

# South West Healthcare *Quality of Care Report*



*To provide a comprehensive range of high quality health and wellbeing services for people in South West Victoria.*



## Our Vision

*Outstanding healthcare in partnership with our regional community.*

## Our Mission

*To provide a comprehensive range of high quality health and wellbeing services for people in South West Victoria.*

## Our Values

### *Caring*

*We are compassionate and responsive to the needs of users of our service, their families and our staff and volunteers.*

### *Respect*

*We behave in a manner that demonstrates trust and mutual understanding.*

### *Integrity*

*We are transparent and ethical in all that we do.*

### *Excellence*

*We continually review and analyse performance to ensure best practice.*

### *Leadership*

*We set clear direction that encourages team work, innovation and accountability.*

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# Our Locations

South West Healthcare (SWH) has served South West Victoria for over a century.

SWH consists of two public hospitals, a mental health services division, an aged care facility and five community health centres.

**Our Hospitals are based at:**

- > Warrnambool
- > Camperdown

**Our Mental Health Services offices are based at:**

- > Warrnambool
- > Camperdown
- > Hamilton
- > Portland

**Our Community Health centres are based at:**

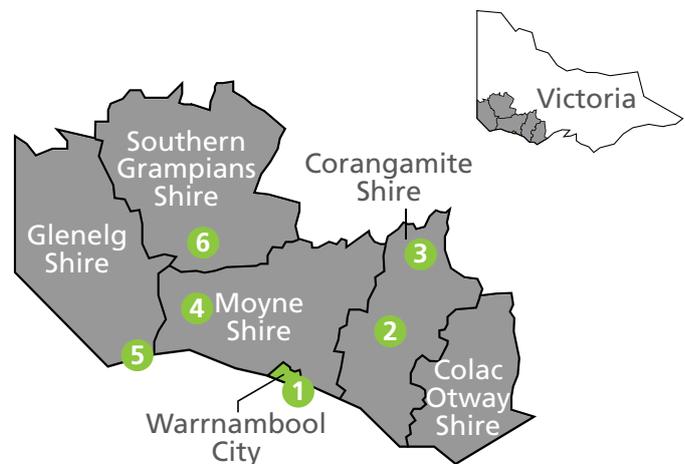
- > Warrnambool
- > Camperdown
- > Macarthur
- > Lismore

**Our Aged Care facility is based at:**

- > Camperdown  
(on the grounds of our Camperdown Hospital)

**Our Dental Services are based at:**

- > Warrnambool Community Health
- > Manifold Place - Camperdown
- > Hamilton
- > Portland
- > Outreach services at: Timboon, Gunidtmara, DWECH in Portland, Windamara in Heywood, Balmoral and Casterton



- |                      |                    |
|----------------------|--------------------|
| ① Warrnambool campus | ④ Macarthur campus |
| ② Camperdown campus  | ⑤ Portland campus  |
| ③ Lismore campus     | ⑥ Hamilton campus  |

## Access

### Interpreter



If you require and interpreter to read this report, please ask a SWH staff member.

### Vision Impairment

The electronic version of this report can be **zoomed** for those with visual impairment.



# Living our Values *Integrity*

## GOVERNANCE FOR SAFETY AND QUALITY

*To ensure that South West Healthcare is providing a high standard of care, South West Healthcare has systems and processes in place to govern our services.*

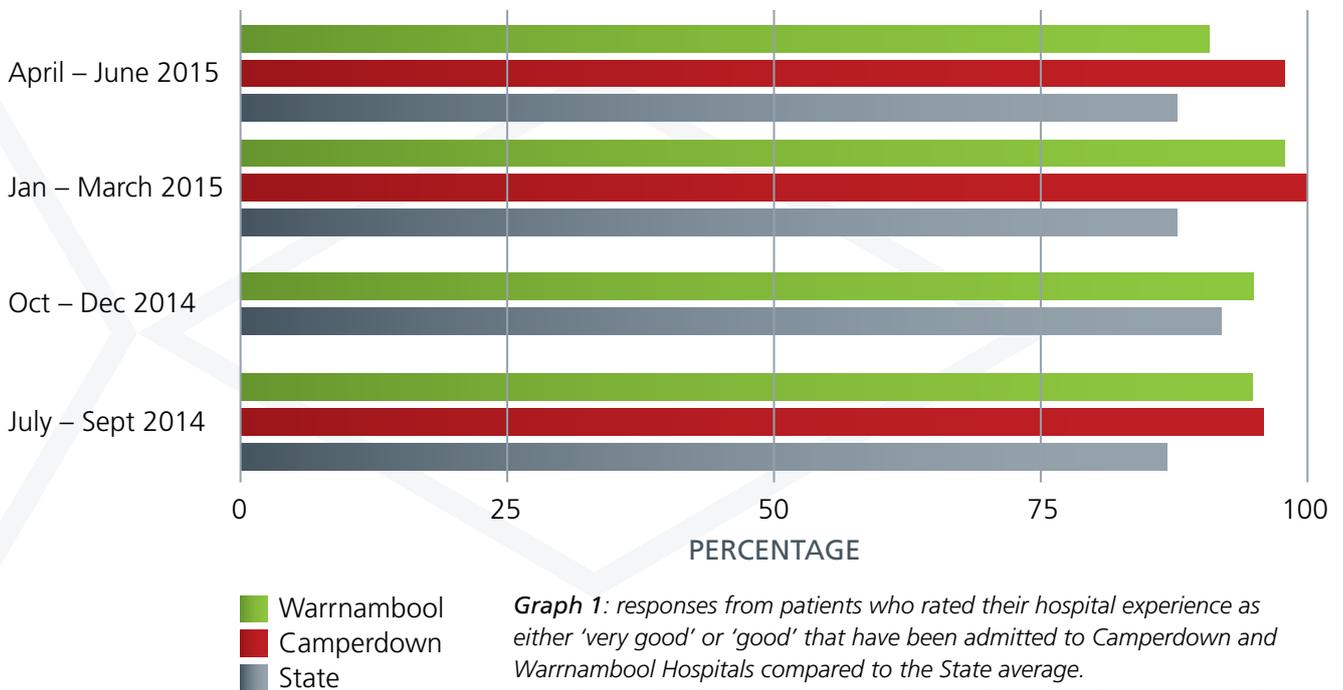
A number of committees monitor and work on specific areas and report to the Quality Care Committee, which consists of staff and Board members. The Quality Care Committee provides leadership and direction in the monitoring and evaluation of the quality of health services provided throughout the organisation. It does this in alignment with our strategic plan.

*Above: Some TLC time for baby Fraser Gleeson, his mum Megan and registered midwife Kasey Marris. Photo: The Standard & photographer Angela Milne.*

### A DIAGRAM OF THE QUALITY CARE STRUCTURE



PATIENT RATING OF THEIR HOSPITAL EXPERIENCE AS *VERY GOOD* OR *GOOD* FROM VICTORIAN HEALTH EXPERIENCE SURVEY 2014 – 15



**Graph 1:** responses from patients who rated their hospital experience as either 'very good' or 'good' that have been admitted to Camperdown and Warrnambool Hospitals compared to the State average.  
 \* No data available for Camperdown for October-December 2014 period.

**Feedback**

South West Healthcare receives feedback from our patients, families and carers in a number of ways. We have an internal survey that patients can complete when they have been in our Warrnambool and Camperdown Hospitals. The "Happy or Unhappy" form is available throughout the organisation and is designed to seek feedback from patients. Periodically departments will seek feedback from patients. South West Healthcare participates in the Victorian Health Experience Survey (VHES) which is reported to the Department of Health and Human Services. The VHES questionnaire is sent to a random selection of people, 16 and over that have been admitted to our hospitals in the preceding month and seeks their feedback on their experience.

**Changes that have been made in response to the surveys and feedback include:-**

- > Nurse call system at Warrnambool Hospital is now a silent system with pagers. This has significantly reduced the noise, particularly at night for patients
- > A review of chairs in the waiting areas in Warrnambool Community Health has been undertaken and chairs have been replaced with height adjustable chairs
- > Directional signage has been put on the digital kiosks in Warrnambool Community Health to direct clients to service waiting areas
- > New locks on toilet doors in Warrnambool Community Health to improve privacy.

**Accreditation**

**South West Healthcare is accredited for the following standards:-**

- > National Safety and Quality Health Service Standards which includes Mental Health Standards and Dental Standards
- > Home and Community Care Common Community Care Standards
- > Department of Health and Human Services Standards
- > Aged Care Standards.



# Living our Values *Caring*

*How consumers are involved*

## EMERGENCY DEPARTMENT (ED) PATIENT FLOW PROJECT

*'..the right patient is treated by the right person in the right place and at the right time'*

South West Healthcare has undertaken an investigation of greater ways in which to streamline and improve Patient Flow through our Emergency Department.

### **The Patient Flow Project Aims to:**

- > Create certainty for the patient, carer and staff
- > Ensure that the right patient is treated by the right person in the right place and at the right time
- > Ensure that the patient's stay occurs in a safe and effective manner
- > Ensure the patient's stay is no longer than necessary and discharge occurs in a planned way.

**Amanda Wearne** is a consumer on the Emergency Department Patient Flow project working group and Amanda became involved because:

*"I was interested in learning more about how the hospital operates. Being part of the ED Patient Flow Project has allowed me to understand the issues of the frontline staff, (such as nurses and doctors), but also the challenges around additional medical services, such as radiology and pathology, and also the administrative needs in managing these services. Being part of the project has connected me to hospital management, and allowed me to have a voice as a consumer, providing a feedback mechanism for the hospital and its management, in particular, the ED."*

### **How you can become involved at South West Healthcare.**

There are a variety of ways that people can become involved in South West Healthcare. These include as a volunteer, a consumer representative in a working group for a particular project, the Community Advisory Committee to name a few. If you are interested in being involved you can contact, Catherine Loria, the Quality, Performance and Risk Manager at South West Healthcare or our Volunteer Coordinator, Marita Thornton.

### **Good communication in healthcare = safer patient/client care**

The transferring of information is important in the provision of safer patient/client care and in the patient's case it can ease the frustrations of "not knowing what is going on".



*Left: Our palliative care-specific volunteers celebrate National Volunteer Week with Volunteers Coordinator Marita Thornton (fourth left, second back row) and Palliative Care Director Dr Emma Greenwood (middle front). Photo courtesy of The Standard and photographer Aaron Sawall.*

## SEE IT THROUGH STEPHEN'S EYES

Stephen was a previously fit man who was seriously injured. He required a stay in a metropolitan hospital then transferred back to South West Healthcare for ongoing care. His care team involved doctors, nurses and allied health clinicians. After 3 weeks in hospital there were numerous occasions where the handover of information between team members was required.

*Our challenge is how to best keep Stephen at the centre of it all.*

### *How do we do this?*

#### BEDSIDE HANOVERS IN NURSING

*"I really like it when the nurses come in and introduce me to the nurse on next shift and ask me how do you feel today or how has your day been, and ask me if anything I would like to ask them about the plans. It really makes me feel included. When they occasionally don't do this and you hear them talking in the passage it is just not good manners."*

***Our data from patient surveys across all wards supports Stephen's experience:***

- > 94% said they were introduced to the next shift nurse
- > 92% felt they were involved in the handover of information between shifts
- > 96% were satisfied with the way handover of care was passed on
- > 98% were satisfied how issues of confidentiality were handled.

***Our aim*** – to get this to 100% across all handovers across all shifts.

Navigating healthcare can be a challenge. Each patient deserves to experience the best and timely care, in the best setting. South West Healthcare has invested in improving the patient healthcare journey.

South West Healthcare has implemented a daily team "huddle" on our wards where all members of a patients treating team (for example: doctors, nurses, allied health

clinicians and other support staff) meet to ensure they are all on the same page for the day and that daily care and discharge runs as smoothly as possible for patients. This meeting ensures that all members of a patients treating team are aware of the patients care goals.

The Key Contact Person in the Rehabilitation / GEM Unit is an allocated member of the team to be the link between the patient and the treating team. The Key Contact Person has an important role in ensuring any changes to the plans are communicated back to patients.

Since the introduction of the Key Contact Person feedback from patients has shown that 75% of patients in the Rehabilitation /GEM Unit felt involved in the decision making about their rehabilitation goals. This is a 50% improvement from prior to the introduction of the Key Contact Person.

### ***A recent patient commented:***

*"I feel like I know the plan as much as can be expected at this stage. I have my schedule of activities up on the board for me to know what is on each day and they update it every week. Sometimes it doesn't always happen to plan as sometimes things crop up at the same time as say when the physio is due to come and do some work with me but we try and get it all happening."*

***Our aim*** – to get to 100% of patients feeling involved in the decision making about their care.

A major frustration of patients is not knowing what services they may have been linked up with and when all the appointments have been scheduled for the patient to attend after leaving hospital.. Therefore our focus over the next 12 months is to ensure all patients, prior to leaving hospital, are provided with the care and support services they require after they have left hospital.

## PEOPLE MATTER SURVEY

*'..provides a forum for staff to share their beliefs, attitudes and insights about the workplace.'*

The People Matter Survey has been conducted by the Victorian Public Sector Commission (VSPC) since 2005. The survey provides a forum for staff to share their beliefs, attitudes and insights about the workplace. It provides a window into what is valued in the workplace and the organisation's culture. It demonstrates staff satisfaction at work.

The following results in Table 1 (below) demonstrate how staff perceives patient safety at South West Healthcare. Table 2 results demonstrate staff level of satisfaction.

### *South West Healthcare Responses from People Matter Survey 2015*

TABLE 1

Patient Safety	2013	2015	2015 Comparative Agencies
Patient care errors are handled appropriately in my work area	96	94	93
The health service does a good job of training new and existing staff	81	76	80
I am encouraged by my colleagues to report any patient safety concerns I may have	96	96	95
The culture in my work area makes it easy to learn from the errors of others	89	85	85
Trainees in my discipline are adequately supervised	83	83	83
My suggestions about patient safety would be acted on if I expressed them to my manager	91	89	90
Management is driving us to be a safety centred organisation	91	87	89
I would recommend a friend or relative to be treated as a patient here	93	92	88

TABLE 2

Level of staff satisfaction	2013	2015	2015 Comparative Agencies
Opportunities for development	59	57	58
Pay/remuneration	60	61	58
Employee benefits (e.g. salary sacrifice, employee discounts)	NA	81	78
Job security	76	71	75
Relationship with people in my workgroup	84	83	81



*Right: Merindah Lodge celebrated the diamond anniversary of resident Val Brian and husband Les in January. Photo: Camperdown Chronicle & photographer Helen Gaut.*

### Merindah Lodge

Merindah Lodge is SWH's aged care facility is situated at our Camperdown Campus. The facility caters for thirty six aged care residents, requiring varying levels of long term, 24 hour nursing care.

The Aged Care Standards and Accreditation Agency ensure compliance against the standards applicable to residential aged care. SWH successfully met all forty four accreditation standards in May 2014.

***A Redesign project to improve the workflow and environment for residents and staff has resulted in:***

- > A private dining and lounge area for residents and their families.
- > Designated and improved storage for key pieces of equipment.
- > Wound care products have a designated area and colour coded for ease of access.
- > There is a designated area for the medication trolley and BP machines for each wing.
- > There is a storage area for the activity equipment.
- > A billiard table has been purchased to provide additional activities for residents.
- > A gardening table has been purchased to enable plant cuttings to be potted by residents, and then sold to the public as a fund raising activity.

### RESIDENTIAL AGED CARE QUALITY INDICATORS

Indicators	Merindah Lodge High care	Statewide	Merindah Lodge Low Care	Statewide
Pressure Injury Rate Stage 1	0.82	0.44	1.45	0.34
Pressure Injury Rate Stage 2	0.97	0.47	2.90	0.40
Pressure Injury Rate Stage 3	0.00	0.04	0.00	0.04
Pressure Injury Rate Stage 4	0.00	0.03	0.00	0.03
Falls Rate	12.18	6.89	13.06	6.89
Rate of Falls Related Fractures	0.00	0.15	0.00	0.15
Incident of Physical Restraint	0.00	0.59	0.00	0.51
Incident of nine or more medications	3.91	4.20	7.26	4.20
Incidence of Unplanned Weight Loss	0.43	0.89	4.35	0.89
> 3kg	0.43	0.72	2.90	0.72

Pressure injury stages describe the degree of the pressure injury. Stages 1–2 are low level and stages 3–4 are more serious pressure injuries.

Fall rates can be dependent on the health of residents. New sensor mats have been introduced to assist in preventing falls. The sensor mats detect if a person is attempting to get out of bed or a chair and alerts the staff.

## BEREAVEMENT PROGRAM

*"A journey of grief, I didn't want to be on this journey. It will continue..."*

During 2014–2015 Community Palliative Care conducted two support programs for bereaved partners. *The Living Through Grief Partners Program* assists people to understand normal grief and that each individual goes through grief differently. Thirteen participants actively took part in the program over eight group sessions.

Prior to the first session of the program participants felt a little apprehensive and uncertain when they parked at SWH and ventured into the building. By the end of the first session, this feeling was totally transformed with participants feeling comfortable after the first 2 hour session.

Participants laughed, cried and learnt about the other people in the group. It was important for the group to know they could feel safe, and could talk about whatever they needed to. Participants knew they could let it out and it wasn't going to go any further.

One participant left the readings (or homework as they referred to it) sitting out around the house and this encouraged family members to read the notes, opening up communication for them. Family members rang some participants regularly on a Wednesday evening after the program to discuss what was covered during the sessions. Participants have formed friendships from the groups with many keeping in contact.

### *So why should you consider participating in the program?*

#### ***In the words of participants:***

- > "It made me feel better. Definitely consider it. It's been amazing to me."
- > "It's very beneficial. Yes, I would recommend this to others. One hundred percent."
- > "I feel I can live day to day now and there are other people out there like me."

South West Healthcare is reviewing current policies to develop an organisational policy for end-of-life care.

*"why can't the next session be tomorrow, instead of next week"*

*I said things I wouldn't say to my family as I don't want to upset them.*

*"There are five people in the room, which I now know well and I will keep in contact after the group for sure."*

# Living our Values *Respect*

## MENTAL HEALTH

*What we have done in response to feedback from our consumers.*

### *Hider House Sensory Modulation Room for Mental Health Community Consumers*

A Community Mental Health Sensory Room has been established with funding for this initiative donated by SWH staff, who generously participate in our annual SWH Workplace Giving Program. Sensory modulation offers mental health consumers the opportunity to explore alternative ways of self-regulation using a range of different techniques which include touch, smell, taste, hearing, visual, movement and pressure sensations.

The Sensory Modulation Room in Hider House was developed in response from feedback received from both consumers and clinicians in SWH Mental Health Services.

Providing sensory modulation approaches may be helpful when an individual is experiencing anxiety, distress or any other host of symptoms.





## *Mental Health Acute Inpatient Unit (AIU)*

### BACKPACKS

*'..there is a need for consumers to have access to toiletries and other necessities upon admission.'*

Peer support workers in the Community Adult Mental Health Team are providing necessary personal items to consumers who had been admitted to the AIU. Consumer feedback indicated there is a need for consumers to have access to toiletries and other necessities upon admission.

When people are admitted unexpectedly to the mental health Acute Inpatient Unit, they may not have their belongings with them. Sometimes it can take a day or two before the necessities such as toiletries and other needs can be brought into the unit by friends or family.

Renowned for their compassion in helping fund activities for locals in need, Gateway Church has generously donated 40 gender specific toiletry bags that will go in to backpacks.

Inner Wheel Warrnambool generously donated \$500 for the backpacks which also contain other essential items that people require when going to hospital.

*Above: Uniting for a great cause is (from left) Gateway Church's Barb Gellert, Inner Wheel's Annette Wiesner-Elix, SWH Mental Health Service Peer Support worker Jaqui Clarke, Inner Wheel's Jenny Baptiste and SWH MHS Adult Health team manager Maureen Jubb-Shanley (seated).*

## Warrnambool Adult Community Mental Health Peer Support Workers

Two peer support workers were employed in the Warrnambool Adult Community Mental Health Team following consumer feedback from the Mental Health Consumer Advisory Group.

Peer support workers work closely with consumers assisting them to identify their own recovery plan and to share ideas about ways of achieving their recovery goals drawing on personal experiences and a range of coping, self-help and self-management techniques.

Peer support workers model personal responsibility, self-awareness, self-belief, self-advocacy and hopefulness.

Peer support workers can, if the consumer wishes, accompany consumers to appointments, meetings or activities and can perform a range of practical tasks that are aligned to a person's own recovery goals.

Peer support workers also support the mental health team in promoting a recovery orientated environment by identifying recovery focused activities and imparting information and education.



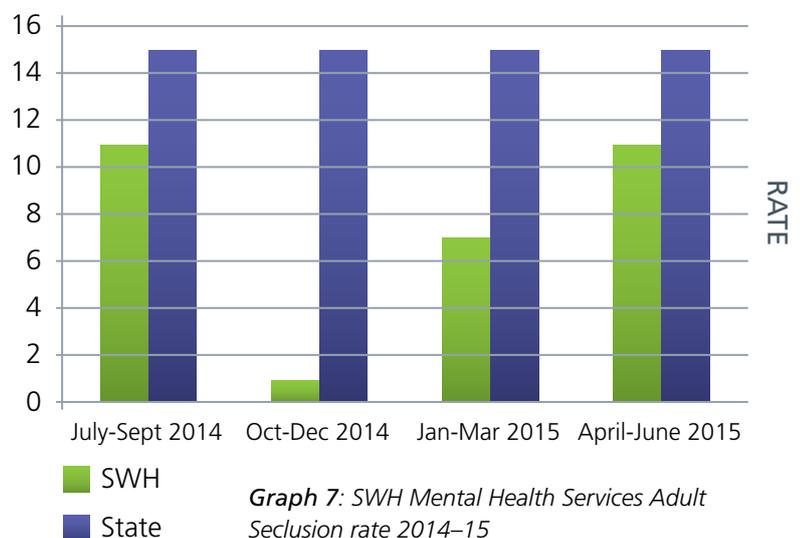
*Above: Darren Dorey and Jaquiline Clarke, South West Healthcare Peer Support workers.*

### Seclusion

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

**Graph 7** (right) outlines the number of seclusions per 1000 bed days at SWH compared to the State average across Q1 (July–Sept 2014), Q2 (Oct–December 2014) and Q3 (January – March 2015). There is no data available for Q4 (April – June 2015) currently.

**ADULT SECLUSION PER 1000 BED DAYS 2014 – 2015**



**Graph 7: SWH Mental Health Services Adult Seclusion rate 2014–15**

# Living our Values *Excellence*

## PREVENTING AND CONTROLLING INFECTIONS

*'..control and prevent infections and reduce the risk of patients developing multi resistant superbugs.'*

South West Healthcare *Hand Hygiene Champions*.



The role of the Infection Prevention and Control team at SWH is to monitor, control and prevent infections and reduce the risk of patients developing multi resistant superbugs. Superbugs are germs that are resistant to multiple kinds of antibiotics making patient treatment a challenge.

### *Hand Hygiene*

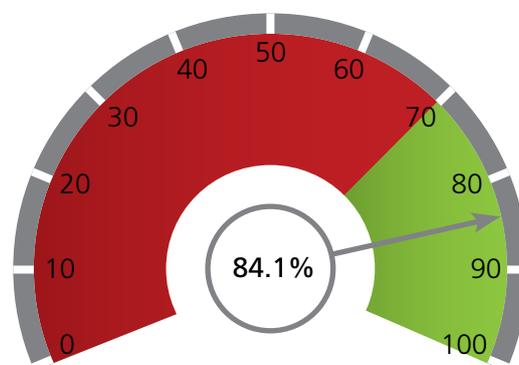
Our hand hygiene program for staff and our visitors is considered a key component to reduce the risk of healthcare associated infections. Visitors are invited to sanitise their hands with gel on entry to SWH ward areas and facilities. Hand hygiene education is compulsory for each staff member. Hand hygiene audits are undertaken on a daily basis to monitor compliance by staff on hand cleaning. ***This approach has seen a compliance rate of 84.1% of hand cleansing across the organization with a target figure of 75%.***

### *Victorian Hand Hygiene Quality Project*

South West Healthcare was chosen as one of two regional sites to participate in the Victorian Hand Hygiene Project facilitated by Austin Health in collaboration with Hand Hygiene Australia.

The purpose of this quality project is to promote greater efficiency in the data collection, submission and performance of hand hygiene compliance by all Victorian public health services.

### COMPLIANCE RATE OF 84.1% HAND CLEANSING



*Graph 2: South West Healthcare Hand Hygiene rate for 2014–15.*

## BEST IN AUSTRALIA

*'..a dedicated Program that educates staff on hand hygiene requirements.'*

### Outcome

Hand Hygiene Australia facilitated a workshop in Warrnambool to educate a group of 18 hand hygiene champions across the organisation, as well as two "gold standard" auditors. This new team of auditors can assist and promote Hand Hygiene across the organisation. Auditing of hand hygiene compliance will be undertaken using electronic mobile devices across South West Healthcare.

A National Health Performance Authority report released in June 2015 reveals Warrnambool Base Hospital was the only hospital in its peer-group category to record a score of zero healthcare-associated cases of *Staphylococcus aureus* (*S. aureus*) for 2013–14.

*Staphylococcus aureus* is contracted during the course of medical care or treatment in hospitals (healthcare-associated), this bloodstream infection (also known as Golden Staph) is considered potentially preventable. While often found on the skin of healthy people, *S. aureus* bacterium is relatively harmless until it gets into the bloodstream.

The Infection Prevention and Control team maintains a dedicated Hand Hygiene Program that educates staff on hand hygiene requirements. This includes education at orientation, feedback to staff during hand hygiene audits and action plans for clinical areas needing to improve their compliance. SWH has alcohol gel pumps at the end of each hospital bed at both our Warrnambool Base and Camperdown Hospitals. (Australia's smaller hospitals, our Camperdown Hospital included, were not a part of this report.)

**Right:** Promoting hand hygiene, SWH Infection, Prevention and Control Director Dr Mark Page and Infection Control Consultant Jenny Lukeis. Photo courtesy of The Standard and photographer Aaron Sawall.



SWH Infection, Prevention and Control Director Dr Mark Page noted that the new acute facility in Warrnambool has more single-patient rooms that reduce the chances of infections spreading.

### Antimicrobial Stewardship Program

In 2014, South West Healthcare launched its Antimicrobial Stewardship program which involves a team of Pharmacists, Doctors and our Infection Control Consultant to oversee the use of all antibiotics at SWH. The launch of this program will assist staff in the choice of antibiotic being prescribed to our patients. The program will monitor the use of antibiotics our staff prescribe. Antimicrobial stewardship is considered a key strategy to prevent the emergence of antibiotic resistance and decrease preventable healthcare associated infection.

## MAKING BLOOD TRANSFUSIONS SAFE

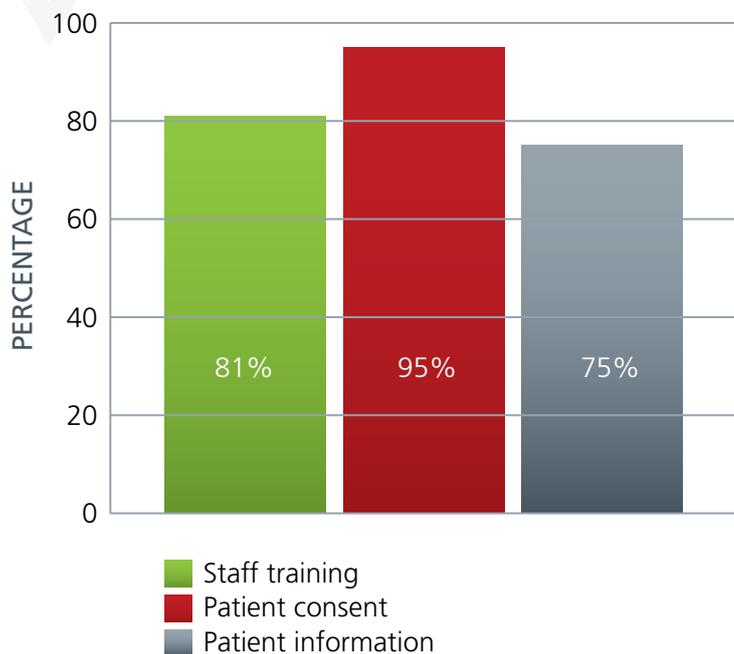
*'..South West Healthcare aims to ensure both a safe and appropriate blood transfusion service to our patients.'*

Patients may require a blood transfusion due to an emergency such as an accident or it may be needed as part of a treatment. South West Healthcare aims to ensure both a safe and appropriate blood transfusion service to our patients.

**To ensure the safest possible environment:**

- > all our nursing staff undertake training in the use of blood products
- > all patients being transfused have a signed consent
- > patients receive information about blood transfusions

**GRAPH 3 BLOOD TRANSFUSION SAFETY**



**Graph 3:** The graph shows the percentage of nursing staff that have received training in the past 2 years, the percentage of patients that have signed a consent for blood transfusion and the percentage of patients that have received information about blood transfusion.

**Improvements made to ensure safe blood transfusions occur:**

- > South West Healthcare’s transfusion policy and practice has been changed to reflect the new national guideline released by the National Blood authority. Staff have been trained regarding these changes to ensure we are delivering current best practice.
- > The information for patients is available with the consent form and is available in a number of languages.
- > We have added a Blood Transfusion Plan and a copy is given to the patient so they have a record of why they needed a transfusion and what their ongoing plan involves.
- > We have examined how we manage our blood products to ensure they are not wasted. Wastage of blood products has been significantly reduced by changing the way we prepare our patients undergoing surgery. This involves preparing blood for a patient if it is known to be required. Our wastage of red cells is now below the state average.
- > Through education and monitoring we have been able to reduce the number of adverse events reported that relate to transfusion. Data shows us that most of these events relate to the ‘Collection of Samples for Pathology’ and highlight the importance of staff identifying the patient correctly.

## SMILES 4 MILES



In 2014, South West Dental Service was funded to implement the Smiles 4 Miles Oral Health Promotion program in Warrnambool and Moyne Shires. South West Dental Services partnered with the Health Promotion team to deliver this program to early childhood services across the region. Smiles 4 Miles is a two year award program, which aims to improve the health and wellbeing of children, educators and staff as well as families and the wider community, in a whole of service approach. The program is a process of continuous improvement, rather than a one off project.

In February 2015, training was held to educate forty four kindergarten teachers and long day care staff on the implementation of the program and the importance of the three key messages for oral health promotion; drink well, eat well and clean well. Following the training, the oral health promotion team (SWH Health Promotion and SW Dental) have provided ongoing support to the nineteen registered services to work their way through the program. The program includes implementation of the key messages through learning experiences and family engagement, review of oral health and healthy eating policies, long day care menu reviews and the provision of information on accessing dental services and healthy eating initiatives.

*Above: Not only did our SWH Dental Service treat 8,176 people (18,618 appointments) in 2014–15, it welcomed hundreds of preschool children to its Warrnambool Community Health, Manifold Place and Gunditjmara clinics in the Smiles 4 Miles dental screening program for preschoolers. This group of Terang, Timboon and Simpson children had great Smiles 4 Miles fun with our dental team at Manifold Place. Photo: Corangamite Shire Council.*

### **To date, the major successes of the Smiles 4 Miles program are:**

- > Uptake of the program, with all nineteen council/shire managed services registered for the program, reaching over 900 children and their families
- > Strengthening the relationship between SWH Health Promotion unit and SW Dental Services
- > Increased knowledge, awareness and inclusion of oral health in other settings; school healthy eating and oral health policies, Aboriginal playgroup oral health programs, Healthy Little Smiles program in long day cares.
- > A regional oral health working group, including support from other allied health professionals

All nineteen services are on track to receive their Smiles 4 Miles award by the end of 2015, and the program is set to grow, with additional early childhood services looking to implement the program in 2016.

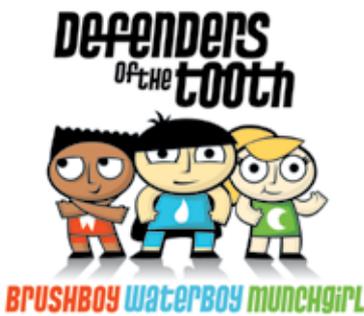


**Right:** South West Healthcare Smiles 4 Miles Team.

**From left to right:** Hayley Black, Rosi Ngwenya, Jacinta Lenehan, Mardi Nestor, Emma Ball and Carley McKew.

## SMILES 4 MILES

*'..an award program, which aims to improve the health and wellbeing of children, educators and staff as well as families and the wider community..'*



### Smiles 4 Miles KeyMessages:

#### Drink well

- > Tap water is the preferred drink.
- > Limit sugary drinks (especially between meals).
- > Choose plain milk over flavoured.

#### Eat well

- > Enjoy a wide variety of nutritious foods every day from the five food groups.
- > Limit foods containing added sugars.
- > Healthy meals and snacks are important for healthy teeth.

#### Clean well

- > Brush teeth and along the gum line twice a day.
- > Children should use a low-fluoride children's toothpaste from 18 months until they turn six.
- > Don't wait for a problem. A child should see a health professional (Maternal and Child Health Nurse, Dentist, Oral Health Therapist, Dental Therapist or General Practitioner) by the age of two for an oral health check.
- > An oral health professional will discuss a child's risk level and how frequently they need to visit for an oral health check.

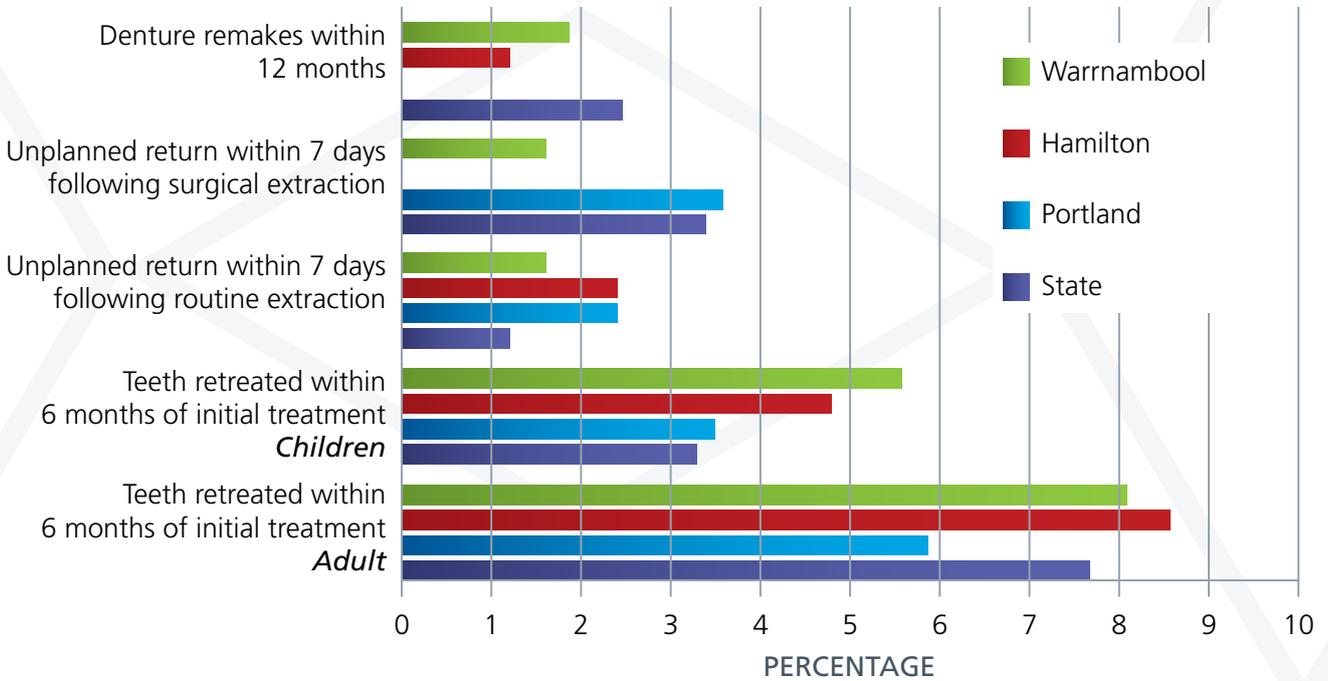
### Dental Health Indicators

Clinical Indicators are a way of monitoring the quality of care being provided to patients. The indicators in the graph below are reported to Dental Health Services Victoria. The graph compares the performance of South West Healthcare Dental Services provided at Warrnambool, Portland, Camperdown and Hamilton to the State. The indicator for 'teeth retreated within 6 months of initial treatment, for children' indicates South West Healthcare Dental Services are higher than the State. There are several reasons for this, the Smiles 4 Miles program provides information about dental services and care of teeth for younger children so this results in the dental services treating younger children as parents are aware of the services through the program and SWH Dental Services believe it is better to try to restore teeth, rather than lose them early as this can create future problems for the child. (Please note where there is no figure, the numbers were too low to report or there weren't any cases to report for that particular indicator). (The data provided is for the 2014–2015 year except denture remakes which is for 2013/14).



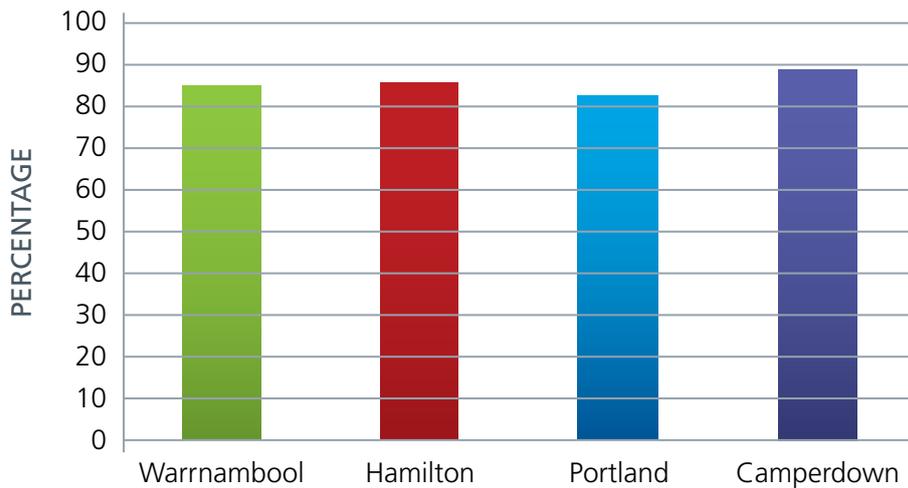
## DENTAL HEALTH INDICATORS

### SWH DENTAL SERVICES CLINICAL INDICATORS



*Graph 4: SWH Dental Services Clinical Indicators 2014–15 except Denture remakes indicator data is for 2013-14. Data from Dental Health Services Victoria.*

### INFECTION CONTROL AUDIT SWH DENTAL SERVICES 2015



*Graph 5: Infection Control Audit of SWH Dental Services showing compliance rate to standards.*

An external audit of infection control practices was undertaken in June 2015 across all the SWH Dental Service sites and all services were compliant.

## Redesign of Care Pathway

### ELECTIVE JOINT REPLACEMENTS

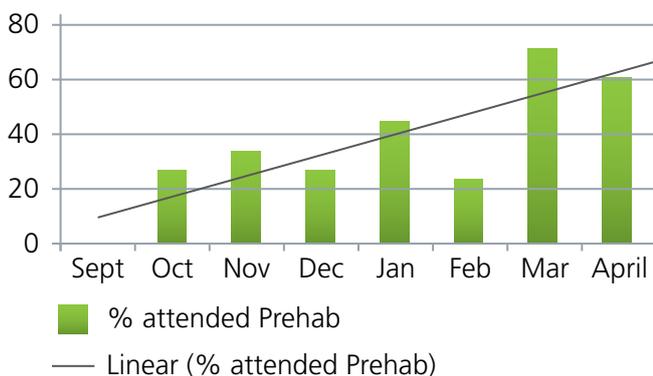
*We have saved 124 bed days on routine joint replacements from September 2014 – April 2015. This is 186 bed days per year, which provides capacity for 32 additional joint replacement patients per year.*

In September 2014, the physiotherapy department, in conjunction with the orthopaedic surgeons, nursing staff, occupational therapy department and preadmission staff redesigned the patient journey for elective joint replacements (hip replacements and knee replacements). This was done in response to an assessment by the organisation which demonstrated a significant waiting list for elective joint replacement and a length of stay in hospital significantly longer than other health services. Patients would benefit from intense physiotherapy prior to surgery and these changes to their pathway in hospital would result in reduced length of stay in hospital following surgery.

#### What did we do?

Patients are contacted whilst they are waiting to have their joint replacement and invited to be involved in prehabilitation which is preparation for their surgery.

#### AVERAGE % OF ELECTIVE JOINT REPLACEMENT PATIENTS WHO ATTENDED PREHAB



**Graph 6:** Percentage of patients that attended Prehabilitation prior to surgery.

#### Has it helped?

##### Examples of feedback from patients include:

- > "Preparation for my procedure was excellent, and I couldn't rate you more highly. The exercises and tips, both from prehab physio and from preop clinic helped immensely. I found it difficult to complete some things but kept at it, and after the operation could make sense of everything and was glad I persisted!"
- > "The 'new system of getting out of bed on the day of surgery' is marvellous! 2 months down the track I wouldn't even know that I have had my knee replaced! I had reservations about the new process of getting moving so quick, given that I had the other side done 5 years ago and knew what I was in for, but I can't believe the difference between the two!"

The commencement of daily "huddles" (short meetings) between all the staff involved in the patient's care such as nurses, physiotherapists, doctors along with the use of the RAPT tool (predictor of length of stay in hospital) has assisted in improvements in discharge planning and reducing the time patients stay in hospital after surgery.

Over 80% of patients have successfully been able to get out of bed following their surgery on the same day.

*Top right: Thrilled with the results of his hip replacement, performed by SWH orthopaedic surgeon Mr Alasdair Sutherland (left), Gary Batten is reviewed by SWH PAR Clinic advanced musculoskeletal physiotherapist Tony Pritchard. Photo: The Standard & photographer Rob Gunstone.*



*Bottom right: Mobility assessment with physiotherapist.*





## Living our Values *Leadership*

### ALLIED HEALTH LEADS THE WAY

*'..lead to patients not requiring to stay in hospital as long and allows patients to access the most appropriate care for their needs...'*

*Allied Health Services which includes physiotherapy, podiatry, occupational therapy, nutrition (dietetics) and speech therapy have developed a system to prioritise patient care.*

'By implementing this initiative we will see urgent patients sooner – which will lead to clear assessments and treatment plans, made in collaboration with the patient and other members of the multidisciplinary team caring for him or her.'

'Allied Health prides itself on being accountable. This means making sure we place our resources where they will make the most difference to patients when they need to be admitted to hospital,' says Allied Health manager David Meade.

Staff referring patients to Allied Health services will have a clear understanding of the categories and response times for patients to be seen by the Allied Health staff.

This, in turn, will lead to patients not requiring to stay in hospital as long and allows patients to access the most appropriate care for their needs in a more timely fashion. "Through prioritising our resources we aim to provide care for greater numbers of our community in the setting that suits their needs the most," he says.

SWH's Allied Health services play a crucial role in a patient's immediate and long term health outcomes. Clinical priorities reflect evidence-based practice and the potential for improved health outcomes for the patient and for South West Healthcare.

*Above: It's all about the patient says David Meade, Allied Health Manager, as he watches physiotherapist Melissa North and stroke patient Jason McMahon go through their paces.*

***In the acute setting, Allied Health's core role and focus is to:***

- > Minimise risk and ensure a safe environment for patient care
- > Establish and achieve patient-centred goals to facilitate movement to the next stage of recovery as quickly as possible
- > Ensure equity of access to our services
- > Ensure Allied Health interventions contribute to a patient's immediate and longer term health goals.

***In developing these prioritisation guidelines the following have been considered:***

- > Patient medical status
- > Consequence of not responding
- > Likelihood of that consequence if not seen.

The prioritisation chart identifies each discipline's priorities. Where more than one discipline may be involved (for example, high risk for falls), priorities have been coordinated across the Allied Health workforce.

***Right: SWH Macarthur Community Health Planned Activity coordinator Pat Purcell with participant member Cheryl Spring.***





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Please tick the answer that matches your response.

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### Was the report easy to understand?

Very easy  1  2  3  4  5 Not at all easy

### Do you think the report was:

Too short  About right  Too long

### Would you like to see more information about:

(Tick as many that apply)

#### South West Healthcare services

Yes  No

#### How consumers contribute to the organisation

Yes  No

#### Preventing and managing pressure injuries

Yes  No

#### Preventing falls and harm from falls

Yes  No

#### Safe use of blood and blood products

Yes  No

#### Preventing and controlling healthcare associated infections

Yes  No

#### Medication safety

Yes  No

### Accreditation

Yes  No

### How we respond to the needs of consumers and families

Yes  No

### Health promotion activities

Yes  No

### What would you like to see more of?

Patient stories  Staff profiles

Other (please list)

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### General comments:

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Thank you for your feedback.

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## Our staff *at Work*



