

Victorian quality

ACCOUNT



2017/18



Nathalia District Hospital plays a key role in the provision of healthcare to Nathalia and district communities...

Nathalia District Hospital

VICTORIAN QUALITY ACCOUNT 2017-18

Mission

Working collaboratively to provide quality health and wellbeing services for our community.

Vision

Leading our community towards better health.

Values

Integrity

We engage others in a respectful, fair and ethical manner, fulfilling our commitments as professionals. We ensure the highest degree of dignity, equity, honesty and kindness.

Accountability

We ensure quality patient care and use resources appropriately in an open and transparent manner.

Collaboration

We work as a team in partnership with our staff, our community and other healthcare providers.

Knowledge

We create opportunities for education and health promotion.

Excellence

We are committed to achieving our goals and improving quality of care by delivering efficient, safe, person-centred, innovative, knowledge-based healthcare.

About the Report

The Nathalia District Hospital Quality Account is available on the website: www.nathaliahospital.org.au. A printed version is available upon request.

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The health service is committed to delivering excellent healthcare to the community, patients and consumers.



Introduction

The Nathalia District Hospital Quality Account 2017/18 provides a report on the quality, safety and performance of the hospital.

The health service is committed to delivering excellent healthcare to the community, patients and consumers.

The Quality Account outlines a number of achievements throughout the year.

We are focused on enhancing local access to care and have continued to strengthen our partnerships to provide new services – including mental health and respiratory services.

We work in close partnership with consumers to ensure continual improvement in the planning and delivery of services and we listen to patient feedback to meet the needs of our community.

Quality and safety underpin our processes, systems and service delivery and we strive to achieve high standards of care.

Jacque Phillips
Chief Executive Officer

Susan Logie
Board Chair

Services

Aged Care:

20 Aged Care beds, 97% occupancy in 2017/18.

Acute:

6 beds with 124 admissions in 2017/18.

UCC:

319 presentations in 2017/18.

Medical Clinic and Community Services:

10,306 Medical Clinic patients seen in 2017/18.

Section I

State-wide plans and statutory requirements

Family Violence

Family violence is complex. It occurs throughout the lifespan and affects girls, boys, women and men. There are many types of abuse and all are a fundamental violation of human rights and unacceptable. There are many different perpetrators – not all are men.

Family violence occurs in all kinds of families, and in family relationships extending beyond intimate partners, parents, siblings, and blood relatives.

Health professionals must always be mindful of this because you never know who has been affected and traumatised.

A project group and plan has been established with neighbouring health services. The project group has developed policies around Family Violence support for employees and Family Violence Recognise, Respond and Refer. Contact officers have had training in identifying and responding to family violence. All staff will have family violence training.

Nathalia District Hospital believes that all individuals have the right to be free from violence.

Family violence is not ok and this hospital is committed to breaking the silence around family violence in our community. Family violence is a health issue with a profound psychological and physical impact.

The health sector is a critical entry point for identifying family violence and offering survivors access to support services. We will be training our staff to recognise the signs of family violence and to sensitively enquire about it so we can support the people affected.

Child Safe Standards

Nathalia District Hospital has developed a child safe policy that provides an overview of the key elements of the organisation's approach to child safety.

Nathalia District Hospital takes all reasonable steps to ensure that all people engaged in child-related work within the organisation are equipped with the appropriate skills and/or qualifications to do so.

Recruitment and selection processes have been reviewed to reduce the risk of child abuse by new employees.

Aboriginal Health

An Aboriginal Cultural Competence Action Plan was developed in partnership with members of the Aboriginal community.

Position descriptions have been altered to indicate that Nathalia District Hospital is culturally competent, inclusive and encourages applications from Aboriginal and Torres Strait Islander (ATSI) peoples. Staff have attended training in building aboriginal cultural competence.



Section 2

Consumer, Carer and Community Participation

Consumer Advisory Committee

The Nathalia District Hospital Consumer Advisory Committee has an important role in improving patient care.

Members of the committee include a board member representative and an aged care resident.

The Consumer Advisory Committee has assisted in:

- updating the hospital website;
- designing the health information booklet; and
- reviewing the discharge information patients receive.

The Consumer Advisory Committee identified and purchased palliative care books that cater for family members of all ages. The books are available to family members in the Nathalia District Hospital palliative care room.

A consumer medication management action plan has been developed to assist patients to manage their medications on discharge from hospital.

The Committee conducted a signage audit in the hospital entry and community areas. Improvement opportunities were identified and changes to signs are planned.

Members of the Consumer Advisory Committee are selected on the following basis:

1. 16 years of age or over
2. A resident of Nathalia or Moira Shire region
3. An understanding of the experiences and needs of patients, families and carers who use Nathalia District Hospital services
4. Able to reflect the needs of a broad range of consumers and communities
5. Able to attend bi-monthly meetings



Nathalia District Hospital is part of the Urgent Care Project with other local health services.

Part of the project has developed a survey specifically designed at obtaining feedback from patients using the Urgent Care Centre.

Consumer Feedback

“The nurse who attended me was excellent in her care and dedication. I couldn’t ask for better care! I felt safe and cared for.”

“I was so impressed with the nurses and doctor. They stopped me from panicking with a quiet and smooth attitude. Wonderful.”

“We wish to thank the staff for their professional care yesterday evening. When we arrived at the hospital we were greeted with a kind smile and gentle care putting us both at ease.”

Section 2 continued Consumer, Carer and Community Participation

Diversity and Accessibility

Nathalia District Hospital has a duty of care to provide information to clients/consumers that can be understood to culturally and diverse population groups. This duty of care extends to obtaining informed consent.

The Victorian Interpreting and Translation Service (VITS) is contracted to provide consumers from culturally and linguistically diverse communities with access to language services at Nathalia District Hospital.

Nathalia District Hospital received a suggestion on our feedback form regarding the lack of tactiles on the footpath at the front of the hospital.

Busy access points, such as hospital entrances can be a hazard for pedestrians, particularly those with vision impairment. Nathalia District Hospital is in the process of investigating if it is appropriate to install warning Tactile Ground Surface Indicators (TGSi) at the entrance of the hospital.



Section 3 Quality and Safety

Consumer and Staff Experience

Feedback and Complaints

Nathalia is committed to enhancing patient experience. There is a feedback option on the Nathalia District Hospital website, and locked feedback boxes are located in the resident hallway, hospital foyer, Nathalia Medical Clinic waiting room and the Day Care Centre. In addition, each consumer entering the facility is provided with feedback forms and 'reply paid' envelopes.

All comments and complaints are treated confidentially and without prejudice. Timely acknowledgement and resolution of complaints is to be achieved with early addressing of issues arising from the complaint as appropriate.

Complaints are viewed as an opportunity to improve the care and service provided.

Feedback has resulted in improvements in the gardening schedule, updated phone directory, heating and cooling for the residents and the Banawah piano.

Become a volunteer at Nathalia District Hospital

Volunteers are valued as an important part of the programs at Nathalia District Hospital. Volunteers enrich the quality of life of patients, residents and clients by contributing in their own particular area/s of interest; they can provide an outside or community view and expand people's life experiences and enjoyment.

Complaints are viewed as an opportunity to improve the care and service provided.

People Matters

2017/18 People Matters Survey Results compared to the Target of 80%:

- Percentage of staff with an overall positive response to safety and culture questions: **86%**
- Patient care errors are handled appropriately in my work area: **91% agreement**
- This health service does a good job of training new and existing staff: **73% agreement**
- I am encouraged by my colleagues to report any patient safety concerns I may have: **91% agreement**
- The culture in my work area makes it easy to learn from the errors of others: **81% agreement**
- Trainees in my discipline are adequately supervised: **74% agreement**
- My suggestions about patient safety would be acted upon if I expressed them to my manager **91% agreement**
- Management is driving us to be a safety-centred organisation: **93% agreement**
- I would recommend a friend or relative to be treated as a patient here: **94% agreement**



The 2016/17 People Matters results were discussed with staff. An action plan was developed with staff to identify actions to improve results. Actions were:

- Educate staff via the staff newsletter on the recruitment process.
- Management to improve feedback to staff in a relieving position to allow staff the opportunity for improvement.
- Communicate changes to staff via the staff newsletter and meeting agenda items.
- Clarify the meeting process and allow feedback regarding changes at meetings.
- Notify staff of their line manager and support staff to be comfortable approaching their manager.

Following an incident where a staff member sustained a burn in the kitchen, there was a review of the uniform policy and kitchen equipment. To prevent this type of incident happening again, changes were made to kitchen uniforms and containers for hot liquids have been purchased.

Community Health Service Participation

District Nursing survey results showed the clients are unsure if they are sufficiently involved in review of their care and services, clients are unsure about advocacy and also some clients felt that the written information provided in admission packs was not easily understood.

As a result the District Nurses will tell individual clients and carers when review of care and goals are due. Additional time is allocated to carry out the review. Admission pack information has also been updated and reviewed by the Consumer Advisory Committee.

Section 3 Quality and Safety

Safety - Acute Care

Influenza Immunisation

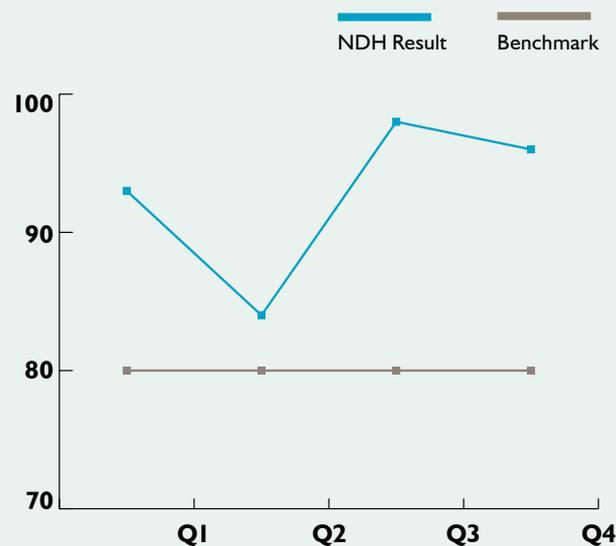
The percentage of healthcare workers immunised for influenza was 87% compared to the target of 75%.

Nathalia District Hospital provides influenza immunisations to all staff, volunteers and residents.

Report on Hand Hygiene Compliance

Our results for 2017-18 were: 93%, 84%, 98%, 96%. The Department of Health and Human Services requires our hand hygiene audits to reach a minimum score of 80%. Hand hygiene rates are monitored regularly.

Hand Hygiene Audit Results



Preventing and controlling healthcare associated infections (SAB) rate and on ICU central line associated blood stream infections

When a blood sample is taken from a patient, it is sent to pathology at GV Health for examination and diagnosis. If the Blood Culture results identify the organism Staphylococcus aureus, this result is reported to Victorian Healthcare Associated Infection Surveillance (VICNISS) to be included in state-wide figures.

In 2017-18 a total of 121 Blood Cultures were sent to pathology and on no occasion was this bacteria present.

Preventing Falls and Harm from Falls

Falls are reviewed by the falls team, Dr and physiotherapist.

Falls



Preventing and Managing Pressure Injuries

Patients and residents are screened on admission for the risk of developing a pressure injury. Strategies to reduce pressure injuries are: Hourly rounding and air mattresses.

Pressure Injuries



Medication Safety

All medication errors are reviewed by a pharmacist and the recommendations tabled at the Clinical Standards committee.

Medication Errors



Section 3 continued Quality and Safety

Safe and Appropriate Use of Blood and Blood Products

All blood transfusions are reviewed at the Clinical Standards Committee.

Escalation of Care Processes

Nathalia District Hospital acknowledges the need for early recognition and appropriate management of the patient when their condition unexpectedly deteriorates.

The 'Between the Flags Program' is used to address the risk associated with the failure to detect deterioration in a patient's condition. This program is being adopted to assist in significantly improving patient safety. The white, yellow and red zones contain physiologic parameters and clinical conditions that direct staff to escalate appropriate clinical management.

A child was presented to the Urgent Care Centre with Asthma.

The child's condition deteriorated and transfer was arranged to GV Health via ambulance.

Safety - Aged Care

Banawah Opening

Nathalia District Hospital celebrated the refurbishment of residential aged care facility Banawah, with an opening event on 15 May. The event was well attended by staff, residents and the community.

Funding for the project was obtained from the Significant Facility Refurbishment Initiative. The project was submitted in 2016.

The key objective of this initiative was to support small capital projects that will deliver significant improvements for residents and improve the financial sustainability for the service.

Our project was called: 'Adding the WOW factor to Banawah'.

The aim of the project was to:

- Increase the shared living space by adding an additional room to allow staff the ability to offer a variety of activities to different residents at the same time.
- The planned extension allows the engagement of residents with reduced senses by providing clear sight and access to the garden area.
- It provides increased spaces for those residents who wander so they do not affect those residents who value their privacy and personal space.



Residential Aged Care Services

Banawah's performance against the five public sector residential aged care quality indicators

Pressure Ulcers

Stage 1:

YTD rates are 0.19 compared to all Public Sector Residential Aged Care Services (PSRACS) 0.33

Stage 2:

YTD rates are 0.57 compared to all PSRACS 0.36

Stage 3:

YTD rates are 0.19 compared to all PSRACS 0.06

Stage 4:

YTD rates are 0 compared to all PSRACS 0.01.

Intent to restrain incidences: 2.09 compared to 0.36.

Restraint devices: 5.71 compared to 0.54.

Nine or more medications rates: 2.10 compared to 4.37

Falls: 4.57 compared to 7.56,

Falls resulting in fractures: 0 compared to 0.15

Unplanned weight loss rates: 0.38 compared to 0.77.

Banawah has higher incidents of restraint compared to other services. Actions to reduce restraint are:

- Providing education to residents and families on restraint and the risks of restraint.
- Removing restraint devices e.g. concave mattresses where they are not necessary.
- Providing education to staff on the risks of restraint and the definition of restraint.

To reduce the rates of falls in Banawah we have reinstated the falls team and changed the post fall assessment to trigger referrals to the physiotherapist when necessary.

Community Health Services

Nathalia District Hospital District Nursing Service implemented a communication book for clients. The communication book streamlined the care between service providers and assisted with client compliance and quality of life.



Section 4 Comprehensive Care

To prepare patients to be able to manage when they go home from hospital, we work with the patient towards planning their discharge. This starts on admission, with an expected discharge date estimated so the patient can plan their discharge with support from their doctor and the health care team. Following discharge, all patients are followed up with a phone call the next day.



Advance Care Planning

Nathalia District Hospital encourages all residents over 75 years of age, in Banawah, Acute ward, or when completing a 75+ health check in the Nathalia Medical Clinic, to start the conversation about Advanced Care Planning.

Nathalia District Hospital's policy and procedures are guided by the Australian Commission on Safety and Quality in Health Care's National Consensus Statement: *Essential Elements for Safe and High-quality End of Life Care and Victoria's End of Life and Palliative Care Framework*.

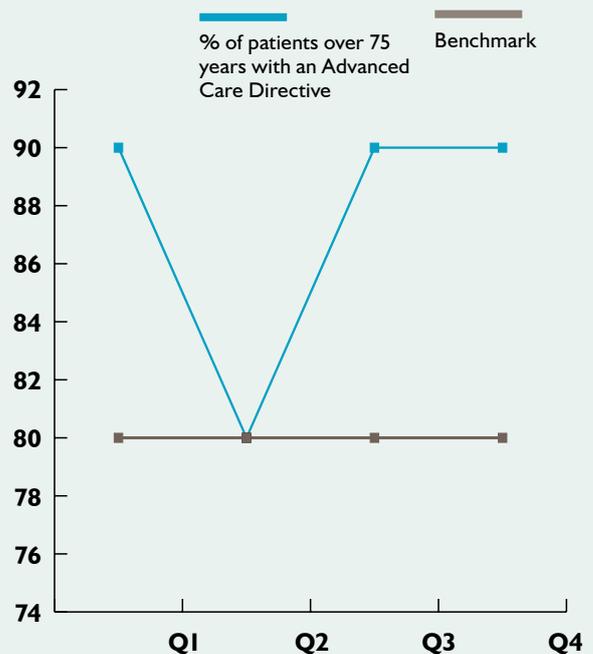
In 90% of the deaths in Banawah, the residents had developed an Advanced Care Plan to guide staff on their wishes. In response to this, we have conducted community education on both Powers of Attorney, Wills, and Advanced Care Planning. Both sessions had more than 20 members of the community attend.

End of life care, palliative care and advance care planning policies have been reviewed to incorporate the *Essential Elements for Safe and High-quality End of Life Care*.

Education has been provided to staff as well as Board members from the regional palliative care physician.

Consistency is provided by the implementation of the care plan for the dying person.

Advanced Care Directive Planning



Medical Clinic/Community Services

The extension to the Nathalia District Hospital gym was completed in 2017-18. Gym clients had previously attended programs off-site but they can now attend the on-site gym.

New gym clients require a medical assessment prior to commencing. The new gym is located next to the medical clinic and other community services such as diabetes education, dietician, physiotherapy and counselling, making it a primary health hub for the Nathalia community.

Nathalia District Hospital would like to thank the Nathalia Lions Club for their generous donation to the hospital. The donation has been used to purchase new equipment for the Gym.

‘Apart from two major operations, holidays and sickness I have always been a regular attendant at the Gym. I was always supervised by our caring instructor. The program has helped me keep upright and strong in the limbs and the social gathering every Thursday has been a great day.’

Community Health Services - Improving experience

The Nathalia District Hospital District Nursing service attends discharge planning meetings on the acute ward. This allows for timely referrals to assist with discharge.

‘Beth attends the Planned Activity Group and enjoys playing and listening to music. Apart from the music, one of the benefits of the Planned Activity group is the social interaction.’





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