

# The heart

# of everything we do

South West Healthcare is pleased to present the Quality Account for the financial year 2022/23. This review shares our achievements, quality improvement activities and consumer stories which highlight how South West Healthcare partner with consumers to deliver safe, effective and person-centred care.

In 2022/23 some of our highlights include:

- Upgraded Camperdown Operating Theatres
- Percentage of ED Triage category 1 patients seen immediately was 100%
- Transitioned resuscitation plans from a paper based document to online medical record
- Introduced the Settlement Engagement and Transition Initiative (SETs), which has since February 2023 supported 15 consumers entering

Australia as humanitarian entrants and their families to improve their health and wellbeing.

- Gained successful accreditation to:
  - › Royal Australasian College of Surgeons
  - › Royal Australasian College of Physicians for General Medicine
  - › Royal Australasian College of Physicians for Advanced Training in Paediatrics
  - › Australian Orthopaedic Association
- First in Victoria to reach 99.82% staff flu vaccination status and 100% at Merindah Lodge.

We hope you enjoy reading our Quality Account and learning more about the exceptional outcomes that have been achieved across South West Healthcare in 2022/23.

761

Babies born at our Warrnambool Base & Camperdown Hospitals.

27,738

People treated at our Warrnambool Emergency Department and Camperdown Urgent Care Centre.

7,518

Surgeries completed in our Warrnambool Base and Camperdown Hospitals and in the theatres of other local health services partnering with us.

35,894

Community and Mental Health contact hours provided to consumers.

17,374

Volunteer hours across our 236 registered volunteers

25,605

Inpatients across our Warrnambool and Camperdown campuses.

14,600

South West Dental Service attendances by clients

144,141

Primary and Community Services occasions of service provided to clients.

2,023

Staff employed across our campuses.

10,349

Patients seen by our Specialist Outpatients Clinic



# Acknowledgement of Country

South West Healthcare acknowledges the traditional custodians of the land on which our campuses are located:

- Djigard Wurrung people (Camperdown)
- Wadawurrung people (Lismore)
- Gunditjmara people (Hamilton, Macarthur and Portland)
- Peek Whurrung (Warrnambool)
- Kirrae Whurrung

We pay respect to all Elders past, present and emerging.

Throughout the year, South West Healthcare celebrates indigenous culture and reflects upon the acts of mistreatment of Aboriginal and Torres Strait Islander people. Understanding an individual's or people's lived experience allows us to create a culturally safe environment for all.

As part of National Reconciliation Week and NAIDOC Week some

of the activities and events participated in by South West Healthcare staff include:

- South West Healthcare's Dental Team in partnership with Gunditjmara Aboriginal Health Service, Winda-Mara Aboriginal Corporation and Kirrae Health Service Inc. fit children with protective mouthguards to encourage safe participation and more equitable access to sport.
- The Mitchell Park playgroup (supported with funding from South West Healthcare's School Readiness Program) and supported by Winda-Mara, enjoyed a number of activities, including boomerang painting and hand-painting a flag with their family members. This playgroup is a regular opportunity to build the capacity of families to support the development of their children, and provides families with a space to form connections and friendships with each other.
- Our Speech Pathology and Mental Health teams participated in 'Walks on Country' at Tower Hill where they were able to learn more about indigenous culture so they can safely and respectfully incorporate this information into their daily practice and their interactions with patients.
- Maternity Services have been working hard behind the scenes to develop a number of new initiatives to better support indigenous women before, during and after childbirth. This includes recognising the importance of culture during birth and allowing women to take home their placenta to bury on country (among a range of other important practices to indigenous women as a part of birth).



**Kaye Smith, Community Development Consultant in Mental Health Services.**

Kaye provides support to Aboriginal consumers and their families to access and engage with Mental Health Services.



**Purple flower display**

The five petal native cotton desert rose, or native hibiscus as you may know it, was chosen to symbolise the scattering of the Stolen Generations as part of Reconciliation Week.



**Katina Walsh (r), Manager Aboriginal Liaison Team at Collins Bookstore.**

In September 2022, South West Healthcare recognised Indigenous Literacy Day, celebrating stories, cultures and languages with the purchase of a number of children's books for our wards.

# Consumer, Carer and Community participation

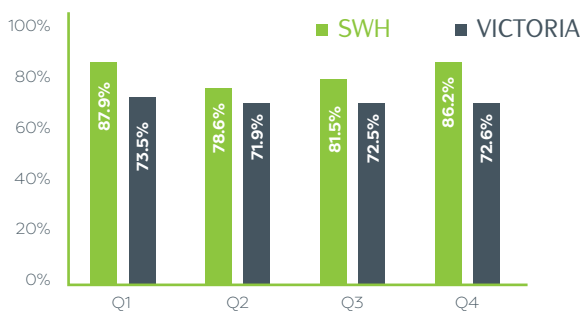
The Victorian Healthcare Experience Survey collects and analyses the experience of recent users of Victoria's public health system. The survey is standardised across all public health providers, facilitated independently of South West Healthcare, and measures different areas of the public health system. Below we have provided examples of questions asked in the Victorian Healthcare Experience Survey.

## Inpatient Care

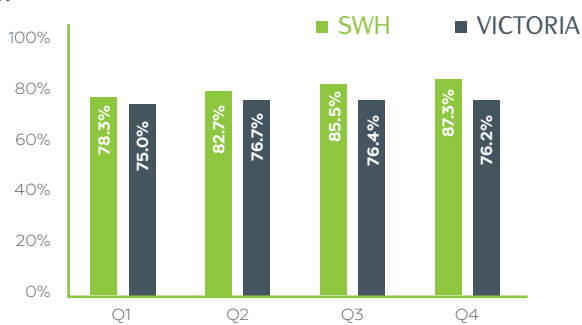
Overall care received from the hospital was good or very good

Victorian Target	SWH Q1	SWH Q2	SWH Q3	SWH Q4
95.0%	98.2%	95.0%	95.2%	97.1%

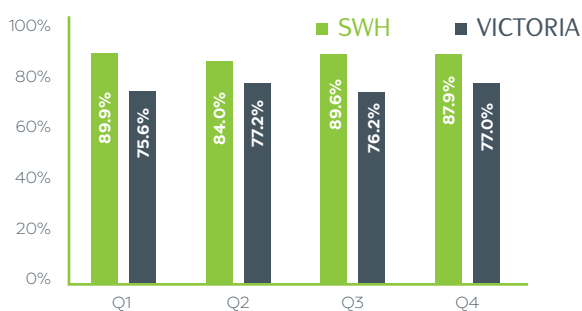
**Example question:** Before you left hospital, did staff give you or someone close to you useful information about managing your health and care at home?



Staff definitely took the family, home and health situation into account when planning patients return home.



Patients stated they were definitely involved as much as they wanted to be in decisions about leaving hospital.



Improving the discharge care for patients continues to be a focus at South West Healthcare. This commitment recognises that often discharge is not simply a departure from South West Healthcare, but rather a transition to home or into homecare.

This year South West Healthcare extended its Hospital Admission Risk Program (HARP) to include collaboration with Terang and Mortlake Health Service, Timboon and District Healthcare Service and Moyne Health Services. HARP started initially as a program at South West Healthcare to assist people with care coordination and outpatient appointments to better manage chronic illness at home or in the community. It is great to extend this reach in partnership with other health services which may also run the same program and leverage our systems, processes and experience. As a result, the catchment area for people able to access this program has grown significantly.

## Community Health Services

The below shows responses to the survey regarding Community Health Services, which includes dental, allied health and other community outpatient services.

	SWH	Victoria
Overall care received from the service was good or very good	94.5%	93.2%
Community Health Services were definitely helpful for the patients health and wellbeing	80.5%	83.4%
Consumers were always listened to and understood by staff	80.6%	83.3%
Staff always explained things in a way that was understood	75.1%	82.2%
Staff definitely worked as a team to provide care	78.8%	77.8%



# Supporting all members of our community

South West Healthcare is committed to providing the best possible service to our individual consumers and is dedicated to ensuring a welcoming, safe and inclusive environment for all patients and staff.

South West Healthcare continues to work towards becoming a Rainbow Tick accreditation hospital. This commitment and our preparations, are being led by the Diversity and Inclusion Committee who will oversee our progress towards achieving Rainbow Tick Accreditation. During 2022/23 South West Healthcare staff participated in IDAHOBIT (International Day Against Homophobia, Interphobia and Transphobia), 'Wear it Purple Day', which strives to foster supportive, safe, empowering and inclusive environments for rainbow young people as well as Pride Week.

South West Healthcare has developed a health literacy working group, and a draft plan to improve the health literacy of our community so that they can feel empowered to lead their own healthcare, assisting them to ultimately live longer, healthier, happier lives, and prevent chronic illness.

South West Healthcare continues to employ a Disability Liaison Officer (DLO). The key objectives of this role are to:

- Develop an individualised care plan for any person with a disability prior to, or at the point of acute hospital admission
- Provide direct support to patients with a disability and their families to ensure a positive patient experience
- Help people with a disability, their families and carers access assessment and treatment for medical conditions
- Assist patients with disability and their families to achieve a clear understanding of hospital processes and any clinical procedures they may require

- Ensure patients with a disability have appropriate follow up support, post discharge.

South West Healthcare continues to engage with Alfred Health on the SPEAK project which is designed to build capability in the health workforce and improve processes to meet healthcare needs or people with disability, particularly focused on communication disabilities. The consumer co-design component of this is complete and we are awaiting finalisation of the training package for roll out across the organisation. More broadly, the DLO will also support the delivery of the Disability Action Plan.

The Child Safe Standards aim to protect children and young people, by requiring organisations to put policies, procedures and processes in place to prevent and respond to abuse. Principles of the Child Safe Standards including children's participation in decisions affecting them, families and communities are informed and involved, and equity is upheld and diverse needs are considered. South West Healthcare is committed to upholding the Child Safe Standards.

South West Healthcare aims to meet the needs of all people who access our services, including people who were not born in Australia or do not speak English as their first language. South West Healthcare engaged the use of accredited interpreters 53 times for 15 different languages.

In 2023 South West Healthcare updated their electronic medical records to allow patients to answer to both their sex and gender when receiving care.



Quality staff promote 'April No Falls' encouraging patients to bring safe footwear to hospital.



South West Healthcare's Executive team celebrate Pride Week.

# Feedback

South West Healthcare collects and reviews feedback (both compliments and complaints) to improve the consumer experience and provide safe, effective and high-quality person-centred care.

Feedback can be lodged in many ways including but not limited to:

- Email – feedback@swh.net.au
- Telephone 03 5563 4074
- In writing, addressed to the Quality and Risk Manager, Ryot Street, Warrnambool, Victoria, 3280
- Point of care terminal at the bedside
- In person, face to face talking with a staff member
- Your right, Your Say brochure or card
- Cards and thank you notes
- Connect with us on social media
- Feedback boxes located around South West Healthcare.



## What You Told Us

“Very well run and organised with friendly professional staff. All consultation and paperwork was attended to in a thorough and competent manner. After care also excellent. Thank you for your care.”



South West Healthcare's catering staff celebrate Easter.

“I wanted to say thank you for the wonderful treatment today. I felt very respected and listened to and the Dr took the time to explain the process of everything to me, let me ask questions where needed and was so caring and supportive of me throughout my appointment. Thank you so much again for making a somewhat uncomfortable appointment a positive experience.”



Allied Health team members visit patients in their home for physio rehab.

“I wanted to say thank you for the wonderful treatment today. I felt very respected and listened to and the Dr took the time to explain the process of everything to me, let me ask questions where needed and was so caring and supportive of me throughout my appointment. Thank you so much again for making a somewhat uncomfortable appointment a positive experience.”

“My family and I just want to pass on a huge thank you to you all, for everything you do in caring for people at such stressful times in their lives. Our dear mum passed away last year, but you always took such good care of her, and helped to calm her, and our, fears.”



# Rachel Robertson

Winner of the AEW Matthews Travelling Scholarship for 2022/23



The AEW Matthews Scholarship provides up to \$10,000 for a member of South West Healthcare to undertake training or attend a conference or event to learn and develop their skills as a professional. It is open to all staff and all departments to apply.

Rachel is the Manager of South West Healthcare's Child and Adolescent Mental Health and Wellbeing Service and the 2022/23 scholarship winner. Rachel travelled to Dublin, Ireland in July 2023 to attend the 18th World Association for Infant Mental Health World Congress, to better understand how "Early Relationships Matter". Her trip also included some additional training at the Anna Freud Centre in London and site visits to leading Child and Adolescent Mental Health and Wellbeing Service settings in London that work with infants and their families.

"I am very grateful to both the AL Foundation and South West Healthcare's Board of Directors and Executive for providing me with this amazing professional development

opportunity," says Rachel.

In 2022 South West Healthcare began the process of embedding the recommendations of the Royal Commission into Mental Health, with a number of key changes to its Child and Adolescent Mental Health and Wellbeing Service, including a new infant child and family stream for 0-11 year olds.

"One of the key objectives for the new streaming approach is to ensure greater service delivery to infants and young children who traditionally have been underrepresented in the data across the state as service users of CAMHS teams," says Rachel.

"The mental health system focuses on older children, largely adolescents, however research is clear that early emotional wellbeing and the relationships an infant has with their caregiver have long-term impacts on later mental health. We hope to significantly develop a new model of care for the preschool, toddler and infant age group (0-4 year olds) at South West Healthcare," says Rachel.

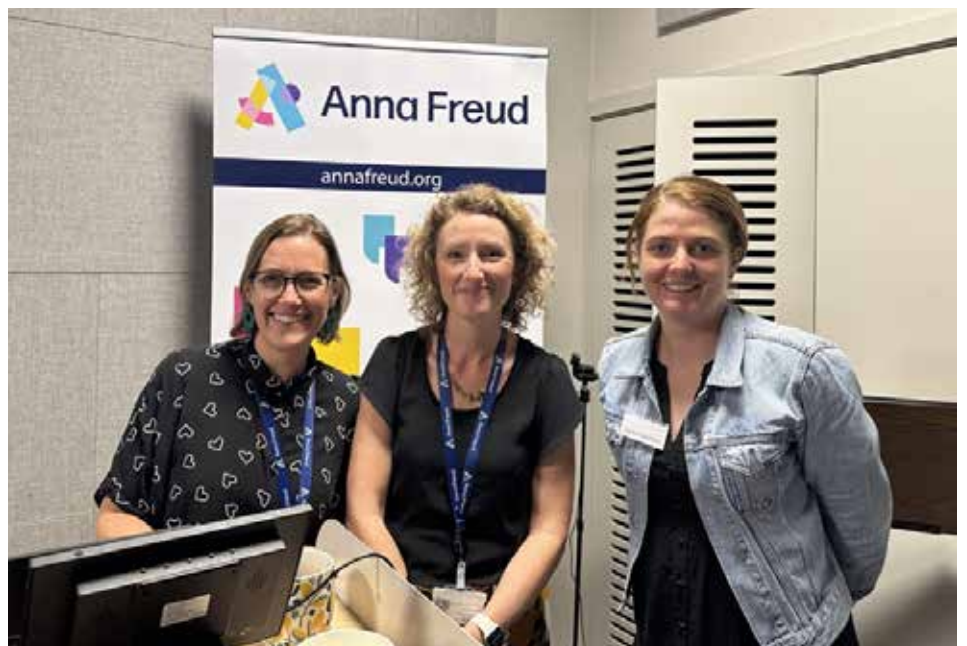
During her trip Rachel also visited teams working on the ground in

London with infants (0-2 years old) and undertook training at the Anna Freud National Centre for Children and Families in London, a centre dedicated to supporting new ways of working to transform mental health provision with a focus on quality accessibility and effectiveness of treatments.

"During my research to inform our implementation at South West Healthcare of the Royal Commission's recommendations, I came across a body of work based in the UK.

"CAMHS teams in the UK have been working on the development of evidence-based and high-quality care model for infants aged 0-2 years to ensure early access to the best care.

"To be able to visit these teams and see their work first-hand has been an amazing opportunity and will help South West Healthcare to understand any further training, intervention tools or resources we will need in order to build on the foundations we have to provide best care to young children and their families."



# Accreditation

South West Healthcare is accredited through the National Safety and Quality Health Services Standards and Aged Care Quality Standards.

Meeting accreditation standards is an important part of how we provide quality healthcare at South West Healthcare.

To be accredited, South West Healthcare is required to meet national healthcare standards, measured and recognised by independent external accreditation assessments. Internally, South West Healthcare regularly measures itself against all accreditation standards.

From 1 July 2023, both National Safety and Quality Health Services Standards and Aged Care Quality Standards are subject to short notice / unannounced accreditation assessments.

In 2022/23, South West Healthcare was re-accredited for:

- Human Services Standards
- National Disability Insurance Scheme Practice Standards
- GP Clinic Standards.

## Child Safe Standards

At South West Healthcare we recognise that empowering children and young people enhances their safety so we will always listen to the views of children and respect what they have to say.

We are committed to the safety and wellbeing of all children and have a zero-tolerance attitude towards child abuse. We want all children to be safe, happy and empowered, and decisions regarding the welfare and protection of children are made in the best interests of the child.

In July 2022, the Child Safe Standards increased from seven to 11. Throughout 2022/23 South West Healthcare has continued to refine application of these standards to ensure the cultural, safety, empowerment and protection of all children and young people we care for and work with.

## National Clinical Trials Governance Framework

The National Clinical Trials Governance Framework embeds clinical trials into routine health service provision and strengthens the clinical and corporate governance arrangements for governments, hospital administrators, health services, private companies, trial sponsors and trial investigators.

From May 2023, compliance with the framework is assessed along with the National Safety and Quality Health Services Standards. South West Healthcare continues to enhance governance systems and raise the profile of clinical trials within the health service.

## The Voice of the Child – taken from the Victorian Health Experience Service Results

	SWH	Victoria
Children were always able to ask staff questions	91.7%	83.6%
Children were always listened to by staff	75.0%	85.2%
Children always felt safe during the appointment	100.0%	95.7%
The Community Health Service helped the patient	100.0%	95.2%
Children always understood staff	100.0%	82.3%

# Quality and Safety – Adverse Events

Reporting patient safety incidents in the Victorian Health Incident Management System (VHIMS) provides an opportunity to identify preventable factors or themes that may be addressed to improve patient safety. Incidents can be classified as minor/ not causing harm or adverse event. An adverse event is a preventable error that significantly harms a patient.

There were 56 adverse events this year. There were no sentinel events meaning severe harm to the patient which could have resulted in death. Every clinical incident is reviewed at South West Healthcare. Sentinel events are reported and

reviewed by South West Healthcare’s Executive team and Board of Directors, and externally by Safer Care Victoria.

In November 2022 South West Healthcare introduced Statutory Duty of Candour. Statutory Duty of Candour is a legal obligation for Victorian health service entities to ensure that patients and their families or carers are apologised to and communicated with openly and honestly when a Serious Adverse Patient Safety Event (SAPSE) has occurred. This builds on existing practices within South West Healthcare linked to Open Disclosure Frameworks in the event of harm and near miss.

	Clinical incidents reported	Incidents were minor or the patient was not harmed	Incidents were adverse for the patient (Incident severity rating - ISR 1 or ISR 2 incidents)
2020/21	1,552	98.2%	1.8%
2021/22	2,355	98.5%	1.5%
2022/23	2,338	97.4%	2.4%

## Infection Prevention and Control

South West Healthcare monitors and reports to Victorian Hospital Acquired Infection Surveillance System on the prevention and control of healthcare-associated infections, specifically the Staphylococcus Aureus Bacteraemia (SAB) rate, which is a serious blood stream infection. We also monitor and report on the rate of central line-associated blood stream infections (CLABSI) in the Intensive Care Unit (ICU). A central line is a tube that goes into a large vein in your arm or chest to administer medicine, blood or fluids.

South West Healthcare’s SAB rate in

- 2020/21, was 0.5 per 10,000 occupied bed days.
- 2021/22, was 0.8 per 10,000 occupied bed days.
- 2022/23, was 1.1 per 10,000 occupied bed days.

The Victorian Department of Health target is 1.0 SAB per 10,000 occupied bed days.

South West Healthcare’s ICU CLABSI rate in

- 2020/21, was 0.0 per 10,000 occupied bed days.

- 2021/22, was 0.0 per 10,000 occupied bed days.
- 2022/23, was 0.0 per 10,000 occupied bed days.

Victorian Department of Health target is zero infections.

- South West Healthcare has a 91.4% compliance with the Hand Hygiene Australia Program.
- 100% of eligible South West Healthcare workers are immunised for influenza.

In 2022/23 our Infection Prevention and Control committee contributed to 12 quality improvement activities, with most of these requiring interdepartmental collaboration. Examples of key improvements include:

- Additional education and training for food services staff to ensure all patients in COVID-19 precautions receive a hot meal.
- Intravenous (IV) cannula documentation, specifically to assist with IV care and removal. This resulted in a drop in IV infections.



# Maternity Services

In 2022/23, 761 babies were born at South West Healthcare across Warrnambool and Camperdown. South West Healthcare report on a range of indicators relating to maternity services annually through the perinatal indicators.

In addition to South West Healthcare’s own Maternity Mortality and Morbidity Committee, both Warrnambool and Camperdown campuses participate in the Regional Obstetric and Paediatric Mortality and Morbidity forum on a quarterly basis. The forum discusses maternity cases including babies born with a low Apgar score.

The Apgar score\* is a measure of a baby’s condition after

birth. It guides midwives, doctors and nurses as to whether a baby needs immediate treatment or monitoring. It is used to check a newborn baby born at 1 minute and 5 minutes after their birth.

South West Healthcare is proud to support Women’s Health Week. With this year’s theme, ‘Grow your knowledge’ Obstetrician and Gynaecologist, Dr. Rosy Buchanan hosted an Obstetrics Information Session for all Camperdown-based staff.

In 2023/24, South West Healthcare will open a dedicated bereavement room for families that experience the devastating loss of a baby and/or child.



	Victorian Target	Q1	Q2	Q3	Q4
<b>Apgar (Warrnambool)</b>	≤ 1.4 %	1.9%	1.2%	1.3%	1.1%
<b>Foetal growth restrictions (Warrnambool)</b>	≤ 28.6 %	0.0%	0.0%	0.0%	0.0%

\*Apgar – the percentage of babies born at term (without congenital abnormalities) who have a score less than seven

Foetal growth restrictions – percentage of babies with severe fetal growth restriction delivered at 40 weeks or more weeks gestation

## Escalation of Care

### R.E.A.C.H - Recognise, Engage, Act, Call, Help

South West Healthcare is committed to ensuring all inpatients feel heard and supported; R.E.A.C.H (Recognise, Engage, Act, call, Help) is the recognised process that we use to ensure that this happens. Information about R.E.A.C.H is available to all patients, with posters located in all patient rooms.

A Resuscitation Plan is a document completed with your healthcare team which outlines how you want to be treated if you become suddenly unwell with an illness that is life-threatening. In 2022/23, South West Healthcare’s ‘Recognising and Responding to Acute Deterioration’ and ‘Communicating for Safety’ Committees worked closely with clinical staff to transition all inpatient resuscitation plans from a paper-based document to an electronic version on TRAKCare (Electronic Clinical Records system).

# Residential Aged Care Services

Merindah Lodge is South West Healthcare's residential aged care facility located in Camperdown and provides permanent and respite residential care.

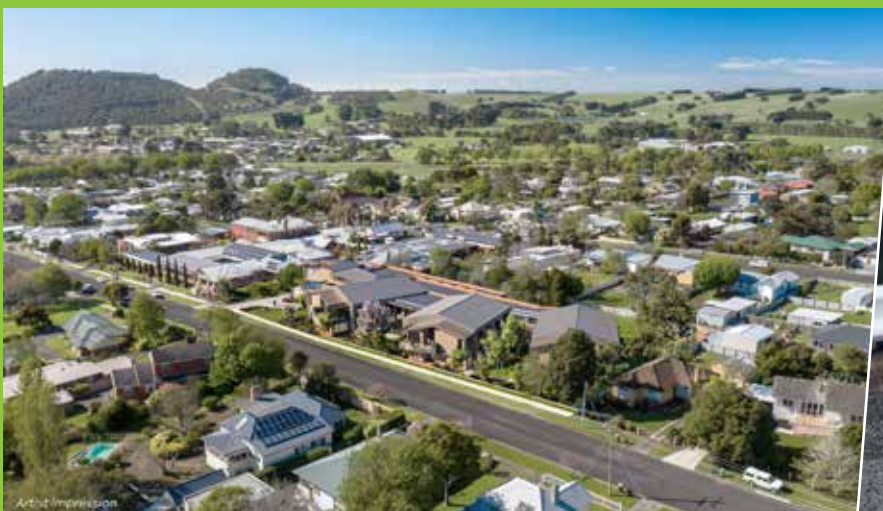
At Merindah Lodge, our aim is to deliver excellence in care, whilst enriching the lives of our consumers with a sense of purpose, wellbeing and happiness. We want to help you live the most fulfilling and meaningful life possible. This means that everything we do begins with you, your needs, interests and your preferences.

South West Healthcare reports quarterly on the Public Sector Residential Aged Care (PSRAC) Clinical

Indicators. Each indicator is reviewed, and where the result is outside the upper limit we ensure systems are in place for ongoing monitoring and management of consumers care requirements.

South West Healthcare upholds the National Aged Care Standards, including ensuring residents have the opportunity to participate in their local community outside of the traditional care environment.

South West Healthcare has begun construction of a \$40 million redevelopment of Aged Care at Camperdown due to be completed in 2025.



Above: Artists impression of the new Camperdown Aged Care facility.  
Right: Residents enjoy a day out and take in the views atop of Mount Leura.



# Mental Health & Wellbeing Services



## Restrictive Interventions

Reducing restrictive practices, such as bodily restraint and seclusion, is considered best practice to provide mental health services that are safe places for all consumers, visitors, and health staff.

Restraint and seclusion are only used after all less restrictive options have been considered and found to be unsuitable to protect the health and safety of all people using mental health services.

These interventions are strictly governed by the Mental Health Act and are reported to the Office of the Chief Psychiatrist.

## Seclusion

Seclusion is an emergency intervention that may only be used in the acute inpatient setting if it is necessary to protect the health and safety of the person involved, or the health and safety of others.

### Seclusion rates per 1000 bed days

	Target	2020/21	2021/22	2022/23
Adult	≤ 10	7	12	6
Aged	≤ 5	1	0	0

## Restraint

Bodily restraint is a form of physical or mechanical restraint that prevents a person having free movement of his or her limbs and is another intervention that is used in an emergency to protect a consumer or patient for their safety and the safety of others.

### Restraint rates per 1000 bed days

	Q1	Q2	Q3	Q4	2022/23
Adult	13.5	9.5	13.4	2.2	9.8
Aged	23.1	3.3	28.3	0.0	11.3

## Our People Matter

Our people and understanding their experiences at work matter. In 2022/23, the South West Healthcare workforce had the opportunity to complete the Staff Survey.

South West Healthcare is committed to prioritising the wellbeing of our workforce. In 2022/23 we invested in:

- Occupational Violence and Aggression (OVA) training developed and delivered to South West Healthcare staff to identify and de-escalate incidents of occupational violence and aggression and reduce risk of harm to staff and patients
- More than 130 managers and senior managers attended resilience training to provide strategies and tools to support staff to manage workplace pressures.
- A new nursing leadership structure was introduced, specifically three new Deputy Director of Nursing roles were created to enhance decision-making at the manager level and increase staff satisfaction with leadership engagement.
- Introduced the International Women's Day South West Healthcare Scholarship program, which sponsored three female staff members to attend a Healthcare Leadership Course at Monash University.

541 staff	<b>Completed the survey</b>
77%	<b>Stated they are empowered to make decisions to best serve our patients/clients/consumers</b>
73%	<b>Reported a sense of accomplishment from my work</b>
67%	<b>Stated they would recommend South West Healthcare as a great place to work</b>
71%	<b>Feel comfortable reporting any safety concern in the workplace, including inappropriate behaviour</b>



# Consumer and Community Advisory Committee (CCAC)

The Consumer and Community Advisory Committee (CCAC) is comprised of individual community members who provide recommendations to the Board of Directors, from a consumer and community perspective.

Members promote for the best interests of patients, consumers and their families and provide feedback and guidance to South West Healthcare in carrying out its community engagement responsibilities. They are a strong voice for promoting partnership with the community we serve.

Members share information, contribute and provide a consumer perspective in service design, key South West Healthcare documents, oversee the development of key

strategies and initiatives and quality and safety improvement activities at South West Healthcare.

The Committee is chaired by a member of the South West Healthcare Board of Directors and has 12 positions for community members. Members are usually patients, consumers, carers and community representatives who are current or future users of the health service.

The Consumer and Community Advisory Committee meet quarterly for 1.5 hours starting in February each year.

All appointments are for up to three years and members can elect to reapply for a second term of three years. Terms

of appointment may vary to ensure continuity, however members are required to have at least one year break after serving two consecutive terms of appointment.

All applications to the CCAC occur when vacancies exist through a formal interview process. Existing South West Healthcare consumer representatives are welcome to apply.

If you are interested in becoming a consumer member of the South West Healthcare Consumer and Community Advisory Committee, please read the CCAC Fact Sheet and complete the Application form on our website. Applications can be emailed to [CCAC@swh.net.au](mailto:CCAC@swh.net.au).

## Our Volunteers

The quality of South West Healthcare's services is greatly enhanced through the efforts and diversity of our 200 + volunteers. Our volunteers work across all campuses and services of South West Healthcare. Are you interested in becoming a volunteer?

Our Volunteer Coordinator would love to hear from anyone interested in the joys of volunteering.

Phone: 03 5563 1459

Email: [volunteers@swh.net.au](mailto:volunteers@swh.net.au)

Volunteers inspire South West Healthcare to work even more closely with our communities and listen to their needs. South West Healthcare thank each one of you!



Paediatric staff dress up for book week.



2022 Volunteer Honour Roll Inductee, Dorothy Davis (L) with Volunteer Coordinator Julie Evans.