



# TERANG & MORTLAKE HEALTH SERVICE NEWSLETTER

DECEMBER 2004



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As the year draws to a close, a review of some of the milestones passed along the way indicates that 2004 was a year in which we consolidated and improved on our quality systems, processes and practices throughout the organisation

In February the Board of Management held a two day workshop to review the direction of the Health Service. The workshop was very productive resulting in the development of a new Mission and Vision Statement focusing on quality service provision across the care continuum, a set of organisational values and development of strategic objectives.

The focus on Quality Improvement was evident throughout the year as we participated in accreditation visits related to the HACCP, residential Aged Care, EQulP and Baby Friendly Hospital accreditation standards.

In June, Trish McReynolds from the Aged Care Standards Agency conducted a site visit to review our progress under the Aged Care Accreditation Standards. At the concluding pre-exit summation, having spent almost 2 days talking to staff, residents and their families, staff were complemented on the achievements made since the last site visit and commended on the level of resident care provided.

In September we underwent the EQulP periodic review which marks the mid-point in the ACHS accreditation cycle. Ken Hampson from the Mid North Coast Area Health Service in New South Wales spent 2 days at the Health Service reviewing our Quality Improvement achievements since the last full accreditation survey and our approach toward the revised accreditation system. The report received from the Australian Council on Healthcare Standards was very pleasing, the surveyor noted that satisfactory progress has been made with all recommendations from the previous survey and a number of our self ratings of achievements were upgraded from Some Achievement to Moderate Achievement. Comments made by the surveyor include *'It is clear there is a commitment to risk management...'*; *'There is a strong sense of commitment to Quality Improvement from the Board of Management and executive, to staff in all departments'* and *'There is evidence of many quality activities being undertaken...'*

More recently the nursing staff participated in the Baby Friendly Hospital accreditation process in November. Once again the surveyors were pleased and impressed with the standards of service provided by TMHS.

Congratulations to all staff for the excellent results of the surveys noted above.

### **Board Member Appointments**

In October the Board was advised that Mrs Josie Black and Mr Kevin Lee had been appointed to a further three year term and that Mr Graham Blain has been appointed to the Board for a three year term from 1<sup>st</sup> November 2004 to 31<sup>st</sup> October 2007.

Congratulations to all on their appointment and welcome to Graham who has already demonstrated his willingness to participate having attended Board meetings as an observer for the past 12 months.

I wish you all a Merry Christmas and a happy and safe New Year.

**MARK JOHNSON**





# LIVING WELL CENTRE Programs & Activities 2005

Living Well Centre will be closed from 16th December 2004—reopening 27th January 2005

## **Programs Activities February 2005:**

### ***Tai Chi Classes Conducted at Terang Day Centre: Cost is FREE***

Intermediate Tuesday 4pm—5pm starting February 8th

Beginners Class: Thursday Evening 7pm—8pm—starting February 3rd.

### ***Meditation Classes: Cost is FREE***

Terang: Monday Evening 7pm—8:30pm starting 7th February Day Centre

Mortlake: Tuesday Evening 7pm—8:30pm starting 8th February Tea Tree Centre

MEDITATION WEEKEND 19th 20th February

### ***KARA Bereavement Volunteer Support Program Training:***

This is a voluntary support group of community members trained to assist those in bereavement.

Commitment of 12 weeks 2 hours each week.

Starting Date: Tuesday 8th February 10am Living Well Centre

### ***Terang Community & Services Network Meetings:***

Conducted first Thursday of each month Mudbrick Building Shadforth Street, Terang 12 midday—1pm, light lunch provided.

### ***Carers Support Group***

Meeting conducted second Thursday of each month Terang Day Centre 11am—1pm light lunch provided.

### ***Well Women's HealthClinic***

17th February Terang—24th February Mortlake

### ***Men Engaging Newways Program***

10 week program for males, a program that challenges myths, beliefs about being male and masculinity. Each session runs for 2 hours each week:

Starting Date: Wednesday 9th February. Time: 7pm—9pm

Venue: Terang Living Well Centre—Warrnambool (*please note two programs are being conducted at the same time at different venues*)

### ***Loss, Grief & Bereavement Programs:***

#### ***Understanding & Supporting Children Through Loss & Grief***

Date: Friday 28th February

Time: 7pm—9pm

Venue: Day Centre Terang

#### ***Disabilities & Grief***

Date: Friday 28th February

Time 9am—12 Midday

Venue: Living Well Centre Terang

#### ***G.L.A.A.S.S. & Loss & Grief Support Group Meetings:***

First Monday of each month

Venues change each month

*Further details please telephone Ian Johnson Living Well Centre 55920285*





## MORTLAKE CAMPUS

At the Mortlake Campus we have farewelled Kirsty Wilson who after 20 years at the Mortlake Campus has decided to have a break, we wish her well in her retirement and look forward to hearing about life on the other side. Maryanne Otto a District Nurse on and off at the Mortlake Campus since 1983 has also decided upon a career change. We wish her well in her new venture.

Our staff Xmas break up is being held at Bojangles on the 8<sup>th</sup> December and we are pleased that Kirsty & Maryanne are coming to share this with us.

We are delighted to have Carolynne Leddy join the District Nursing team at Mortlake on a casual basis and hope she enjoys her shifts with us.

The year is winding down with our Strength Training program going into recess over Summer from 22<sup>nd</sup> December to 17<sup>th</sup> January. We are encouraging as many as possible to take advantage of the great weather and begin or continue walking daily, we have sold quite a few pedometers as part of the 10,000 Steps Program and expect to sell a lot more when advertising begins in earnest in the new year.

We also congratulate and welcome Don McLeod to the Health Service, having daily contact with the Maintenance Department has been very positive and we look forward to a long and happy association with this arrangement..

I would like to wish all at the Terang & Mortlake Health Service a very safe and Happy Xmas and New Year from all at Mortlake

## PERIODIC REVIEW 2004

The organisation has received official confirmation that it has gained a further two years accreditation through the ACHS's EQuIP program following the Periodic Review on 7<sup>th</sup> - 8<sup>th</sup> of September 2004.

The report developed by the surveyor in response to the Periodic Review contains comments, commendations and recommendations, and will assist the organisation in improving safety and quality care for users of its service.

A copy of the report will be placed on the Health Service's intranet and website, a hard copy will also be available through the quality managers.

One of the most significant aspects of the survey was the surveyor's upgrading of the ratings for the standards. Many of the standards that had been rated as "some achievement" are now rated at "moderate achievement". This demonstrates that the organisation is making improvements through the evaluation of systems, monitoring programs, and information that is collected. The challenge for the next two years is to evaluate all the quality programs and systems that are in place and to identify opportunities for benchmarking or comparing the organisations quality systems with other organisations.

The recommendations from the periodic review will be built in to the Organisation Wide Risk Management Framework to ensure that they are addressed and acted upon. The Organisation Wide Risk Management Framework is in the process of being reviewed by its working parties and an updated Organisation Wide Risk Management Framework should be completed by early in 2005. This framework will identify the quality related priorities for the organisation for the next two years, leading up to the next Organisation Wide Survey in September 2006.

The Quality Managers would again like to extend their thanks to all members of the Health Service for their contribution to the quality program.

# QUALITY OF CARE REPORT

The 2003 -2004 Quality of Care Report has been completed and is waiting to be printed. The report will be distributed in January 2005 through the local newspapers in Terang, Mortlake and Port Campbell. The report identifies the quality systems and processes in use at Terang and Mortlake Health Service and gives examples of key patient safety and quality indicators.

The Quality managers would again like to extend their thanks to all members of the health service who contributed to the development of this years Quality of Care Report.

## PUPPS (Pressure ulcer point prevalence) Survey

The acute campus at Terang undertook the PUPP's survey on the 6<sup>th</sup> December, the survey involves examination of all consenting patients in the hospital on a given day for evidence of developing or existing pressure ulcers. The survey data is used to compare the prevalence of pressure ulcers state wide and to raise awareness of a preventable condition. The benefit for the health service from the 2003 has been the supply of pressure reducing mattresses and devices for high risk patients.

Thanks to Jane Fitzgibbon and Rosalie Morey for undertaking the survey.

# BABY FRIENDLY ACCREDITATION

The acute campus at Terang underwent a survey for being a "Baby Friendly" hospital on 10<sup>th</sup> and 11<sup>th</sup> of November. The results of the survey have been received; the service passed with flying colours and has been reaccredited for another 3 years.

The intent of the survey is to see if the health service is compliant in the 10 steps of the Baby Friendly Hospital initiative. Some of the steps include staff education, rooming in of babies with mothers and the promotion of breastfeeding. The accreditors were very impressed with the number of breast feeding mothers at the morning tea, where 9 out of 12 were still breast feeding up to 10 months after delivery.

Thanks to Karen Lourey and Donna Baxter for their hard work and commitment.



# FALLS AND FALL RELATED INJURIES

Two members of the Terang Campus nursing division attended a falls symposium run by the Victorian Quality Council (VQC) in November. The symposium provided resource material, guidelines and education on preventing patient falls and fall related injuries. The staff reported back that the falls program at the Terang and Mortlake Health Service had all of the key components identified by the VQC as necessary for a thorough falls prevention program.



## FROM BRIAN AND BEV



Just a few words to convey our thanks for our send off night, to my former colleagues, who I do consider as friends, or friendships formed over the years, and others over shorter times to the people that attended and the one's that could not for various reasons. The kind words, the presents and slide show, brought back pleasant memories including the early Murray to Moyne rides. It is hard to realise how virtually half a lifetime of 30 years employment has gone as quick as it has.

I obviously enjoyed what I was doing and had no desire to leave, ..... a happy atmosphere to work in, a word or two, or a funny incident to share.

Over that time we have raised our 3 boys. I coincidentally worked with 3 C.E.O.'s, 3 D.O.N.'s, saw 3 different dishwashers in the kitchen, 3 sterilisers in theatre and 3 boilers in the boiler room, so obviously after 3 decades it was time to go!!!!!!!

Talking of such you may be pleased, or otherwise, to know I survived the Victorian Bike Ride, some tough days, some good days, had a few laughs, had a few too many drinks, highlight being the 60km traffic free ride from Skene's Creek to Airey's Inlet on the Great Ocean Road.....it was magic.

Anyway, thanks once again and we would like to wish everyone a Merry Christmas and a Happy New Year.

## OCCUPATIONAL HEALTH AND SAFETY

It won't be much longer and it will be Christmas time. Some of us will be organised, better prepared than others, some "go with the flow". Others will have left things until the last minute, get stressed, and rush about, not necessarily being effective or efficient! I am talking about getting prepared for Christmas!!! The funny thing is that these same examples carry over to the work place! I guess some of us are better at PLANNING than others. If you are working as a team and you are not sure what your team mate is up to, ask! "What do you plan to do?" or "How do we want to do this?" Two heads are better than one and some people are better.

I would like to mention two topics before I get into the Chrissy spirit(s):



**Safety eye wear**, goggles, eye protectors, call them what ever you like. Please use them. If you are not sure where they are located, ask! If you need more, order them! We are currently trailing a few pairs in Mt View and they are economical, (\$6 & \$8 a pair) comfortable and do not make you look like Fearless Fly. TMHS supplies Personal Protective Equipment (PPE) and staff should access this equipment to minimize the risk of sustaining injuries such as splashes from chemicals or contaminated fluids.

**Ezylearn Fire and Emergency Procedure Training.** Thank you to the large number of staff who have completed the training! If you have yet had a go, I hope that you may find a few moments over the Christmas period to complete this **Mandatory Annual Assessment**.

Here is a quick reminder of how to assess the program:

Click onto the Ezylearn icon on the desk top.

Username: Type in the first 5 letters of your surname, then your initial, then 15

- Password: Hosp15
- Eg: leddyc15
- Hosp15
- Then press login



Wishing every one a wonderful and Safe Christmas and New Year!

Cheers,

**CAROLYNNE**