

# CORRYONG HEALTH

## Quality Account Report 2018-19



## **QUALITY ACCOUNT REPORT 2018-19**

*To consumers, friends and all associated with our health service,*

*We are now into our fifth year of presenting the quality of care Account in a more simplified report format in response to feedback by our community that they prefer this option.*

*This quality account has been produced according to Safer care Victoria's Quality Account reporting guidelines 2018-2019 in consultation with our Community Health Advisory Group and Board of Management. Its preparation and evaluation is a combined effort.*

*Corryong Health (we) aim to provide you with information that will:*

- *Assure you we are providing a safe service*
- *Update you on the ongoing efforts to improve services*
- *Increase your understanding of the services we offer*
- *Inform you of our legislative requirements*

*To provide the greatest opportunity for the community to access the report, the Quality Account has been made available;*

- *At various collection points (local stores, post offices, and general community agencies)*
- *In waiting areas and receptions.*
- *Mailed out upon request.*
- *On our website*

*From the feedback we received last year from the Community, we have made changes which include commentary explaining key features of our graphs.*

*The care you receive is based on a relationship between you and our staff. It is important that you are well informed about your health, so you can provide us with relevant health information to assist in decision making. We hope that you feel comfortable telling us your concerns, ask questions and provide ongoing feedback so that we may continue to improve our service.*

Regards,



Nic Martin

Quality Safety Risk  
Manager

## **WHY DEVELOP THIS REPORT?**

The development of a quality account is an excellent tool for engaging our community and encouraging consumer participation in quality and safety matters. Along with information about action that the service is taking, a quality account can prompt consumers to action – ask questions, request further information, to get involved or to take control of their healthcare.

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## SERVICES AT CORYONG HEALTH

Corryong Health continues to be proud of the range of services offered to the community.

Many small rural communities are forced to travel large distances to receive most of their health services. Despite the ever-changing funding challenges, Corryong Health has been able to maintain all existing services for 2018-19 inclusive of some visiting services;

<b>Medical Services</b> <ul style="list-style-type: none"> <li>• Salaried Medical Officers</li> <li>• General Practice Nurses</li> <li>• Women's Health Nurse</li> <li>• Visiting Surgeon &amp; Pediatrician</li> <li>• Day Procedure Unit</li> <li>• Royal Flying Doctor Services</li> </ul>	<b>Mental Health/ Social Support</b> <ul style="list-style-type: none"> <li>• Mental Health Nurse</li> <li>• Counselling</li> <li>• Social Work</li> <li>• Alcohol and Drug Support</li> <li>• Fair Share</li> </ul>	<b>Community Groups</b> <ul style="list-style-type: none"> <li>• Community Health Advisory Group</li> <li>• Chronic Disease Network Group</li> <li>• Men's Group</li> <li>• Cancer Support Group</li> <li>• Mental Health Support Group</li> <li>• Carers Support Group</li> <li>• Diabetes Support Group</li> <li>• Childbirth Education</li> </ul>
<b>Acute Care</b> <ul style="list-style-type: none"> <li>• 10 Acute Beds</li> <li>• Urgent Care Centre (UCC)</li> <li>• Pathology and Imaging</li> <li>• Domiciliary Midwifery</li> <li>• High Dependency Unit</li> <li>• Dialysis</li> </ul>	<b>Home Care Services</b> <ul style="list-style-type: none"> <li>• Home &amp; Community Care Services</li> <li>• District Nursing</li> <li>• Meals on Wheels</li> <li>• Palliative Care</li> <li>• Day Activity Centre Program</li> <li>• My Aged Care</li> <li>• National Disability Insurance Scheme (NDIS)</li> <li>• Home Care Package (HCP)</li> </ul>	<b>Visiting Health Services</b> <ul style="list-style-type: none"> <li>• Podiatry</li> <li>• Dietician</li> <li>• Speech Therapy</li> <li>• Dentist</li> <li>• Continence Management Nurse</li> <li>• Mental Health/ Psychiatry</li> <li>• Psychologist</li> <li>• Financial Counselling</li> </ul>
<b>Allied Health</b> <ul style="list-style-type: none"> <li>• Physiotherapy</li> <li>• Occupational Therapy</li> <li>• Allied Health Assistant</li> <li>• Exercise Physiologist</li> </ul>	<b>Health Promotion</b> <ul style="list-style-type: none"> <li>• Health &amp; Fitness Centre</li> <li>• Diabetes Education</li> <li>• Strengthening Hospital Response to Family Violence</li> </ul>	
<b>Residential</b> <ul style="list-style-type: none"> <li>• Retirement Village</li> <li>• Aged Care</li> </ul>	<b>Volunteer Services</b> <ul style="list-style-type: none"> <li>• Community Transport</li> <li>• Volunteers</li> </ul>	



## CONSUMER, CARERS AND COMMUNITY PARTICIPATION

The newly introduced second edition of the National Quality & Safety Healthcare Standards (NSQHS) ensure health agencies are better Partnering with Consumers, allowing them to be involved in review and development of health services and their own care. *"Consumers bring a unique lived experience to Corryong Health and it is vital for our improvement to receive feedback from all patients, carers, families, residents and the community"* said Nic Martin Quality Safety risk Manager

Corryong Health encourages consumers to provide feedback via the following methods;

- Compliments, Complaints & Feedback Postcards (Situated across the Community and in all our waiting rooms)
- Annual Consumer feedback systems across all clinical departments
- acute and Urgent Care Centre admission surveys
- Follow-up Phone calls after Day Procedures
- Resident & Relative Committees

To further enhance our consumer engagement, we have a great team of consumer representatives actively participating in our Community Health Advisory Group (CHAG) which assist with all levels;

- Strategic Planning
- Quality Improvements
- Policy Development
- Publication Development, *National Consumer Approved Publications System (NCAPS)*



Picture: There are a number of Consumer Information boards situated around Corryong Health to share information.



Picture: Ladies Auxiliary members Sandra Benton & Janet Faci with new IV Pumps that the Ladies Auxiliary purchased

### CORRYONG HEALTH LADIES AUXILIARY

Corryong Health has a valuable partnership with the Ladies Auxiliary Group who volunteer their time to coordinate and run fundraising events such as raffles and street stalls, to raise much needed funds to purchase numerous things that hospital staff have requested.

The Street Stalls raised an average of \$700-\$800 a month for the 2018-19 period, demonstrating that the Auxiliary do an amazing job and work well together.

Their closing balance for the year ending 30<sup>th</sup> June 2019 was an amazing \$22,192.64

This enabled them to purchase over \$10,000 worth of equipment throughout the financial year including;

- Blood Pressure Monitor
- Trolleys
- 2 x Pressure care Air Mattress
- 3 x IV Pumps

There is a total of 18 Members and they always welcome and encourage new members.

*"through hard work, dedication, caring and unconditional commitment our Corryong Health Ladies Auxiliary improve the quality of health care to Corryong community"*

Sharon Edmondson, Nurse Unit Manager

## ***VOLUNTEER AWARDS***

In February 2019, the Minister for Health invited several Victorian Government-funded organisations to nominate volunteers for the Volunteer Awards.

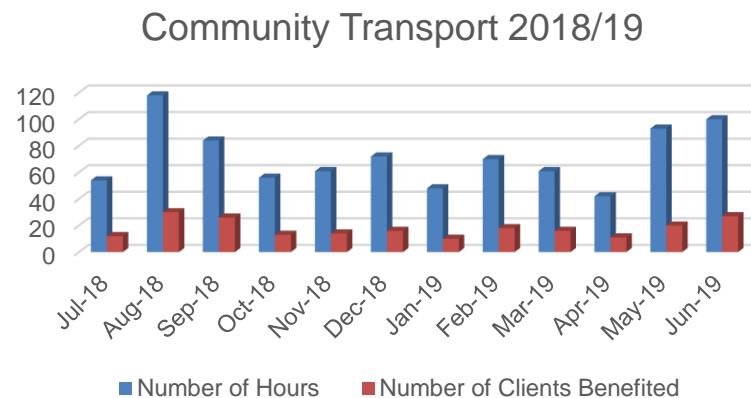
Corryong Health provides a service called “Community Transport”. The service is led by a wonderful group of volunteer drivers who assist the community to travel to specialist appointments outside Corryong.

The group of Volunteer Drivers were nominated by one of the Corryong Health' Administration Team members, for the 2019 Minister for Health Volunteer Awards. They were shortlisted out of 115 applications and invited to attend the awards ceremony at the MCG.

Corryong Health greatly appreciates the group of volunteers who assist in providing this valuable service, and congratulate them all for becoming finalists.



*Pictured: Minister for Health Jenny Mikakos presenting to Kevin, Ray, Kevin & Ron*





## CELEBRATING PEOPLE WITH DISABILITIES

Corryong Health was successful in gaining funding through the Home and Community Care Program for Younger People – one of social support funding to hold a Carers day. A Team of dedicated Corryong Health staff together with one consumer, planned and organised a very successful "Disability Retreat Day" in November 2018. The purpose of this day was to celebrate young people in our community with disability and provide them with fun activities and treats throughout the day, whilst also offering education and relaxation type activities for their Carers, Parents and families.

Overall the day was a great success – there were 32 participants who attended and many positive comments were received as part of the feedback.

***Corryong Health would like to take this opportunity to thank Lynette Boss, Mother and Carer of 2 children with disabilities for assisting us in the planning phase. Lynette's consumer perspective was instrumental in ensuring a high-quality event that the families needed.***



*"It was a wonderful opportunity to be seen & valued for what we do as carers and for our children to have a fun & safe environment to play"*

*L. Bos*

*"I wish to thank you and all your team for the absolutely fantastic day at the Upper Murray Resort", "from the venue to the pamper packs, we were all made to feel incredibly valued, respected and worthy"*

*J. Miller*



*Picture: Corryong Health Social Worker Jenni Wood, and the beautiful Constance Miller enjoying the day with face painting*



## ***DOING IT WITH US NOT FOR US***

As a small rural health service, Corryong Health has very strong community links, particularly in the planning phase of our service plan but also in regularly participating with us improving health policy and planning, care and treatment and in the monitoring and evaluation of services. Partnering with Consumers is one of the National Safety & Quality Healthcare Standards that Corryong Health works on achieving high standards with the help of our Consumer Health Advisory Group.

Increasingly we are adopting the “doing it with us, not for us” philosophy and this is especially evident in the following areas.

- Client feedback is regularly sought in a number of areas regarding care and treatment in hospital and in community services
- The Community Health Advisory Group meets monthly to share community concerns and to provide feedback to management.
- Improvements in access to services through changes to appointment systems and better streamlining of urgent cases
- Development of shared care planning and goal directed planning so as to improve communication between all stakeholders
- Training of all community service providers to undertake needs assessments
- Corryong Health is responsive and flexible to clients’ needs
- Annual consumer Feedback in all clinical areas.



Picture: Carmel Forrest, Sally-Ann Putting & Dot Wilson  
enjoying cooking activities in the Day Activity Centre

## IMPROVING CARE FOR ABORIGINAL PATIENTS PROGRAM

According to data from the Towong Shire, the Aboriginal or Torres Strait Islander population in the Hume region is twice the Victorian Average. We have a local Government Area (LGA) population measure of 1.5% compared to the Victorian LGA measure of 0.65%.

During 2018-2019 there were 29 clients seen, with 225 GP appointments at our medical clinic who identified themselves as Aboriginal or Torres Strait Islander (ATSI) and there were no recorded admissions within our acute and residential settings. The *Closing the Gap Program* is offered by our GP's in the clinic and there is currently two clients registered for this program.



Corryong Health main entrance with flags, AHCC accreditation certificate and signed closing the gap document

In terms of our Culturally and Linguistically Diverse (CALD) population, Shire wide, it is a very homogenous area with minimal cultural diversity. The percentage of people from the shire who are born outside Australia is 7.9%, very low compared to 20.9% for the rest of Victoria (LGA). Only 0.7% of Corryong's population is born overseas.

Corryong Health worked hard to ensure that our Aboriginal Health Cultural Competence (AHCC) plan was aligned with our strategic plan and engaged our population of self-identifying Aboriginal and/ or Torres Strait Islander community members.

We are delighted with our continued partnership with AWAHS (Albury Wodonga Aboriginal Health Service), who have two local elders who are willing to assist Corryong Health going forward with the welcome at special events and to provide valuable insight and council when Corryong Health is making decisions regarding being inclusive.

Corryong Health strives to meet the needs of community members who identify themselves as Aboriginal and/ or Torres Strait Islander.

Below is information how Corryong Health are progressing against the 4 key result areas.

Key result area	How Corryong Health has met the key result areas
<b>1. Engagement and partnerships.</b> <b>Corryong Health continues to engage and collaborate with Aboriginal organisations, Elders and Aboriginal communities.</b>	<ul style="list-style-type: none"> <li>• Corryong Health works collaboratively and inclusively with Elders, and Aboriginal community members in planning, delivering and improving health care for Aboriginal people.</li> <li>• Corryong Health tries to inform people in a culturally appropriate manner about the hospital and what they should expect as users of our services.</li> <li>• MOU developed with AWAHS (Albury Wodonga Aboriginal Health Service)</li> </ul>
<b>2. Organisational development.</b> <b>Corryong Health has an organisational culture that:</b> <ol style="list-style-type: none"> <li>1. Acknowledges, respects and is responsive to Aboriginality</li> <li>2. Can deliver culturally responsive health care through organisational development that includes CEO, boards, and operational staff</li> <li>3. Includes culturally responsive planning, monitoring and evaluation for the organisation.</li> <li>4. Continued to work on Quality Action Plan, developed from participation of the Departmental research such as the Koolin Balit cultural competence audit project led by Melbourne University</li> </ol>	<ul style="list-style-type: none"> <li>• Aboriginal health is a stated priority</li> <li>• Senior executive staff demonstrate leadership and 'walk the talk' for a culturally responsive hospital.</li> <li>• The board monitors our cultural responsiveness</li> <li>• Corryong Health provides a culturally safe and welcoming physical environment for Aboriginal people, including welcome signs, flags and a copy of the Closing the Gap statement in our main foyer.</li> <li>• Data collection systems are in monitor being a culturally responsive organisation.</li> </ul>
<b>3. Workforce development</b> Workforce training, development and support is provided and appropriately targeted to Aboriginal and non-Aboriginal staff at all levels of the organisation. This includes strategies to support staff retention, professional development, on-the job support and mentoring, cultural respect and supervisor training.	<ul style="list-style-type: none"> <li>• All staff receive professional, clinical and cultural support.</li> <li>• Student placements and traineeships are offered across Corryong Health welcoming all cultural backgrounds.</li> <li>• A Cultural awareness and respect is an agency requirement.</li> <li>• Corryong Health has incorporated a self-reflection question in performance appraisals relating to cultural competence</li> <li>• NAIDOC Celebrations engage our community (including schools)</li> </ul>
<b>4: Systems of care</b> Culturally competent health care and a holistic approach to health and the place of family are provided to Aboriginal people. Culturally responsive health care supports access, assessment, care planning, patient support, discharge planning, referral, monitoring and recall processes	<ul style="list-style-type: none"> <li>• Collection of patient identification data on Aboriginality.</li> <li>• People are informed about preventative care/early intervention services</li> <li>• Culturally responsive, patient-centred pathways are embedded to improve the patient journey, including outreach services.</li> <li>• Acute, subacute, and primary care services are consistent with clinical guidelines,</li> <li>• Cultural and individual factors are accounted for in notes</li> <li>• Comprehensive discharge plans are developed for all patients especially those with complex care needs or chronic health/mental health conditions.</li> </ul>

## QUALITY & DIVERSITY



### *Creating a welcoming & accessible service for all members of our community*

There is a need to respect the diversity of people within our community as it is made of many groups including children and young people, women and men, people living with a disability and or health and illness conditions. There are culturally and linguistically diverse people and Aboriginal and Torres Strait Islanders. Within these groups we have people with different financial and social situations, and education levels.

Although our small rural community remains predominantly Anglo Saxon we are seeing an interesting mix of nationalities, religious beliefs, languages and abilities. Each group has specific needs which create different demands on our health services.

Corryong Health has responded to these subtle changes in our community and workforce by ensuring participation in all regional forums that are working towards better access and services for all. This year we have;

- Continued to host and lead Towong Shire Family Violence working party
- Coordinated strengthening Hospital Response to Family Violence, including;
  - ✓ Staff Training
  - ✓ Community Awareness
  - ✓ Policy & Procedure updates
- Formation of Corryong District Health Committee and Memorandum of Understanding. Where Walwa Bush Nursing Service, Corryong Health, Victoria Police & Ambulance meet to improve coordination between services and plan for service wide improvements.

Family  
violence  
is a health  
issue





## INTERPRETER SERVICES

The Australian government, through the Translating and Interpreting Service (TIS National), provides translating and interpreting services for people who do not speak English, and for agencies such as Corryong Health who need to communicate with non-English speaking clients. TIS is available to Corryong Health 24 hours a day every day of the year for a cost of a local call. Both immediate telephone interpreting and on-site interpreting are available.

Corryong Health has posters in all waiting rooms to promote this and in the last 12 months has not had to engage the interpreter services.



## VICTORIAN HEALTH EXPERIENCE SURVEY

The Victorian Health Service Performance Monitoring Framework is used by the Department of Health and Human Services to formally monitor Health Service performance. The Victorian Health Experience Survey provides a broad view of how Corryong Health compares against other Small Rural Health Services and Multi-Purpose Services. Corryong Health provides various reports and data to the department throughout the year that is used within the results.

Within the 2018-19 monitoring Corryong Health received a data compliance rating of 100%, but the sample size was too small to give us indicators on patient experience and outcomes. This was because there was one or more months where Corryong Health did not have enough discharges from acute within the reporting timeframe.



The table below shows that our Summary Of Performance (SOP) against agreed statewide benchmarks for all relevant Key Performance Indicators was achieved (✓) with above target results.

CORRYONG HEALTH PERFORMANCE DASHBOARD	Previous 2017-18		Current 2018-19	
	Previous	Actual	Target	Result
<b>Safety &amp; Quality</b>				
Health Service Accreditation	Full	Full	Full	✓
Cleaning Standards	Full	Full	85-90%	✓
Hand Hygiene Program Compliance	92%	94.5%	80%	✓
Healthcare worker immunisation	77%	94%	75%	✓
Patient experience & outcomes: (VHES)	100%	100%	95%	✓
<b>Governance, Leadership &amp; Culture</b>				
Patient Safety Culture	92%	91%	80%	✓
<b>Financial Sustainability</b>				
Operating result (\$M)	0.35	0.59	0.28	✓
YTD operating result as a % of revenue	3.2%	5.1%	2.5%	✓
Creditors avg days	26	40	60	✓
Debtors avg days	53	28	60	✓
Adjustment current assets ratio	2.54	1.65	0.70	✓
Days available cash	63	82.6	14.0	✓
Asset Management Plan Compliance	yes	yes	yes	✓

## IMPROVING PATIENT EXPERIENCE

Corryong Health recognizes the importance of patient feedback to ensure positive health outcomes & patient experience. Effective discharge planning and early engagement of consumers, their support networks are vital in optimizing positive post-hospital physical and mental health and also reducing hospital re-admission.

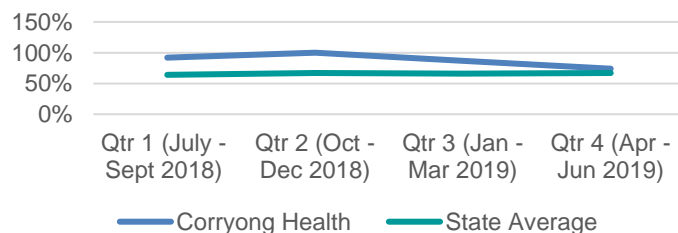
Corryong health shares a common issue across our region where consumers choose not to complete their post discharge surveys. As the results below show, this can result in skewed data such as the drop in the October-December Period –thus giving an unrealistic result.

Corryong Health is currently undergoing a quality improvement project internally, to support & market better uptake by consumers to complete their survey. Corryong Health recognizes the importance of this feedback to ensure ongoing improvements of our service.

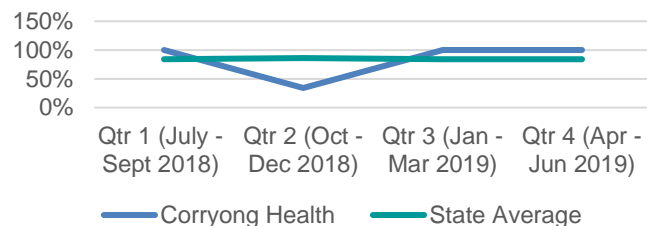
Some improvement actions undertaken in 2018-19 are;

- Reviewed & improved patient information packs (situated in all acute rooms)
- Expanding CCP to include all complex care cases
- Reviewed & updated Acute Admission paperwork to ensure early consumer engagement
- Reviewed of Multidisciplinary Whiteboard Meetings to ensure early planning of discharge and engagement of the consumer and their support networks

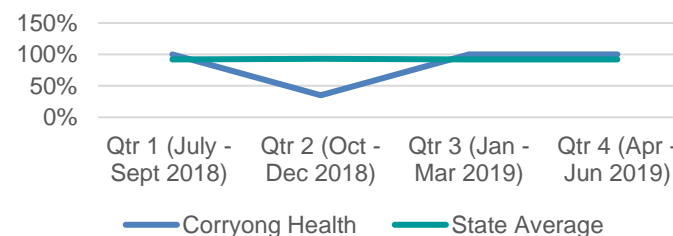
### *Definitely given enough notice about discharge*



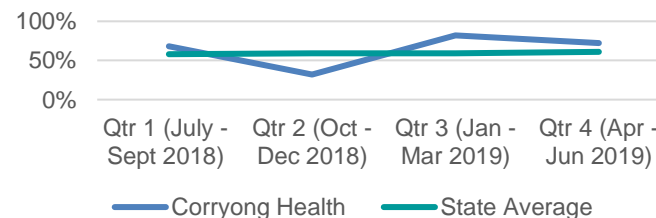
### *Discharge process was very good or good*



### *Overall, the care received was very good or good*



### *Definitely involved in decisions about discharge from hospital*



## MEETING HIGH STANDARDS

### SAFER CARE CORRYONG

The Quality Safety and Risk Department has had a busy year with many changes in compliance reporting requirements, and a shift from state to national accreditations.

Accreditation is independent recognition that Corryong Health, practice, service, programs and activities meet the requirements of defined criteria or standards. Accreditation provides quality and performance assurance for our community, consumers, managers, staff, and funding bodies.

The achievement of accreditation is measured against different standards for different areas of service within Corryong Health. The table below demonstrates our current accreditation status for each area, and our requirements going forward.



Accreditation type	Area of Corryong Health it covers	Certificate of currency:	Next Accreditation
National Safety & Quality Healthcare Standards, Version 2 (NSQHS V2)	Agency wide	Until October 2020 (Corryong Health was last assessed against NSQHS version 1 in 2017)	Corryong Health will undergo assessment against NSQHS version 2 in June 2020
Radiology	Radiology Department	June 2020 Diagnostic Imaging (x-ray) was re accredited in June 2016	April 2020
Australian general Practice accreditation	Medical clinic	February 2021	November 2020
Health Services Standards	Community Based services - NDIS	March 2022	January 2022
NDIS - Practise Standards	Community Based services - NDIS	October 2019	TBA
Community Health Support Program	Community Based services – over 65	May 2018	March 2022 will undergo assessment against the new National Aged care standards

N.B. Corryong health uses quality innovation performance to complete all accreditation assessments listed above.

There has been a lot of change recently, with a lot of our accreditation processes moving from Victorian to national status. This is aimed at ensuring all consumers will get the same quality and safe level of care across Australia.

#### Accreditation helps Corryong Health to;

- Provide independent recognition that Corryong Health is committed to safety and quality
- Fosters a culture of quality within Corryong Health
- Provides our consumers with confidence
- Builds a more efficient organisation using systematic approaches to quality performance
- Increases our capability
- Reduces our risk
- Ensure Corryong Health complies with regulatory requirements



## NSQHS Second Edition

Corryong Health have created working groups for each of the National Standards, and are progressing our way through each workbook to provide a Self-Assessment by May 2020, with the Full Accreditation due to be assessed by early June 2020

The second edition of the NSQHS Standards addresses gaps identified in the first edition, including;

- Mental Health and Cognitive Impairment,
- Health Literacy,
- End-of-Life Care, and
- Aboriginal and Torres Strait Islander Health.

It also updates the evidence for actions, consolidates and streamlines standards and actions to make them clearer and easier to implement, and reduces duplication.

The NSQHS Second Edition, includes 8 standards and 148 actions, while the first edition had 10 Standards and 256 actions.



## QUALITY AND SAFETY

### FEEDBACK AND COMPLAINTS

*Have your say - Feedback from our Clients, families and community member's leads to positive change, ensuring a better experience for all.*

We recognise the value and importance of both positive and negative feedback which is always viewed as an opportunity to improve the care, services and facilities we provide

Corryong Health continues to explore ways to gather valuable feedback to use, in response to the needs of our community and improve service & delivery. In 2018-19 we have;

- ✓ Completed consumer feedback for all services across Corryong Health
- ✓ Continued to use Facebook as a successful communication tool for the community and receive feedback.
- ✓ Informed community of changes made as a result of feedback
- ✓ Responded formally to all feedback where consumers have provided details to do so.
- ✓ Held monthly Compliments & Complaints Committee meetings to ensure all feedback is addressed appropriately

We encourage our community to discuss concerns or compliments by

- Email/ Fax/ Letter or Telephone
- In person to the CEO/DON
- Feedback Postcards are available around the community & in Corryong Health waiting rooms



Email: [enquiries@corryonghealth.org.au](mailto:enquiries@corryonghealth.org.au)  
Phone: (02) 60763200,  
PO Box 200 Corryong Vic 3707.

Use the official Compliments or Complaints "Have your say" postcard or online

*Corryong Health received a collection of complaints in relation to water availability in waiting areas during hot weather.*

*The challenges were;*

- Access to water in some waiting areas
- Safety risk due to children inappropriately using water filters

*In response to this, Corryong Health formed a working party to implement the following actions;*

- Signage & bottled water available in un-supervised waiting rooms
- Relocation of water filters & signage in larger supervised waiting areas

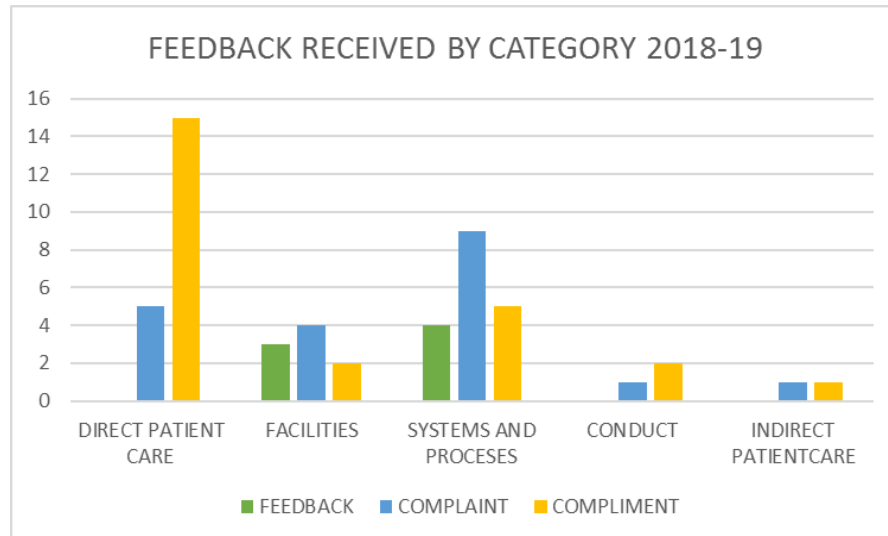


## CUSTOMER COMPLAINTS ARE THE SCHOOLBOOKS FROM WHICH WE LEARN

LOU GERSTNER  
PICTUREQUOTES.COM

The graph below shows you the areas that Corryong Health received feedback, compliments and complaints. Many have resulted in positive changes within Corryong, such as;

- ✓ Introduction of a Clinical Governance Committee across Albury/Wodonga Health and surrounding Small Rural Health agencies
- ✓ Improved communication regarding clinic fees
- ✓ Improved communication regarding GP waiting times
- ✓ Increase courier articles and Facebook posts regarding staff changes at Corryong Health



Total number of comments received for 2018/19 period was 52. Of these, 25 were compliments.

19 of the 20 complaints were actioned within Corryong Health, utilizing our internal systems and processes.

*One complaint went to the Aged Care Commission for Investigation & was closed with no follow up recommendations to Corryong Health.*

With the commencement of offering NDIS Services, Corryong Health will also need to report on the number of complaints received from clients with a disability.

At the last reporting period (August 2018), Corryong Health had received 0 complaints.

## PEOPLE MATTER SURVEY

The Victorian People Matter Survey seeks the opinions of Corryong Health employees about the performance of the organisation. Participation in the survey is voluntary. However, all employees are encouraged to participate because the insights collected through the survey provide a powerful basis for making our organisation better.

The People Matters Survey is conducted by the VPSC (Victorian Public Sector Commission);

- Survey runs state wide annually – from May to June.
- Staff are able to fill the survey out online.
- All results are anonymous
- The survey is promoted by Corryong Health with all staff being encouraged to participate.

The People Matters survey measures a range of aspects of workforce culture and climate in the Victorian Public Sector.

Data is collated externally and collated and compared to other like-sized agencies. Outcomes of data are reported through Quality Safety Risk and Leadership meetings. A summary of outcomes is available to whole of agency on the intranet.



*The following has been recently introduced at Corryong Health to improve communication between Management, Staff & the Community;*

- *CEO Newsletter*
- *Safer Care Corryong QSRM Newsletter*
- *Planned Committee restructure ensuring clear reporting pathways*

Staff from Corryong Health participated in the survey at a 38% response rate, which was an improvement of 5% participation from last year. The percentage of staff with an overall positive response to safety and culture questions was 94% with a target of 80% (Data provided by DHHS)

The Survey has highlighted to Corryong Health that we require improvement in the following areas;

- ✓ Staff knowledge of support systems & procedures in relation to stress
- ✓ Orientation and Training of new Staff
- ✓ Timely communication of changes

An action plan has been established via the leadership team by asking for direct feedback from staff as to what is required to improve in these areas. Corryong Health is continuing to monitor instances of bullying, an is committed to educating staff; continuous improvement and ensuring a safe workplace.



## CASE STUDY – OH&S PATIENT SAFETY AND WORKPLACE CULTURE

Corryong Health use many strategies to gather information regarding workplace culture. A workplace culture can be considered to be the assumptions shared by the workforce about what behaviors can be 'expected' in the workplace and 'accepted' by the rest of the team – by both management and co-workers. Those beliefs about expected and accepted behaviors will be reinforced by what other people tell them has happened previously (the stories); the way people communicate with each other, both verbally and non-verbally (the languages); and what they see about 'how it's done around here' (the symbols and rituals).

In 2018-19 Corryong Health continued to work on strategies to ensure a positive workplace culture, and in doing so improved staff morale.

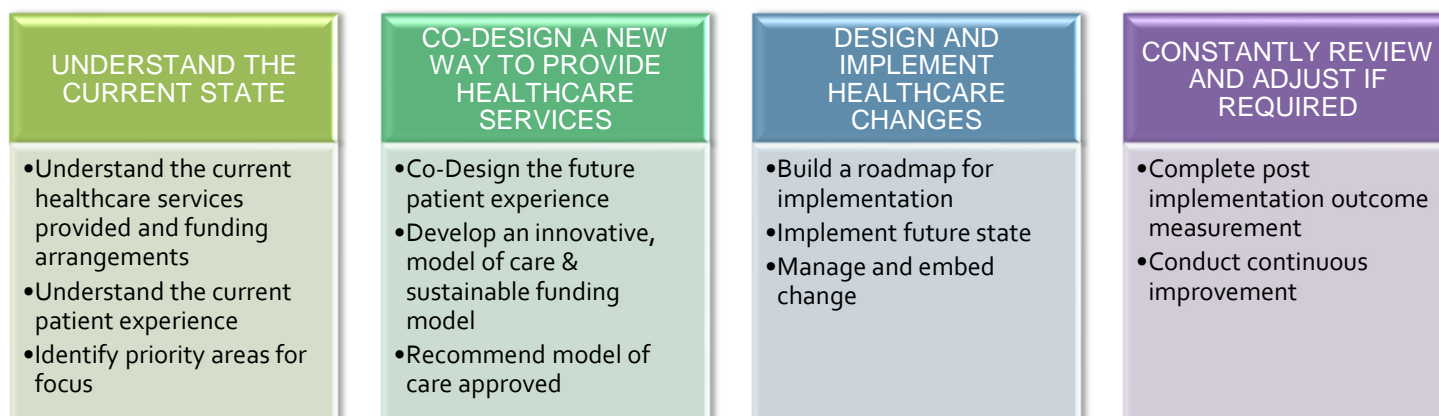
- Continuation of "High Tea", where all departments are encouraged to join together for morning tea.
- Team Workshop was held, to get staff working collaboratively and effectively for a more efficient workplace.
- Performance Improvement Plans (PIPs) and Performance Management

In June 2019, Corryong Health conducted a Journey Mapping Workshop, which included a number of staff from all areas of the agency. The outcome from this workshop was not only to improve patient journey, but to also boost team morale, and allow an opportunity to gain first hand insight into the varied roles and expertise within Corryong Health, that ensure a high standard of service for all consumers



The workshop was provided in a non-threatening environment, with the facilitator ensuring everyone had an opportunity to provide input.

Various case studies examples were used on the day, to allow the teams to work collaboratively & implement strategies to improve patient care. A Quality Action Plan was developed to ensure all recommendations are developed into actions & improve consumer care across Corryong Health.



## ADVERSE EVENTS

As well as clinical incidents the system is used to record Occupational Health & Safety (OH&S) and non-clinical incidents.

A clinical incident is an event or circumstance that could have led or did lead to unintended or unnecessary harm to a patient.

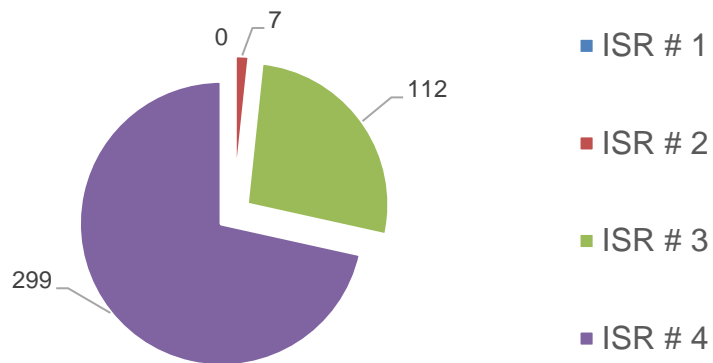
We use VHIMS (Victorian Health Incident Management Systems) to collect details about clinical incidents, record the actions taken to ensure patient safety and identify ways to ensure it does not happen again.

There are 4 categories to record the severity of an incident. 1. Severe, 2. Moderate, 3. Mild, 4. No harm/ near miss. In 2018 – 19 there were 302 clinical incidents reported, none of which were rated as severe. The graph below shows incident reports by area.

We encourage staff to complete the VHIMS e-learning package as part of our staff orientation. Group training is also offered at department meetings.

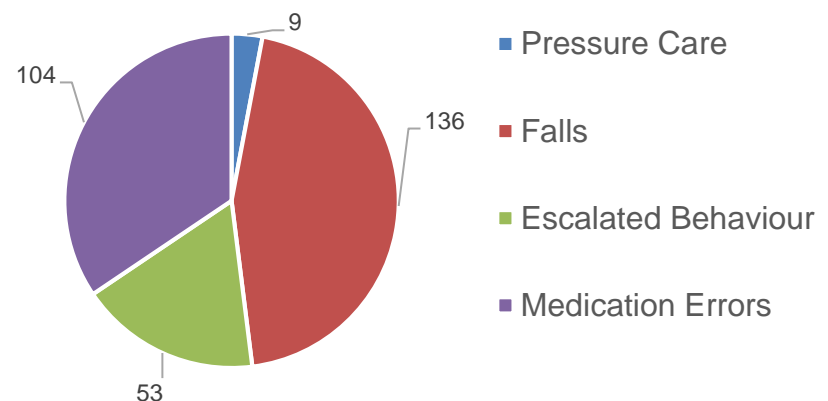
### INCIDENT REPORT DATA 2018-19

ISR Rating Incidents at Corryong Health 2018-19



DHHS also uses VHIMS information from organisations across Victoria to learn from and improve patient safety. It is also used to identify and report more serious incidents (Sentinel Events)

Clinical Incidents for 2018-19



### SENTINEL EVENTS & ISR

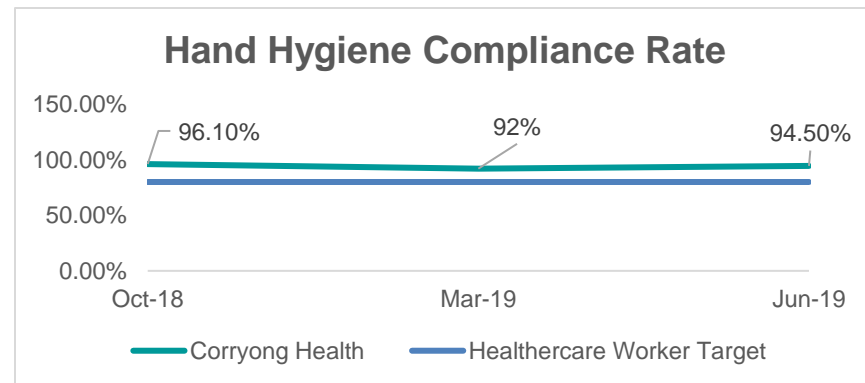
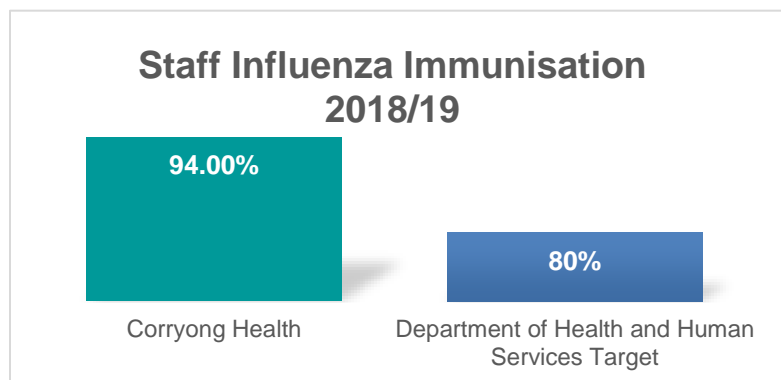
The ISR 2 that were recorded were due to transfer out for further assessment

## INFECTION CONTROL

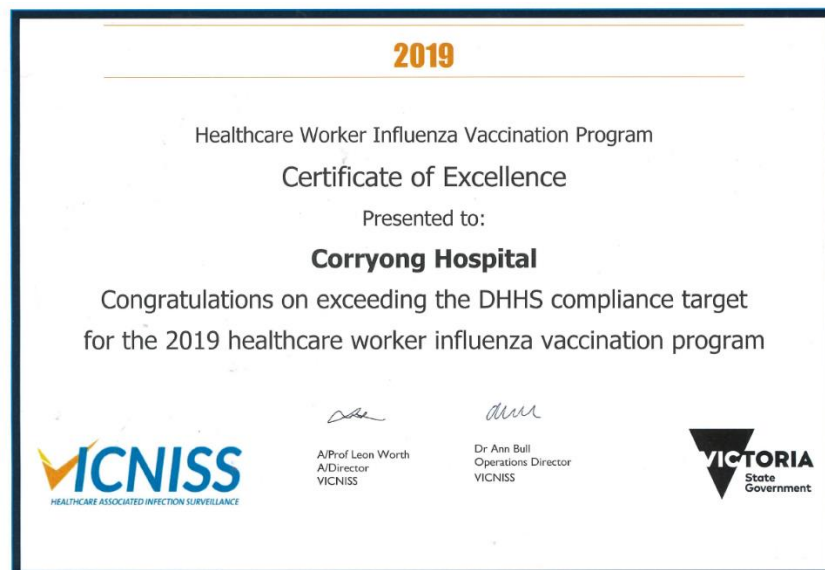
Staphylococcus aureus bacteremia (SAB) is a serious blood stream infection. Corryong Health are pleased to report, we had 0 records of SAB or Multi-Resistant Staphylococcus Aureus (MRSA) or Clostridioides Difficile (C. Diff.) in the year 2018/19.

There was one aged care resident who is colonised with Vancomycin Resistant Enterococci (VRE), the correct modified precautions were put in place for this resident. The infection was not notified from Corryong Health, but from a Regional Hospital that he attended as an inpatient.

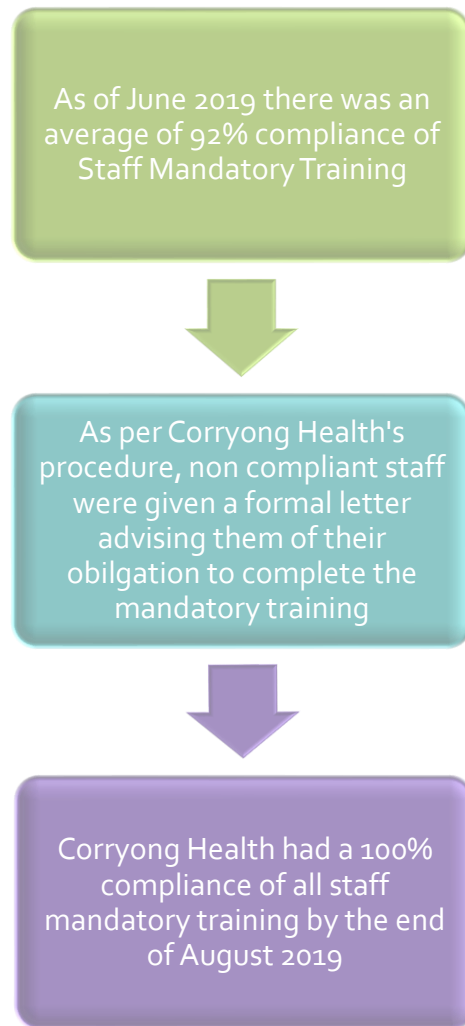
Corryong Health has a number of Quality Audits, Policies & Procedures that are used as part of the Infection Prevention & Control Program to ensure our staff and clients are safe. This data is also submitted externally to the DHHS, and used to show our compliance



*Corryong Health received a Certificate of Excellence for 2019*



*Based on consumer feedback and a near missed incident report. Corryong Health have provided face masks for all clients, patients & visitors in the Elliot Waiting Room, to prevent the spread of infection*



## ***MANDATORY TRAINING***

Mandatory training is an important program that is updated annually to ensure that all staff received the right training required to do their job safely and effectively. We always consider the new National Standards and ensure our training program includes all required areas.

Corryong Health's Mandatory Training Procedure states that 100% compliance of staff training. Staff who were exempt from this included newly appointed staff to Corryong Health, staff on maternity leave and staff who were granted extensions. Staff who were granted extensions, had a meeting between themselves, their manager and the Nurse Educator, where an action plan was implemented. These staff did successfully complete their mandatory training by the required extension time, along with new staff completing the most important mandatory training relating to their role.

We take mandatory training and staff education seriously. Staff are supported to attend professional development and are expected to use this training to change or modify agency practices to ensure we are always evolving and staying up to date with current practices. One example of this has been increased training in dementia care etc.



Infection Control Mandatory Training Session with Staff.

Regarding Hand Hygiene & Personal Protective Equipment, which is used to prevent the spread of disease



## QUALITY INDICATORS

Corryong Health has a number of audits (quality checks) that are used as part of the Quality Control Program to ensure our staff and clients are safe.

### Quality Performance Indicators in our Aged Care Service 2018-19

Corryong Health has to submit this data three times per year. There are five areas that are monitored & reported to the Department of Health and Human Services (DHHS) and our Board of Management (BOM), they are:

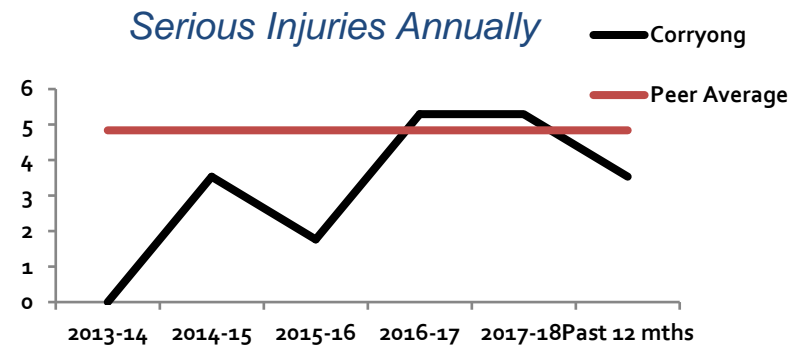
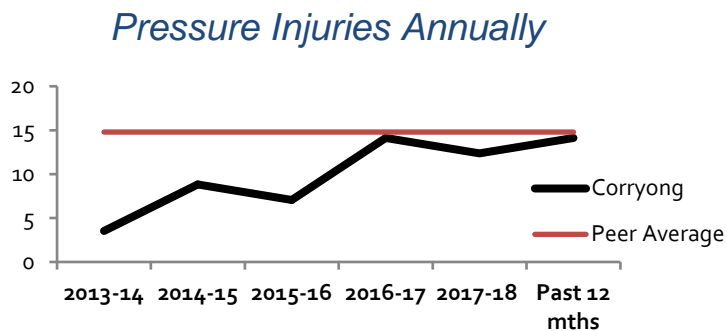
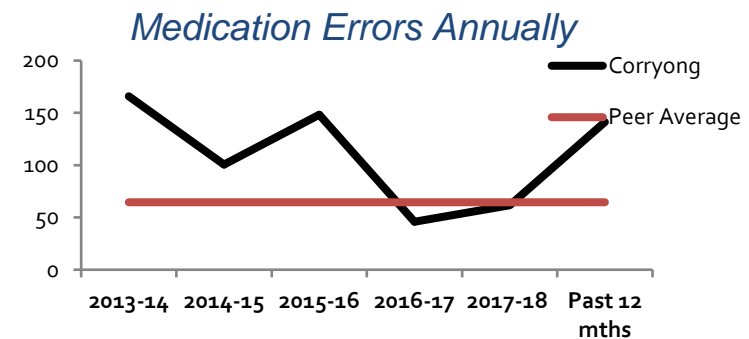
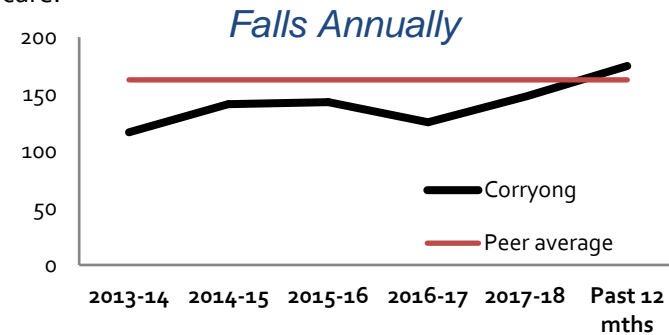
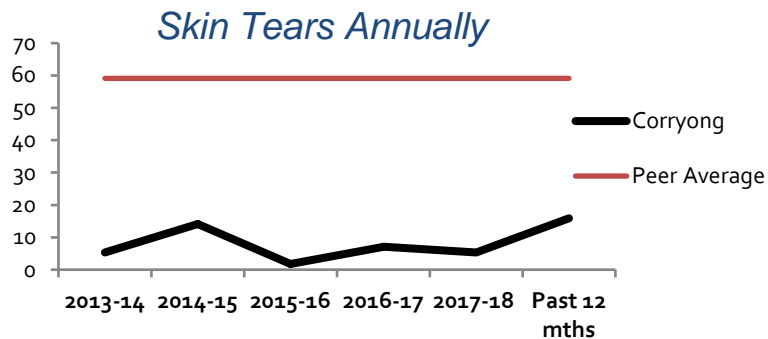
Standard	Strategy/s in place by Corryong Health:
<b>Indicator #1:</b> <b>Incidence of residents using 9 or more different medications</b> <b>2018-19=28 residents</b>	We use a consultant Pharmacist to ensure that the medication for our residents is prescribed for a valid reason, that the dose is appropriate and that side effects are minimised. *Regular checks of residents' charts are made for correct medication management.
<b>Indicator #2:</b> <b>Falls and falls related fractures</b> <b>Number Of falls: 63</b> <b>Number of fractures resulting from falls: 1</b>	*Regular review of residents falls risk as part of monthly reviews *Staff training and education *Purchase of new equipment such as chair and floor alarms that alert staff when a resident has moved. *Multi-D review of all residents who fall to make recommendations aimed at preventing further falls
<b>Indicator #3:</b> <b>Prevalence of Pressure Ulcers</b> <b>Number Of pressure ulcers: 11</b>	*Review and maintenance of pressure relieving equipment (cushions & mattresses) *Staff training and education *Regular review of resident's skin integrity as part of monthly reviews
<b>Indicator #4: Incidence of significant weight loss (more than 3kgs)</b> <b>2018-19 = 3 Residents</b>	*Review and encourage intake *Staff Training & education *Regular review of weight as part of monthly reviews *Informing Family & Carers
<b>Indicator #5:</b> <b>Physical Restraint</b> <b>2018-19 = 9 Residents</b>	*Regular review of residents care plans *Staff Training & Education *Family consultation – family have the right to request items (such as princess chair) that constitutes as a restraint
<b>Preventing and controlling healthcare associated infections</b>	In the 2018-19 period Corryong Health had no reportable cases of infection in any of the categories (Blood Stream Infections, Occupation exposure, Surgical site infections, Methicillin resistant organisms)

## AGED CARE BENCHMARKING

Corryong Health participate in a collaborative partnership between a number of Health Services across the Hume & Goulburn Valley regions, sharing incident data in an effort to continually improve the safety & quality of aged care.

All participating Health Services report of the following;

- Number of Falls
- Skin Tears
- Pressure Injuries
- Medication Errors
- Serious Injuries



## ESCALATION OF CARE

Early identification of deterioration in anyone may improve their health outcomes and reduce the amount of medical intervention required to stabilize a person whose condition “*deteriorates*”. In the healthcare industry this can be known as “*escalation of care*”.

Across health services it has been recognized that the warning signs of clinical deterioration are not always identified or acted on appropriately. For this reason, one of the 8 National Safety & Quality Healthcare Standards (NSQHS) is “*Recognising and responding to acute deterioration*”

Sharon Edmonson, Nurse Unit Manager reported that the escalation of care process within Corryong Health is the same across both the acute ward and in the aged care facility;

- An escalation of care may be triggered by a rise or fall in;
  - o Temperature
  - o Pulse Rate
  - o Respiration Rate
  - o Blood Pressure
  - o Oxygen Saturation
- An unwell resident may also be identified by
  - o Change in behaviour
  - o Looking Unwell
  - o Or the feeling a nurse has about the resident that something isn't quite right



The agency has supporting documents, policies & procedures;

- Escalation of Care for Adults (Policy & Procedure)
- GP is notified and will give orders to the nursing staff on how to proceed with their medical treatment.
- GP will review the resident
- If the resident is critically unwell, GP will follow the residents ACP and contact NOK to have further discussions regarding medical care
- Strategies are then put in place to ensure the medical management is appropriate

## ESCALATION OF CARE – CASE STUDY

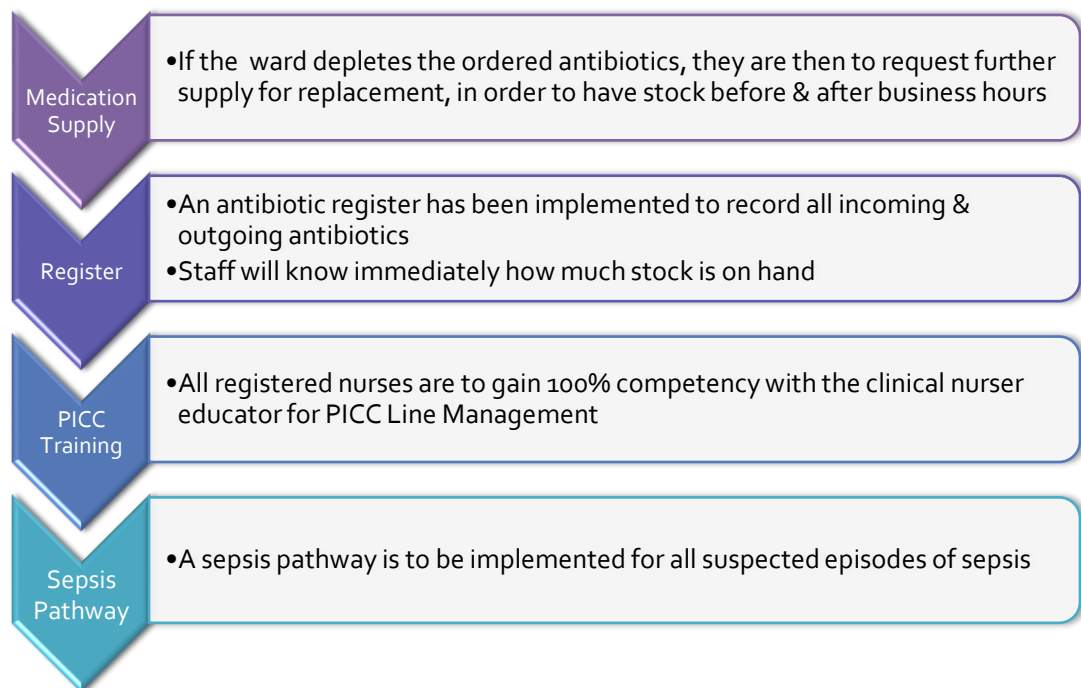
A 67 year old patient was transferred back to Corryong Health from a larger regional hospital for ongoing management and antibiotic therapy post sepsis. A care plan was developed that included day leave on the condition that the gentlemen returned to Corryong Health every 4 hours for intravenous antibiotics.

- Two days after admission the patient experienced L) forearm swelling with mild redness and tenderness.
- The Doctor was concerned and arranged for testing (X-ray, bloods and doppler). The result was small clots.
- The patient requested a second opinion to be sure and was transferred to a larger regional center.
- The larger regional centre confirmed the diagnosis, and was happy with the placement of the PICC line (how antibiotics were given)
- The gentlemen returned to Corryong Health for ongoing care
- The original care plan continued
- Two weeks later the patient developed a fever but did not report feeling unwell. Tests were ordered and the Doctor notified of the nursing staffs concerns.
- The Physician at the larger regional center was also contacted.

Later in the afternoon the nursing staff called an *escalation of care* as the patient became septic (febrile, tachycardic, normal blood pressure, desaturating, rigor, flushed). The patient was reviewed by the Doctor who administered more intravenous antibiotics and arranged transfer back to a larger regional hospital for further medical management. On investigation Corryong Health had depleted its supply of antibiotics resulting in missed doses.

*The patient made a full recovery, and we are pleased to report they are continuing to live well within the community*

## Quality Improvement



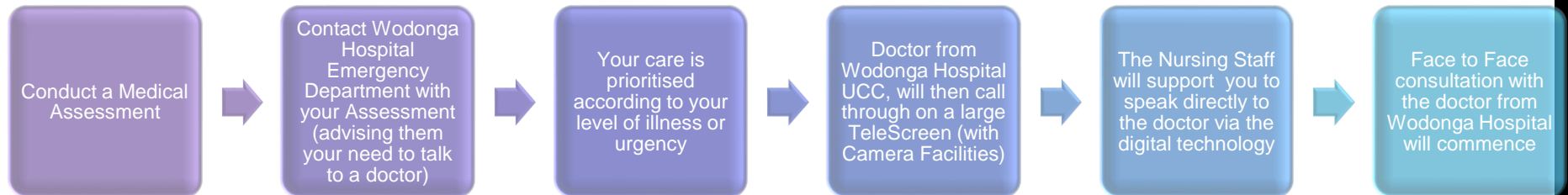
## IMPROVED ACCESS TO HEALTHCARE

Corryong Health provides the telehealth service in the UCC department every night of the week from 5pm until 8am and remote doctor on call week-ends.

Together with the Corryong Medical Clinic this service helps provide the Upper Murray Community with access to a doctor 24 hours per day.

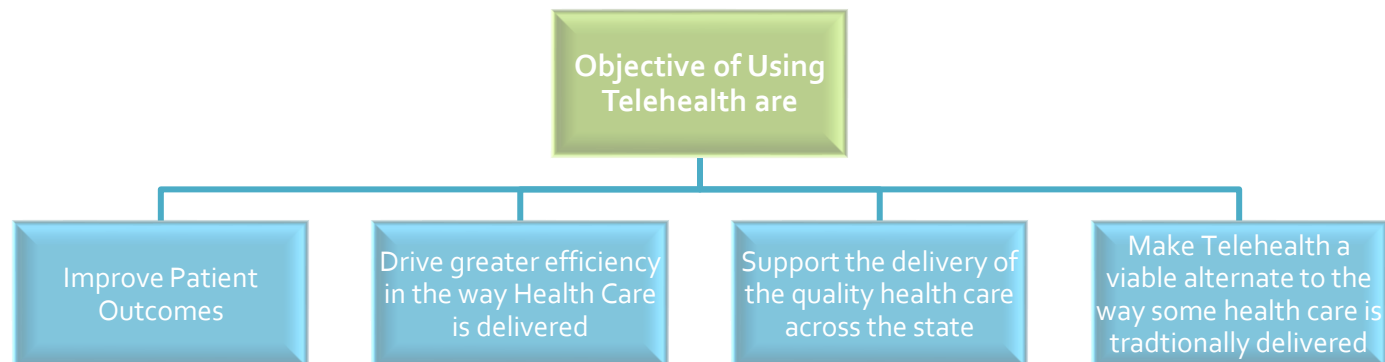
The benefits of telehealth consultations for the community after hours is that telehealth is appropriate, easily accessible, cost effective, and a convenient alternative to travelling long distances to access professional advice, medical treatment and health education.

When you present to Corryong Health for medical attention the nurse on duty will;



After the consultation the doctor will advise the nurse of the treatment and medications if required. You may have to stay for a period of time in the UCC department while the nurse monitors the result of your treatment. The Wodonga Emergency Doctor may advise you see one of our local General Practice Doctors at 8am here in Corryong. Or if they are seriously concerned about your condition they may request you to be transferred to the Wodonga Emergency department via ambulance. This is usually so they can provide emergency tests or procedures that we are unable to perform at Corryong Health at that time and delaying your care could compromise your health.

The Upper Murray Community can be reassured that both Corryong Health and Albury Wodonga Health are working together in a collaborative manner to bring the best health outcomes for you via telehealth.





## CONTINUITY OF CARE

We work closely with people who have complex needs, in order to maintain their health and wellbeing. The continuum of Care Program works with people to ensure they receive timely, well planned, appropriate services in a coordinated fashion. Services may be a combination of in-hospital and community-based services. It could mean support to help people regain their mobility and self-sufficiency or to learn new skills to increase their independence.

One case study example of this is an elderly man with depression and memory changes who ceased his medications. He presented after many weeks severely depressed and in a disheveled state after family approached agency for support. Consultation led by the Continuum of Care Coordinator with client, his Doctor, family, mental health team and nurse Unit Manager led to a planned admission to our Acute ward.

The acute stay addressed personal assessment, medication review, mobility and falls risk, personal care, social isolation and loneliness. During the stay – the team introduced Planned Activity Group and Falls prevention classes. A meeting with Mental Health, Continuum of Care Coordinator, client and his family planned discharge with goals and supports combining family and home-based services. Medication was Webster packed to enable coaching and monitoring of client to support compliance. Strategies to address memory, poor nutrition and substance abuse were developed and implemented.

This client has resumed all personal care, is supported with medications daily and reports feeling better. He has resumed some garden activity and his social contacts with his community. Family and care burden is reduced. His nutrition has improved with meals at Planned Activity Group and Meals On Wheels.



*Day Activity Centre group, preparing for table tennis*

*If you or know of someone who might benefit from joining the Planned Activity Group, please call (02) 60763200 to book in.  
New participants are always welcome*

## IMPROVING SERVICE EXPERIENCE

Corryong Health work closely with people who have complex needs within the community in order to maintain their health & wellbeing in a coordinated fashion and to ensure they receive timely, well planned & appropriate services.

A combination of in-hospital and community-based services are offered, which could help people to;

- Regain their Mobility & Self-Sufficiency
- Learn new skills
- Increase their independence



One of the many programs that Corryong Health has to offer; is the National Disability Insurance Scheme (NDIS) which is designed to help people with a disability reach their goals, and to help reduce the impacts of disability or developmental delay, to build their skills & independence.

Corryong Health offer an array of services which include the following;



## ADVANCED CARE PLANNING AND END OF LIFE CARE

Corryong Health has provided education sessions and supported many community members to understand what advanced care planning is.

Corryong Health has been reviewing policies and systems focusing on end-of-life care and also the enactment of the Victorian Government Voluntary Assisted Dying (VAD Act)

### Guiding principles for voluntary assisted dying

- Every human life has equal value
- A person's autonomy should be respected
- Informed decision making
- Quality care that minimises suffering and maximises quality of life
- Therapeutic relationships be supported and maintained
- Open discussions about death and dying
- Conversations about treatment and care preferences
- Genuine choice balanced with safeguards
- All people have the right to be shown respect for their culture, beliefs, values and personal characteristics.

### Corryong Health's priorities are;

- Respecting right of choice
- Delivering person-centered care
- Engaging communities, embracing diversity
- Coordinating and integrating services
- Making Quality end-of life and Palliative Care everyone's responsibility
- Strengthening specialist palliative care

Tour de Cure stopped over in Corryong in March 2019 after having ridden from Jindabyne. Corryong Health staff were among the many community members who attended the dinner. During the community dinner the riders shared their stories of the reason "why" they were riding in Tour de Cure and their motivation to contribute to preventing cancer.



*"Corryong Health was fortunate to be the recipient of a \$10,000 cheque from Tour de Cure, and will use these much-needed funds in a new pressure bed ceiling hoisting for our Palliative Care room"*  
CEO Dominic Sandilands

## EVALUATION AND DISTRIBUTION

It is very important to us that we provide everyone with accurate information about what we have been doing and how well we have been doing it. This year the Quality of Care Account remained as a simple report. Feedback tells us that the community prefer this option. This year the report has been written in consultation with consumers, Board of Management and staff across the agency in the hope that it will be a more meaningful and informative report for our community. Extra copies of the report are available through Corryong Health Executive PA (60763252).

### Send us your feedback to win a prize.

Please return this feedback/quiz form to Corryong Health Quality Report, PO BOX 200, Corryong 3707, **by February 10, 2020** To be in the draw for one of **our prizes**. We value your feedback so we can ensure future reports meet your needs.

### Please circle your responses

**Age:** 15 – 18, 19 – 25, 26 – 35, 36 – 45, 46 – 55, 56 – 65, 66 – 75, Over 75

**Gender:** Male Female

**How much of the report did you read?** All Some A Little None

### Was this Report easy to understand?

Very Easy Easy Not easy, but not difficult Difficult Very Difficult

**Did you find the Report informative?** Yes No

**How can we improve the Report in the future, or what else would you like us to include?**

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