Cobram District Health

Quality of Care Report

2012 – 2013
Our Community

Hospital
12 Acute beds
Operating Theatre & Day Procedure Unit
- Endoscopy
- General surgery
- Orthopaedics
- Minor Gynaecology
Palliative Care
Transitional Care Beds
Urgent Care Centre
Radiology

Irvin House
29 High Care Beds
1 High Care Respite Bed
Geriatrician Assessments

Community Health
Community Aged Care Packages
Allied Health Services
Work Health Checks
District Nursing
Hospital in the Home
Chronic Disease Management
Health Promotion

Superclinic
GP Clinic – 7 General Practitioners
Visiting Medical Specialists
Dentists
On behalf of Cobram District Health we are delighted to present to you our 2012 / 2013 Quality of Care Report. This year our focus has been to engage our community and surrounding districts to enable us to continue to provide high quality service. This has included the implementation of a Consumer Participation Program, the formulation of a Cultural Awareness Plan and the commencement of the Consumer Document Review Group, evidence of which you will see throughout the Report.

Another of our focuses has been the fundraising efforts for the refurbishment of our aged care facility Irvin House. We thank everyone for their support with this ongoing project.

Sadly in 2012 – 2013, Cobram District Health said good bye to two past board members, Mr Ray Brooks and Mr Philip Pullar. Both were active members of the board whose commitment and dedication was greatly appreciated.

Finally, we acknowledge the hard work and support of our Board, Staff and Volunteers whose tireless efforts ensure the success of our health service.

We hope you enjoy our 2012 – 2013 Quality of Care Report.

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Our Vision
To improve the health of our community through the provision of high quality, integrated health services that meet the needs of the individual and the community.

Our Mission
To deliver quality patient-centered health care to the communities of Cobram and District by:
- Collaborating with other health care providers and the community
- Being an employer of choice
- Education, training and research in rural health
- Ensuring our services are sustainable, responsive, accessible and accountable
- Proactively advocating for the health needs of the community.

Our Values
Access, Safety, Respect, Communication, Participation, Privacy, Comment.
Strategic Planning

The Cobram District Health Board and executive have developed a strategic plan for 2012-2015 based on the vision and mission of the organisation. The plan was developed following extensive consultation with staff, consumers and the community. The aims of the strategic plan are:

- Collaborating with other health care providers and the community
- Being an employer of choice
- Education, training and research in rural health
- Ensuring our services are sustainable, responsiveness, accessible and accountable
- Proactively advocating for the health needs of the community

Clinical Governance

“Clinical governance is the system by which the governing body, managers, clinicians, and staff share the responsibility and accountability for the quality of care, continuously improving, minimizing risks and fostering an environment of excellence in care for consumers and patients” Australian Council on Healthcare Standards 2004

Cobram District Health reviews its clinical governance systems in line with the Victorian Department of Health Clinical Governance Framework.

What Does Patient Safety Mean to Me?

Anna – Board Member, “To do no harm – Our aim is to ensure that every patient receives timely, appropriate and high quality care. As a board member I want to ensure that the organisation has robust systems in place to gather and report information about the patient journey so that we can minimise risk and strive to continuously improve the patient care experience.”

Gabrielle – Acute Ward Nurse Unit Manager, “Providing safe, best quality care with processes in place to achieve this”

Lisa – Dental Nurse, “Ensuring all equipment and instruments used on patients are sterilized”

Lisa – Administration, “Gaining and providing the correct patient information”

Lynn – Environmental Services, “Wet floor signs are displayed for all to see, rooms are kept clean and tidy and meal trays are easily reached”
Consumer Participation

Cobram District Health acknowledges the importance of consumers in improving patient safety across the organisation. The commencement of the consumer document review group is an active step towards involving consumers in safety and quality. The group reviews documents and patient information which is produced by Cobram District Health. This ensures it is appropriate for the audience, contains relevant information and is easily understood.

Consumers have also provided valuable input into the design of the new Community Rehabilitation Centre.

“Waiting Area- if filled with chairs there is no room for wheelchair or scooter bound consumers to wait”

Translation Services

Cobram District Health has developed and is working towards implementing a cultural diversity plan across the organisation. One aspect of the plan is language services and the use of interpreter services. Cobram District Health used interpreter services across the organisation in the form of either phone or face to face on 51 occasions.

33 Arabic
10 Italian
6 Calabrian Italian
1 Punjabi
1 Macedonian
Emergency Response

Vulnerable Clients Register
Cobram District Health updates the central electronic vulnerable clients register as per the Vulnerable People in Emergencies Policy, November 2012
Recommendation 3 of the Victorian Bushfires Royal Commission Final Report is developed to improve the safety of vulnerable people in emergencies, through supporting emergency planning and for the community.
In 2012-13, Cobram District Health instigated a process for assisting vulnerable clients in the community to establish what to do in an emergency. The organisation developed a Household Emergency Plan that assists clients to have a written record of who to contact in an emergency and safety concerns that need to be considered. The plan is updated annually and is linked to the Statewide Vulnerable Persons Register that is managed by Emergency Services. The District Nursing Service and Case Managers assist the clients to complete this and keep a record in their homes.

Quality and Safety

Patient Safety

Incident Reporting
Cobram District Health is focused on patient safety. Our aim is to identify and fix problems and potential incidents before they occur.
Cobram District Health uses the Victorian Health Incident Management System (VHIMS) to record and track all incidents and feedback received from patients, families, staff, volunteers and other visitors.

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<thead>
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<tr>
<td>ISR4</td>
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ISR RATING LEGEND
ISR 1: DEATH/SEVERE
ISR 2: MODERATE
ISR 3: MILD
ISR 4: NO HARM/NEAR MISS

Case manager assisting a client
Medication Safety

High Risk Medication
Cobram District Health monitors safety alerts related to medications and acts appropriately on these alerts. Medication safety alerts are issued in response to reported incidents or for medicines with known high risks. Examples of medication safety alerts include intravenous potassium and insulin. Intravenous potassium can be harmful and fatal when administered to fast or before being diluted. To reduce the risk of this occurring at Cobram District Health we have removed concentrated potassium vials from acute areas and instead have pre made bags available. A small supply of potassium vials are kept locked in a separate cupboard to further reduce the risk of patient harm.

The number of medication errors reported in 2012-13 was 35. This is an increase from 2011-12 when 27 medication errors were recorded.

Patient Identification
Dental Procedure matching is conducted for any investigation or procedure/treatment prior to its commencement.

To ensure correct patient identification, at least three of the following identifiers need to be met.

- Ask the patient to state their:
  - full name
  - address
  - date of birth
  - gender

Correct Patient, Procedure and Site
Cobram District Health ensures patient safety in the operating suite using numerous systems one of which is the “Time Out”. This is the process by which all personnel in the operating room stop to confirm the correct patient, procedure and site of operation. This process is monitored to ensure 100% compliance is met.

Theatre Services
Cobram District Health during 2012-2013 completed 283 procedures in our operating suite.

Numurkah District Health Service continues to run their operating sessions at Cobram District Health and has completed 237 procedures in 2012-2013.
Infection Control

**Cellulitis** is a severe skin infection that often requires treatment with antibiotics in hospital. Audits are conducted on the acute ward to ensure patients receive antibiotics according to national antibiotic therapeutic guidelines. By following the national guidelines for antibiotic use Cobram District Health is helping to prevent inappropriate antibiotic usage which may lead to an increased rate of ‘superbugs’. Audits have found an overall compliance rate with the antibiotic guidelines of 95% for 2012-2013.

**Antimicrobial – Dental**
The use of antibiotics within the organisation is monitored to make sure patients are receiving the right care. The dental clinic has commenced monitoring the prescribing and appropriateness of antibiotics to all patients.

**Hand Hygiene**
- Cobram District Health overall Compliance Rate 80.4%
- National Compliance rate 78.3%

**Cleaning**
Cleaning plays a vital role in reducing the risk of our consumers developing an infection during their hospital stay. The cleanliness of our facility is important for maintaining infection control, public comfort and assisting in delivering quality patient care

Cobram District Health exceeded its performance targets for Hospital cleanliness for 2012-2013.

One External and two internal Cleaning Audits results per year is the reporting requirement to the Department of Health. Regular internal and external audits ensure cleanliness standards, guidelines and regulations are adhered to.

The overall Benchmark for Victorian Public Hospitals is 85%. Cobram District Health was pleased to exceed the benchmark with all three audit submissions reported to the department for 2012-2013. In August 2012 Cobram District Health received a score of 97 per cent, followed by a score of 93 per cent in November 2012 and 92 per cent in March 2013.

**External cleaning audits**

**Staff immunisation**
Staff health is also of great importance to Cobram District Health. Seasonal influenza vaccination is provided to all staff to minimize the transmission between healthcare workers and patients. 84% of all staff took up the offer to be immunised which put Cobram District Health in the top 22% of public hospitals in Victoria.

**Internal cleaning audits**

The domestic services department continues to perform scheduled weekly internal cleaning audits across all function areas. Our comprehensive and systematic program of cleaning schedules is regularly monitored to confirm the adequacy of cleaning as a part of our quality improvement and patient safety focus.

Results show that our cleaning team at Cobram District Health continue to do an outstanding job at keeping our facility clean for patients, residents, families and staff.
Cobram District Health provided blood transfusions for 104 people in 2012-2013. Cobram District Health does not store blood on site. Blood is transported from the GV Health Blood Bank in Shepparton as required after it has been ordered by medical staff.

Blood must be maintained within a specific temperature range to prevent patients from having an adverse reaction to the transfusion. In 2013 Cobram District Health reviewed our process for transporting and storing blood products. This process is outlined below:

**Transport** – Blood products are packed in a cooler with special chiller packs to ensure the blood is at a safe temperature. Staff check the temperature of the blood when it arrives at Cobram District Health.

**Receive** – Staff record the details and the temperature of the blood when it is logged into the blood fridge.

**Storage** – The blood fridge temperature is monitored constantly to ensure the blood is maintained at a safe temperature. The fridge will alarm if the temperature is too high. Audits conducted in 2012-2013 found 100% compliance with storage procedures.
Health Promotion

Cobram District Health is committed to improving the health of the younger members of our community and we continue to work with State and Regional groups. The Regional Health Promotion Priority is Healthy Eating 0-12. This fits in with the work we are currently undertaking in Kindergartens (Smiles for Miles) and Primary Schools (Kids Health Day). Kids Health Day is about promoting healthy lifestyles in a fun way. The children learn about vegetables and the fun way to eat them (Mr Vegetable Head), exercise, oral health and Sunsmart. By promoting healthy lifestyles at a young age, we hope to be able to prevent a range of chronic diseases in the long term.

The Smiles for Miles program aims to improve the oral health of preschool aged children in Victoria. It is an initiative of Dental Health Services Victoria (DHSV) which works in partnership with community health services and local councils to improve the oral health of the youngest children in the community.

The key messages are:
- drink well
- eat well
- clean well

Chronic Disease Management

A major focus for the Community Health Centre continues to be Chronic Disease and how to assist people to better manage their health. This year for the first time, we have introduced the Life! Program.

Life! is a course that helps change your lifestyle to reduce the risk of diabetes, heart disease and stroke. The Life! Program supports you to take control of your life, teaching you how to adopt healthy behaviors and a more active lifestyle to reduce your risk. The program is funded by the Victorian Government and managed by Diabetes Australia – Victoria.

Did you know?
- That in the 3 years the WorkHealth Check Program has been running, nearly 10,000 health checks have been done across the Hume Region by Cobram District Health staff?
- That in 2012-2013, the District Nursing Service travelled 34,800 kilometers and visited 476 clients?
- That in 2012-2013, 145 women received Antenatal Care locally in their own community?

E-Health

A personally controlled eHealth record is a secure online summary of your health information. You control what goes into it, and who is allowed to access it.

In February this year the Medical Clinic began the process towards being fully functional for eHealth, Actions taken included:
- New computers and hardware
- Healthcare Identifiers for all GPs
- Registering the organisation as a health identifier service
- E-prescribing – records of prescriptions online for pharmacists & GPs

Benefits for patients include:
- Best Treatment – As the system grows healthcare organisations and other GP practice or local hospitals will be able to quickly view summary of information helping them to make the best possible decision for the patients care.
- More convenient – patients will not have to remember every medication, test or health related incident, or when a child was immunised.

“Packy Pear” motivating school children
Quality Indicators in Residential Aged Care

Irvin House continues to strive towards providing best care through using best practice guidelines. As a Public Residential Aged Care Facility (PRACF), Irvin House collects data throughout the year and submits to Department of Health. Staff and management are then able to benchmark with all other PRACF throughout Victoria.

Pressure Injuries

The increase in Stage 1 pressure injuries are as a result of residents being admitted with pressure injuries in place. Residents may be admitted from home, but more often they are admitted following some time spent in acute sector.

9 Or More Medications

All residents are reviewed annually by a visiting geriatrician. During this consultation, a comprehensive medication review is also carried out. Figures from quarter 4 were recorded prior to a geriatric visit.

Falls

Through staff education, review of our policy and procedures, a significant decrease in falls has been noted throughout the facility. After each fall, staff review the circumstances leading up to the fall and attempt to implement strategies to prevent a recurrence. Family members and multidisciplinary meetings are held to discuss strategies to reduce recurrence of falls within the facility.

Unplanned Weight Loss

Through the implementation of food charts last year, where staff record the percentage of each meal consumed, management are better able to audit a resident’s nutritional status before weight loss becomes an issue. Referrals to Dietitian and Speech Pathology occur as necessary.

Restraint

Staff education has resulted in a decline in the number of resident in chairs which they cannot get out of independently. The use of a specialized bed for one resident resulted in the marked increase in quarter 3.

Irvin House Residents
Cobram District Health welcomes feedback from everyone who uses our services. Feedback is obtained from a number of sources including:

- Compliments and complaints system
- Patient Experience forms
- Victorian Patient Satisfaction Monitoring Survey (VPSM).
- Follow up phone calls to all surgical patients
- Annual resident’s relatives survey from Irvin House
- Patient satisfaction surveys

Cobram District Health received 100 items of feedback 2012-2013 that was made up of 44 complaints and 139 compliments.

The annual medical clinic patient satisfaction survey identified three high performing areas were related to:

- confidence in the medical staff,
- respect shown to patients by medical staff and
- The warm greeting they received from medical staff.

Areas for improvement included:

- waiting times,
- telephone access and
- Home/other visits.

Quality improvement plans are currently under development to address identified issues.

Theatres Services continue to monitor satisfaction of their surgical experience.

100% satisfaction was recorded 2012-2013.

The annual survey revealed “the community was confident in the medical staff”. Dr Crissie Dumitrescu consulting with a patient.

Compliments:

- “I was astounded at the care, organisation and leadership portrayed in the theatre during my brief stay here.”
- “The meals – they were awesome! The staff are absolutely wonderful and very professional!!!”

Complaints:

- “Access for the disabled to the Medical Clinic and Pathology Services at Cobram Hospital is unfortunately deficient.”
- “The door out to the courtyard area is slammed very often”
TAFE Education

Originally under the “Grow your own” model developed by the Moira Hospitals (Cobram, Numurkah, Nathalia and Yarrawonga) a partnership with Wodonga Tafe (WOTAFE) to deliver Division II / Enrolled Nurse training in Cobram, was developed.

Since 2010 Cobram District Health has partnered with Goulburn Ovens Tafe (GOTAFE) to deliver the Diploma of Nursing. The course is full time over 18 months and has seen the following number of participants graduate.

- 2010-2011 - 9
- 2011-2012 – 7

The current intake due for completion mid 2014 has 8 participants

Mid 2010 saw the Diploma of Nursing (GAP) being offered to Enrolled Nurses who had Cert IV in Nursing qualifications. This program enables the participants to “upgrade” their qualification to the Diploma level which can include intravenous medication administration.

- 2010-2011 - 10
- 2011-2012 - 10
- 2012 -2013 –10

Staff Education and Training

Short courses are offered from time to time to meet the needs of Cobram District Health staff, these have included Medication Administration, Palliative care and First Line Emergency.

In 2012 -2013 Cobram District Health employed 9 students from the GO TAFE School (Cobram)

Research

Cobram District Health’s partnership with the University of Melbourne continues to flourish. Having an established researcher on site allows our organisation to undertake evaluation and research at a local level, meaning that our research is specific to our needs and timely. Research is embedded at every level within the organisation, with a focus on continuous improvement, and by extension, improved health outcomes for our clients and community. While large organisations and government sectors are striving for, and recommending health service embedded researchers, Cobram District Health are entering their seventh year of this partnership.

The volunteers program introduced in our acute ward in early 2013 is one example of our successful research partnership with the University of Melbourne. Ten community volunteers were trained to deliver person centered care for patients with dementia admitted to the acute ward. The volunteers provide assistance on a rotating roster, undertaking meaningful activities with patients. Staff report that the availability of volunteers greatly improves patient care, by improving safety, relieving patient boredom and reducing the constantly required staff supervision for these patients. The program has recently been extended to include patients that staff consider would benefit from volunteer assistance. Research projects such as this help us to improve service delivery and health outcomes.

Did you know?

- 258 different courses were offered to Cobram District Health staff over the 2012-2013 Financial year (increase by 32 from 2011-2012)
- 82.96% of staff completed at least one course/ in-service over this time (increase of 8.69% from previous year)
- Cobram District Health accommodated 752 days of nursing students during this time (increase by 173 days from previous year)

There are many other research initiatives currently underway, both in our community health centre and our broader community. Our website has details of previous research projects we have conducted and published. Our projects are also presented at national and international conferences throughout the year. While our researcher actively engages with community groups, we also welcome members of the community to visit, ask questions, and make suggestions for future research.

Researcher Kaye Ervin with Professor Henry Brodaty AO who is Director of the Dementia Collaborative Research Centre and Co-Director of the Centre for Healthy Brain Ageing at UNSW.
Accreditation is the process all health services must undertake to ensure the services they provide are at a high standard.

Cobram District Health is accredited by a number of organisations that cover each of our facilities. These are listed in the table below:

<table>
<thead>
<tr>
<th>Accrediting Organisation</th>
<th>Relevant Department/ Service</th>
<th>Current Accreditation to</th>
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</thead>
<tbody>
<tr>
<td>The Australian Council of Healthcare Standards (ACHS)</td>
<td>Organisational Wide Home and Community Care (HACC)</td>
<td>December 2013 Full accreditation survey to occur on the 3rd and 4th September 2013</td>
</tr>
<tr>
<td>The Aged Care Standards and Accreditation Agency (ACSA)</td>
<td>Irvin House</td>
<td>April 2015</td>
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<tr>
<td>Australian General Practice Accreditation Limited (AGPAL)</td>
<td>Cobram Medical Clinic</td>
<td>March 2014</td>
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Cobram District Health is working towards being assessed against the recently implemented National Health Care Standards as well as the further 5 ACHS EQiP National Standards. This experience will be an opportunity for the organisation to demonstrate its commitment to safe quality health care.

National Safety and Quality Health Service Standards

1. Governance for Safety and Quality in Health Service Organisations
   which describes the quality framework required for health service organisations to implement safe systems.

2. Partnering with Consumers
   which describes the systems and strategies to create a consumer-centred health system by including consumers in the development and design of quality health care.

3. Preventing and Controlling Healthcare Associated Infections
   which describes the systems and strategies to prevent infection of patients within the healthcare system and to manage infections effectively when they occur to minimise the consequences.

4. Medication Safety
   which describes the systems and strategies to ensure clinicians safely prescribe, dispense and administer appropriate medicines to informed patients.

5. Patient Identification and Procedure Matching
   which describes the systems and strategies to identify patients and correctly match their identity with the correct treatment.

6. Clinical Handover
   which describes the systems and strategies for effective clinical communication whenever accountability and responsibility for a patient's care is transferred.

7. Blood and Blood Products
   which describes the systems and strategies for the safe, effective and appropriate management of blood and blood products so the patients receiving blood are safe.

8. Preventing and Managing Pressure Injuries
   which describes the systems and strategies to prevent patients developing pressure injuries and best practice management when pressure injuries occur.

9. Recognising and Responding to Clinical Deterioration in Acute Health Care
   which describes the systems and processes to be implemented by health service organisations to respond effectively to patients when their clinical condition deteriorates.

10. Preventing Falls and Harm from Falls
    which describes the systems and strategies to reduce the incidence of patient falls in health service organisations and best practice management when falls do occur.
Cobram District Health is excited by the involvement of patients, carers and consumers in providing feedback to improve the health service. To ensure the involvement is planned and meets the needs of the community, a Consumer Participation Strategy has been developed. All consumers, carers, and community members from all age and cultural groups are invited to find a way to participate.

The ways consumers can participate include activities as demonstrated in the below diagram:

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**Getting Involved**

**Interested in getting involved at Cobram District Health?**

Please complete and return this form or call our Risk Quality team on 03 5871 0716

**Personal details**

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<table>
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**Preferred contact by**

- [ ] phone
- [ ] email

**Your connection with Cobram District Health**

- [ ] I am a current patient
- [ ] I am a carer
- [ ] I am a past patient
- [ ] I am a relative of a patient
- [ ] I live in the local area
- [ ] Other:

**Which services have you accessed?**


**What are you interested in?**

- [ ] Representing consumers on committees or working groups
- [ ] Participating in focus groups on particular issues
- [ ] Helping develop and review patient information
- [ ] Completing surveys
- [ ] Volunteering

**Return completed form to:**

Kyley Lee
Risk/Quality Manager
P.O. Box 252
Cobram Vic 3644
Feedback
Tell us what you think

Where did you get this report?
☐ Mail
☐ At the Health Service
☐ On line
☐ Other, please specify:

What did you like best about this report?

What did you like least about this report?

Do you think the report is:
☐ Too long
☐ Too short
☐ About right

Do you think the report is:
☐ Easy to understand
☐ Difficult to understand
☐ About right

Other comments:

Please send completed form to
Craig De Lacy
Chief Executive Officer
PO Box 252
Cobram, Vic 3644

Thankyou
Your feedback helps the development of future Quality of Care reports.