



HEYWOOD
Rural Health

QUALITY ACCOUNT 2016

Committed to the health and wellbeing of our community

Heywood Rural Health

ABN: 13 439 112 909

Address: 21 Barclay Street,
Heywood VIC 3304

Phone: (03) 5527 0555

Facsimile: (03) 5527 1900

Website: heywoodruralhealth.com.au

Our theme for this year's Quality Account front cover reflects our organisation's mission statement; "committed to the health and wellbeing of our community".

Acknowledgement:

Heywood Rural Health would like to acknowledge the Traditional Owners of the Land in which we reside the Gunditjmara 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.

Strategic Direction and Values

Our Vision

Heywood Rural Health is committed to the health and wellbeing of our community.

Our Values

Respect

- We make mutual respect the basis of all interactions
- We respect diversity and respect the dignity of each person
- We embrace the differences in people and perspectives

Responsiveness

- We take actions and opportunities to create results
- We provide services that are person centred and focused on outcomes
- We keep our commitments and promises

Care

- We care about the people and the community within which we work and live
- We care about our colleagues and ourselves
- We support people to develop and build on their strengths

Integrity

- We uphold our professional ethic at all times
- We are honest and fulfil our commitments
- We are accountable for our actions

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Welcome to our Quality Account

A message from the Chief Executive Officer

I am very pleased to present the 2016 Quality Account for Heywood Rural Health to our community.

Every year our Quality Account for Heywood Rural Health is created with our community in mind. Our aim is to ensure this report is a way of sharing information about the services we offer and the improvements we have made in response to feedback and consultation.

In this year's Quality Account, the focus is on the many achievements of our staff in providing high quality, person centred care to the members of our community and surrounding districts.

Planning of the Quality Account begins many months in advance when we review all feedback received from our community about the previous year's publication, and also when the guidelines from the Department of Health and Human Services are released. The guidelines set criteria on what we need to report on, against the relevant indicator and/or benchmark data and what actions have been taken in these areas.

In developing this year's publication, we have included feedback from our consumers including increasing the size of wording, content layout and sharing a range of consumer experiences.

Heywood Rural Health is committed to creating healthy communities and providing integrated healthcare services for the community of Heywood and surrounding districts. Over the last twelve months, initiatives across our organisation have been driving improvements in the delivery of our services to deliver better outcomes for our patients.

We have achieved a great deal in a short time and I congratulate the staff at Heywood Rural Health for their dedication and commitment in providing high standards of professional health care services to our community.

When I look back on the achievements of 2015/16, I am extraordinarily proud of this organisation and the staff that work here. As a small Rural Health Service, I believe we have worked extremely hard to ensure that our communities of Heywood, Dartmoor, Merino and surrounding towns and settlements have received

a comprehensive range of services that help and support these communities with their health and wellbeing.

In July 2015, Heywood Rural Health released its Strategic Plan, providing a framework for evolving our health service to better meet the growing and changing needs of our community.

We have also developed a service model "Health Hub" that is innovative, person centred and accessible to everybody, every time.

The expansion of our GP services enables us to support more people and refer them to our range of Allied Health and Nursing Services. This ensures we provide comprehensive holistic support.

Our Tele- Health Program provides specialist services to a number of community members who are unable to commute long distances in order to attend their specialist appointments, which may be situated in towns outside the district. This has revolutionised our service provision, enabling our community members to access these specialist services locally with the added support from people they know and trust.

More recently, we have applied for additional funding to expand our Primary Health Care and GP Services building. The expansion of this service will enable Heywood Rural Health to invite a number of partners and other organisations to work with us in offering an expanded range of services to our community.

I would like to recognise that this report is made possible by the significant contribution by staff, consumers, carers and members of our community in showcasing our achievements in the last twelve months.

We hope you enjoy reading this year's Quality Account and that you find the content informative and interesting.



A handwritten signature in black ink, which appears to read "Jacqueline Kelly".

Jacqueline Kelly
Chief Executive Officer

A Year in Summary - Our Highlights

Putting the patient at the centre of our care...

Providing health care services that meet the needs of communities, our local health districts and networks are at the forefront of keeping people healthy and delivering care to our patients. Our focus is to put the patient at the centre of our care.

Our major achievements in 2015-16 include:

- ✓ Accreditation of our Medical Clinic, Aged and Acute Care and HACC Services
- ✓ Implementation of TRAK electronic reporting
- ✓ Establishment of a Telehealth Program
- ✓ Implementation of the Montessorri Model of Care
- ✓ On 11 November 2015, Heywood Rural Health celebrated the rededication of the Memorial Gates.
- ✓ Officially launched Heywood Rural Health's new brand and logo
- ✓ Supported the establishment of a multifaceted Community Health Hub
- ✓ Developed and endorsed a Prevention of Violence against Women and Children Strategy
- ✓ Developed Heywood Rural Health's Reconciliation Action Plan in partnership with the local ingenious community and Reconciliation Australia
- ✓ Commenced construction works of our refurbishment projects
- ✓ Appointed a Community Health Manager to improve the services provided to our community
- ✓ Focused on integrated care for people with diabetes to address the high levels of prevalence of this chronic disease in our region, through the Diabetes Prevention and Management Initiative; a collaborative partnership with Portland District Health
- ✓ Joining local health organisations in banning the sales of sugary drinks
- ✓ Participating in health promotion networks to support local work
- ✓ Increased knowledge and uptake of contemporary testing regimes for Diabetic patients
- ✓ In the upcoming year we look forward to finalising our Primary Health Model Project that will propose a sustainable model of services that meets the needs of the community



Profile of Heywood Rural Health

History

A Diphtheria epidemic in the early 1800s identified the need for urgent medical services in the local Heywood community. Local residents embarked on a funding campaign to secure a doctor for the local township. Dr Davis was appointed the first general practitioner for the rural community and was later joined by Dr Yeville.

In 1893, a new member to the community, Dr Collins recognised the need for a hospital resulting in the Dawnleigh Hospital being founded. This was later to become known as the Heywood Bush Nursing Hospital.

The Heywood and District Memorial Hospital (now named Heywood Rural Health) was planned by the Heywood Bush Nursing Hospital, Committee of Management. The Committee often met in an old wooden building situated next to the local Heywood Hotel. Members would conduct the meeting under adverse conditions, with the use of storm lanterns and selected materials donated from surrounding buildings.

Following an extensive consultation program, the Heywood Bush Nursing Hospital was accepted as an extension of the Glenelg Base Hospital, (now known as the Western District Health Service). This resulted in the Heywood Bush Nursing Hospital coming under the auspice of the Hospital and Charities Commission, therefore qualifying for Government operating grants.

On 3 October 1957, a six-bed hospital was commissioned, providing invaluable quality health care for the residents of the local community. The hospital continued to expand its services, including an aged residential care hostel, called the Sydney Quayle Hostel in 1983 and the Lynne Quayle Hostel in 1992. In 1995 The Fitzroy Lodge wing was commissioned adding quality care services to the Dementia branch.

Today, our facility boasts 45 Aged Care residential beds and five acute beds with two emergency trollies. We also have a Community Health Service hub, which includes a medical clinic, allied health and community nursing services, home care, meals on wheels and community transport support.

Heywood Rural Health also receives a significant amount of funding directly from the Commonwealth Department of Social Services for residential aged care and community based primary services. Aged Care residents also contribute to the cost of their care at the facility.



Heywood and District Memorial Hospital 1957.



Our Governance

Board of Management

The Board of Heywood Rural Health is responsible for the governance of the organisation and ensuring all services provided comply with the requirements of the *Victorian Health Services Act 1988* and Heywood Rural Health's Strategic Objectives.

Chair	Ms. Patricia McLean
Vice Chair	Mr Wayne Frost
Vice Chair	Vacant
Board Member	Mrs. Lou Matthews
Board Member	Mr. Mark Holman
Board Member	Mr. Phil Saunders
Board Member	Mrs. Nicole Trestrail
Board Member	Ms. Clare Atchison

Health Service Governance

Clinical Governance at Heywood Rural Health is based on the Victorian Department of Health's Clinical Governance Policy Framework and describes a systematic approach to maintaining and improving the quality of patient care delivered by our health service. The framework is a mandated platform and underpins our Statement of Priorities.

Monitoring of both clinical and non-clinical services delivered by Heywood Rural Health occurs at many levels across the organisation, with the Board of Directors, Executive, Senior Managers, Clinicians and staff taking responsibility and accountability for the quality of care, continuous improvements, minimising of risks, while supporting an environment of excellence in healthcare services.

Distribution

500 copies of the Quality Account are printed, with a number of reports distributed throughout the local community, including our GP clinic.

Our Quality Account is also distributed at the Annual General Meeting, together with our Annual Report.

An electronic copy of this publication is also available on Heywood Rural Health's website: www.heywoodruralhealth.com.au

Quality and Safety Sub Committee

Heywood Rural Health's Quality and Safety Sub Committee is responsible for ensuring the organisation provides effective clinical governance. The committee meets on the second Monday of every second month, with a number of sub committees reporting to the Board of Management via this committee.

2015 – 2016 Members of the Quality and Safety Sub Committee:

- Mrs Lou Matthews – Board Member
- Ms Jackie Kelly – Chief Executive Officer
- Ms Wendy Buckland – Clinical Services Manager
- Mrs June Morris – Nurse Unit Manager
- Ms Tonia McMahon – Quality and Risk Manager
- Mrs Anita Lang – Administrative support

Clinical governance is defined as:

'the system by which the governing body, managers, clinicians and staff share responsibility and accountability for the quality of care, continuously improving, minimising risks, and fostering an environment of excellence in care for consumers/patients/residents.'

An effective system of clinical governance at all levels of the health system is essential to ensure continuous improvement in the safety and quality of care. Good clinical governance makes certain that there is accountability and creates a 'just' culture that is able to embrace reporting and support improvement. Consumers are central to identifying safety and quality issues and the solutions that must be implemented.

Victorian clinical governance policy framework; Enhancing clinical care.

"At Heywood Rural Health, we are continuously striving to provide high quality and safety care to our community."
Jackie Kelly, Chief Executive Officer

Our People

People Matter Survey

The People Matter Survey is an employee survey conducted annually on behalf of the Victorian Public Sector Commission. In the middle of the year, over 62,000 public sector employees participated in this survey across all aspects of the Victorian Public sector. There was a response rate of 32% across Victoria. The survey seeks employee views about their own workplace and in particular, considers a number of key issues such as leadership, integrity, health and safety and workplace culture. The last survey was conducted at Heywood in 2013 and from 2016 this survey will become an annual review.

Heywood Rural Health is pleased that our participation rate of 42% was higher than the state average (32%) giving management confidence that the results are an accurate reflection of how our staff feel about their workplace. Following the results, the CEO has been regularly meeting with staff to understand how they would like to further improve things within the workplace. As a result, additional resources have been put into housekeeping services and stores. Further training in the areas of leadership and bullying and harassment are planned and a staff engagement strategy has been developed.



Human Resources Management

Heywood Rural Health remains in a solid position in terms of staffing levels, with a number of new appointments in our Community Health centre.

During the year we have been able to recruit a new Community Health Project Manager, Intake/ Systems Development Manager, People and Culture Manager (contracted for 2 days per week), a Human Resource and Quality Administrative Support officer, an Occupational Therapist and Dietitian.

Our employee health and wellbeing framework is primarily focused on the ongoing development and support of staff health, wellbeing, return-to-work, rehabilitation, and a newly developed employee assistance program.

Employee of the Month Program

Heywood Rural Health developed an Employee of the Month program to encourage recognition of employees who show exemplary individual achievement, contribution, and performance in their jobs, whilst displaying the values of our organisation.

Staff are encouraged to nominate their peers who consistently exhibit a positive and supportive attitude and make contributions beyond the usual expectations of their employment.

Nominees are reviewed by our Leadership Team and assessed against the above criteria. The successful nominee is announced at our monthly staff meetings, with an overall winner being announced at Heywood Rural Health's Annual General Meeting.

Staff Education



Heywood Rural Health supports a culture of organisational capacity building and actively promotes the development staff skills.

Through a collaborative approach with a number of tertiary providers, our Clinical Education Branch provided a number of workshops, courses, and study days.

Below is a selection of these programs:

- Tropinin & Coagucheck workshop
- Agrisafe Farmers Health
- Medication training
- Consumer Engagement Case Study
- Continence Management
- Pressure Ulcers
- Hearing Aide Training
- Mental Health
- Nutritional Risk Screening Tool
- Dementia Care Essentials
- Comprehensive Health Assessment training
- Infection Control training
- Open Disclosure
- Privacy Training



We currently boast our new Learning Management System (SOLLE16) to support our staff in ongoing professional development and continuous improvement initiatives. Better Practice Clinical Learning Environment (BPCLE)

In May 2008, the Victorian Department of Health commissioned the Best Practice Clinical Learning Environments (BPCLE) project. The primary objective of this project was to develop a framework that would underpin consistency and excellence in clinical education and training across the state.

In 2014, Heywood Rural Health launched the BPCLE model to improve performance in the environment of student placements and staff skills.

"I have been working for Heywood Rural Health for the past three years as a Personal Care Assistant. Being a mum, I was looking for flexibility in working hours that suit my family lifestyle, allowing me to have a good balance between the two. Heywood Rural Health supported me by providing me with training and orientation prior to commencement of shifts. This really gave me the extra boost in confidence that I needed. The team is supportive and keeps in regular contact with me. They provide me opportunities to develop my skills and recommend me to various trainings and online studies. I thoroughly enjoy working with Heywood Rural Health and often recommend them to my friends and family"

Staff Testimonial

Volunteers Make a difference!

The community support we have received this year by our army of volunteers, nearly 160 people helping out across our organisation, has once again been phenomenal. Our loyal volunteers provide assistance to residents and staff as well as being involved in a number of fundraising activities to purchase much needed medical and nursing equipment.

Thelma volunteers in both our Aged Care and community transport areas and is a vital member of our Heywood Rural Health Volunteer Team. Thelma provides a listening ear as people often share their 'illness or even life stories' and is willing to participate in a number of consumer forums involving Heywood Rural Health.



Thelma Hoggan

Why do you volunteer at Heywood Rural Health?

I absolutely love helping and having contact with people.

When my mother was a resident in Heywood Rural Health, I saw how important it was for people to have contact with people.

What do you get from volunteering?

I feel I make a difference, every time I'm there; putting a smile on people's faces is an amazing feeling. I feel very rewarded by all the thanks the client gives me. I also enjoy their company and the many interesting stories told while travelling together.

Best moment so far?

Every time I provide support, to either a resident of Heywood Rural Health or a general member of our community, I feel a great sense of fulfilment. All my moments are very rewarding.

Consumer, Carer and Community Partnerships

About Our Profile Area

Heywood Rural Health is situated in the town of Heywood, in the Glenelg Shire in the Western District of Victoria and falls within the Barwon Southwest Region of the Department of Health. The 2011 census population for Heywood was 1,725 and comprised of approximately 52.3% females and 47.7% males.

Heywood's service catchment area is identified as Heywood and the surrounding district that is served by Heywood Rural Health is Dartmoor, Casterton, and Merino. Each of these towns have small populations and a relatively isolated from main stream services.

The population of Heywood and surrounding towns experience a high proportion of disadvantage in terms of access to services, public transport, housing affordability and limited access to employment and childcare.

Heywood has a population of Aboriginal people and a number of people born overseas. This increases the need for a diverse range of services needed to cater for the diverse population. There is also an increasing population of residents over the age of 75 living alone and unpaid carers make up 39% of the overall population.



Community Engagement Strategy

Heywood Rural Health's Consumer, Carer and Community Engagement is based on the foundation belief that the engagement of consumers, carers and the community in the planning, design, delivery and evaluation of services delivers better outcomes. These improved outcomes occur across a range of measures including quality, efficiency, effectiveness and safety of services as well as generating a sense of ownership, empowerment and responsibility for their own health/care.

Heywood Rural Health recognises that consumers and carers want to be able to access the services they need, when they need them, in their local communities. This is achieved through the delivery of an integrated and "joined up service delivery system" that is developed in partnership with consumers/carers, delivering better outcomes for the community as a whole.

To achieve its vision, Heywood Rural Health believes consumer participation and consultation is central to the planning, implementation and evaluation of service delivery across all services. The involvement and feedback of consumers is used in the development of the organisational strategic planning process and program team planning across the organisation, as well as in the development of our Annual Quality Account for 2016.

Consumer participation is a key standard within National and State quality accreditation systems. The Victorian Government Policy, 'Doing It With Us Not For Us', is a foundation policy statement guiding reforms within Sub Acute, Aged Care and Community Health sectors.

This framework promotes collaborative, integrated and effective engagement by Heywood Rural Health with consumers, carers and communities. This engagement occurs within the context of our organisation's wider engagement with other community and government stakeholders, including other health practitioners, private hospitals, local, State and Commonwealth Governments.

Consumer Stories

Heywood Rural Health staff toured Budj Bim with Windamara Aboriginal Corporation

Our field trip to Budj Bim was enjoyable on so many levels. A sense of place and belonging runs deeply in the veins of the present local Aboriginal people. Centuries of ancestors past still connects people today to the landscape.

On 1st of June 2016, I was given the opportunity to participate with several other Heywood Rural Health staff in a field trip to Budj Bim, located in the Tyrendarra area.

We arrived at our destination to be greeted by a lovely blue sky above, the magpies chortling happily and the sun warming our faces. After a short walk, we stopped to gaze into the crystal clear water of the Darlot.

While being aesthetically calming, it was explained to us that the creek had for many past centuries, been a natural pantry, providing a wide array of food such as native parsnip, water ribbon tubers, fish, yabbies and eels. (Some of us tentatively had a nibble on some greens!) For the native people who had resided here in the past, food was sourced from every available area.

Meat from the local fauna, fish and eels, kangaroo, water fowl and other birds, snake, turtle and lizards, seasonal fruit and vegetables from the abundant plant life.

As workers in the Aged Care environment, it is essential and prudent that we never dismiss or trivialise the fathomless and unexplainable connection that some of our residents will have with the land that we all live in. We should foster the ongoing, never-ending connection with where we come from- which is more meaningful and important to some and not others. We also need to understand that family and family extensions are also of paramount importance in the indigenous community, and provide facilitation for this.

Our field trip to Budj Bim was enjoyable on so many levels, and I would encourage anyone to take a few hours of their busy lives, to go bush, breath in the clean air, smell the sweet aromas of the moist soil and plant life, listen to the birds, watch the little skinks running over the mossy rocks, and relax and reflect on life. (while watching out for the Tiger snakes!)

Author: Naomi.





Stan's Story

At 86 years of age, Stan thought that he would never return to the security of his own home due to the ongoing challenges associated with a debilitating illness as well as having to endure a number of challenging operations over a 6 month period.

"Having to spend some time in another hospital away from my home in Heywood following an illness, I was advised that had the opportunity to be discharged, on the proviso that I transfer to Heywood Rural Health for my ongoing treatment.

Knowing that I had an opportunity to transfer back to my hometown, I jumped at the chance and was transferred to Heywood Rural Health, where I knew I would be in safe hands". Stan said.

The nurses and staff involved in my care helped me to improve a lot faster than expected, and before I knew it, I was discharged back to my own home. The discharge process involved a number of clinicians, including the Occupational Therapist, Physiotherapist and Nurses. When I reached my goal to be discharged I was happy knowing that I was going home **with** further support from the District Nurses and Meals on Wheels program". Stan said

Eating with Friends Network

Heywood Rural Health has established a number of consumer forums, each with differing themes presented by members of our local community. Forums provide the opportunity for members of the community, carers, past and present residents, family members and staff, the opportunity to provide valuable feedback on the services provided by our Health Service.

Once a month, Heywood Rural Health, in partnership with the Heywood Men's Shed hosts an 'eating with friends' luncheon wherein a wide range of community members come together, share conversation, good company and food.

Luncheon Guest Testimonial:

I have enjoyed going to Eating with Friends as it has given me an opportunity to meet with others from the Heywood Community.

The people are very warm and welcoming, the meals are delicious and the information about the health support and services has been very helpful to know".



Consumer Advisory Group

Heywood Rural Health's Consumer Advisory Group include representatives from the local community who are responsible for ensuring consumers, carers and community members are provided the opportunity to provide feedback on services provided.

Our Consumer Advisory Group members are:

- Thelma Hoggan, Community and Volunteer representative
- Faye Astbury, Community representative
- Margaret Eather, Aged Care resident
- Tonia McMahon, Quality and Risk Manager
- Lou Matthews, Director, Board of Management
- Monica Treloar, Community Health Nurse
- Jason Saunders, Winda Mara representative
- Claire Atchison, Local business representative
- Joyce Clapham, Community representative
- Phyllis Moffat, Activity Coordinator



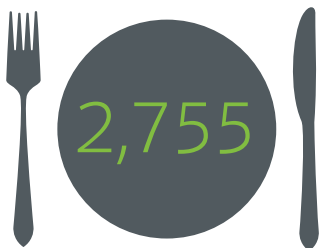
During 2015 – 2016 our Consumer Advisory Group worked with Heywood Rural Health on a number of initiatives and these are listed as follows:

- Development of an improved feedback forum for all consumers.
- Gathering feedback for community, Aged Care, networks and social clubs concerning the level of care provided by Heywood Rural Health.
- Represented Heywood Rural Health at a number of Health Literacy forums.
- Provided feedback into Heywood Rural Health's Risk and O.H & S areas.
- Provided feedback into our marketing framework.

"I have been a member of Heywood Rural Health's Consumer Advisory Group (CAG) for a number of years. During this time, I have worked with members of the team, providing feedback on O.H.&.S. matters, represented the organisation within the local community and assisted with the developed of their Feedback, Compliments and Complaints documentation. I have been very impressed with the manner in which Heywood Rural Health values my input and I look forward to continuing my membership with the CAG for many years to come."

C.A.G. Testimonial

Meals on Wheels Program



meals
distributed
2015/16



Men's Shed

The Heywood Men's Shed is a community-based, non-profit, non-commercial organisation that is accessible to all men and whose primary activity is the provision of a safe and friendly environment where men are able to work on meaningful projects.

Heywood Rural Health supports a collaborative partnership with the Men's Shed and continues to work with members on a variety of projects, including the 2016 Men's Health Forum.

We would like to commend the Heywood Men's Shed for their endless abundance of support and enthusiasm as they continue to support our staff and residents. A very warm thank you!



Heywood Men's Shed won the prestigious Victorian Premier's Award in the category of 'Outstanding Volunteers Team, Rural and Regional Victoria'. The Men's Shed Secretary, Barry Watson celebrated the occasion with the Premiere of Victoria, The Hon. Daniel Andrews MP and Heywood Rural Health's CEO, Jackie Kelly.



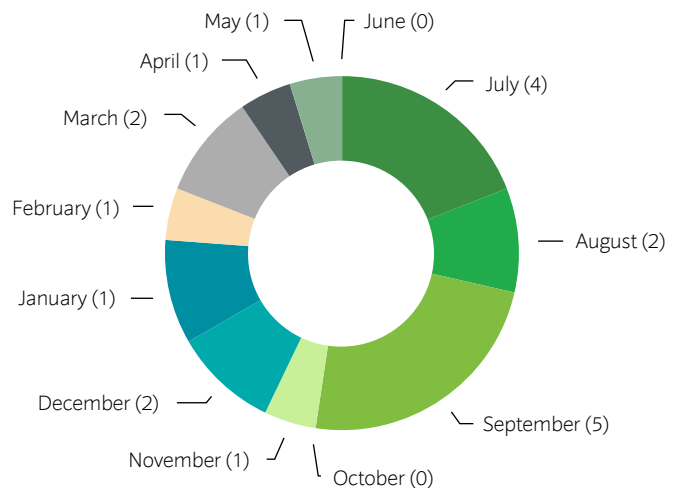
Promoting participation

Consumer feedback

Heywood Rural Health values feedback from consumers and families as it supports quality improvement of our organisation.

We encourage feedback from patients and their families via mail, in person, online or via our feedback forms located in our hospital.

Heywood Rural Health registered 20 Complaints for 2015/2016.



Consumer feedback testimonials:

"I am writing to you to express my thanks to the members of staff who looked after me during my stay at Heywood Rural Health. During my time I was treated with respect, kindness and care by all staff, including senior nurses, student nurses, clinicians, domestic and catering staff"

"The staff are fantastic and really helpful; I was really pleased with the way your Community Health clinicians went out of their way to ensure I received the appropriate treatment..."

The Aged Care activity department support the resident's monthly meetings and it is during this gathering that feedback can be captured and used to improve the services within their home.

All feedback is welcomed and acted upon.



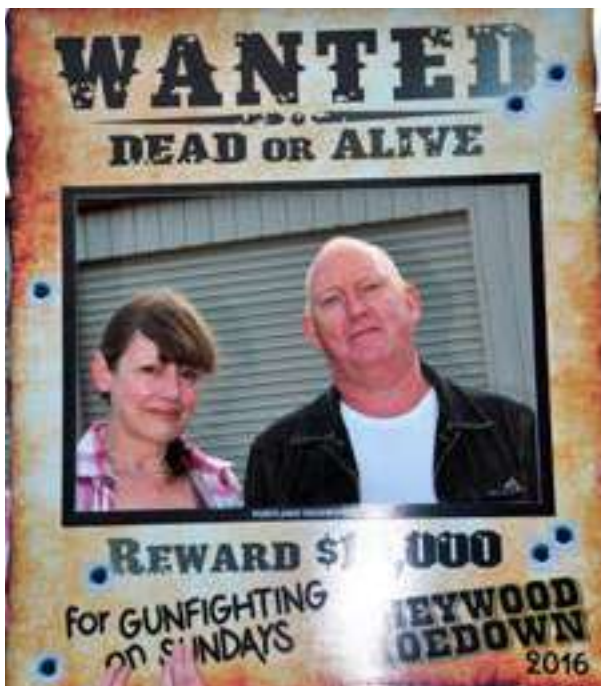
Community Nursing Services: Case Study

A client aged in their eighties has been a long standing District Nursing Service client, with a medical history of chronic complex health issues including unstable diabetes, mild swallowing problems, ischaemic heart disease, kidney disease and osteoarthritis.

The District Nursing Service was visiting regularly to monitor the patient's blood glucose levels and blood pressure. Recently the client required admission to hospital after District Nurses had alerted the GP about increasing episodes of unstable blood sugars. This was due in part to the patient's hesitation to take correct insulin dosages as they had been trying to balance their insulin doses against their food intake without any specialist support.

At the time of hospital admission the patient was low in mood and feeling that they could no longer manage at home and was considering taking permanent residence in Aged Care. This was causing the patient some distress as they felt this would be the loss of their independence and their active involvement in their community. However, during the admission period, the patient was reviewed by the Diabetes Educator, the Dietitian the GP and inpatient and community nursing staff.

Thanks to the vigilance of the District Nursing Service and the multidisciplinary team effort, the patient's blood glucose levels were stabilised and they were supported with their dietary requirements both in regards to their insulin use and their swallowing.



Occupational Therapist home visit

Mary's Story

Mary lives alone at home in rural South West Victoria and has been having increasing difficulty when mobilising around her home and in the community due to a recent fall in her lounge room.

Although Mary's injuries were not classed as 'serious', Mary was quite traumatised by the accident causing reduced confidence to managing her personal needs at home. As part of Mary's ongoing home support, Mary has been receiving District Nursing services and took the opportunity to express her concerns to the nurse regarding managing within her home. Mary was then referred to community occupational therapy at Heywood Rural Health.

An initial assessment and home assessment was completed with Mary where it was found that Mary had experienced multiple falls within the last 12 months. Mary was provided with falls prevention program, including reviewing the physical set up on Mary's primary areas in her home which would assist and support her mobility needs. Mary was also provided with a personal alarm which allow her the comfort of know that support was readily available.

Ensuring Quality and Safety

Clinical Governance

The Heywood Rural Health Quality Governance framework has at its core, the four domains of quality and safety as outlined in the Victorian Department of Health's Clinical Governance Policy Framework (2008) and reinforced by the Australian Commission on Safety and Quality in Health care, National Safety and Quality Health Service Standards, 2011.

Clinical Effectiveness and Appropriateness

An essential component of clinical governance is clinical effectiveness, which is achieved through evidence-based practice. This has enormous implications for the way nurses work, and the qualitative approach often taken by nurse researchers can be difficult to incorporate into the new systems.

Clinical effectiveness and appropriateness is ensuring the right care is provided to the right patient who is informed and involved in their care at the right time by the right clinician with the right skills in the right way.

Heywood Rural Health supports our nurses by providing immediate links on our intranet page to help them deliver the correct treatment to the correct patient at all times.

Effective Workforce

The effective workforce domain requires all staff employed at Heywood Rural Health to have the appropriate skills and knowledge required to fulfil their role and responsibilities within the organisation. Support is required to ensure staff and managers have the skills, knowledge and training to perform the tasks that are required of them. In addition, this domain requires that processes are in place to support the appropriate selection and recruitment of staff; credentialing of clinical staff and maintenance of professional standards.

Accreditation

External Review of Quality and Safe Care

Heywood Rural Health strives to provide safe, high quality, consumer focused care to all those who use our service. As part of our commitment we continually monitor our services, and are also reviewed externally by a number of external auditing platforms, which are mandatory for all health services and is commonly referred to as 'accreditation'.

Accreditation is an internationally recognised evaluation process used throughout the globe to assess the quality of care and services provided in a range of areas such as, health care, long term residential aged care, disability services, and non-health related sectors such as child care.

Accreditation programs focus on continuous quality improvement strategies and consist of a process that involves self-assessment, review or assessment of performance, against predetermined standards by an external independent body, and monitoring of ongoing performance against the standards by the accreditation body.

During 2015 – 2016 Heywood Rural Health were involved in a number of accreditations and these are listed below:

National Safety & Quality Healthcare Standards - (NSQHS)

The primary aim of the NSQHS Standards is to protect the public from harm and to improve the quality of health service provision. They provide a quality assurance mechanism that tests whether relevant systems are in place to ensure minimum standards of safety and quality are met, and a quality improvement mechanism that allows health services to realise aspirational or developmental goals.

Aged Care

Australia, residential aged care homes are required to be accredited to receive Australian Government subsidies. Heywood Rural Health is accredited by AACQA Australian Aged Care Quality to assess the homes' performance against a set of legislated Accreditation Standards.

GP Accreditation

Heywood Rural Health's Medical Clinic is committed to quality improvement and supports and participates in quality improvement activities.

To develop, maintain and enhance our practice in terms of business and clinical management we seek to monitor the progress with quality review activities. These activities include audits, routine data checks, accounts and medical record reviews.

This Clinic is committed to attaining and exceeding the Standards for General Practice 4th Edition as defined by RACGP and as such has registered for. GPA as our chosen accreditation organisation.

(HACC) – Home and Community Care and (HCPP) – Home and Community Packages Program

Both HACC and HCPP are expected to undergo a quality review at least every three years. This is to ensure that we are continuously monitored to ensure that we are performing against the set of legislated accreditations standards.

Food and Safety Audit

The external audit occurs annually and to ensure that Heywood Rural Health comply with the *Food Safety Act 1984* Australian, New Zealand Food Authority Safe Food Australia Standards and that staff are fully trained and are aware of their responsibilities.

Patient Experience Survey

The Victorian Healthcare Experience Survey (VHES) allows a range of people to provide feedback to our organisation on their journey of Healthcare. These Surveys are distributed through and independent company IPSOS.

This data gives the Department and our Management Team important information as to where we need to direct our Quality Improvement activities to ensure we are giving the best care every time to every patient.

The reporting restraints often do not give us enough information to receive a regular report through IPSOS. We hope to encourage all patients to fill out the survey so we can use this vital information to improve our services to our patients

Overall, we have had very positive feedback from those people who have used our services over the last twelve months. We also have the opportunity to improve in some areas of service provision and this information will form our Quality Improvement Plan for the next twelve months.



Ensuring Quality and Safety through Risk Management

Occupational Health and Safety

Heywood Rural Health maintains its commitment to the health and safety of all its employees and residents. We are committed to ensuring our practices are exemplary, and see this as a pivotal part of delivering the highest quality of health care to our community.

Risk Management and Patient Safety

The core business of all health services is the delivery of consumer/patient care and therefore Heywood Rural Health's risk management program focuses on ensuring safe, quality care and services. Heywood Rural Health is committed to ensuring that risk management is integral to its operational objectives, plans and systems. Minimising risk and improving safety of care requires a systems approach. Risk management and improvement strategies are integrated within improvement and performance monitoring functions.

As a public healthcare facility, Heywood Rural Health's approach to risk management is consistent with the Australian/New Zealand Risk Management Standard: AS/NZS ISO 31000:2009 or its successor, the directions issued under the *Financial Management Act 1994*, the National Safety and Quality Health Service Standards and the Victorian Government Risk Management Framework (revised 2011).

To help us focus on the most important improvements to be made to ensure quality and safety, we assess the amount of risk that would be present if the identified problem was left untreated.

At Heywood Rural Health we identify and action both clinical and non-clinical risks using a process based on the Australian Standard on Risk Management. We use a risk register to ensure action is taken to reduce risk within allocated timeframes.

Preventing and Monitoring of Incidents

RiskMan is an online tool available to all staff and which automatically escalates issues to the appropriate business unit. The following indicators are reported against as part of Heywood Rural Health's Risk Management framework:

- Clinical incidents and near misses
- Non-clinical, including OH&S incidents, hazards and near misses
- Compliments
- Complaints
- Quality activities
- Risk register
- Legislative compliance

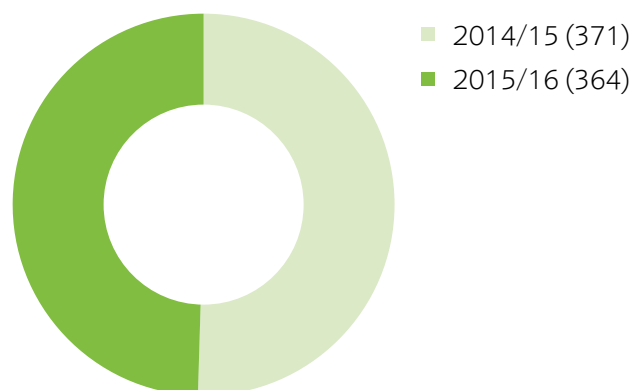
Heywood Rural Health's Occupational Health and Safety Committee is responsible for ensuring a comprehensive and robust safety program is in place and implemented across the wider organisation, including external stakeholders.

The committee meets monthly and reports directly to the Clinical Governance Committee and the Quality and Safety Board Sub Committee.

All incidents are analysed daily and are reported to the Clinical Governance Committee and the Quality and Safety Subcommittee. Incidents that are rated at 1 or 2 are automatically reported to the Board of Management.

The graph below provides details on the total number of incidents for the year 2015/2016, 364 compared to the previous year's results; 371 incidents.

Number of Incidents



Falls Prevention

It has been estimated that around 30% of people aged over 65 have at least one fall per year. Falls are costly in monetary terms to health services but there is also the human cost, fear, loss of independence, social isolation and increased risk of secondary health problems following a fall particularly if an injury is sustained.

In May 2016 Heywood Rural Health set up a multidisciplinary Falls Working Group to promote a holistic philosophy when assessing the falls risk of patients and Aged Care residents including nutritional status and muscle strength.

Using validated assessment tools the staff work with clients and families to put care plans in place to reduce risks. Dependent on the assessment findings there are a range of preventative and harm minimisation strategies that are utilised in varying combinations including, the following:

- Floorline beds that, as their name suggests, can be lowered very near to floor level to reduce risk of injury.
- Safety Mats which are soft mats and often used in conjunction with floorline beds to reduce risk of injury.
- Electronic sensors for bed and chair use which alert staff when a patient/aged resident who is at risk from falls and need supervision with mobility attempts to stand and walk unaided.
- Use of a Traffic Light System to label walking aids so that staff passing by can see at a glance whether the client should be walking unaided or should have supervision
- Patient/resident rounding which is a proactive approach to reducing risk of falls by staff sighting the patient/aged resident at set intervals and at each rounding ensuring that the client has their needs met such as toilet use, fluids and call bell accessibility and that clients' preferred items such as tissues, TV remotes, telephones and spectacles are in place.
- Non-slip socks, often referred to as Red Socks or Ruby Red Socks, which have a grips on the sole to prevent slips and also act as a visual prompt to staff that the client is at high risk of falls and needs assistance.



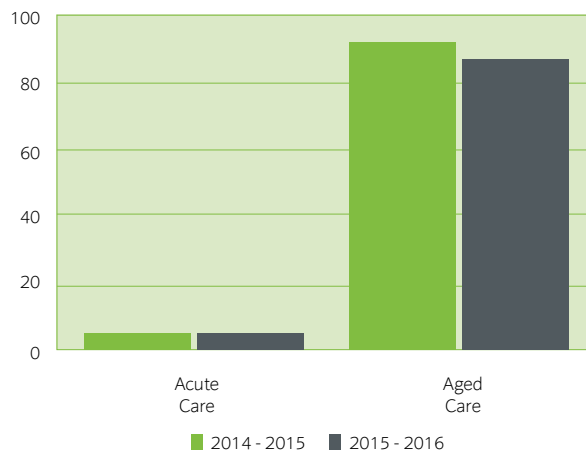
Falls incidents are scrutinised by senior staff and patients/residents that do fall are reviewed by Allied Health and care plans revised as required. Any trends are analysed discussed at the Falls Working Group.

Acute Care Falls: Total for year ending 2015/2016 equals 5 which is the same total recorded for 2014/2015.

Aged Care Falls: Total for the year ending 2015/2016 = 87, which is lower than the year ending results of 2014/2015 of 93.

Falls Incidents: the following table illustrates Heywood Rural Health's Falls Incidents per month for the 2015 – 2016 reporting period.

Acute and Aged Care Falls



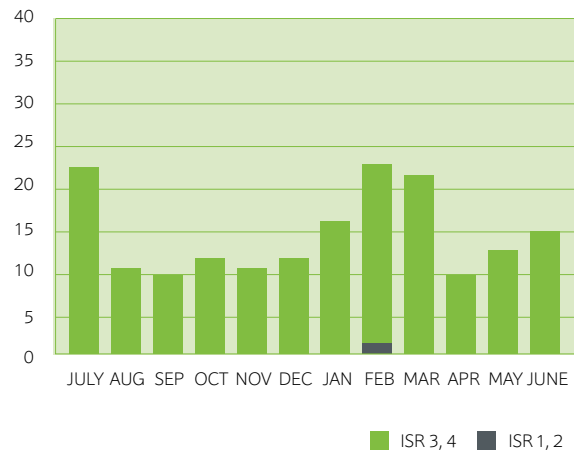
Pressure Injuries Prevention and Management

In May 2016 Heywood Rural Health developed a multidisciplinary wound care and pressure injury prevention group which is supported by the regional wound care consultant. The role of the group is to provide best practice information to staff in community services, aged care and acute services. The group advocates a holistic approach to wound care and prevention of pressure injuries. Assessments which focus on clients' nutritional status, lifestyle choices, level of physical activity and aetiology of the wound as well as any medical conditions they may have are the key to providing the care required. By looking at the client as a whole staff are then able to work in partnership with them and advise on healing and/or prevention strategies.

As a small rural health service we are able to provide flexibility around where community patients receive their care which could be in their own home, in the community health centre or in Urgent Care when routine services are not available. There can also be a seamless transition between community and in-patient care if clinically indicated with community and hospital staff liaising closely.

The group also has the remit to advise on a wound care formulary and pressure injury prevention equipment library which are evidence based to provide effective treatments and preventative measures while being cost effective.

The year ending results reflect, Acute Care: 0 and Aged Care 5.



Medication Management

Heywood Rural Health is committed to a best practice multidisciplinary approach to the safe administration of all medications to residents' / clients/ patients by appropriate prescription, administration, management, storage and disposal of medication. Heywood Rural Health has the intent to promote and support health literacy for consumers so that they are informed about their medications.

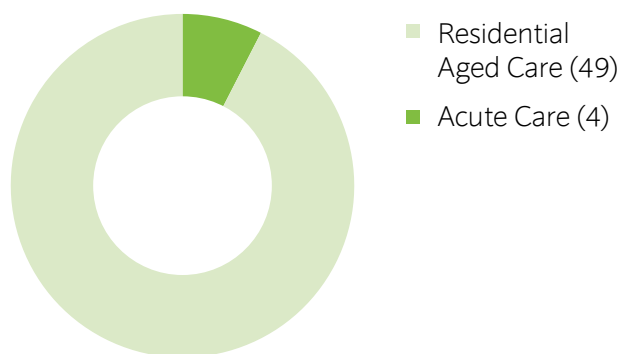
Medications are proven to treat and prevent disease, but with their increased use in modern health care have also come increased risk. In recognition of this Heywood Rural Health has commissioned two external reviews of medication management since March 2016 which were undertaken by two different health disciplines thus providing the organisation with a well-rounded overview.

The Heywood Rural Health's Quality and Safety framework for medication management has policies and procedures in place to ensure that staff have the necessary competence within their scope of practice to undertake their roles in the medication management process. A Medication Management working group was started earlier in the year and supports staff by providing information on best practice in taking and recording medication histories, patient identification, allergies and alerts and analysis of incidents. Heywood Rural Health also conducts internal audits and uses the information to continuously improve practice. Staff have access to MIMS online and other medication information systems to support them in their roles. When a medication incident occurs this is fully investigated by members of the senior team including the organisation's education staff.

To support and promote health literacy with clients, staff are able to access medication information, both general and specific, from recognised sites such as the National Prescribing Service which they can print and provide to patients/residents. Clients are also advised to speak to their local pharmacist or the prescriber for further assistance.

Medication errors recorded for 2015/2016 were a total of 49 in Residential Aged Care and a total of 4 in Acute. The results are higher than 2014/2015 which has been closely monitored by the Quality and Safety Subcommittee and an increase of audits and education to all clinical staff.

Medication Errors 2015 - 2016



Blood Safety

The organisation investigated the need to continue an elective transfusion service based at Heywood Rural Health and found that the demographic with this requirement in our community was small.

Due to the low number of patients it would be difficult for staff to maintain their competency in this area of clinical practice and patients could have their needs met at a neighbouring health service. Therefore, Heywood Rural Health as a responsive and responsible health service has suspended administration of blood and blood products and has submitted a request to the Australian Council on Healthcare Standards that this standard, Standard 7, be removed from the suite of National Standards against which Heywood Rural Health is accredited.

Infection Control

The Infection Prevention and Control Program is continuously evolving at Heywood Rural Health and is supported and coordinated by external consultants inclusive of education and surveillance. The results achieved throughout the year have demonstrated a consistent approach to maintaining high standards, therefore ensuring our consumers feel safe whilst receiving care at Heywood Rural Health.

Heywood Rural Health's focus is to continue to move forward with the program to ensure our organisation's statutory obligations are met. External consultants conduct an audit on the clinical area, laundry/maintenance department, antibiotic stewardship, IV device, external cleaning, and food service annually unless the compliance achieved is less than 90%. Then the area is re audited within 3 months to ensure actions are taken.

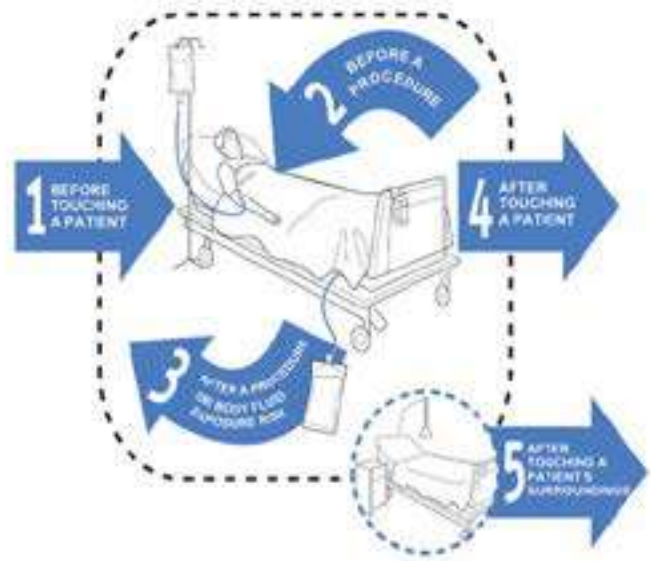
All infection prevention issues, results and audits are reported to the Quality and Safety subcommittee every month and at the leadership team meetings.

Hand Hygiene

Heywood Rural Health has developed a range of surveillance systems for healthcare associated infections, and with the support of an Infection Prevention Consultant, data is collected and provided to VICNISS. The data range includes, rates of Staph Aureus Bacteremia, infections related to multi-resistant organisms, and clostridium diifficile.

A key component of our Hand Hygiene program reflects regular quarterly audits based on the 'five moment's tool' with results submitted to Hand Hygiene Australia and Heywood Rural Health's Quality and Safety subcommittee.

5 Moments for Hand Hygiene



(SAB) Staphylococcus aureus Bacteraemia rates are listed below:

SAB Rates - Healthcare Associated by Hospital (Q1, 2014/15 - Q4, 2014/15) - Acute Patients ONLY							
Quarter	No. of SAB	OBDs	Rate per 10,000 OBDs	95% CI	No. of MRSA	MRSA Rate per 10,000 OBDs	95% CI
Q1, 2014/15	0	294	0.0	-	0	0.0	-
Q2, 2014/15	0	389	0.0	-	0	0.0	-
Q3, 2014/15	0	207	0.0	-	0	0.0	-
Q4, 2014/15	0	140	0.0	-	0	0.0	-
Total	0	1030	0.0	-	0	0.0	-
VICNISS 5 year Aggregate (n=66)	1791	18330244	1.0	0.9 - 1.0	341	0.2	0.2 - 0.2

OBD = Occupied Bed Days, CI = Confidence Interval



Flu Vaccination

Heywood Rural Health achieved the required rates for staff immunisation

The following table illustrates the 2015 Submission of data to VICNISS and Hand Hygiene Australia:

Standard 3 - Infection Control			
VICNISS 1 - Hand Hygiene Q1	● 86.4	100	→
VICNISS 2 - Hand Hygiene Q2	● 89.2	100	→
VICNISS 3 - Hand Hygiene Q3	● 207	100	→
Flu Vaccination	● 140	75	↗

Cleaning

Ensuring Heywood Rural Health environment is clean plays a vital role in the prevention of infection. The Environmental Services Department is responsible for the majority of cleaning across the organisation and there are planned schedules that cover a 7 days a week cycle.

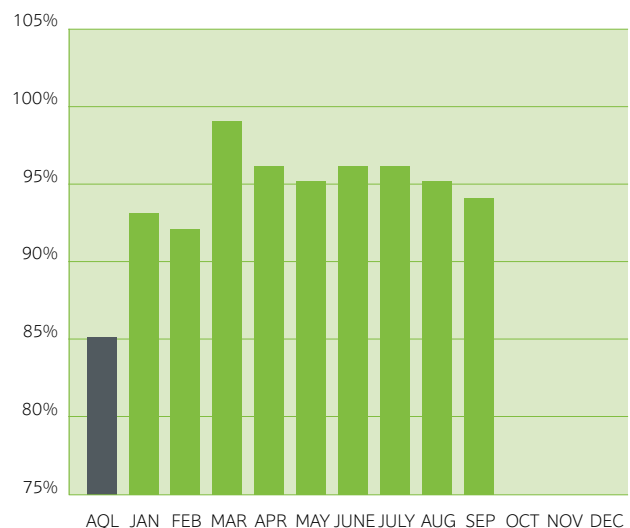
Transmission of infectious agents from the environment to our patients and residents may occur as a result of direct contact with a number of variables, for example, contaminated equipment, or indirectly in an acute setting environment.

Audits are frequently performed, both by our staff and also by external bodies to ensure our cleaning program meets the 'Cleaning Standards for Victorian Health Services'.

During the year, Heywood Rural Health has exceeded the minimum standard as depicted in the following chart.



Overall Hospital Score 2016



Aged Care Clinical Indicators

Physical restraints

Restraint is not used at Heywood Rural Health. Our residents continue to be supported by a number of strategies, including a Behavioural Management Plan and re-engagement activities.

Residents prescribed 9 or more medications

Heywood Rural Health's residential Aged Care facility regularly accommodates residents who may require a number of medications due to their individual circumstances. Regular reviews are conducted with the resident, their family, staff and GP.

In 2015/2016 Heywood Rural Health reported below the State average in the prescription of 9 or more medications..

Hostel, Sydney Quayle and Lynne Quayle demonstrated that there had been a decrease for residents that had been prescribed 9 or more medications during 2015/2016.

Unplanned Weight Loss

Residents at Heywood Rural Health are monitored regularly for weight loss and are supported by our in-house Dietician and Speech Pathologist.

During the year, Heywood Rural Health reported fourteen residents in our Aged Care Residential unit with 'unplanned weight loss', a decrease from twenty for the year prior.



Our Reconciliation Action Plan

Heywood Rural Health is committed to the journey of Reconciliation aimed at building the organisation's cultural competence in partnership with local Aboriginal and Torres Strait Islander communities in all areas where Heywood Rural Health works. We see this as a long term journey and commitment which has its formal beginnings from the original development of the services in Heywood. We have had a very positive relationship with the local Aboriginal Community for a number of years and have supported Aboriginal people through all our services including residential aged care, medical and Primary Health services.

Our staff are committed to reconciliation and working with the Aboriginal community to support better health outcomes. We will develop a reconciliation committee, made up of staff and elders from the local community who will then be responsible for the development, implementation and governance of the RAP.

Our partnerships/current activities



We have a close working relationship with the Local Aboriginal Organisations including the Winda Mara ACHO, and Gunditj Mirring Traditional Owners. We have a number of partnerships with staff working across programs including Dietetics, Community Health Nursing, and GP services.

We support employment opportunities for Aboriginal Staff across all our services and have 3 Aboriginal Staff working with HRH in 2016.



Continuity of Care

Improvements in the Continuity of Care: Acute and Aged Care

Leisure and Lifestyle/ Activities

This year staff from Nursing, Activities, Catering and Environmental Services at Heywood Rural Health were part of a collaborative project, Leadership in Dementia, with a number of allied health services and Alzheimer's Australia.

Working on this project has generated a passion and enthusiasm amongst our staff to promote a philosophy of partnership, enablement and support of creativity with our Aged Care Residents. Examples of this work-in-progress are the fresh fruit platters that are prepared and served by residents to other residents every morning and residents art work adorning our walls.

Our ultimate aim is to no longer talk of our Residential Aged Care Facility but our Aged Community.

Advance Care Planning

As we get older Advanced Care Planning is part of forward thinking in the same way we might appoint Powers of Attorney and make a will. These are all things that adults should put in place in case a time comes when we are unable to voice our opinions and make decisions. Not having these things in place can often place great burdens on loved ones and health care professionals when there is no clarity as to a person's wishes. The best time for individuals to consider and undertake Advance Care Planning is when they are well and able to think rationally and not when there has been a diagnosis of serious illness.

Heywood Rural Health has staff in Aged Care/ Acute Services and District Nursing Services who are able to assist clients and families with undertaking an advanced care plan and there is a wealth of information available online at sites such as Advance Care Planning Australia and Advance Care Plan Victoria Department of Health and Human Services. Individuals can also speak to their General Practitioner or Specialist who will be aware of the information available through the Australian Medical Association- Advance Care Planning: Have the Conversation. The Office of the Public Advocate is another route for advice and support with the process.

Percentage of in-patients in for the reporting period 2015-2016 documented to have an Advanced Care Plan is 50%.

Discharge Planning

The experience of leaving care from Acute begins at your admission.

Heywood Rural Health identified that the communication between professionals and nursing staff involved in your care needed to be improved to ensure the transition from Acute to home is a smooth transition. All professionals meet weekly and review the individual needs of all admissions and develop plans towards a smooth discharge. This improvement has been a great success and an achievement in the Acute area and will be further evaluated in the 2017.

Palliative Care Team at Heywood Rural Health

Heywood Rural Health is committed to providing holistic care to patients and aged care residents who are living with a terminal illness or a complex chronic condition that requires symptom control.

The aim is to improve and support quality of life for patients/residents and families and dispel some of the myths that surround palliative and end of life care.

Heywood Rural Health has created a palliative care working group to review best practice in symptom management and support of psychological, spiritual and social needs and sharing best practice across our in-patient and RAC and home care services. The group will also identify any staff training needs and some staff have recently attended a series of workshops on the topic of dementia and palliative care. The Heywood Rural Health palliative group will also be working collaboratively with neighbouring health services.

Health Literacy

Health literacy can be described as a method in which we communicate with our consumers to ensure they fully understand information about their health and healthcare needs.

At Heywood Rural Health our information is provided in a number of formats, which include written information, both in letter or a brochure and verbal information.



Health Promotion - Place-based Health and Wellbeing Programs



Heywood Rural Health plays an important part of the Heywood and District social fabric, as one of the major employer and consumers of local products and services. We are also the main health service provider in the region, not only providing high quality clinical services, but we have also developed a broader corporate identity that encompasses prevention of illness.

In February 2016 Heywood Rural Health employed a Community Health Nurse as part of a multi-strategy community engagement approach to develop meaningful partnerships with the community. Through a better understanding of the community Heywood Rural Health has been able to build specific social capital programs to meet the health and wellbeing needs of the community. Our community programs include Community Transport, Healthy Ageing Exercise Group and regular community luncheons.

Heywood Rural Health also provides consultation rooms to visiting health services such as Case Against Sexual Assault (CASA) and Australian Hearing which brings much needed services to the community. This in-kind support to our community partners helps to increase access to services - one of the biggest barriers to rural isolated communities.

Telehealth

Heywood Rural Health delivers services to dispersed rural and remote communities. These isolated populations are all generally older with higher levels of health risks and higher rates of disease, chronic disease and injury and reduced access to health services. In response to these inequities, Heywood Rural Health is delivering a number of programs to increase access to services including Community Transport, hosting visiting services and Telehealth.

The Telehealth Program enables the exchange of health information and health care services across geographic, time, social and cultural barriers. Heywood Rural Health set up a dedicated Telehealth Room which allows our patients to have an appointment with a specialist in Geelong and Melbourne, which saves hours in travel time, as reduces the associated petrol /accommodation costs, as well as eases the inconvenience and risk.

In the near future Heywood Rural Health will be using Telehealth to deliver staff professional development and GP appointments to isolated towns. Telehealth will also enable our clinicians to access specialist knowledge and experience to support our Aged Care, Medical Clinic and Primary Care staff.

TRAK

Heywood Rural Health is in the process of transitioning from a paper-based to an electronically-based medical record. The aim of the transition is to provide our community with a seamless, user-friendly journey through the healthcare system.

The Intake and Systems Development Manager undertook an investigation to determine what stage Heywood Rural Health were at with their Electronic Health Record (TrakCare), and assess staff knowledge, usage and competency in using TrakCare. Partnership building with various organisations commenced, including eHealth representation at a SWARH (South West Alliance of Regional Health) level.

In April, two Super User Groups were formed and trained across Trak Acute and Trak Community, with an immediate Go Live launch of Trak Community for Community Health and District Nursing staff. Nursing and administrative staff commenced training in June, which will run daily until Trak Acute Go Live on the 1st August 2016. To facilitate this process, five computers on wheels were purchased allowing clinical notes and observations to be done at the patients' bedside.

From 1st August 2016, Heywood Rural Health will become a mostly paper-free, electronically based health service.

Heywood Rural Health Rebranding



Heywood Rural Health launched its rebranding exercise in 2015 to reinforce its position as a leading aged care provider within the South West.

The launch of the new brand identity and logo was developed in collaboration with KIK consultancy, a brand consultancy, known for working with organisations to grow through brand-driven creativity. A number of workshops were held with key stakeholders to determine our brand blueprint, based on the Heywood Rural Health's vision, values, personality, benefits and audience base.

The rebranding reflects both the evolution of the organisation as well as its vision for the future. The new logo underpins the message to the community that Heywood Rural Health is committed to health and wellbeing of our community. It is a vital foundation stone in the vision of realising Heywood as a community centred region.

Capital Works Project

The refurbishment of our residential dining room has moved to the implementation phase with a Project User Group and Project Control Group meeting to determine and finalise plans, which will be implemented; we are eagerly awaiting the construction phase in the coming months.

We were thrilled to be awarded a community grant of \$220,000 from the Andrew Jack Foundation which will help us achieve a substantial rebuilt facility that will meet our resident's needs.

Community Health Hub Services

Twelve months ago, Heywood Rural Health commenced its journey to bring together its community services under the same roof into a Community Health HUB, as part of its commitment to community health and wellbeing. The Community health Hub was based on OECD recommendations to 'Create a primary health care eco-system around general practitioners, and promote their role as the care co-ordinators for patients with chronic disease'.



Heywood Rural Health now has General practitioners working alongside Practice Nurses, Allied Health clinicians, Community Nurses and visiting specialist services, to provide a more multidisciplinary, integrated, coordinated and person-centred service. This new model has had numerous positive impacts such as:

- providing a more person-centred approach
- promoting prevention and early detection
- facilitating patient independence and self-management
- improving patient experience and,
- better utilisation of expertise and resources

Prevention of Violence against Women and Children



“Two Australian women are killed every week by a current or former partner. We should be outraged that this is occurring”

Australian of the Year, Rosie Batty, May 2015

Prevention of Violence against Women and Children is an issue that is often hidden and not spoken about. Violence against women and their children is a prevalent, serious and preventable human rights abuse. One woman a week is murdered in Australia by a current or former partner and thousands more are injured or made to live in fear. The social, health and economic costs of violence against women are enormous. Preventing such violence is a matter of national urgency, and can only be achieved if we all work together.

As an organisation we take the support and safety of women and children in our community very seriously. We have developed a strategy in partnership with the community, Glenelg Shire Council and Barwon South West Women's Health Service, to ensure we are keeping women and children safe.

Working towards the prevention of violence against women is one of the key priorities for Heywood Rural Health. We are committed to working, both externally and internally, with a range of stakeholders to address the key determinants of violence against women, and this is detailed in this strategy.

Heywood Rural Health Aged Care bed profile

Our Nursing Home comprises of thirteen single rooms with an ensuite, views onto native gardens, communal areas, lively leisure and lifestyle programmes including outings, entertainers and one-to-one sessions, hairdresser, religious services, diabetic educator, physio, Occupational Therapist consultations, continence management, podiatry, dietetics, and speech pathology.

Our Lynne and Sidney Quayle Hostel and Fitzroy Lodge comprise of thirty two single rooms with ensuite, dementia care, garden views, communal areas, lively leisure and lifestyle programme including outings, entertainers and one-to-one sessions, hairdresser, religious services, diabetic educator, continence management, physio, Occupational Therapist consultations, podiatry, dietetics and speech pathology.



Staff length of service awards

15 Years

Cheryl Stephens

Phyllis Moffat

20 Years

Carol Dodge

25 Years

Jacqueline Pettit

35 Years

Wendy Holland



Feedback Survey

Feedback questions for the Annual Quality Account 2015-2016

Our Quality Account has been created with our community in mind.

We would dearly love to hear your thoughts about this year's Quality Account and any feedback you might have that we could use in future publications.

About you

Which of the following categories best describes your relationship with Heywood Rural Health?

- Past user of service Current user of service Staff/volunteer
 Other

How did you find the content?

- Easy to read Interesting information Difficult to read

What features did you like the most?

Quality Account layout

- Easy to read Too busy Just right

Please select which of the following services you were made aware of in this publication.

- Community Performance Range of services
 Improvements

What would you like to see more of in this publication?

What would you like to see less of in this publication?

Please complete this page and send to:

Tonia McMahon
Quality and Safety Manager
Heywood Rural Health
PO Box 159, Heywood VIC 3304

Thank you for taking the time to complete this survey!

OUR VALUES

RESPECT

RESPONSIVENESS

CARE

OUR VISION
HEYWOOD
RURAL
HEALTH IS
COMMITTED
TO THE
HEALTH AND
WELL BEING
OF OUR
COMMUNITY
INTEGRITY

RESPONSIVENESS

