

CALENDAR

2016





WELCOME

On behalf of Heywood Rural Health Service I am pleased to present the 2015 Quality of Care Report.

This report aims to inform our community on the processes we use to ensure we are providing the best quality of care to the people we support; such as our residential Aged Care facility, our Primary Health Services our Medical Services, and the Men's Shed.

We have decided to develop a calendar this year for our Quality of Care Report. We hope this will ensure our community can see the great work our staff are doing and use the calendar throughout the year.

Our staff and volunteers are dedicated and passionate about providing excellence in the care and support of all our residents, clients and patients. This contributes to the great results which are highlighted in the calendar.

The other highlights in this calendar include:

- Our consumer engagement activities
- Our accreditation processes and outcomes
- Our wonderful, dedicated staff and the services we provide, and
- Our excellent results in all areas of quality and safety

Heywood Rural Health would like to acknowledge the Traditional Owners of the Land in which we reside, the Gunditj Mirring people and pay our respects to the Elders both past and present.

We would also like to acknowledge all Aboriginal people who reside in the Heywood area and wish to make it a priority to work with them and alongside them to ensure that our organisation is culturally competent and a place where everyone feels welcome and supported.

JACKIE KELLY
CHIEF EXECUTIVE OFFICER



January 2016

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
31					1	2
3	4	5	6	7	8	9
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CONSUMER FEEDBACK

Heywood Rural Health is committed to improving all aspects of service provision and utilises consumer/community feedback to improve our service.

Some of the improvements made to services provided at HRH as a result of consumer feedback are as follows:

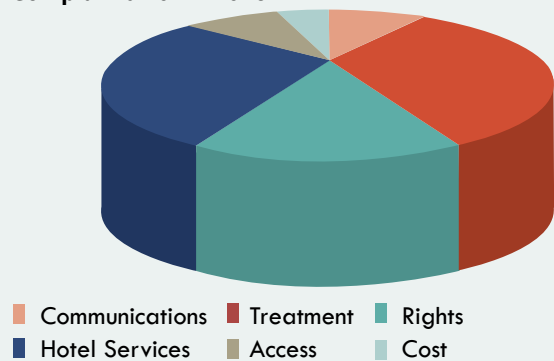
- 60 bay staff/visitors car park
- The installation of new blinds in all resident dining and lounge areas
- The installation of new signs for doors and passageways in the Aged Care facility
- The redevelopment of the front gateway to the hospital
- Improved kitchen and kitchenettes
- The introduction of a Volunteer Compulsory Training Day
- Purchased new signage for Primary Care building

Number of complaints received for the Financial Year: 17

Number of compliments received for the Financial Year: 28

Heywood Rural Health welcomes consumer feedback on any aspect of our service delivery. If you would like to provide your feedback, we invite you to complete the "Opportunity to Improve" form located at the main entrance. Alternatively, you are welcome to contact Heywood Rural Health's Chief Executive Officer, Jackie Kelly.

Complaints 2014–2015



- Consumer testimonial

"Heywood Rural Health has a friendly staffing team who are really dedicated to their work."



February 2016

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MEN'S SHED AND OUR VOLUNTEERS

Heywood Rural Health is extremely fortunate in having such a high number of volunteers to support a variety of programs.

There are many activities to which our volunteers support HRH with:

- Community Transport
- Meals on Wheels
- Administrative support
- Aged Care Activities
- Fundraising or other promotional activities
- Men's Shed
- Gardening and maintenance

The Heywood Men's Shed is situated at Heywood Rural Health. They play an integral role in supporting our residents to enjoy a number of activities such as; gardening, card games, wood work and men's social gatherings.

Recently a long serving volunteer commented on how she enjoys watching the residents join in with activities.

"On passing one day it was great to see the residents laughing, singing and clapping to some old time music."

"I always observe the staff putting the residents at the forefront of everything."

If you would like to become a volunteer at Heywood Rural Health please contact our Volunteer Coordinator on 5527 0555



March 2016

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5
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CONSUMER PARTNERSHIP IN SERVICE PLANNING

The National Safety and Quality Health Service Standards were implemented in January 2013 to drive the use of safety and quality systems. They were also introduced to improve the quality of health service provision to our consumers.

Heywood Rural Health have established a Consumer Advisory Group to help us to embed our commitment to quality and safety.

Consumer engagement is vital when making decisions about the planning and delivery of our service provision, community wellbeing and individual experiences.

The role of the Consumer Advisory Group is to:

- Provide input to our services
- Participate in marketing and branding
- Represent other consumers by making recommendations on their behalf to HRH and its Board
- Monitoring of feedback and advise on improvements
- Develop, implement and evaluate quality improvement activities
- Participate in the development of the Quality of Care report
- Participate in other committees where required

If you would like to become a member of our Consumer Advisory Group please contact our Quality and Risk Manager on 5527 0555



April 2016

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PREVENTING FALLS & HARM FROM FALLS

Heywood Rural Health is committed to reducing the risk and harm from falls in residential aged care, acute and within the wider community.

Our falls and prevention and minimisation strategies include:

- Recording and reporting of falls on Riskman
- Monitoring of increased falls
- Use of Falls Risk Assessment tool (FRAT) for falls risk screening
- Falls related education programs
- Physiotherapist and Occupational therapist to support improved mobility

There are many reasons why we have falls and some people are at a greater risk. These could include issues with hearing, sight, urinary incontinence, poor muscle strength, medication and problems with balance.

It is important that you let someone know if you are experiencing falls so that we can work with you to minimise the risk.



May 2016

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SUPPORTING OUR LOCAL COMMUNITY: WOOD WINE AND ROSES FESTIVAL

This year our theme was “Choose Health” so that we could support the community to make healthy lifestyle choices.

At Wood Wine and Roses, Heywood Rural Health staff offered fresh fruit and water to attendees over the day. Volunteers handed out flyers for our “Get Active” exercise group as well as the “HEAL” program (Healthy Eating Activity and Lifestyle).

These programs held at HRH have had successful results and have helped to keep our community healthy.

It was a very hot day, but the staff remained enthusiastic and energetic in getting the message out to all the visitors to the festival.

HRH won the ‘Best Novelty Float’ for 2015, and were presented with a cash donation.



June 2016

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RISK MANAGEMENT AND SAFETY



July 2016

Incident Reports

What are incident severity ratings?

Severity Rating 1 The person has died or received permanent harm from the incident

Severity Rating 2 The person received serious harm from the incident

Severity Rating 3 The person is likely to recover from the incident in the short term to medium term

Severity Rating 4 The person suffered no harm from the incident

Incidents by Outcome Severity 2014/2015

ISR 4 Insignificant	142
ISR 3 Minor	93
ISR 2 Moderate	2
ISR 1 High	0
ISR nil	2
Total	239

HRH has a Quality and Safety Committee which includes members of the senior management, staff and OH&S representative from across the organisation

All health care involves some level of risk. The clinical risk management policy and plan outlines what HRH employees should do in our everyday work to minimise these risks.

Risk management activities focus on system deficiencies rather than blaming individuals so staff are able to discuss concerns, incidents and errors in a just, open and supportive environment.

The incident reporting system is a key mechanism for risk identification. HRH uses the RiskMan database to report incidents including falls, pressure ulcers, medication errors, safety issues and workplace injuries.

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RESIDENTIAL AGED CARE QUALITY INDICATORS

Heywood Rural Health has 45 residential aged care beds and it is important for us to be able to monitor the quality of care being received.

HRH uses the Victorian Department of Health and Human Services quality indicators for Public Sector Residential Aged Care Services, these are reported quarterly.

There are strategies in place to help prevent or reduce such incidents, these are:

Pressure Injuries - Wound care, skin integrity plans, equipment for relieving pressure, regular movement and exercise, training and observation.

Falls and related fractures - Falls risk assessments/care plans, equipment, physio referral, exercise, nutrition plans, correct footwear, education for staff and residents.

Physical restraint (not used at HRH) - residents are supported with Behavioural Management Plans and strategies to divert and re-engage towards activities.

Incidence of residents prescribed 9 or more medications - monitoring of medications, referral and consultation with GP for a review.

Weights Loss - monitoring of residents with an unplanned weight loss.

The catering staff, dietician and the Nursing staff meet regular to discuss the nutritional needs of the residents.



August 2016

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MEDICATION SAFETY

Medicines are the most common treatment used in health care. Because they are so commonly used, medicines are associated with a higher incidence of errors and adverse events than other healthcare interventions.

Many of these events are costly and potentially avoidable.

All staff play a vital role in ensuring that medication incidents are reported to management and recorded on our incident management system – RiskMan.

The information collated allows us to closely monitor any incidents or near misses and investigate.

Regular education and monitoring is conducted to ensure staff and medication remains up to date.

Understanding why we take our medication is important to help prevent any adverse effects or events.

Its always handy to keep a record of your medication, especially if you need to go into hospital.

Year	Total Incidents for year
2014 – 2015	25
2013 – 2014	49



September 2016

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QUALITY AND SAFETY

Infection control

The infection control program at Heywood Rural Health aims at providing a safe and healthy environment for consumers, visitors and staff. HRH participates in a surveillance program with VICNISS (Victorian Healthcare Associated Infection Surveillance System). HRH report to VICNISS which enables us to have a benchmark against similar rural hospitals as well as the state or national benchmark.

Hand hygiene

Continuous education on hand hygiene is completed at Compulsory Training Days and online training.

Flu Vaccination

Following an extensive staff awareness campaign, HRH achieved a substantive increase in recipients of the flu vaccination for the reporting period. HRH's final compliance rate of 78.6% was a notable increase to last year's result of 58%. The states benchmark was noted as 75% which HRH exceeded.



Environmental Services

The environmental staff play an integral role in ensuring a high level of cleanliness is maintained in all areas of the facility.

An external cleaning audit is conducted annually to ensure HRH maintain its compliance with statutory obligations. HRH are extremely proud of the team in achieving an outstanding result.



October 2016

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DOING IT WITH US NOT FOR US

Meet Rae Moody who is a carer, volunteer and has been a patient in the Acute department here at Heywood

Rae became a patient at our Acute department after falling and was extremely happy with the treatment she received and how staff made her feel so comfortable.

"It was pleasing to know that I could still access the activities and feel part of the team."

Rae Moody is the wife of Rex Moody who resides at the Aged Care facility here at Heywood Rural Health.

Rae highlights the importance of having activities for the residents to engage in as this provides stimulation and social inclusion.

Rae said "Rex has gained many friendships since living here and enjoys participating in activities that stimulate him. His favourite activities are word games, Skip-Bo and taking part in the annual footy tipping". Staff are always providing support to residents whilst considering their independence and right of choice.

"I am also a volunteer here and really enjoy supporting other residents to participate in activities."

Rae said "I get as much out of being a volunteer as I put in". The way activity staff are always very helpful to her and all the residents who attend the daily activities.

Rae was pleased to see one of her fellow volunteers presented with a State Government Health Award in front of the residents.

"The way the Activity Staff organised this was very fitting."



November 2016

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RESIDENTIAL AGED CARE ACTIVITIES

HRH have a dedicated activities team who provide a range of activities for the residents

Staff dedicate their time into making the residents stay enjoyable and engaging.

Phyllis Moffat has dedicated her time and energy into delivering activities that are not part of the usual timetable.

Over the years Phyllis has prepared, cooked and served with the help of volunteer staff a cooked breakfast for the residents.

Phyllis spends time planning the event and sends invites out to relatives, carers and staff. The idea of staff and volunteers to attend was to ensure that those residents who have no family are teamed up with a buddy.

Feedback from residents, family and the staffing team was that the event has been excellent and everyone enjoyed the food.

The events allow families and carers to come together.

Phyllis has also hosted soup nights which again has been well accepted by residents and staff.

Other activities hosted by activities staff at Heywood Rural Health have been Christmas in July and monthly barbeques

Aged Care Accreditation

In March 2015 our Aged Care Facility Nursing Home was reviewed by Australian Aged Care Quality Agency (AACQA) and was successful in achieving all 44 outcomes with no recommendations.

The reviewers assess against resident lifestyle, safety, care planning and personal needs.



December 2016

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25	26	27	28	29	30	31

Our service

Primary Care

Physio
Dietitian
Occupational Therapist
District Nurses
Home Care Packages
Students

Heywood Medical Centre

G.P's
Practice Nurse
St John of God Pathology

Aged Care Residential and Acute Services

Nurse Unit Manager
24hr Registered Nurses
Enrolled Nurses
Personal Care Workers

Maintenance Team

Maintenance Officer
Maintenance Support Worker
Volunteers

Catering Service

Cooks
Kitchen staff

Environmental Staff

21 Barclay Street
Heywood, VIC 3304



Check us out on Facebook!

www.heywoodruralhealth.com.au