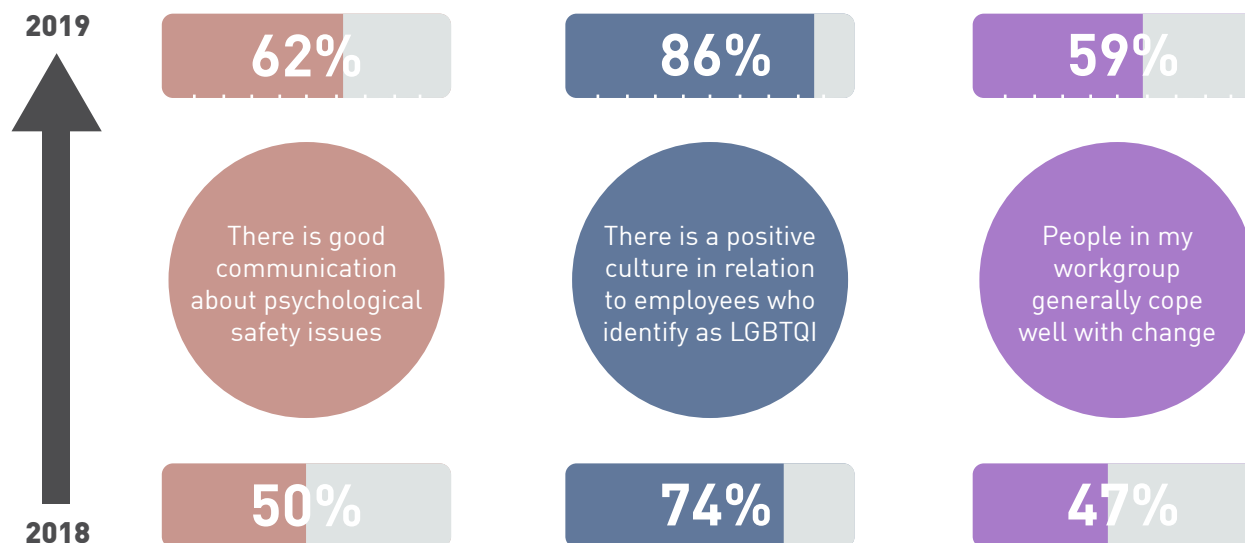
81%

ORH scored higher than all other health services for 81% of questions asked

77%

77% Overall patient safety culture score

Most Improved Results



Mental health wellbeing

For R U OK Day and Mental Health Month, ORH took part in a nation-wide employee Wellbeing Check-up to create awareness about mental health in the workplace. A 'mental health in the workplace' training module was provided for all staff.



23 staff attended
LGBTI training

ORH are committed to accepting diverse values, language and traditions of our clients and staff.

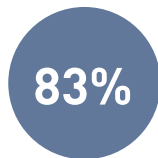
- Staff attended training to support the development of culturally appropriate services for LGBTI people.
- The training improved staff awareness of issues facing LGBTI people and expectations of good practice and inclusive care for LGBTI consumers.

Accreditation Status

Overall measures of culture were:



Integrity



Respect



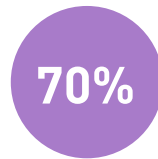
Human Rights



Diversity and Inclusion



Equal Employment Opportunity



Learning and Development

Employee Assistance Program

Staff have access to a private and confidential Employee Assistance Program



6 staff members accessed the program



16.5 hours of assistance



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

Quality Measures

HOSPITAL PATIENT INDICATORS

Staphylococcus
Aureus
Bacteraemia
Infections

0

Blood and
blood product
incidents

0

Pressure
injuries

13

Falls

38

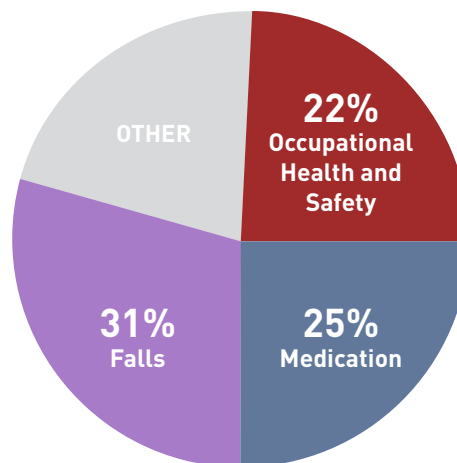
Medication
incidents

28

Infection
control
incidents

1

Top 3 incidents types



Orbost Regional Health



Orbost Regional Health

Nursing staff have identified that medication mistakes occur more commonly when staff are interrupted as they are giving out tablets. Our staff have decided to wear high visibility vests when on medication rounds to alert patients, visitors and staff to please not disturb them unless it is urgent.

Karen and Tracy were reluctant models for our medication safety photos - they are far more serious when actually handing out medications to our patients!



100%

Surveyors Comments:

"The standard of cleaning throughout the facility was very high and the staff should be commended."

100%

"ORH have invested in the food safety program and I look forward to the next audit to see the continued development and progress in 2020."

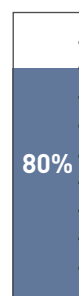
100%

of required staff have undertaken training on the safe use of blood and blood products

100%

of staff have completed hand hygiene education

ORH perform **well above** the Australian target in handwashing



Target



ORH

STAFF INFLUENZA IMMUNISATION



87%
of staff
immunised

Target 80%

Best Result Ever!

Community influenza immunisation

ORH attend places where people find it difficult to attend a clinic.

- ORH volunteers
- Ambulance staff
- Latrobe Regional Health mental health support staff
- Office staff and workers at Auswest Timbers
- Teachers at the Orbost Primary School
- Children under the age of 5 at Mallacoota, Cann River and Orbost
- Newmerella Primary school
- Staff at the Shire offices in Mallacoota
- Farmers through the Drought Relief program



Orbost Regional Health



Orbost Regional Health

ORH is committed to helping to protect our community from the dreaded flu bug. Last week our staff attended Orbost Primary School to provide influenza immunisations to the staff.

The predictions of a severe flu season are proving correct with over 1400 cases of influenza being confirmed in the past week and over 1000 more cases already reported in 2019 than for the entire 12 months of 2018. Data shows that the flu is spreading rapidly throughout Australia and that immunisation is the best protection.

76% of the staff at ORH have already had flu immunisations in an effort to protect our staff but also those vulnerable community members in our care. Have you had your flu shot yet? If not, please speak to your GP or the local pharmacy to protect yourself before the flu bug strikes!



Planned Maternity Measures

Even though Orbest Regional Health is no longer a service where women plan to give birth, our staff still do training to safely deal with any maternity emergency.

This year a GP Obstetrician provided her services to meet the needs of Maternity and Women's Health.



22 clinics



providing GP Obstetrician services to **274 women**

Last year our staff attended maternity training for:



Baby heart rates



Serious Infection



Unplanned birth



Managing bleeding after birth



Baby resuscitation



Mother resuscitation

A Midwife Shift



A recent shift saw one of our midwives caring for a patient having a heart attack in the Urgent Care Department.



She then provided care in the nursing home,



before jumping into an ambulance to take a woman in labour to a larger health service

We never know what each shift will bring!



Orbest Regional Health



Orbest Regional Health

What happens when the actress organised for maternity emergency drills goes home sick.....you convince the work experience student to put the pregnancy gown on and help the staff to practice their skills!

Libby looked nervous but performed brilliantly in the role of a new mother with a severe infection and then a mother suffering massive blood loss. She wouldn't let us put needles or a catheter in but was happy for staff to practice most other skills.

Maternity emergencies can still happen at hospitals even when no planned birthing occurs. Every year our maternity team practices different drills and emergencies to ensure that our skills, knowledge and equipment is ready to deal with any patient that may need our care. Rest assured Orbest – our midwives are still the best!



Quality Improvement - Delirium Screening

Staff know that delirium may cause a person to:

- **fall**
- **be injured**
- **lose their dignity**
- **not be able to return home**

A delirium project has started at ORH. Staff now undertake delirium training every year. Delirium screening was introduced to help staff recognise delirium and put plans in place to reduce the risk of harm.

Two patient risk factors for falling include delirium and change in medications

89%

of patients did not have delirium

100%

who had delirium had plans in place to prevent harm and to treat symptoms

100%

of patients with delirium did not have a fall

99%

had plans in place to avoid the use of medications

Early Childhood Intervention Service

We have supported 9 children with a disability or developmental delay, from birth to school. We also support their families.

Consumers, when surveyed, said they 100% strongly agreed/agreed that:

- **They felt able to get help from someone who could talk on their behalf**
- **Their culture and beliefs were understood and respected**
- **They were involved in setting goals and planning/decision making**
- **They were able to review and discuss progress at appropriate times**
- **They were told how they could complain if they were unhappy with a service**
- **The planning supported them/or their child to maintain and strengthen: independence, solve problems, social issues, self-care.**

Consumer Feedback

"The service was my one-stop go to for all my questions and needs"

"Only started recently – worker has been able to get services in place"

"Ideas to do at home have been amazing and to know I could get help when needed"

Escalation of Care

Patients, family members, loved ones and staff all play a role in patient's health care. Sometimes patients or their family members may notice a change before it becomes obvious to staff. We encourage them to alert staff to any change that they are concerned about.

Nurse's story

- This patient needed to be transferred to a Melbourne hospital immediately
- The patient had never been in hospital before – we didn't have a medical history
- A woman in labour came to hospital shortly after this patient – it was a busy shift
- Communication between the team meant the patient was transferred quickly
- I followed up and heard the patient was doing really well – nice to hear that our treatment saved this patient's life

Consumer Story

I was sitting at home watching television and got some chest pains. My partner was worried so she called the ambulance.

I was hooked up to an ECG monitor at the Urgent Care Department in Orbost. This was a new experience for me, as I had never been in hospital before. I was told I had experienced a heart attack.

My partner asked questions and they explained what was happening in a way we could understand.

Charts were printed off and sent to a cardiologist in Melbourne. I was told I would need to be transferred to Melbourne. A certain procedure was needed first however, because of the erratic signals from my heart. The doctor was really good, linking in with the nurses.

Lots of information was going to and fro. We knew the Cardiologist was directing it and this was reassuring.

My partner said the staff at Orbost were very focused and when they could relax a bit, the head nurse was looking out for my partner's needs as well as mine.

After being flown to Melbourne, the outcome was a quadruple bypass. At one point only 12% of my heart was working.

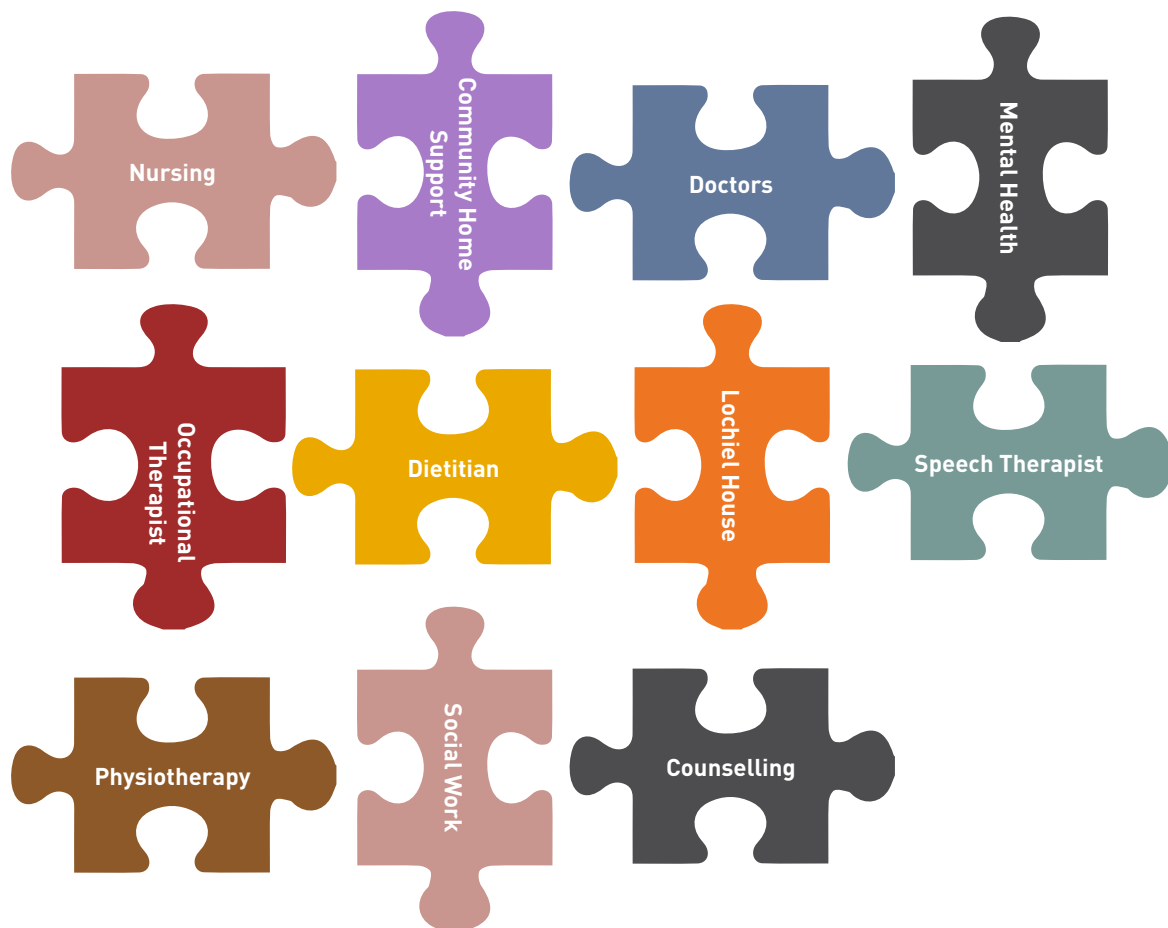
We were lucky we had this service so close to home, otherwise it might have been a different outcome.

The doctor saw me after a rehab session one day and I was a bit pink in the face. The doctor couldn't believe it because the last time he saw me I was ashen grey, nearly at death's door, so the difference to him was astonishing and he was delighted.

Discharge Planning

Discharge planning involves staff and patients working together to decide what will be needed when patients leave hospital. This involves things like:

- follow-up tests and appointments
- personal health goals
- medicines
- equipment
- rehabilitation and more



100%

of patients overall had a positive discharge process

Improved discharge planning meetings were well attended, along with increased frequency of booked family meetings

76%

of patients felt they were involved in decisions about discharge

89%

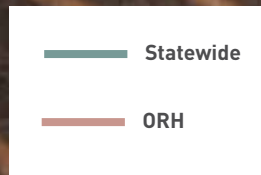
of patients said adequate arrangements were made for any services they needed when they left hospital

DECEMBER 2018 JUNE 2019

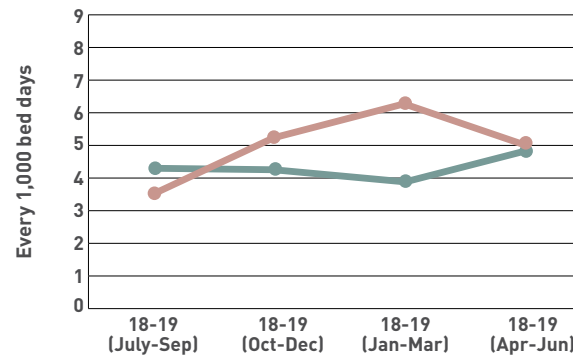
↑ 70%

↑ 65%

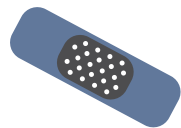
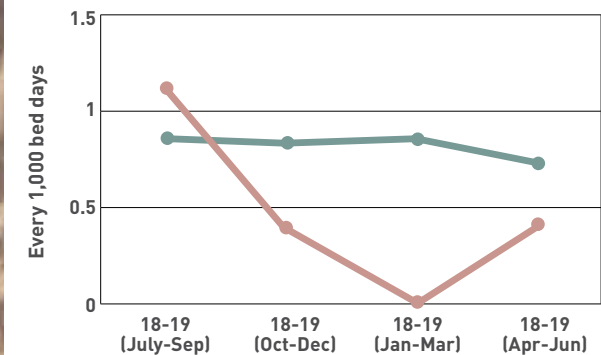
Aged Care Quality Measures



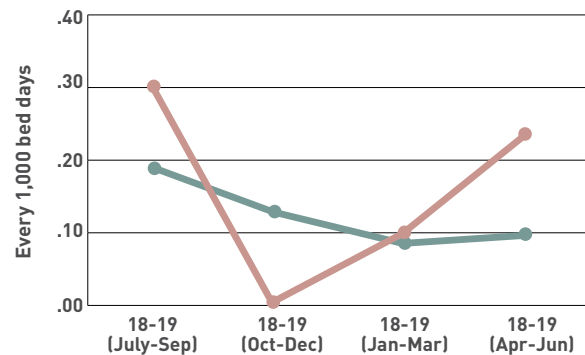
Use of 9 or More Medicines



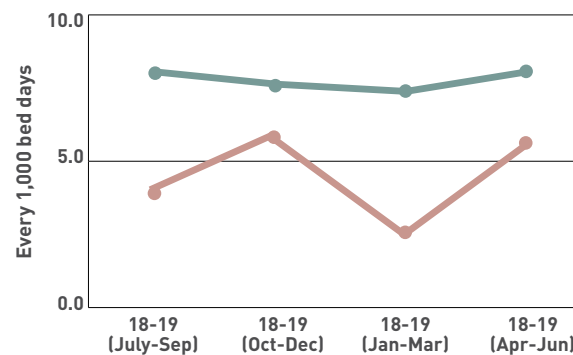
Unplanned Weight Loss



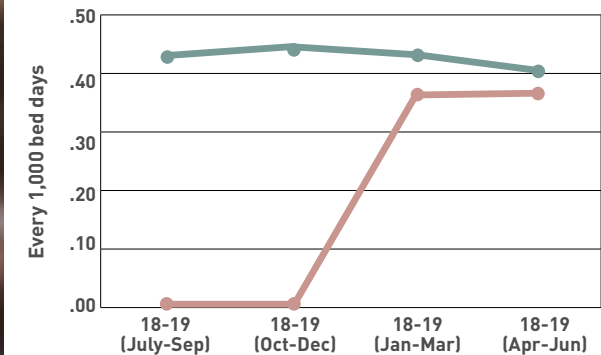
Pressure Injuries



Falls Rate



Use of Physical Restraint



The Big Bonang Arvo

Local residents took the opportunity to meet ORH staff. The ORH team was on deck for any health related enquiries.



Orbost Regional Health



Orbost Regional Health

BIG BONANG ARVO

Wednesday 31st October 2018 - Bonang Hall 3 - 7pm



BBQ Dinner at 6pm
Community Market
Enquire Tubbut Neighbourhood House
(02) 8458 0285

.....
lucky door prize, fruit & veg raffle,
health information and lots more



GP, Hearing tests, Dental Screening,
Blood Pressure Checks, Women's
Health, Dietician, District Nurse,
Counselling Team, Allied Health,
DELWP, Parks Victoria, CFA, East
Gippsland Shire, Library bus.



Proudly supported by





2,213
MATERNAL & CHILD
HEALTH VISITS



1,023
X-RAYS
TAKEN



2,007
DISTRICT
NURSING
HOURS



192
STAFF



707
FAMILY VIOLENCE
OUTREACH
VISITS



8,178
SOCIAL SUPPORT
GROUP HOURS



598
SPEECH
PATHOLOGY
VISITS



60
AGED CARE
RESIDENTS



1,054
KOORI MATERNAL
CHILD HEALTH
VISITS



199
WOMEN'S HEALTH
VISITS



2,765
DENTAL
APPOINTMENTS



268
FINANCIAL
COUNSELLING
VISITS



2,196
MEALS ON WHEELS
DELIVERED



\$16.2M
BUDGET



1,148
HOMELESSNESS
SUPPORT VISITS