

QUALITY ACCOUNT 2018-19



Continual Improvement

Each year South West Healthcare reports to the community about how we are working to make your health care better and safer. South West Healthcare, the Victorian Government through Safer Care Victoria, Better Care Victoria and the Victorian Agency for Health Information collects and looks at statistics on areas of care. South West Healthcare is committed to continually improve and regularly reports on this information to identify any issues or opportunities to improve our services.

The following information provides an overview of how we performed against the evidence based quality and safety measures. South West Healthcare has regularly exceeded some of these targets. When we have not met our aims, we have put plans in place to address these gaps and explained how we will achieve them in future.

We value the feedback from you - our consumers, patients and staff. There is a feedback form in this report or you can contact quality@swh.net.au

Thank you to all the staff and our consumers who took the time to help create this publication. Consumers and staff worked together to edit the information, as well as develop design concepts that help with our message.

Government Agencies

Safer Care Victoria: Established in January 2017, Safer Care Victoria is the State's lead agency for improving quality and safety in Victorian healthcare

<https://www.bettersafercare.vic.gov.au/about-us/about-safer-care-victoria>

Better Care Victoria: Better Care Victoria (BCV) places patients, their families, carers, clinicians and healthcare providers at the heart of innovation, working to enable and sustain system improvement.

<https://www.bettercare.vic.gov.au/about>

Victorian Agency for Health Information (VAHI): The Victorian Agency for Health Information was established a monitor and report on public and private hospitals and health services.

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How Are We Doing?

South West Healthcare is committed to not only providing the highest level of clinical care, but also to ensuring we deliver against patient expectations, including a positive experience. To help us improve, South West Healthcare uses the The Victorian Health Experience Survey (VHES), an independent agency survey taken of people who have been patients at South West Healthcare. This involves a random selection being taken of people who have been in hospital during the previous month and with a survey form sent to them. Quarterly results are collated and published for health services to access. A survey is also taken in Mental Health and Community and Primary Care services annually.

The surveys help South West Healthcare and other services to understand how they are doing and where improvements can be made.

All VHES results below are for the survey period July 2018 to June 2019

It is fantastic to acknowledge this very high result in which all targets were met and greatly exceeded.

Overall, how would you rate the care received while in hospital?

Target 95%

	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Warrnambool	97%	94%	95%	98%
Camperdown	98%	98%	94%	97%

In your opinion, how clean was the hospital room or ward you were in?

Target 70%

	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Warrnambool	89%	86%	90%	81%
Camperdown	85%	92%	92%	89%

Transitions Index

Score incorporates four questions relating to the discharge process to support ongoing care

Target 75%

	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Warrnambool	84%	81%	89%	83%
Camperdown	86%	91%	90%	91%

Summary

- South West Healthcare has consistently performed above the state average and the average within the sub-regional peer group of similar sized health services in regional/ rural Victoria across all four quarters of data.
- Patient's experience of the cleanliness of the hospital room or ward is very important in preventing infections and for patient comfort. South West Healthcare has performed well above the target in this question highlighting the commitment of our teams of cleaners.
- The results of the annual external cleaning audit undertaken supports the VHES results for cleanliness:
 - Warrnambool campus: 97% compliance for the 193 rooms audited
 - Camperdown campus: 98% compliance for the 49 rooms audited

A result that highlights the ongoing commitment of our environmental staff. Despite this result, South West Healthcare is always looking for new and improved ways to ensure our health service is clean. New cleaning wipes and rounds of education for staff have been undertaken in 2018-19.

- The Transitions Index provides an overview of how health services are performing in preparing patients for leaving hospital. This report highlights that despite more patients transitioning in and out of hospital, we are performing well!
- South West Healthcare has a dedicated team - Discharge Liaison and Support, to support ward staff in ensuring patients are ready for discharge and discharge home safely with appropriate support services in place. Having an effective discharge process also reduces the risk of patients needing to come back to hospital or being readmitted to hospital.

New Medical Model for the General Medical team

South West Healthcare is committed to making hospital wide patient care and flow improvements to ensure the right care is provided to all its patients in the right place and at the right time. A review and trial of a new Medical Model structure for the General Medical team commenced in February 2019.

The objectives were:

- Even patient numbers across medical teams, to ensure greater access to medical staff for patient review and care planning.
- Support a safer junior medical workforce through the provision of increased support and supervision.
- To improve the flow of patients through the Emergency Department and Medical Units to enable best patient care.
- Preparation has commenced for the introduction of public medicine outpatient services for general medicine, medical oncology, geriatrics and rehabilitation in the 2019-20 period.



From left to right: Dr. James Gome, Clinical Director of General Medical and Dr. Andrew Wilson, Hospital Medical Officer.

Going Home – Improving Discharge Planning Arrangements

It's 11 O'Clock!

Just before 11am at the Warrnambool campus you may have noticed a flurry of staff headed to the 11am Daily Safety and Flow Meeting.

South West Healthcare has introduced a daily tiered approach which gathers relevant information early in the day related to safety (patient and/or staff) and the progress of patient flow depending on care needs. Patient flow includes flow from emergency to the wards, for patients requiring surgery, for those patients being transferred to another health facility, and for patients transitioning to home or a home based or community care model.

Representatives from the coal face of every service, ward and department, including both Warrnambool and Camperdown Campus and regional based services bring their relevant data after their own early meetings, along with any identified problems relevant to safety and/or flow and populate the organisational wide white board.

With members of the Executive team leading this brief daily meeting (less than 10-15 minutes), how South West Healthcare went yesterday is reviewed, and then an assessment is made of how South West Healthcare is placed to best meet the needs of our patients and the community today and the coming days. The meeting supports either immediate problem solving or planned improvement work if longer term strategies are required.

One of the outcomes has been a greater use of Hospital in the Home (HITH) services to get people home in a timely manner with the support they need.

In the 2018/19 financial year there was a 33% increase in the provision of Hospital in the Home (HITH) services over the same period in 2017/2018 (from 2,230 HITH bed days to 2,970 days).



Feedback

Feedback is encouraged from consumers and community who engage and/or access our services. This ensures we are continually assessing how we can better care for our community. Feedback can be either informal or formal, and can be delivered in numerous ways.

In 2018/19 we introduced the 'Open Door' sessions where people could call in to provide feedback and suggestions about what could be improved. The sessions provided a valuable insight into the concerns of people including staff and those from culturally diverse backgrounds including First Nation people.

Feedback can be made via:

- In person: to any staff member, or the Consumer Engagement Liaison Officer (CELO) or Quality and Risk Manager
- 'Your Rights Your Say' brochure, widely available across all sites
- Writing a letter: addressed to the Consumer Engagement Liaison Officer, or Quality and Risk Manager or to the Chief Executive Officer, Ryot Street, Warrnambool, 3280
- Telephone: 03 5563 4074
- Email: quality@swh.net.au
- Completing feedback forms via links on our Internet site

Compliments

Service users also submit formal compliments about their experience.

In 2018/19 there were 222 formal compliments received and registered from across all campuses and services of South West Healthcare. We aim to ensure compliments are acknowledged and always passed on to the staff mentioned and the team manager. However this data does not take into account the numerous verbal compliments and cards given directly to staff.

How did people make compliments?

Compliments about services (mostly about our great staff) are generally sent in through the Your Rights Your Say form (48%) or through a card (45%).



Your Rights, Your Say brochure

The Your Rights Your Say brochure was developed in conjunction with consumers to provide all service users with a summary of their rights and responsibilities and information on how to submit feedback.

Results for 2018-19 were very positive across all areas

Area of Feedback	Rating of Good or Very Good
Wait for getting into the service?	83%
Wait on the day?	81%
How were the staff?	88%
How was the service?	86%
How was the information received?	84%
How was your involvement in decisions about your care?	83%
Would you recommend this service?	88%

Complaints

In 2018/2019, 233 complaints were received. All complaints are investigated with the relevant staff. We aim to have all complaints acknowledged within 5 business days and responded to within 30 days. This time allows for the investigation and communication to take place.

How did people put in their complaint?

- 41% were submitted on the Your Rights Your Say form
- 26% submitted by letter
- 22% submitted over the phone
- 11% via email

What were Complaints About? Main Areas of Concern

Complaints are classified according to the Health Complaints Commissioner's criteria and in 2018/19 39% of South West Healthcare complaints were related to treatment, followed by 22% related to administration, which could include booking processes.

You Said, We Did

In investigating complaints we review what can be done to improve the situation and also to prevent a similar situation happening again.

Some examples of improvements undertaken include:

- A patient complaint about the lighting design and the noise of call bells at night whilst trying to sleep was investigated. From this, work was undertaken on the auto lights, and the use of the pagers that are part of the call bell system was reviewed. Nurses can now identify and respond to the call bell without the noise of the bell going off.
- A complaint regarding lack of timely communication about test results meant that a patient was fasting for extra days than expected. From this the communication between the different health professionals, especially over weekends was improved. This complaint was also part of the reason South West Healthcare undertook some improvement work with our Pathology provider to ensure the timely turn-around time for Pathology results. Data continues to be monitored to ensure delays are reduced.
- A complaint was raised about the lack of preferences or options for bowel preparation being available when preparing for a colonoscopy. From this the bowel preparation regimes and options were reviewed and improved.
- We had several complaints regarding the consent process in our Dental Services where patients did not feel they had all the information they should have. Dental Service staff have reviewed and modified the consent process to ensure all information is understood every time.

REACH = SPEAK UP!

At South West Healthcare we encourage patients, and their families, carers and loved ones to speak up if they have any concerns or feel if their condition is becoming worse.

South West Healthcare implemented the REACH protocol. During the year there have been examples of where a family member has called for more help and/or an urgent review. In some cases this was even though the patient said 'they were fine'. This has resulted in a review of the care plan with the patient and/or family.

Consumer Participation

South West Healthcare actively encourages consumers, carers and the community to form partnerships with us:

- At a governance level through the Consumer and Community Advisory Committee
- At the service level by involving consumers in service planning and establishing priorities
- At the bedside/service level
- At the community level through connecting with community

Consumer and Community Advisory Committee (CCAC)

The CCAC meet regularly and have developed an annual priority work plan. Committee members are trained and supported to improve the consumer experience at South West Healthcare. During 2018-19 the CCAC became more familiar with the scope of South West Healthcare services through site visits and provided a valuable consumer perspective. The CCAC were also involved in the five year strategic plan and in making comments that reflect the consumer experience on infrastructure plans for Warrnambool and Camperdown campuses.

If you are interested in joining the Consumer and Community Advisory Committee (CCAC) contact email: quality@swh.net.au



CCAC members during site visit to SWH Emergency Department.



CCAC meeting held at Camperdown campus

Community Participation

The Wall of Poppies has been made with approximately 1,000 poppies knitted and crocheted by people from around the world. They were used for the poppy mats made for the 100-year anniversary of the Armistice, as part of the Parliament House Exhibition in Canberra in November 2018. The poppy mats were this year offered to community groups with great ideas. March-4-mona successfully secured a 20 kilogram mat of poppies measuring 10m x 1m.



Community members and South West Healthcare colleagues Janet Punch (left) and Suzan Morey (right) created what you see here. Weekly knitting and crochet sessions were held with plenty of chatter, with the sharing of community insights being a valuable part of this project. South West Healthcare carpenter David Hill (centre) designed and built the frame.

The Wall of Poppies took pride of place in our Warrnambool Base Hospital foyer during the week commemorating Anzac Day in 2019 as a memorial to Mona Wilton, RN, RM, INF Welfare, AANS (8th Division). Mona trained at our Warrnambool hospital in 1934 -1937. In the service to her country she lost her life by enemy action as the wounded and accompanying nursing staff were being evacuated from Singapore on the Vyner Brook in February 1942.



From left, volunteers making poppies Phyllis McLeish, Peg Davies, Marilyn Spikin, Community Partnerships Manager Suzan Morey with a patient.

Service Level: Consumer Register

At South West Healthcare we are committed to continually improving the quality of our services. The input and views of consumers ensures a dynamic response is always occurring. People who are past, present or future users of any of our services and their families/carers are invited to have their say or be involved in:

- The redesign of healthcare services across the South West of Victoria
- User-friendly information on health services and health promotion brochures
- Building designs that reflect a positive experience
- Improving the quality and safety of South West Healthcare's services

People with a range of skills, expertise and experience from across the region, of varying ages and backgrounds including regional and rural people and those from diverse cultures are encouraged to register.

These are voluntary roles, however efforts are made to ensure people are not out of pocket. Being a consumer representative will not prejudice in any way the care received through South West Healthcare.

This year consumers on the Register were asked to get involved in strategic planning, telling their stories very effectively as part of a regional review of Emergency Department services, in designing and upgrading buildings or service areas, improved signage and comment on information aimed at consumers.

If you are interested:

Please call the Consumer Engagement Liaison Officer on: 5563 4074

Or Email: quality@swh.net.au

Consumer and Carer Capacity at the Bedside/Service Level

All nursing shift handovers include the incoming and outgoing nurse coming to the patient's bedside to handover. This supports the participation of patients to be as involved as they wish to be in their care planning.

Patient Journey Diary – Intensive Care Unit (ICU)

When very ill patients are admitted to the ICU they are given a Patient Journey Diary for staff, doctors and visitors to fill in. This diary is a way for patients to know, and understand, what has happened to them while critically ill and/or sedated.

This has been of great therapeutic value, not only for the patients to understand their medical journey, but also for their loved ones.

Surgery - One Stop Shop for Elective Surgery



The Elective Surgery Clinic at South West Healthcare has become the One Stop Shop for assessment and admissions for elective surgery. Elective Surgery patients have one point of contact:

- they start by bringing their paperwork to the clinic to go on the initial waiting list
- attend their preadmission clinic here (if required)
- and arrive here for admission for surgery before being sent to the appropriate ward.

We worked with patients and staff to improve signage, and provide information on the new location. The Clinic has also improved the management of surgery bookings at both Camperdown and Warrnambool campuses.

Your Wish

A Case Study of Person Centered Care

'Mary' lived in a small town in the South West. Sadly 'Mary' was very sick and was referred to South West Healthcare's community palliative care team for some help. 'Mary' was very lucky though to have such a supportive husband and family.

'Mary' started to have a lot of pain so specialists were called in to come and visit 'Mary' at home or to consider 'Mary's' case over the phone. The local GP kept visiting as needed.

The Palliative Care Counsellor and Nurse provided support for 'Mary' and her family and helped with the practical ways of managing pain and showing the family how equipment worked.

'Mary' was taken by ambulance to her son's house where there was more room to set up the equipment needed to keep Mary comfortable. 'Mary' really did not want to go to hospital for her last days and thanks to the efforts of the Community Palliative Care team, the local GP, District Nursing Services and her amazing family 'Mary' did not have to.

As per 'Mary's' wishes she died very peacefully with her husband and family around her.

The team are providing bereavement counselling to support the family through this difficult time, however, our aim is that the end of life experience is as positive as possible, where we meet the wishes of consumers and families.

Self-Management programs

Self-management programs aim to increase the self-efficiency of the person to actively engage in their own health care to achieve greater health outcomes. Some examples of these include:

Leap Forward for Life is a six week diabetes self-management program, based on the Stanford Model of chronic illness self-management. The course runs for two hours each week and is a multi-disciplinary team approach to education and to empower the consumer to manage their own diabetes care. This multi-disciplinary team includes self-management facilitators, diabetes educators, dietitians, podiatrists and counsellors.

This program has achieved great results, with most clients achieving an improvement in diabetes control in the 12 months after completing this course.

Steps to Wellbeing is a program with the aim of increasing their activity open to anyone living with a chronic illness. The program focuses on clients learning ways to be active at home, how to connect to activities in the community and aims to bring people with chronic illness together for socialising and fun. The program runs throughout the year and includes indoor activities such as yoga, chair exercises and Pilates, as well as outdoor activities including golf, lawn bowls and croquet.

My Life, My Health is a self-management program open to any person living with a chronic illness. Similar to the Leap Forward for Life program, this four week course aims to improve basic day-to day self-management tasks associated with dealing with a chronic illness. Topics include diet and exercise, stress management, medication management and communication as well as other topics designed to make the client an 'expert' in dealing with their ongoing condition. Through this we find people become more active and capable of dealing with their chronic illness.

Pulmonary and Cardiac Rehabilitation self-management programs have an education and self-management component as well as an exercise component.

Encouraging people to fully engage in these programs and change aspects of their life is important. South West Healthcare recognise this and have planned staff training in 'Motivational Interviewing', which is a collaborative method for guiding conversations about behaviour change. Our staff will improve their ability to assist people to resolve ambivalence and deepen motivation of people to pursue the changes that are meaningful for them.

Healthier Me



Taking an innovative approach to the management of chronic conditions, Camperdown Community Health developed the 'Healthier Me' program. Healthier Me targets individuals with a diagnosis of one or more of the following chronic conditions – type two diabetes, high blood pressure and musculoskeletal conditions (like arthritis, back conditions).

Healthier Me takes a multi-disciplinary approach to providing care for individuals. A team of professionals, including allied health and nursing, are involved in the ongoing care of the client. Team Care arrangements also require collaboration with external service providers, such as General Practitioners.

The program includes exercise and healthy lifestyle education and individual treatment plans. Our exercise programs aim to improve overall health and wellbeing, encourage self-management and social connection.

The structure of the exercise and education classes is designed to help clients gain confidence as they move through the different program levels, developing new skills and knowledge that helps them to adopt sustainable, healthy lifestyle behaviours to meet their own personal health goals.

Key features of the Healthier Me program:

- Holistic assessments and development of a comprehensive care plan
- Support healthy lifestyles, by empowering clients and developing achievable client goals
- Provide clients with the skills and education to effectively self-manage their condition
- Allow clinicians to use their skills in the most appropriate and efficient way
- Help clients navigate the health care system to meet their needs
- Help clients focus on strengths, instead of inabilities.

As a result of the introduction of the Healthier Me program we have seen a significant increase in the amount of clients attending Camperdown Community Health at Manifold Place, Camperdown and have increased the number and variety of allied health services on offer.

Client baseline data is collected at the start of the program and reassessed at six and 12 month milestones and includes weight, smoking status, blood pressure and blood glucose level.

Evidence from client reports indicate clients have seen great improvements in their mental wellbeing as a result of the regular social interaction and a reduction in arthritic pain, improved muscle strength and balance.



Accreditation

In Australia all public and private hospitals, day surgeries and public dental practices are required to be accredited to strengthen the organisation and prove that they provide high quality care.

South West Healthcare is required to undertake accreditation against these Standards for its services every 3 years. This was last completed in May 2017 and our next accreditation visit is scheduled for April 2020.

South West Healthcare has obtained accreditation in the following standards:

- National Safety and Quality Health Service Standards, which includes Dental Standards
- National Standards for Mental Health Services
- Aged Care Standards
- Home Care Standards
- Human Service Standards
- General Practice Accreditation

From 1st January 2019, South West Healthcare will be accredited against the following standards:

- National Safety and Quality Service Standards
- Aged Care Quality Standards
- Human Services Standards
- General Practice Accreditation



Adverse & Sentinel Events

As part of South West Healthcare's focus on patient safety, all adverse events are reported and investigated to determine the cause and then to identify areas for improvement to prevent further harm to other individuals.

An adverse event is an incident that has resulted in some degree of harm to a patient, resident or client. Sentinel events are broadly defined as preventable adverse patient events that result in serious harm or death to individuals.

South West Healthcare are required to report adverse patient safety events in accordance with the Australian National Sentinel Event List.

For 2018 / 2019:

- Incident Severity Rating (ISR) 1 = 9 incidents, 2 of which were Sentinel Events
- Incident Severity Rating (ISR) 2 = 29 incidents

For the two Sentinel Events a Root Cause Analysis (RCA) investigation and report was completed and a copy sent to Safer Care Victoria (SCV) within the 30 working day requirement.

The contributing factors in both Sentinel Events were identified as falls prevention and management strategies. To decrease the likelihood of other patients falling, the following improvements were introduced;

- The sensor mat system was amended to include an alert to all nursing staff on the ward, not just the assigned nurse for that patient. These mats alarm when a patient stands on them alerting the staff that the patient is ambulant whilst not being supervised. Further reviewing of the types of sensor mats being undertaken
- Introduction of a constant patient observer model for patients assessed as a high falls risk.

Incident management review

All other serious adverse events (that are not classified as a Sentinel Event) undergo a Serious Incident Review, with any recommendations actioned.

The Serious Incident Review process involves a full review of the incident with the staff involved. Once the review is completed, the group then drill down for root causes and develop strategies to put into place, to prevent a recurrence of the incident.

Aged Care

Merindah Lodge Camperdown

At Merindah Lodge (Aged care Camperdown) there are always improvements being made in respect to the priorities of residents and their families. This means Merindah Lodge is in a strong position to meet new standards and requirements as they arise.

South West Healthcare reports quarterly on the Public Sector Residential Aged Care (PSRAC) clinical indicators.

Indicators (Percent of Occupied Bed days)	Merindah Lodge Aged Care Facility	Merindah Lodge Nursing Home	Target
Pressure Injury:			
Stage 1	0.00	0.00	0.00
Stage 2	0.35	0.72	0.00
Stage 3	0.00	0.00	0.00
Stage 4	0.00	0.00	0.00
Unstageable	0.00	0.00	0.00
Deep Tissue Injury	0.00	0.00	0.00
Falls	9.53	5.37	3.30
Falls related Fractures	0.00	0.00	0.00
Restraint A	0.00	0.00	0.00
Restraint B	0.00	0.00	0.00
Nine or More Medications	8.82	3.46	4.39
Significant Weight Loss (>3kg)	0.35	0.48	0.20
Unplanned Weight Loss (Consecutive)	0.35	0.36	0.00

Pressure Injuries and Pressure Injury Management

Merindah Lodge has strategies in place to ensure that residents are monitored for pressure injuries and that their risk for developing pressure injuries is minimalised.

Residents are assessed for their likelihood of pressure injuries on admission, when their medical condition changes, and every 3 months. Following their assessment individualised interventions are put into place to prevent a pressure injury developing.

Merindah Lodge uses a variety of pressure relieving devices such as gel mattresses, air mattresses, 'Roho' cushions are examples often required.

Use of Restraint

Merindah Lodge has once again maintained nil use of restraint for any clients. This is an industry best achievement.

Falls

We encourage our residents to remain as mobile as possible, to maintain their independence. As a result from time to time, despite our best attempts, some residents may fall.

The falls and falls injury minimisation strategies currently in place include:

- Cushioned mats placed on the floor beside the bed to prevent harm if the client falls or rolls out of their bed
- High/Low beds which means we can reduce the height of the bed to floor level.
- Non Slip socks
- Sensor mats, which alert staff when a resident has moved from their bed or chair

Merindah Lodge had no falls related fractures.

Use of Nine or More Medications

The use of nine or more medications is recognised as a risk for elderly people with the risk of drug interactions increasing with the more medications prescribed. GP's are working closely with the visiting pharmacists and nursing staff to try and reduce the number of medications which our residents are prescribed. We have seen a decrease in the number of residents on 9 or more medications from our results over the year.

Merindah Lodge have also introduced a Physio 4 B program with a focus on improving pain management for consumers with chronic pain diagnosis. Our consumers with a chronic pain diagnosis receive 4 x 20 minute physiotherapy sessions per week with a qualified physiotherapist.

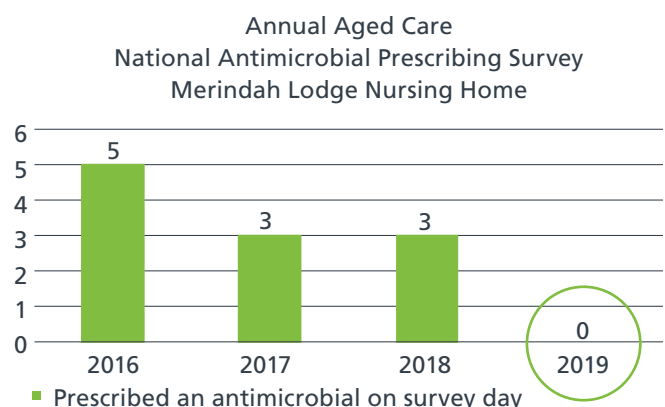
We believe that over time this will decrease the consumers need for pain medications. Data in relation to the amount of pain relief required by consumers participating in the program and the effects which the program is having on resident's pain type and frequency is currently being monitored.

We expect this program to also have a positive impact on the falls rates amongst consumers participating in the program.

Antimicrobial Audit – Merindah Lodge

An audit of medications was conducted in August 2018. Merindah Lodge Nursing Home excelled in reducing inappropriate and overuse of antimicrobials, evident from the results from the annual Aged Care National Antimicrobial Prescribing Survey.

The results for 2019 had zero residents prescribed an antimicrobial on the survey day. See Graph.



Book Week Comes to Merindah Lodge

Camperdown College Year 1 - 2 visited Merindah Lodge on Thursday 29 August to share Book Week with the residents. Twenty three students and their teachers came dressed as their favourite book character and spent time with the residents reading books together and chatting about their costumes. These visits ensure that our residents stay well connected with our local community and provide a valuable pathway for young children learning how to interact with people different than themselves.

For older adults with few functional limitations, reading a picture book with a child can be a great icebreaker. Reading takes the pressure off both young and old to "entertain" each other. The children particularly enjoyed the ice-cream they had when leaving.



Billie and Blake with Patricia Povoas.



Charlie with Peter McLuskey.

'Creating an Appetite for Life'

Camperdown cook Andrea Burkett was fortunate to attend the Maggie Beer 'Food for Thought' master class in Melbourne. Maggie Beer is leading the way in food preparation and options for residential aged care under the banner 'Creating an appetite for life'.

Chefs and cooks in aged care worked through a packed agenda with Maggie Beer who joined with industry professionals to educate, inspire and provide tools to create the best dining experience for aged care residents.

Over two days the master class provided insights into texture modified meals, food presentation, menu planning, tips and tricks, hands on cooking demonstrations and the opportunity to network.

Andrea has returned to work with an array of recipes and enthusiasm for offering tempting options to Merindah Lodge residents. Herb crusted chicken fingers with avocado pesto with warm gingerbread pudding and caramel sauce for dessert.



Andrea Burkett with a display of the amazing Maggie Beer inspired food.

Aged Care Employees Day

Aged Care Employees Day is an official day to thank, honour, recognise and celebrate the hundreds of thousands of people who work in the aged care industry across Australia. Aged Care employees make a profound difference to the lives of others every day. Aged Care Employees Day is a new official day to pay tribute to these unsung heroes and thank them for caring for older people across Australia.

This is a day designed to celebrate each and every team member involved in the journey of caring for people who receive aged care services – from the nurses and care workers, to the cooks and hospitality teams, to the drivers, cleaners and laundry employees, to the volunteers, to the leisure and lifestyle officers and administration teams.

The individuals who make up the above workforce all have a valuable and essential role to play in caring for our elders, and it is time to recognise the entire group for the difference they make to our communities. Merindah Lodge celebrated the day with cake for all staff.



Staff (L to R): Isobel Kinnear RN, Rebecca Barling (EN), Jen Kinna (RN), Sue Johns (FSA/ESA) & Marg Humphries (EEN).

Photo by Janine Dureau-Finn

Community Health

Victorian Health Experience Survey (VHES) Community Health

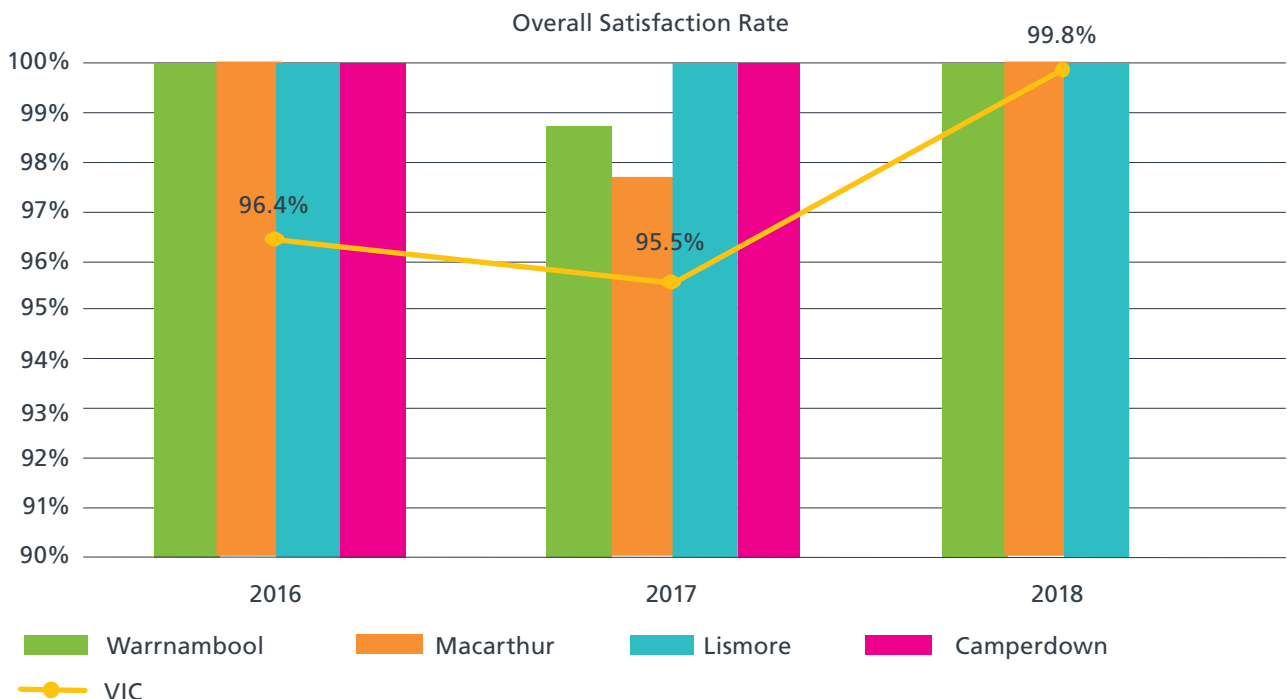
South West Healthcare Primary & Community Service division strives to continually improve. South West Healthcare participated in the third annual Victorian Healthcare Experience Survey (VHES) which was carried out in October 2018.

The survey provides valuable information on how Consumers view different aspects of the care they receive across four sites within South West Healthcare’s Primary and Community Health division including Warrnambool, Camperdown, Macarthur and Lismore.

The survey was offered to 829 consumers and this year we saw a completion rate of 18% resulting in collated results being available for three of our four campuses (Warrnambool, Macarthur and Lismore).

The results indicate that South West Healthcare Community Health is continuing to track above the Victorian average for overall satisfaction rating. The positive ‘overall satisfaction rate’ is based on the number of people who rated the care received as ‘very good’ or ‘good’.

Overall, how would you rate the care you received at the health service?



Whilst we are performing above the State average we strive for continuous improvement. A focus over the past year has been to improve how we put the person at the centre of their care. A mandatory training package has been introduced for all existing staff and included for new staff at orientation to give better person-centred care.

South West Healthcare is also encouraging more people to complete the VHES surveys so we can get more detailed information on the priorities of our community.

Access and Facilities

Community Health Services are also required to report on the Victorian Health Survey (VHES) questions on access, environment and facilities. Warrnambool Community Health is proud to report that the number of people reporting feeling welcomed to our health service has continued to improve from last year's 90.19% to 95% and has been consistently above the State average of 89.81%.

Making an appointment with us?

According to the VHES over 82% of respondents indicated that it was easy to make an appointment with our Community Health Services in Warrnambool. As a result of last years survey and our commitment to improve, over the last twelve months we have improved this result by nearly 10% and are now 10% above the State average.

This result is due to the implementation of ongoing improvements by the Access and Intake team. Improvement activities include:

- Ongoing improvement to ensure consumers are prioritised appropriately
- Improved communication between our access team and the services
- To organise more prompt appointment times; and
- Monthly monitoring of initial appointment timelines
- Implementation of an Administrative Coordinator role within the Access and Information team.

Although excellent results were achieved across all our regional sites, further improvements are being developed and implemented to provide consistency across all locations.

Planning Your Care

Results from the recent Community Health Victorian Healthcare Experience Survey (VHES), indicate that South West Healthcare Primary and Community Services Division is 5% above the State average for setting goals with our consumers about their health and wellbeing. Although these are positive results, we acknowledge that there is still further work to be completed for even better health and wellbeing outcomes for our consumers.

As part of our continuous improvement, the Model of Care (MoC) Initiative has been designed to ensure all our services work better together to improve the quality of services that we provide to our consumers. As part of this MoC Initiative, we are currently improving our approach across our services, which includes up-skilling staff through online learning modules and reviewing our existing care planning tools. Through these changes, we look forward to further improvements in this area.

Community Capacity

Connecting with Community

The Lismore Community Health Centre joined with the Lismore Primary School to enjoy a walk around their town before coming together for a healthy and delicious morning tea supplied by the Ladies Auxiliary. Putting community at the centre, the day combined the Victorian government Walk to School program supported by the Corangamite Shire and getting active staff initiatives promoted by South West Healthcare.



Every Day Foodies sessions at Lismore

Disability Action Plan

As part of the 2018/2019 Statement of Priorities (SoP), South West Healthcare developed a Disability Action Plan outlining work to occur to improve staff and patient access to health services and employment over the next three years.

During the months of April and May 2019, a significant amount of consultation work has occurred, led by the Disability Action Plan Project Worker.

Face-to-face consultations and surveys were undertaken with community organisations, agencies and networks, and with all consumers accessing South West Healthcare for care under the National Disability Insurance Scheme (NDIS).

Five key themes have emerged from this consultation process and will be addressed in the action plan. The themes are:

1. Communication
2. Car Parking and traffic management
3. Way Finding
4. Physical Access
5. Employment

School Readiness Program

South West Healthcare has been contracted by the Department of Education and Training to deliver the 'School Readiness' and 'Speech Pathology in Schools' programs to participating kindergartens and schools. In January 2019 a team of Allied Health clinicians, including speech pathologists, occupational therapists and a Child Psychologist, commenced this work.

We are working across five local government areas – Warrnambool City Council, Moyne, Corangamite, Southern Grampians, Glenelg and Southern Grampians Shires. The team is working with 46 kindergartens and 11 schools to deliver almost 1000 sessions.

The focus is on sharing the expert knowledge our clinicians have about communication, social skills and emotional wellbeing to better support children's development at kindergarten and school.

Evidence tells us that when parents, teachers and education staff are able to use strategies recommended by Allied Health staff into everyday learning, it results in better educational outcomes for children. In kindergartens we are providing coaching, mentoring and demonstrations to teachers, parents and staff in areas such as:

- Typical development
- How to support children's attention and concentration
- Managing anxiety
- Promoting independence
- Early literacy
- Referral pathways and how to support families in the referral process

In schools, we are working with teachers to support them in areas such as oral language, literacy, behaviour regulation and attention at a whole class level.

Men's Health Night

Blokes, especially those from the country don't talk about their health much. A Men's Health Night was held at Macarthur with 30 local men attending. A range of health issues that impact on men were discussed and regular health checks and a healthy lifestyle were promoted.



Peter Last and Simon Manifold get the joke.
Photo by David Keilar

Cultural Diversity

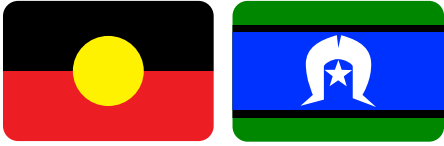


South West Healthcare aims to meet the needs of all people who access our services, including people who were not born in Australia or do not speak English. To understand this better we review the data on who accesses our services, and this includes:

- People who came to the Emergency Department - Warrnambool were born in 91 different countries. In Camperdown those presenting to the Urgent Care Centre came from 29 different countries.
- People using our non-admitted services such as Allied Health came from 73 different countries in Warrnambool and 21 different countries in Camperdown. Of these relatively few requested translating and interpreting services in 2018/2019.

South West Healthcare Telephone Interpreting service use outlined below.

Language	Times Interpreter Used
Filipino	1
Hindi	1
Mandarin	7
Thai	5
Vietnamese	13
Spanish	1
Cambodian	4
Total	32



Aboriginal & Torres Strait Islander Health

South West Healthcare would like to acknowledge the traditional owners of this land, the Peek Whurrong people of the Maar Nation, and pay our respects to their Elders past, present and emerging.

In 2018-19, the number of people identifying as Aboriginal or Torres Strait Islander is largely in line with 2016 Australian Bureau of Statistics for our region:

- 3% (765 of 25,134) people presenting to Warrnambool Emergency Department.
- 1.2% (30 of 2,551) of people presenting to Camperdown Urgent Care Centre.
- 2.6% (240 of 9,166) of clients presenting for non-admitted services such as Allied Health, for services based in Warrnambool.
- 0.7% (8 of 1,141) of clients presenting for non-admitted services based in Camperdown.

Welcoming Environment in Community Health Warrnambool

An area recognised as an important and ongoing improvement process has been to ensure our health service is a welcoming and inclusive place for all Aboriginal and Torres Strait Islander People.

By continuing our strong relationship with local Aboriginal and Torres Strait Islander (ATSI) communities, South West Healthcare aims to promote our Primary Community Health service as a safe place where people's needs are met in a manner that is both best practice and culturally appropriate for all.

One of the many ongoing examples of collaboration with our communities was the Kinder Weaving Project, an initiative coming out of South West Healthcare's NAIDOC Committee in 2018. With a theme of 'Because of Her, We Can!' the committee wanted to celebrate women in our community, their practices and share these with the future generation.

Sandra and Melissa Aitken weavers of the Gilgar Gunditj River People, from the area also known as Lake Condah visited local kindergartens and shared their knowledge of traditional weaving practices. During these visits, Sandra and Melissa shared stories passed down through generations and taught the children the importance of keeping the traditional practices going.

Each child had the opportunity to add some stitches to the weaving project themselves, learning a new skill and learning about our local Aboriginal culture at the same time. The completed projects were put on display at the South West Healthcare during National Aboriginal and Islanders Day Observance Committee (NAIDOC) celebration and all children involved in the project were invited to come along with their families.

This artwork remains in the foyer as a reminder of partnership and respect within our community and demonstrates the importance South West Healthcare places on welcoming people in our community of all ages and backgrounds.

Over 2018-19 South West Healthcare has developed a Reconciliation Action Plan (RAP) in partnership with the Aboriginal and Torres Strait Islander community. This document will guide our reconciliation work over the next 3 years.



Tanya McDonald and Adeline Thomas - NAIDOC Week 2018. Photo Peta Jolley

IDAHOBIT

International Day Against Homophobia, Biphobia, Interphobia and Transphobia (IDAHOBIT) is an annual event which asks communities to be visible in their support of individuals who identify as lesbian, gay, bisexual, transgender, questioning (or: queer), intersex.(LGBTQI) and commit to stamp out discrimination.

Homophobia, biphobia, interphobia, and transphobia can occur online, face to face, or within systems and can affect everyone by creating spaces where people feel unsafe and that they can't be themselves. Sexuality, gender identity or intersex status aren't always visible, so creating a culture where everyone feels safe.



The CEO and Executive Directors take the pledge to support the LGBTIQ+ community and end all forms of violence and discrimination. Photo by Gemma Cousins

Starlady

South West Healthcare was privileged to host Starlady as a guest presenter. Starlady presented training to help staff understand more about gender diversity and help South West Healthcare improve our access, inclusion and acceptance of diversity. Starlady, from the Zoe Belle Gender Collective team, holds a number of community volunteer positions including with the Victorian AIDS Council (now Thorne Harbour Health) and on the Victorian Government Trans Expert Advisory Group.

Starlady has experience in working in isolated First People communities and has a passion for working where culturally and linguistically diverse (CALD) and same sex attracted, intersex and gender diverse (SSAIGD) communities intersect. Brophy Family and Youth Services supported Starlady's visit to the southwest.



Infection Prevention

Every year, a large number of Australians develop infections which require medical attention. Infection prevention and control practices aim to prevent and/or stop the spread of disease-causing germs to others.

Our Infection Prevention team is central to providing high quality healthcare for consumers and a safe working environment for South West Healthcare staff. The Infection Prevention team supports all areas of the organisation, with activities such as guiding work practices to minimize the risk of transmitting disease, surveillance of infectious diseases, auditing hand hygiene and many aspects of patient care. The team also co-ordinate guidance with the use of antibiotics, the staff vaccination program and risk management on a wide range of clinical and non-clinical situations.

The South West Healthcare Infection Prevention team are key in the implementation, consultation, monitoring and evaluating the Infection Prevention Standards across our healthcare network. The Infection Prevention team liaise with all levels of staff, are involved in staff education, as well as collating, analysing and reporting data.

Prevention and Control of Healthcare-associated Infections

Good hand hygiene and thorough cleaning are the most effective way to stop the spread of healthcare-associated infection.

Hand Hygiene

Even when your hands look clean they can still be carrying germs; this is because germs are so small that you just can't see them. This is why when we touch other people and/or objects we can spread germs without even realising it.

Your healthcare worker should perform hand hygiene in front of you. Hand hygiene can be done using either alcohol rub or soap and water and should be performed before touching you and on leaving your room.

At South West Healthcare:

All staff are required to adhere to the World Health Organisation (WHO) Five Moments of Hand Hygiene:

1. Before touching a patient
 2. Before clean/aseptic procedures
 3. After body fluid exposure/risk
 4. After touching a patient, and.
 5. After touching patient surroundings
- All staff must complete annual online Hand Hygiene training
 - Regular Hand Hygiene audits are completed by the Infection Control Team
 - Non-compliance is discussed with staff at the time of audit
 - Results are reported to the relevant Nurse Unit Manager and relevant committees
 - Results are submitted to the Hand Hygiene Australia

South West Healthcare Hygiene results

	Hand Hygiene Compliance Rates	Target
Warrnambool	89%	80%
Camperdown	90%	80%

South West Healthcare Volunteer Led Hand Hygiene Awareness Program

At South West Healthcare we are very committed to your health and wellbeing and we recognise that we are in this together. We can all play a major role in stopping the spread of infections to other patients, your family and friends.

In 2018 the Infection Prevention and Control team initiated a volunteer led hand hygiene audit to capture how many people were gelling their hands at the Ryot Street entrance. Disappointingly, only 31% of people who entered via the front door over a 12 week period used the hand gel station.

Insert volunteer intervention! A gel station was set-up at the Ryot Street entrance and was staffed by a volunteer for two hours each day. Each day the time varied according to the availability of the volunteers. Over a similar period of time, we saw an extra 51% increase in visitors using hand gel when asked by a volunteer.

Due to the success of this program, a gel station staffed by volunteers is now permanent at the Ryot Street entrance and similar projects are being rolled out to Community Health Warrnambool and Camperdown Hospital.

We aim that all people entering will gel their hands, making South West Healthcare a safer place to be.



Volunteer Margaret Smith (left image) and Norma Bull and Mary O'Dwyer.
Photos by Jenny Lukeis



Antimicrobial Stewardship (AMS)

Antibiotic Awareness Week November 12-18 2018

Inappropriate and overuse of antimicrobials contributes to the emergence of resistant bacteria and causes patient harm. An antimicrobial encompasses all antibiotics, antiviral and antifungal medication.

Patients with antimicrobial-resistant infections are more likely to experience ineffective treatment, recurrent infection, delayed recovery or even death.

AMS refers to the protection of what few remaining antimicrobials that still work against bacteria. Antimicrobials are considered to be a 'miracle' that require preserving. The only way to achieve this is to prescribe carefully.

In an effort to address this issue, a survey is conducted which provides a snap shot of prescribing for one day each year to make sure medication prescribed is appropriate and complies with Australian Guidelines for antibiotic prescribing (Antibiotic – Therapeutic Guidelines version 16).

Warrnambool Campus Audit

An audit of patient medication charts (118) was completed across Warrnambool and Camperdown campuses. Day stay patients and Aged Care were not part of this specific audit.

Audit results found that prescribing was compliant with Therapeutic Guidelines or local guidelines for 42% of antimicrobials, non-compliant for 37% and the remaining were directed therapy (14.5%), not assessable or there were no guidelines available (6.5%). Overall, 68% were deemed to be appropriate with 29% deemed to be inappropriate.

South West Healthcare introduced an electronic system (Guidance MS) to help doctors choose the correct antimicrobial to treat infections. The tool has the capacity to routinely flag all patients who are in need of a review of their IV therapy after 48 hours. This action will flag these patients for review by the AMS team during their daily ward round.

There are some areas in need of improvement and the plan is to:

- Update relevant Clinical Policies
- Implement Guidance MS
- Further audits of average antibiotic length of intravenous therapy prior to launch of Guidance MS, to ascertain the impact of this tool
- Daily ward round by AMS team

Staphylococcus Aureus Bacteraemia (SAB)

Staphylococcus Aureus Bacteraemia (SAB, or Stah as commonly known) is the most common cause of healthcare associated bacteraemia, causing significant illness and death; more than half of these infections are associated with healthcare procedures and so are potentially preventable. Correct hand hygiene, good intravenous insertion practices and IV care are vital in safe care.

South West Healthcare recorded 6 cases of SAB during the reporting period which is one less than the 2017/2018 financial year reporting period.

The Infection Prevention team work closely with all clinical staff to ensure our strategies are in place to reduce the risk of infection:

These strategies include:

- Effective hand hygiene
- Effective cleaning of the skin prior to insertion of an intravenous (IV) cannula
- Checking the intravenous cannula at least once per shift
- Change IV cannula every 72 hours
- Remove IV cannula if it is not being used.
- Staff are competent to insert an IV cannula

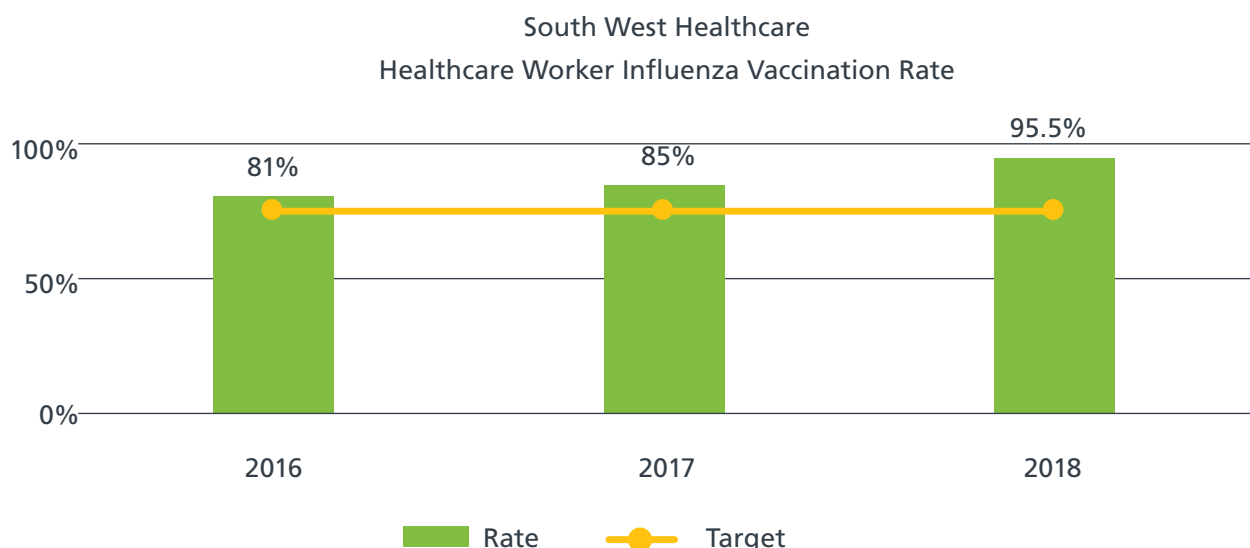
Improvements made include targeted education of medical and nursing staff, IV cannula replacement 'due dates' are now placed on the patient handover sheet and there is greater oversight of IV care and compliance by the Nurse Unit Managers and staff.

Healthcare Worker Immunisation against Influenza

The flu is a serious contagious illness and the most effective prevention is to get the yearly flu shot. South West Healthcare is committed to providing flu vaccinations and making it as easy as possible for our staff to be vaccinated. This makes a real difference in keeping our communities, our patients and ourselves safer and healthier throughout winter.

In 2018 South West Healthcare committed to a target of 95% of our workforce being vaccinated against the flu. In order to achieve this ambitious target:

- Our CEO and Executive members led the campaign
- The Infection Control Team members & Immunisation nurses went through South West Healthcare with their mobile vaccination stations & vaccinated staff while they worked.
- Vaccination clinics were run in the staff cafeteria
- Appointments were made available in the South West Medical Clinic for staff to make a booking to be vaccinated.
- Unvaccinated staff were required to wear a mask if within one metre of a patient
- Results were constantly communicated to all.



The final 2018 vaccination rate was 95.5%! Well in excess of the Department of Health and Human Services compliance rate of 75%. Not only did 1,495 staff receive the FluVax, which was 10% more than in 2017, but an additional 249 non-South West Healthcare staff who partner with us in delivering services were also vaccinated.

Influenza Immunisation Campaign Award: The South West Healthcare achievement rate of 95.5% was the highest score in Victoria for a comparable hospital or health service with between 800-3000 staff and was awarded a Certificate of Excellence in recognition of the exceptional effort.

Central Line Blood Stream Infections (CLABSI)

CLABSI are bloodstream infections associated with the presence of a central vascular catheter (central line). A central line is a catheter that goes straight into the bloodstream with the tip of the line sitting within a blood vessel near the heart. These infections can be prevented through good insertion techniques and management of the central line. These techniques are audited and staff aseptic (sterile non touch technique) competency are core educational requirements for all relevant staff.

We have also had a specialised scrub sink installed in the Intensive Care Unit (ICU) as correct surgical scrubbing is a key element of any central line insertion.

South West Healthcare has had zero CLABSI in this reporting period, in our Intensive Care Unit which is an outstanding result.



Camperdown campus (from left) enrolled nurse Kirby Hatley, Dr John Menzies, campus manager Janine Dureau-Finn, associate nurse unit manager Kisty Mitchell, enrolled nurse Ronnie Anderson, clinical nurse specialist Joy Bailey, medical imaging technologist Louis Adriaanse, and administrative support officer Margaret Clissold celebrated the news of our workforce-winning 96% flu vaccination achievement.

Maternity Services



Midwife Marnie Kerr, new to the world Lewis Seabrook, proud mother Claire Tucker and Bear. Photo by Rob Sharrock

South West Healthcare is committed to providing safe and high quality care to both mothers and babies. We monitor and report a range of data to measure the outcomes of this care. Two important indicators we measure include:

Indicator 1: Rate of singleton babies (that is where one baby is born) with fetal growth restriction delivered at 40 or more week's gestation.

Significant work has been undertaken over recent years to diagnose babies who fail to grow in utero at the appropriate rate. This 'growth restriction' is a leading cause of perinatal loss and early newborn problems.

Doctors and Midwives monitor the growth of a baby at each prenatal visit in order to recognise the early onset of 'growth restriction'. In severe cases induction of labour prior to the baby's due date is necessary to ensure the health of the baby. This indicator has a high level of visibility within the maternity service at South West Healthcare and is internally monitored on a quarterly basis.

South West Healthcare has successfully reduced this indicator to 0.0%. The suggested norm for an agency similar size to South West Healthcare is 29.8%

Indicator 2: Percentage of singleton full term babies (without congenital anomalies) who are considered in a poor condition shortly after birth. Rate of singleton term infants without birth anomalies with APGAR score <7 to 5 minutes.

APGAR = Appearance, Pulse, Grimace, Activity Respiration

One of the aims of every birth is for a baby to be born in a healthy condition. A baby's condition is recorded using an APGAR score which is an objective assessment conducted on the wellbeing of a baby. A score of greater than 7 usually means the baby is alert, active and has been born in a healthy condition.

While babies are resilient, labour and birth can be tough on a baby. To ensure every baby is born in a healthy condition, midwives and doctors constantly monitor labour to ensure the mother and baby are always doing well. A foetal heart rate abnormality might indicate the first sign of foetal distress which if left unchecked might cause a baby to be born in poor condition. The early recognition of problems during labour means any intervention is much more effective.

At South West Healthcare significant emphasis is placed on the training and qualifications of all clinical staff in the interpretation of the foetal heart rate during labour. Foetal heart interpretation and the care of the newborn shortly after birth are now monitored annual staff competencies for all obstetric and midwifery clinicians at South West Healthcare. New escalation processes have also been introduced in the birthing suite to ensure that when difficulties arise, the correct qualified personnel will be in attendance.

At South West Healthcare 1.3% of all babies born are born with an APGAR score less than 7. This indicator in similar size hospitals to ranges from 0.3% to 1.4%.

Safer Baby Collaborative

South West Healthcare is participating in the Safer Care Victoria "Safer Baby" collaborative set to commence in 2019-20. This collaborative is seeking to reduce the Victorian rate of perinatal loss by 30%. Learnings from the collaborative will further strengthen South West Healthcare's ability to maintain this indicator at its current level.

Camperdown Maternity

Birthing Bed

After 18 months of community fundraising we are very excited to receive our brand new birthing bed valued at \$23,000 at Camperdown. The new bed replaces the old one that was superseded and no longer serviceable. It will have a positive impact for both the staff from an occupational health and safety perspective, and also for the women, giving them greater choice in terms of their birthing positions and comfort.

With the addition of the new bed the ward also intends to upgrade its single rooms in the midwifery area to provide a greater level of comfort for the women and their families. A local promotional campaign is also been undertaken to encourage women to birth in their local areas to maintain the service for the community.



Pictured from left to right: Robyn Gordon (Midwife), Tonya Spokes (Mum to be), Emily Finch (Midwifery Student), Vicki Brebner (Camperdown Hospital Staff Fundraising Committee), Mark Leddy (Camperdown Hospital Auxiliary member).

Photo by Helen Gaut with thanks to the Camperdown Chronicle

Mental Health Services

South West Healthcare Mental Health Services provide specialist mental health services for people who are seriously impacted by their illness. This allows specialist services to be delivered closer to people's homes in South West Victoria.

Mental health services are provided to children and young people, adults and older people in five Local Government Areas, Warrnambool, Moyne, Glenelg, Southern Grampians and Corangamite with offices in Portland, Hamilton, Camperdown and Warrnambool. Residential services, such as acute inpatient, extended care and prevention and recovery care are provided in Warrnambool and serve the entire region.

When a person first makes contact with, or is referred to, South West Healthcare Mental Health Services, an access clinician will conduct a preliminary screening assessment to determine the nature and urgency of the response required.

Where a screening assessment indicates that specialist mental health services are required, a more comprehensive mental health assessment is provided. This may result in referral to another organisation and/or the person being treated by South West Healthcare's specialist mental health service, depending on the needs of the person and the level of care required.

Restrictive Interventions

Reducing restrictive practices, such as bodily restraint and seclusion (involves confining a person in a room from which the person cannot exit freely) is essential 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, in order to protect the health and safety of all people using mental health services.

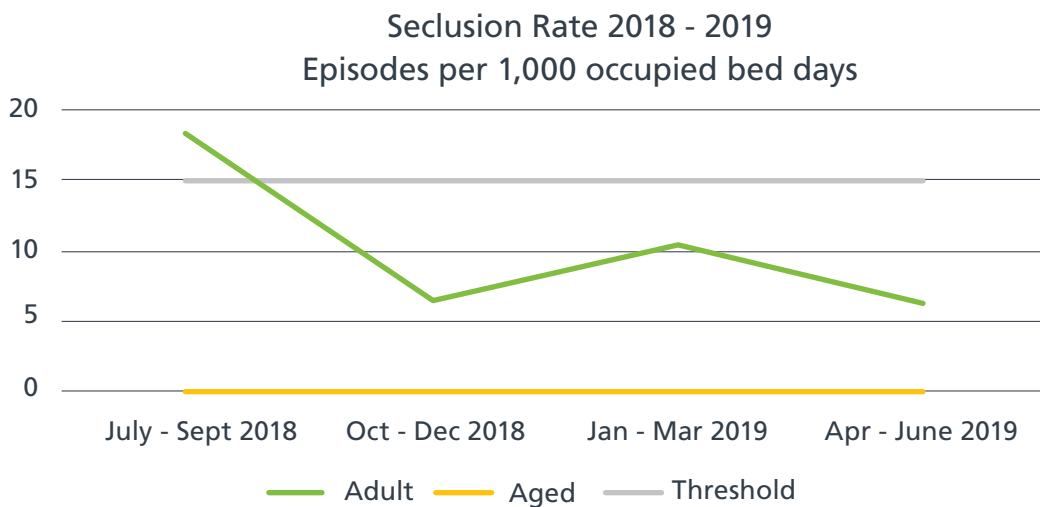
Evidence shows that restrictive interventions can re-traumatise people with past experiences of trauma and stop the development of trusting relationships between people receiving care and clinicians.

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

Seclusion

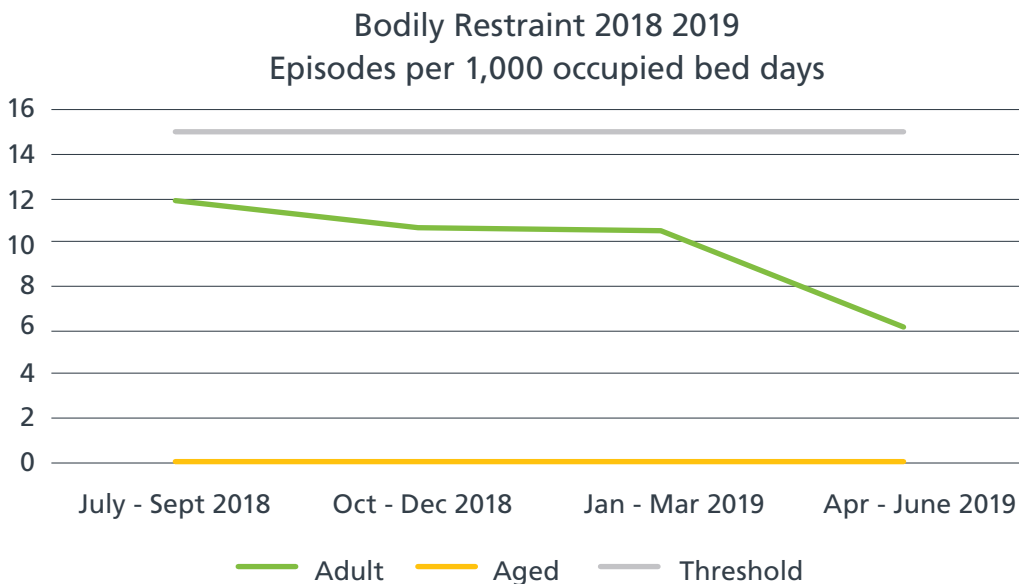
Seclusion is an emergency intervention that may only be used in the acute inpatient setting if it is necessary to protect the health and safety of the person involved, or the health and safety of others. It is when a patient is confined alone in a room or area and it is not within their control to leave.

The State government sets an upper limit of 15 interventions per 1000 bed days, from September 2018, South West Healthcare has remained below this upper limit.



Restraints

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 situation to protect a consumer for their safety and the safety of others.



The Mental Health Services Leadership Group recognises that a 'whole of service' approach is required to reduce restrictive practices. A comprehensive framework to clarify when these interventions may be used, has been combined with extensive training for clinicians in trauma-informed care, the use of sensory approaches to reduce stress, as well as how to use these interventions in a way that reduces the risk of injury to all concerned.

If Restrictive Interventions are used, information on the event is reported to the Reducing Restrictive Interventions (RRI) subcommittee. This subcommittee, chaired by the Clinical Director and Authorised Psychiatrist, meets regularly and is made up of a panel of experts from across the mental health service. This group reviews the use of practices such as restraint and seclusion, and conducts in-depth reviews to ensure that the legislation is complied with, and to identify trends and opportunities to improve care for our consumers. Strategies implemented by the group over the past year include:

- The development of psychiatrist review guidelines particularly for seclusion periods greater than 8 hours for adults and 4 hours for aged persons
- Alerts placed in the clinical notes of consumers to identify that the person has a management plan with the most effective pharmacological and psychosocial interventions, for that person to avoid the use of restrictive interventions
- Development of guidance for staff in the effective management of consumers affected by substance intoxication and withdrawal.

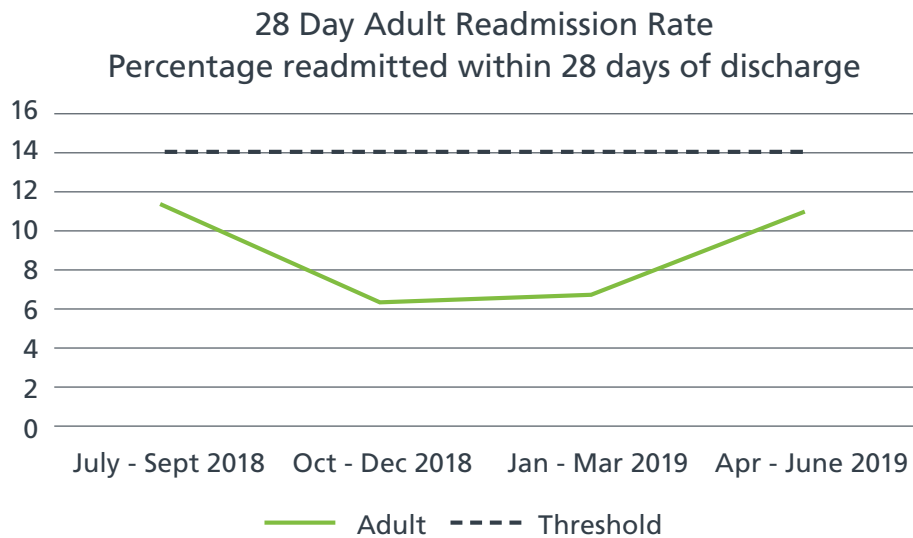
Safewards

Mental health services staff and patients experience high levels of conflict such as aggression, violence and absconding. Often, in response to these events, restrictive practices such as seclusion and restraint may be used. Safewards is a model of care that originated in the United Kingdom. Safewards aims to reduce conflict and containment within mental health services by attempting to identify and address the causes of behaviours in staff and patients which may result in harm such as violence, self-harm or absconding.

The Safewards model has ten interventions that all assist in reducing the risk of conflict through early awareness and structures to decrease anxiety or fear. This year South West Healthcare has focussed on implementation of Safewards modules with introductory sessions in the Emergency Department providing staff with an overview of the concepts and interventions. Further education is planned for mental health inpatient unit staff.

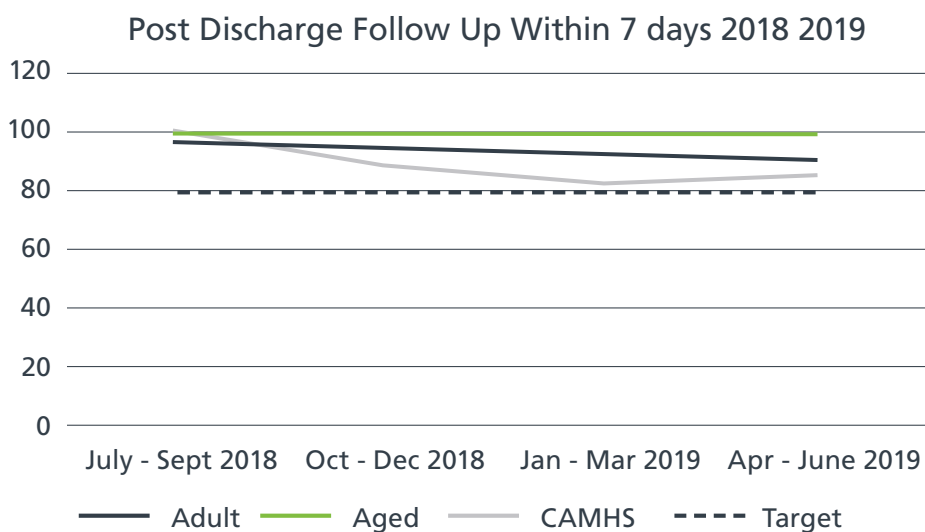
28 Day Readmission in Mental Health

Planning for discharge home involves ensuring support and services are in place for both patients and families. Readmission within 28 days of discharge may be a reflection of a number of factors including the quality of care, effectiveness of discharge planning, and the level of support post discharge. The Department has set a 14% or under rate of readmission within 28 days.



The Enhanced Discharge program located within the Acute Inpatient Unit provides support both during a hospital stay and post discharge for those consumers considered to be at risk of readmission. The implementation of bed management meetings has also assisted with more effective discharge planning.

Post discharge community follow up is also an important part of supporting those who have had a hospital admission. Community based teams make regular contact with those recently discharged, all teams met the target of making contact with service users within 7 days of them leaving hospital.



Ngootyoong Prevention and Recovery Centre (PARC)



In April 2019, Ngootyoong Prevention and Recovery Care (PARC) celebrated its first birthday.

In its first 12 months, the purpose-built centre for short-term, residential, recovery-oriented treatment services has helped many people get back to employment, begin university studies and learn helpful strategies to use in their recovery.

In a home-like environment, PARC provides care and support at critical times for people (16 and older) who are experiencing significant mental health issues, to maximise their potential for personal recovery and social and emotional wellbeing.

The services provided at Ngootyoong are delivered via South West Healthcare and Mind Australia. South West Healthcare Mental Health Services manages all referral and clinical services and Mind delivers all non-clinical care and support services. This partnership is a mix of clinical staff (including nurses and occupational therapists) and Mind practitioners, providing an opportunity to blend expertise in mental health recovery and clinical treatment. Committed to holistic, systematic and trauma-informed care, PARC programs are often referred to as Step-Up Step-Down programs because they allow mental health services to:

- Care for people living in local communities who need short-term residential support but not to the degree that they need acute inpatient admission (step-up). Allowing people having difficulty with their mental health and who want to work on their recovery not having to be admitted to hospital
- Care for people who would benefit from short-term, intensive treatment and support in a residential setting after discharge from an acute hospital setting (step-down) to further enhance their recovery before returning home.

Ngootyoong PARC Manager Emily Williams says, 'her vision for the next 12 months includes continuing to grow and further expand the service. We want to develop more initiatives, including continuing to grow the current group program already provided. We want to explore options around the potential to offer day places to enable guests to further transition to living back at home'.

Ngootyoong is a Peek Wurrung word meaning new, fresh, healthy, good and strong.



Chook therapy at PARC

Mental Health Week 2018 – Life in the Avenue

Mental Health Week is an annual national event that aims to improve community awareness and interest in mental health and well being. Through a partnership with South West Healthcare Mental Services, Camperdown Community Health, Corangamite Shire and the Camperdown Community House Mental Health Week activity included:

- Camperdown Community House Singing Group
- Cobden Line Dancers
- Lakes and Craters Swing Band
- Full Bloom Floral Workshop
- Essential Oils Workshop
- Face Painting and Bubble Making
- Stress Ball Making Workshop
- Camperdown College DRUMBEAT Demonstration
- Health Screening/Checks
- Corangamite Shire – Live Well Project
- Manifold Place Community Health
- Camperdown Mental Health Services
- Wellways
- Camperdown Men’s Shed
- Camperdown Lions BBQ
- Nick Hose Fitness

Target: We aimed to have 70 -100 people attend the event we exceeded this target by 100% with over 200 people participating in activities and/or coming to get information.

Our People Matter



People Matter survey

South West Healthcare continually strives to be a place where people want to work and enjoy their roles in health care. To assist us in gauging insights into how we can improve, there is an annual survey. It is designed by the Victorian Public Sector Commission, giving staff employed in the sector the opportunity to express their views on their work environment. It can identify trends in staff engagement and job satisfaction, along with being a mechanism to monitor bullying and harassment in the workplace. All health services are mandated to complete the survey on an annual basis.

The survey is open for 3 weeks and allows staff to voluntarily complete the questions anonymously with an option to provide written feedback. The data is analysed across comparable health services, the health sector and the public service as a whole. Each agency receives reports about the responses and feedback of staff.

For a second year in a row, 80% of staff completed the survey, compared to previous years where only 58% of staff responded. South West Healthcare had a number of patient safety targets; the overall result from our staff was that 72% agree South West Healthcare has a strong patient safety culture, slightly higher than the comparison group (71%), and slightly less than the overall public sector average (74%). The results are an average of the positive responses to the key questions below, with the target for South West Healthcare being that 80% of respondents agree.

Patient Safety Questions from People Matter Survey 2018

Question	2019 South West Healthcare Target %	2019 South West Healthcare Actual %	2018 South West Healthcare Actual %	2019 Comparison Group %
Overall positive response to safety and culture questions	80	72	70	71
I am encouraged by my colleagues to report any patient safety concerns I may have	80	80	79	81
Patient care errors are handled appropriately in my work area	80	73	73	73
My suggestions about patient safety would be acted upon if I expressed	80	72	72	73
The culture in my work area makes it easy to learn from errors of others	80	69	64	69
Management is driving us to be safety – centred organisation	80	68	70	70
This health service does a good job of training new and existing staff	80	63	61	63
Trainees in my discipline are adequately supervised	80	64	61	64

Targets are from South West Healthcare Statement of Priorities 2017 - 2018 Part B

Actions taken in response to the survey results include:

Review, redesign and define South West Healthcare Committees

The Workforce Committee and its sub-committees have been reviewed and changed. The committee structure has a renewed focus on Health, Safety and Wellbeing; Education, Research and Workforce Development; and Diversity and Inclusion.

Mental Health First Aid

Mental Health First Aid teaches simple, practical first aid skills for helping people who are experiencing mental health problems. A key health, safety and wellbeing initiative, following the People Matter Survey in 2018, was to provide this training to 35 senior managers.

Mental Health and Wellbeing Project Advisory Group

South West Healthcare has joined The Mental Health and Wellbeing Project Advisory Group. The purpose of the Advisory Group is to work with and support the implementation of the Public Sector "Leading the Way" framework with the aim to achieve improved health, safety and wellbeing outcomes for staff.

Ride to Work Day

Once again staff participated in South West Healthcare Ride (or Walk) to Work activity. This annual event has now formed part of South West Healthcare's overall 'Wellness at South West Program'

Improved Internal Communication

Across South West Healthcare, internal communication has been improved by adopting new ways to share information such as:

- Monthly "Message from Craig" (Craig Fraser, CEO)
- Creation of a staff feedback email monitored by the CEO
- Improved Performance Development Review Template
- Intranet and Website redevelopment project underway

Occupational Violence and Aggression

As part of the Department of Health and Human Services Violence and Aggression Project, South West Healthcare has developed an Action Plan to ensure compliance with the Department of Health and Human Services (DHHS) Framework for Preventing and Managing Occupational Violence and Aggression and Standards for Code Grey Responses.

As part of this initiative, South West Healthcare has reviewed and amended occupational violence and aggression Risk Ratings for each department and developed training in line with the new ratings.

Camperdown Campus

At the Camperdown Campus established continuous improvement strategies include:

- Staff advisory group
- Weekly and monthly communiques
- Recognising staff with a gratitude book in staff rooms (including Merindah Lodge Aged Care)
- Recognition of various professionals and specialists on international celebratory days

International Midwives Day was celebrated at the Camperdown Campus with beautiful cakes for the nursing and midwifery staff to share with their colleagues.

The theme for 2019 to raise awareness about the status of midwives and the essential care they provide to mothers and their newborns was Midwives: Defenders of Women's Rights

International Nurses Day is celebrated around the world every May 12, the anniversary of Florence Nightingale's birth. The theme for 2019 was Nurses: A voice to lead - Health for All. On International Nurses Day, we acknowledge the compassion, professionalism, and round-the-clock commitment of nurses caring for patients in the public health system. We celebrate and appreciate nurses, and the important role of nursing across the world.



Aged Care Services Manager Leanne Lucas is with Catherine Forrester ANUM, Johnelle Kennedy Enrolled Nurse, and Barbara Marshall RN enjoying some cake in celebration of Aged Care Employee's Day. Photo by Janine Dureau-Finn.

It's Easy Being Green

This year we've replaced the usage of plastic medicine cups with paper medicine cups. It's a terrific example of a South West Healthcare initiative with both environmental and financial benefits. The new paper cups are wax-free, plastic-free and 100% biodegradable/compostable. They decompose within 2-6 weeks in general waste and an estimated cost to save \$65,000 a year.



From left: Associate Nurse Unit Manager (ANUM) Christine Pritchard, Registered Nurse (RN) Jen Howe, Clinical Nurse Specialists Steph Hughes and Narelle Grummett, Olivia Beavis RN and graduate Registered Nurses Kerrie Griffiths and Gina Canfield.

Solar Power

South West Healthcare has been working as part of a larger regional solar collaboration for the past 12 months. A total of 2460kW of panels have been installed with a combination of no-interest loans and grants at 20 campuses of 12 health services in the Barwon South West Region in 2018-19, including a 250kW system at Warrnambool Base Hospital and 90kW system at Camperdown Hospital.

Installations have been completed, with the Camperdown solar array operational at the end of March and the Warrnambool solar array expected to be live by Spring 2019. These renewable energy projects are set to reduce annual power consumption by 5% at Warrnambool and nearly 25% at Camperdown with reductions in emissions.



Members of the Environmental Sustainability Committee view the solar installation at Warrnambool in Dec 2018. (L-r Rochelle Hine, Ray Bennett, Shane Grundy, Les Harrison, Anne Wallis, Ben Polhner, Sue Ryan, Jamie Sabo, Elvira Hewson and Brian McNamara).

Feedback

What improvements can be made to the Quality Account next year?

I am interested in being involved in:

- The Quality Account 2018 – 2019
- Helping with health information to make it more user-friendly
- Being on a committee or working party to improve South West Healthcare services
- Other

Please contact me:

Name

Contact Details (the best way to contact you, e.g. email address, phone number etc. and the best times to contact you, e.g. Monday morning, Wednesday afternoon).

Consumer Engagement and Liaison Officer
South West Healthcare

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No stamp
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in Australia



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Warrnambool Base Hospital

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SWH MENTAL HEALTH SERVICES

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Hamilton

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Hamilton 3300

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Portland 3305

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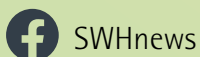
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