

# OTWAY HEALTH & Community Services



Quality of Care Report 2010 - 2011



# Welcome

## to our Quality of Care Report 2010-2011

In keeping in with 'Our Vision' to ensure that all people in our community have knowledge of and access to quality health and community services responsive to their needs, this report is designed for you. It represents the tireless work of staff and volunteers across the board at Otway Health as we seek to constantly improve upon the services we provide to you, the community.

The year has been a busy and productive one with some really positive changes being implemented.

Highlights from the year include:

### Health promotion and capacity building

Health programs developed with the local community include; Community Garden, Influence on Urban planning, Access to Transport, Early Years Network, Community Lifestyle Precinct.

Community Forums have been held on health topics such: Managing Diabetes, Cancer, Drugs and Alcohol, Youth Mental Health, Menopause, Asthma, WorkHealth, Preventative Strapping for Sport Play, First Aid for Sport, Personal Alarm Victoria, Dementia.

### Indigenous Community Engagement

Staff are involved in the Indigenous surf camp every year and Otway Health provides funding to support the camp.

### Medical

Specific Programs include: WorkHealth Screening Program, WorkHealth Program for Otway Health Staff, LIFE! Diabetes Program for pre-diabetes participants. The Better Health Self Management Program has been introduced to assist those living with Chronic Disease to understand and manage their symptoms. The Chronic Disease Management Service provides emergency Asthma education for school students in our catchment.

### Dental

'Smiles for Miles' is a small funded dental hygiene program introduced for preschool children by Otway Health staff that has been implemented in Apollo Bay and Lavers Hill. The new Health Service Directory now includes information about how to access public dental services in Colac.

### Outreach

Home and Community Care (HACC) service delivery extends to Forrest and Lavers Hill Neighbourhood Houses. Physical Activity Programs in Forrest developed with Otway Health input: Gentle Exercise Group, Yoga, Dance Group, and Mountain Bike Club. Physical Activity Programs in Lavers Hill developed with Otway Health input: Warm Water Exercises.

### Youth

A Youth Development Worker was engaged to determine priorities for young people in the catchment area. We were successful in a grant application in early 2011 that further enhanced our facilities for the Youth Club and meeting the needs of our youth.

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We trust that we have hit the mark in being able to respond effectively to your feedback and needs. We look forward to expanding our services as we strengthen and build on our relationships with you. We thank you for sharing this journey with us.

### Good health!

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**Linda West**  
Chief Executive Officer

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David Jenkins

## Values

- Responsive
- Excellence
- Supportive
- Partnerships
- Empowering
- Confidentiality
- Teamwork

## Mission

Through networking, linkages and partnerships enable people to optimise their wellbeing.

# About us

*The Otway Ranges is a unique environment of towering rainforests leading to lush hills and opening onto magnificent beaches. Winding roads through the forests and along the coast join the small communities dotted throughout this idyllic landscape.*

Whether living within one of the townships or villages, or in one of the more secluded spots, the people of the Otways all have one thing in common, a love of the peace and serenity that is offered here.

Farmers, fishermen, tourist operators, artists, families and tradesmen, help create the diverse communities we all enjoy. With the regular influx of holiday makers, sports enthusiasts and day trippers, our towns swell from sleepy little hamlets of several hundred residents to several thousand (tens of thousands in peak season for Apollo Bay).

The Otways were first settled from the 1840's with the building of the Cape Otway Lighthouse and the first settlers to the area

established saw mills and timber getting. Apollo Bay township was established from the 1860's as a central point to service the outlying timber industries as well as the fishing and whaling industries. Although the timber and fishing industries continue, tourism now dominates the area, with farming coming in a close second. (Census, 2006).

**Otway Health and Community Service is an integrated health service operating under the Multi Purpose Service (MPS) model of health care. Receiving funding from local, state, and federal governments, being a MPS allows Otway Health the flexibility to respond effectively to the changing needs of this remote rural community.**

Otway Health services the southern half of the Colac Otway Shire, running from Separation Creek just west of Lorne, along the Great Ocean Road to Yuulong

(40km west of Apollo Bay) and stretches as far inland as Forrest and Lavers Hill. With a population base in excess of 3,000 which swells to over 15,000 during peak tourist season, this population is spread over a huge area of mountain tracks, National Parks, and windy beach roads.

Accommodation and tourist based industries head the employment opportunities (Census 2006), however, the seasonal nature ensures that the mean income of our catchment is well below the Henderson Poverty line. Along the seaboard, there is a higher than average ratio of retirees when compared to national average.

Our physical isolation, widely fluctuating population numbers, and demographics provide challenges unique to our health service.



*Our catchment area*

## Description by Postcodes within Otway Health & Community Services Catchment Area

Postcode	Description
<b>Apollo Bay</b>	<p>Midway along The Great Ocean Rd with a population of 1,770. In the shelter of Cape Otway and lowest slopes of the Otway Ranges. Main source of industry and employment is accommodation, building and construction, health, education, beef cattle and grain farming, restaurants and takeaway food services. Isolated coastal rural area with tourism, health and construction the main employers.</p> <p>The town centre experiences significant influx of population during summer and holiday periods. The catchment population increases to 15,000 people.</p> <p>The median weekly family income is \$924.00 compared to National median of \$1,171.00</p>
<b>Wye River</b>	<p>Situated along The Great Ocean Rd between Apollo Bay and Lorne, with a population of 144 people. Main industry and employment is accommodation, healthcare, building, cleaning, pest control and garden services.</p> <p>The median weekly family income is \$1,012.00 compared to National median of \$1,171.00</p>
<b>Forrest</b>	<p>A small inland rural area and township, with a population of 70, located in the Otway Ranges. Known as the gateway to the Otway Ranges. It is 27 km from Colac, 84km from Geelong and 36.3km from Apollo Bay. During the past few years the town has begun to grow, with an influx of people seeking more affordable blocks not far from the coastal resorts of Apollo Bay and Skenes Creek. The main industry and employment is accommodation, healthcare, pub and bars, building and garden services.</p> <p>The median weekly family income is \$638.00 compared to National median of \$1,171.00</p>
<b>Lavers Hill / Beech Forrest</b>	<p>Lavers Hill is situated on the inland section of the Great Ocean Rd, between Port Campbell and Apollo Bay. The area is noted for its scenic beauty with rolling hills and timbered forest of Otway Ranges and rugged beaches. Much of Lavers Hill is made up of the Great Otway National Parks and is one of Victoria wettest locations.</p> <p>Beech Forrest is a community of approximately 80 people, situated in the Otway Ranges between Colac and Apollo Bay. The great beauty of the Otway Ranges surrounds it. Beech Forrest and the District Progress Association have developed the first draft of the Master Plan for the township.</p> <p>The Australian Bureau of Statistics 2001 Census measured Lavers Hill and Beech Forrest individually but in the 2006 Census they were combined due to the small population in Beech Forrest.</p> <p>The following information is from the 2006 Census. Lavers Hill and Beech Forrest's population is 208 with key industry and employment coming from accommodation, café and restaurants dairy cattle farming, sheep and beef cattle, grain farming and nursery and floriculture.</p> <p>The median weekly family income is \$1,028.00 compared to National median of \$1,171.00</p>
<b>Carlisle River &amp; Gellibrand</b>	<p>Small isolated inland rural communities situated between The Great Ocean Rd and Colac Rd, nestled in the Otway Ranges.</p> <p>Carlisle River has a population of 367 people. The main industry and employment is dairy cattle farming, sheep and beef cattle, grain farming and school education and timber industry. The median weekly family income is \$1,012.00 compared to National median of \$1,171.00</p> <p>Gellibrand has a population of 145, and its main industry and employment is agriculture, schools and health. The median weekly family income is \$638.00 compared to National median of \$1,171.00</p>

NOTE: These areas have separate postcodes but for Census data collection they have been combined.

(They share a postcode but have been included in the Census as separate areas)

	Apollo Bay Marengo	Lavers Hill Beech Forest	Forrest	Wye River	Skenes Creek	National Figures
Population	1770	208	70	144	122	19.85 mil.
Average Household Income	924	1028	638	1012	601	1171
Over 65 years of age	20.20%	8.20%	11.80%	11.80%	27%	13.30%
25-54 years of age	42.04%	48.60%	45.30%	55.60%	41.67%	42.20%
Australian by birth	83.40%	76.90%	76.50%	93.80%	79.50%	70.90%
English Spoken at Home	93.40%	95.20%	90%	93.10%	91%	78.50%
Employed						
Full time	50%	52%	42%	50%	35.70%	60.70%
Part time	35%	35%	39.50%	34.10%	54.80%	27.90%
Unemployed	4.20%	4.10%	8.60%	8.50%	0.00%	5.20%
Industry of employ 2 highest categories						
	Accom 14.9%	Accom 13.6%	Accom 9.5%	Accom 16%	Accom 9.5%	Accom 1.3%
	Res Build Const 5.9%	Cafes, Restrnnts 11%	Hospitals 10.8%	Hospitals 8%	Hospitals 9.5%	Hospitals 3.3%

Data obtained from Australian Bureau of Statistics 2006 Census



# Services that we provide

## CLINICAL CARE

- Urgent Care 24/7
- Acute Care
- Aids and Equipment Hire
- Beauty Therapy
- Day Respite Care
- Food Services Program
- Needle Exchange Program
- Nurse Clinic
- Palliative Care

## AGED CARE

- Residential Aged Care
- Residential Respite Care
- Sea Mist Villas

## COMMUNITY SERVICES

- Advocacy, Counselling & Support Services
- After School Care
- Centrelink Agency
- Child Care Centre
- Colac Area Health Drug & Alcohol Nurse
- Community Nursing
- Community Welfare
- Chronic Disease Management
- Community Transport
- Delivered Meals
- Dietetics
- Emergency Relief
- Exercise Classes

- Exercise Therapy
- Falls Prevention Program
- Forrest Neighbourhood House
- Grief and Bereavement Support
- Health Promotion
- Home and Community Care
- Immunisation
- Infant Welfare
- Integrated Services for Young Children
- Lactation Consultancy
- Lavers Hill and District Community House
- Marrar Woon Neighbourhood House
- Maternal Health
- Occupational Therapy
- Parenting Information
- Property Maintenance
- Planned Activities Group
- Physiotherapy
- Senior Citizens Centre
- Senior Independent Living Classes
- Social Support
- Volunteer Support
- Visiting Services
- Australian Hearing
- Financial Counselling
- Eye Care 2 You
- Podiatry
- Youth Development Work

## CORPORATE SERVICES

- Audits
- Administration
- Asset Management
- Buildings and Grounds
- Cleaning
- Financial Management
- Fundraising
- Governance Support
- Human Resources Management
- Information Technology
- Information Management
- Infrastructure Maintenance
- Occupational Health and Safety
- Public Relations
- Quality Improvement
- Risk Management
- Second Sails Opportunity Shop

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**It is with great pride that we acknowledge that all these Otway Health Services are provided by our talented and capable staff of 82 who work hard to meet community need.**  
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## VICTORIAN PATIENT SATISFACTION MONITOR (VPSM)

The VPSM project is funded by the Department of Health and provides feedback on the quality of a public hospital experience from the perspective of an adult inpatient. Due to the unique set-up of our Multi-Purpose Service, an insufficient number of surveys returned did not allow us to provide statistically robust or comparative information. However, we were able to access some de-identified verbatim comments which have enabled us to gather qualitative feedback from the survey participants. This valuable feedback is accepted and used to develop strategies that can improve services and patient satisfaction.

# Client participation

AREA	2009/2010	2010/2011
<b>Health Promotion Programs</b>		
Number of Participants	1580	1938
Number of Programs	72	171
<b>Community Welfare</b>		
Occasions of Service	967	849
Number of Clients	121	71
Hours of Counselling	959	762
<b>Emergency Relief</b>		
Average Assistance Provided	\$58.26	\$58.75
Number of Clients	32	76
<b>Marrar Woorn Neighbourhood House</b>		
Ongoing Groups	28	29
Activities	384	447
Activity Hours	1080	1252
<b>Forrest Neighbourhood House</b>		
Ongoing Groups	12	18
Activities	160	322
Activity Hours	603	1163
<b>Assessment Services</b>		
Case Conferences with GP	7	12
Case Conferences without GP	13	13
<b>Planned Activity Group</b>		
Hours of Client Contact	2587	2371
Number of Clients	30	145
<b>Community Nursing</b>		
Number of Clients	50	258
Number of Hours	1160	1312
<b>Centrelink</b>		
Occasions of Service	1704	1270
<b>Child Care</b>		
Number of Children Attending	48	51
EFT Childrens' Places	15.56	20.04
<b>Physiotherapy</b>		
Number of Clients	460	537
<b>Maternity Services</b>		
Number of Clients	23	28
Occasions of Service		55
Hours of Service Provided		61
<b>Home and Community Care</b>		
Personal Care Clients	163	260
Home Care Hours	3399	3167
Delivered Meals	4316	3750
<b>Occupational Therapy</b>		
Occasions of Service	146	169
<b>Clinical Care</b>		
Nurse/Wound Care	202	129
Radiology	42	86
Urgent Care Presentations	1070	953
Acute Admissions	66	69
Needle Exchange	1093	1870
Respite Aged Care	47/256	37/275
High Level Residential Aged Care	3206	2888
Low Level Residential Aged Care	4675	3684

# Communication with the community

*Otway Health places great importance on providing the safest and best quality services we can and in order to do this, we listen to what our users and the community have to say about their experience of Otway Health and learn from their feedback.*

A number of ways have been developed to improve our conversations with our community including:

- Staff have worked together in the Community Participation Working Group to develop a more effective means of consulting with the community about their needs and to gather feedback about the way services are provided.
- Client feedback about services has been sought through community feedback forms and processes that enable feedback to be monitored, acknowledged and responded to.
- The News Sheet page enables Otway Health to promote services and events and advertise for positions each week
- Website postings provide information about notable events and highlights new services at Otway Health as well as provides access to previous reports and plans that guide the directions of Otway Health
- A professionally produced DVD illustrating Otway Health Services is available for groups, partnering agencies, local businesses, government departments and is made freely available to members of the community as requested.
- Local paper coverage has been helpful in promoting achievements and successes.
- The Board determines items for media releases at every meeting
- The Feedback register in Riskman allows feedback to be documented, acknowledged and addressed



# How we can improve the Quality of Care Report

A Focus Group was held after the distribution of the previous Quality of Care Report to every household. Feedback from the community and the focus group that was held suggested that the Quality of Care Report was well received. Comments made indicated that community members enjoyed the informative style that was easy to read.

The Quality of Care report included a tear off section for feedback from the community. The availability of the Quality of Care Report was also promoted through the News Sheet and distributed widely to local groups in the community, all levels of government, local businesses and other health agencies in the region. Staff from all the programs and divisions are involved in contributing information about their programs to the Quality of Care Report so that the activity of the entire organisation is reflected in this report

## IMPROVING DISTRIBUTION AND FEEDBACK

Last year every household in the catchment received a Quality of Care report delivered to their door to improve distribution of the information to as many people as possible.

The Annual General Meeting (AGM) provides a focus for Otway Health to present the Annual and Quality of Care Reports to the community highlighting the performance of Otway Health over the previous financial year. Everyone attending the AGM receives a copy of the Annual Report and the Quality of Care Report and all were invited and encouraged to provide feedback to Otway Health on the feedback forms included in the reports.

Reports are made available for clients and visitors in waiting areas and on reception desks in Clinical Care and Community Services at Otway Health

Online access of the Annual Report and Quality of Care Report is also available on the Otway Health website

Distribution and improved feedback opportunities were used for hard to reach consumers and communities, including:

- Promoting the Quality of Care Report and requesting feedback in the News Sheet
- Promoting online access to the Quality of Care Report in the News Sheet and Otway Light and requesting feedback by phone.
- Delivering Quality of Care Reports to our outreach clients who receive services in their home.
- Distributing Quality of Care Reports through the Neighbourhood House networks in Forrest and Lavers Hill as well as Marrar Woon

This year all these methods will be utilised to ensure the community are aware of the quality of services that Otway Health and Community Services provides.

### Everyone knows their rights and responsibilities

Everyone in the community needs to know what their rights and obligations are as consumers. This requires that Otway Health communicates appropriately to ensure that people understand their rights to respect, privacy, quality treatment, information, and advocacy. Clients also have a right to make a complaint and to consent or refuse to disclose information.

The Consumer Charter displayed in the foyer and at Reception specifies the rights and responsibilities of consumers using Otway Health services

Staff at Otway Health are made aware of these through:

- our induction program
- reinforced via signage throughout our buildings
- written into our strategic plan
- in our brochures
- discussed at individual assessments and reviews and
- implemented into our protocol management procedures (PROMPT)

# Cultural Responsiveness

Otway Health has developed a Cultural Responsiveness Plan to identify and assist in meeting the needs of clients who are from culturally and linguistically diverse backgrounds (CALD). This plan identifies what we are currently doing, and prioritises what is planned for the future, to meet the needs of these clients.

We continually monitor statistics gathered on the number of clients seen through our Urgent Care Unit who have a culturally diverse background, and collect data on Country of Birth and ethnicity from clients who access our services offered to the community. This data is then utilised to identify any specific issues related to culture and for further planning of culturally diverse activities within the community.

Our plan suggests we regularly assess the need for interpreter services, the need for staff to be trained in using interpreter services, and the need to provide access to interpreter services. It also suggests providing education to staff and the

local community on the local indigenous history through acknowledging and celebrating NAIDOC week, including diverse toys and literature for our children in our Childcare Centre and incorporating indigenous activities in the child care program planning.

Otway Health has a strong commitment to all and is working towards building an inclusive community.



# Volunteers

Otway Health appreciates and values the work of its many volunteers who contribute to its service excellence in providing responsive and accessible health care to its diverse and unique community.

Volunteers provide support across a number of important areas of the day to day operations, which make a positive and significant difference to the life of our community members.

These areas include:

- Landscape design and Gardening
- Second Sails Opportunity Shop
- Residential Aged Care Visiting
- Planned Activity Group
- Drivers
- Meals on Wheels Delivery
- Marrar Worn Community House
- Administration
- Forrest Community House
- Lavers Hill Community House
- Board of Management
- Advisory Groups

For a population of our size, we have a remarkable and exciting number of active volunteers. Our number of active volunteers in service, on a monthly basis including Forrest and Lavers Hill is between 150 - 155. This is an amazing achievement for a population of our size! Our volunteers range in age from 9 - 86.

The Universal Declaration on Volunteering, adopted by the Board of Directors of the International Association for Volunteer Effort (IAVE), January 2001, The Netherlands states,

'At the dawn of the new millennium, volunteering is an essential element of all societies. It turns into practical, effective action the declaration of the United Nations that "We, the Peoples" have the power to change the world.'

As we work 'hand in hand' with our volunteers, we see the results of this power in action as we notice the differences our efforts make in our environment.

- We can see the blossoming and nurturing of our garden
- We can see and feel the uplifted mood of one of our residents after receiving a visit
- We feel the good will and see the smiles as we enter Second Sails
- We know that some of our vulnerable residents are receiving nutritious and hearty meals

Above everything else we are working on this together. We are sharing the actions required to continue building a great community!

Otway Health thanks and affirms its dynamic and energised volunteering community as we work together towards making a difference.

- Bel Campbell



# Quality & Safety

*In 2011 Otway Health prepared for the 3 year cyclical review for accreditation with the Quality Improvement Council (QIC). Achieving accreditation status validates the effectual systems, policies and procedures that have been developed and reveals that we have functional processes in place to support continuous quality improvement.*

Post accreditation Otway Health will change the structure of the quality process, from designated

workgroups reviewing and developing quality projects and reporting back to the Quality Improvement Committee, to ensure the whole quality process is embedded into each functional area. The quality improvement functions will be devolved to the program level where the services are provided in order to engage all staff in the processes and empower the different functional areas to improve their own client outcomes. A quality work plan

will be developed and utilised to track and record improvement activities and quality projects. Progress against the work plan will be reported to the Quality Improvement Committee and the Board, and the plan will be used as a working document to guide the organisation's commitment to quality improvement.



## CLINICAL GOVERNANCE

Clinical Governance is the term that describes the processes that Otway Health has to ensure that safe and high quality health care is provided to clients.

Staff receive regular training, procedures guide practice and compliance is audited regularly.

The Clinical Advisory Committee meets monthly to review care and identify any issues arising from clinical practice. The committee includes representation from Apollo Bay General Practice, Allied Health Staff, Nursing Staff and Management who meet to review safety issues and identify areas of improvement.

# Quality & Safety

## THE ROLE OF OUR BOARD

The Board of Governance is responsible for the governance and strategic direction of Otway Health and ensures that the services provided comply with legislative requirements and the objectives, mission, and vision of Otway Health.

- The Board monitors the quality and safety of the services provided at Otway Health through regular monthly risk reports about incidents that have occurred and how these were addressed.
- The Finance and Audit Committees of the Board are responsible for overseeing audits of practice in all areas, including clinical, financial and administrative to determine compliance with good practice across the organisation
- A Board member attends the Quality Improvement Committee and participates in monitoring the work of the quality committees in their progress towards implementing better quality services and meeting our quality goals .

## RISKMAN

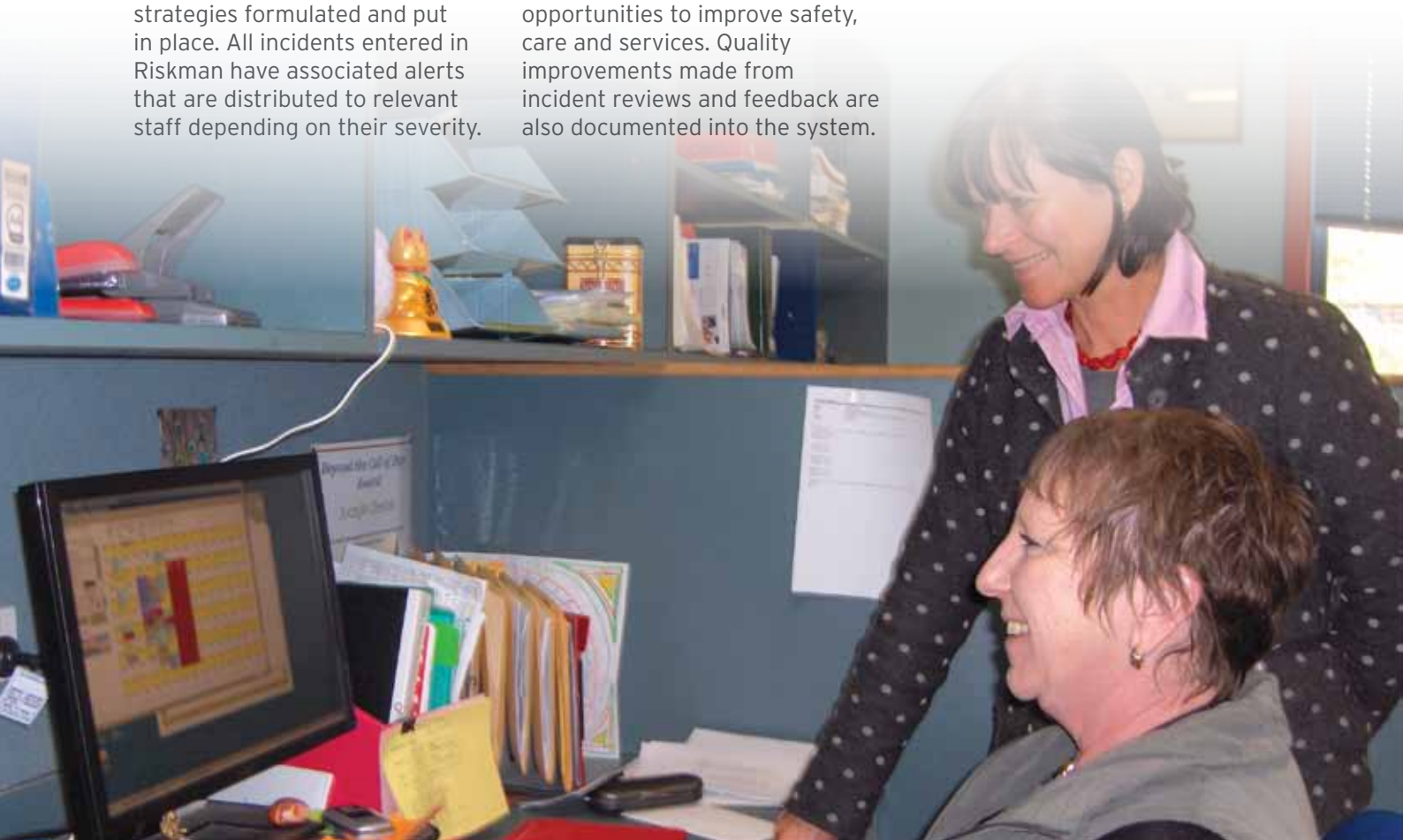
An important part of Otway Health's Risk management process involves staff reporting all incidents no matter how big or small. All staff have access to an electronic Reporting database called Riskman and are provided with training.

Riskman allows key areas of risk to be determined, monitored and strategies formulated and put in place. All incidents entered in Riskman have associated alerts that are distributed to relevant staff depending on their severity.

Incidents that require further investigation are distributed to relevant managers for review and actioning if required. Significant incidents are also tabled at OH&S and Clinical meetings for discussion.

The process of reviewing, assessing and implementing solutions in turn has provided opportunities to improve safety, care and services. Quality improvements made from incident reviews and feedback are also documented into the system.

Since the implementation of Riskman in July 2007 there has been a marked improvement in the management of incidents. In the months of June 2010 - July 2011, 118 incidents were recorded. Of these reported incidents 98% were categorised as mild to minimal injury or no harm.



# Clinical Care

The identification and management of risks in the Clinical area including our acute and urgent care clients and our aged care residents, involves responding in a positive way to risks recognized by staff or known risks to patient or resident outcomes. Some of those risks and Otway Health's responses are listed below.

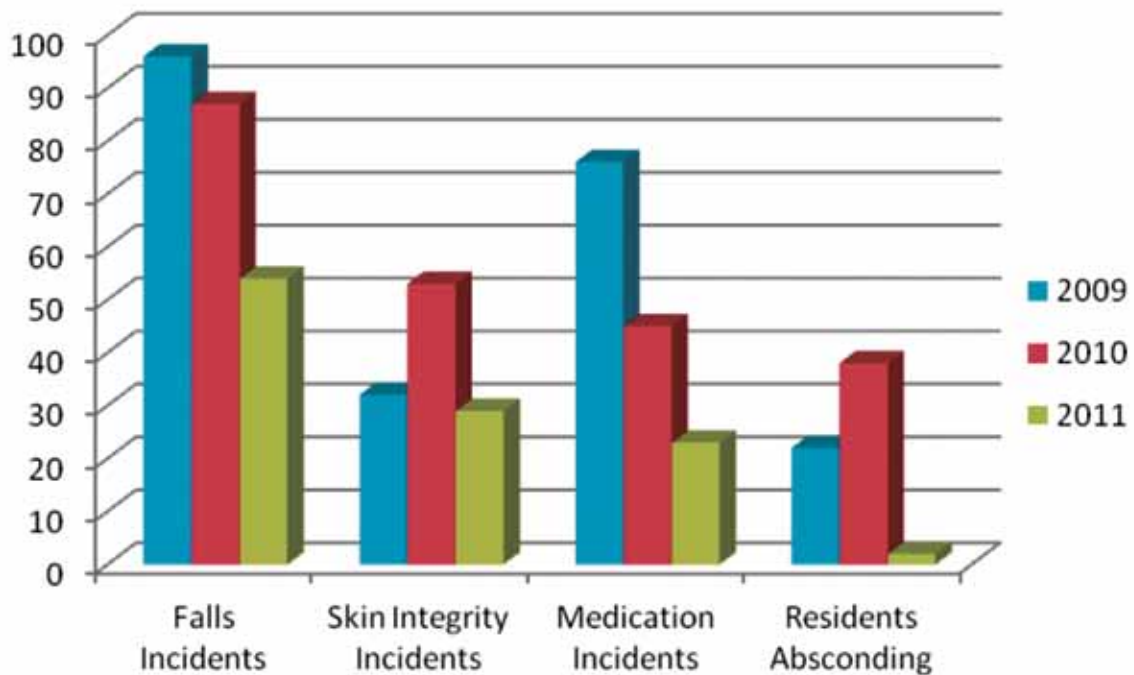
## PREVENTING AND CONTROLLING HEALTHCARE ASSOCIATED INFECTIONS

Hospital acquired infections are usually transmitted by contaminated equipment, contaminated environment or contaminated health care workers hands. The Otway Health infection prevention program has ensured that the risk to patients, staff and visitors is reduced by ensuring the staff have clean hands, and the facility and equipment is clean.

Hand hygiene compliance is monitored and benchmarked with other facilities across the state. The compliance continues to exceed the state requirement and the last data submitted was 78% compliance.

Monthly cleaning audits are conducted of the environment and equipment by a qualified cleaning auditor, the standard

of cleanliness is always well above the Department of Health required standard. The acceptable quality level is 85%. The score that Otway Health submitted to the Department of Health for the last audit was 97%, showing we exceeded by 12%.



	2009	2010	2011
Falls Incidents	96	87	54
Skin Integrity Incidents	32	53	29
Medication Incidents	76	45	23
Residents Absconding	22	38	2

# Clinical Care

## PREVENTING FALLS AND HARM FROM FALLS

As you can see from the previous graph we have worked hard on our quality system that looks at improving outcomes for our clients.

Falls are a high risk for our elderly residents in Aged Care. Prevention starts with rigorous assessments which aid in creating a care plan which includes

individual strategies to assist residents to remain safe. All Barham Wing beds are able to be put in a low/low position to prevent falling out of bed and if they do roll out mats are put beside the bed to prevent injuries.

Physiotherapy and Occupational Therapy assessments assist staff with strategies to ensure safe

mobility, recommending walking aids if required, or transferring with a hoist if mobility is no longer an option. Recently extra staff have been employed to enable increased supervision of all our residents plus having a 7 days a week activity worker on site assists in providing stimulating activities to prevent boredom and reduce agitation.

## PREVENTING AND MANAGING PRESSURE INJURIES

Otway Health continues to participate in the state wide collection of Quality Indicators in Public Sector Residential Aged Care Services. The prevalence of pressure ulcers is the first indicator and Otway Health's statistics remain below the state average. Frequent skin assessments allow staff to recognise early signs of pressure affecting any parts of the skin

and introduce strategies to prevent this from developing into an ulcer. The other high area of risk is skin tears which occur easily on thin fragile skin, maintaining good nutrition, moisturising skin and suitable footwear assists in preventing skin tears. If a high risk exists the use of skin protectors is also utilised on arms and/or legs.

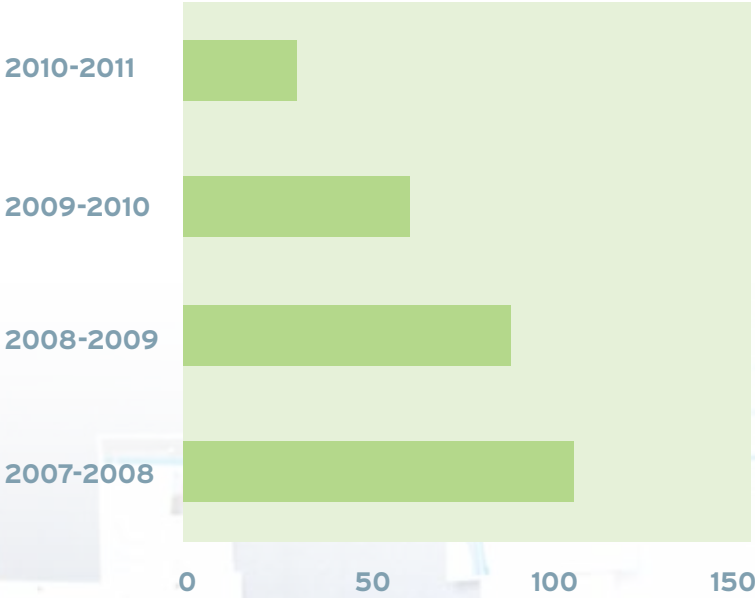
All residents now have pressure relieving mattresses on their beds and those at very high risk have alternating air mattresses as well. If wounds occur we have a close working relationship with the wound consultant at Barwon Health who can advise the best course of action.

## SAFE USE OF BLOOD AND BLOOD PRODUCTS

To ensure the benefits outweigh the risks during a blood transfusion our quality system includes:

- All blood transfusions are audited - practice against policy - and presented at Clinical Advisory Meeting held monthly
- Participation in the "Blood Matters" Policy and Practice Audit
- Updating of Blood Transfusion Procedure completed
- No adverse reactions to any blood transfusions performed.
- On Line "Blood Safe" education available to all staff

# Medication Safety



The graph shows that the incidence of medication errors have reduced over the past 12 months. This is likely to be reduced further with the introduction of electronic medication charts in the next 12 months. This will aid in coordination of the prescribing doctor, the pharmacy and Otway Health to eliminate any errors in communication.

Focus on reducing the amount of medications our Aged Care residents' are taking has seen the number of residents on more than 9 medications reduced from approx 9 down to 2. A consultant Pharmacist reviews all resident's medication on a regular basis.



# Urgent Care

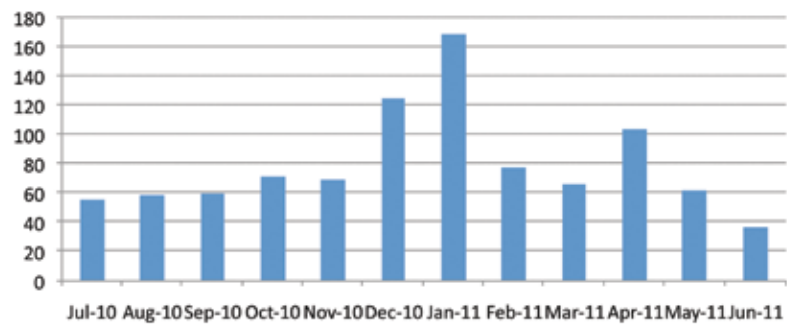
Urgent Care at Otway Health is managed by the Clinical Division in conjunction with the Apollo Bay Medical Practice and operates everyday around the clock. Otway Health works closely with the Ambulance Service and general practitioner to ensure that people presenting for Urgent Care will have access to appropriate treatment whenever and wherever it is needed.

A strong focus on emergency education has taken place for staff involved with the Urgent

Care Unit. In collaboration with the Apollo Bay Ambulance Service nursing staff have been provided with education sessions to assist in ensuring staff provide care utilizing current best practice trends. In addition to this staff have been undertaking

study surrounding the Australian Triage Scale enabling all presentations to be categorised and prioritised appropriately ensuring best possible outcomes and prompt medical treatment for all presentations to the Urgent Care Unit.

**Urgent Care Unit Attendances**



# Aged Care

The 'Count Us In' Project has been running for just over a year within our residential aged care facility at Otway Health. Within this time we have established a comprehensive program that addresses the social, spiritual and physical needs of our residents. A large variety of activities are

offered to residents daily to encourage engagement in normal life activities. A weekly exercise program, spiritual services, special occasion days and weekly bus trips make up a portion of the weekly program on offer.

## FOOD SERVICES

The Food Services program at Otway Health & Community Services provides meals for our Residents, Staff and our Childcare facility. As well as providing meals for our residents we also provide meals for the wider community, in the form of Meals on Wheels and catering for certain community programs. Last year we supplied approximately 4,000 meals throughout our community, all delivered by our wonderful volunteers.

The Kitchen liaises with our dietitian on a regular basis to ensure we are providing the right nutritional balance for our residents. All of our patients are catered for on special occasions such as Birthdays, Easter, Christmas and Wedding Anniversaries.

The childcare facility is another service to which we provide meals. We cater for 20 children and 5 staff per day. Our Kitchen provides this service five days a week. All meals provided are nutritionally balanced and cater for any allergies or special requirements needed for children on any particular day. Recently we have also been supplying ingredients for cooking activities held in the Childcare Centre. This is an activity all the children really enjoy.

- Jay Flanagan

The Kitchen at Otway Health would like to thank the Community, our residents and all Otway Health employees in working together to provide a much needed and rewarding service. All of our meals are prepared with great thought and care, providing tasty and nutritional food for all recipients. We are committed in maintaining our standards and to continuing to provide a great service.



# Aged Care

**Coffee Club** happens every Friday and it provides me with a great deal of joy to see how much the residents look forward to the afternoon. When we started this weekly activity, we sometimes only had a couple of residents participating. Now we joke that we might need a trailer. We all pile on the bus at 3pm and Michael - our volunteer driver - takes us to Illuka, where coffee & cakes are shared and kisses and cuddles are given out freely by Eva - the café owner. We will then set off for a drive, taking input from the residents as to which direction they would like to go. ...it has even been suggested to flip a coin at every turn to indicate our direction. It's a fun way to finish the week and the drive allows reminiscence and conversation to unfold and flow in a lovely natural way. The residents are always on a high when they return and this is greatly satisfying to see.

## Shop Window "Treasures made with love":

Our shop window at the entrance of the Laura Pengilley Hostel has been a lovely way for residents to have a purpose for the handicrafts that they make during activity sessions. I love when I get reports on how many cards have been sold and the pride in their voices. The money goes towards buying treats for Christmas, so it's really satisfying to see the achievement they feel in helping raise money for this.

- Claire Davis

## PET THERAPY

Pet Therapy programs are increasingly being introduced into hospitals and nursing homes across Australia. This is due to the now mainstream recognition that contact with an animal can have beneficial effects on the psychological, social and emotional wellbeing of people who are hospitalised or in residential care. Animals do not judge someone for being ill, having dementia or being elderly or disabled. They offer unconditional love, physical contact and a link to memories of pets from the person's past, bringing a sense of normality and belonging into the institution.

A weekly Pet Therapy visit has been introduced into the Activities Program for residents in Aged Care at Otway Health. This occurs every Tuesday when the dog Misu, along with her Allied Health Assistant handler visit residents in Barham Wing and Laura Pengilley Wing.

Misu is a very special dog who has been temperament tested for

her suitability for this work. She is a very appealing little white fluffy dog with a waggly tail and a happy, engaging personality. Misu's mission in life is to meet and greet everyone with that special brand of unconditional dog love.

She loves her days at Otway Health and bustles in to visit the residents, overflowing with energy and enthusiasm in her greetings to each of her special "friends". She loves a cuddle, and a bit of grooming or lap sitting and, to the delight of the residents, remembers each resident and her particular routine with them from previous visits.

The effect on residents has been heart warming to see. People who may have more or less shut down their interaction with the world around them, come to life when Misu visits. She brings smiles to faces around the room and stimulates reminiscences interaction and conversation. The barriers of dementia,

disability or grief dissolve momentarily in the presence of Misu's warm and trusting engagement with each of the residents.

An added side benefit to the Pet Therapy program is the effect on staff of having a happy little dog at work. There is a special buzz on "Misu Day" and she receives a constant stream of adoring visitors as staff drop by for a pat at her spot in Community Services.

- Jocelyn Dexter



# Community Services

## HOME AND COMMUNITY CARE - HACC

The past year has seen the employment of additional Community Care Workers to enable our client's needs to be best met in their homes.

An increase to the available hours for administration of the program is showing rewards in increased client satisfaction, regular rostering of staff and an increase in the confidence of our client group in the services.

Our Thursday Planned Activity Group (PAG) continues to enjoy a weekly session where meaningful tasks are undertaken in a group setting. The day is punctuated by the experience of a shared meal, which meets the nutritional and

socialisation needs of the group. Judging by the gales of laughter which constantly erupt from the activities room, the staff leading the group are well and truly meeting the needs of the clients in an entertaining manner.

Once a month the group enjoys an outing to a local attraction - one of the favoured locations is the Forrest Neighbourhood House, and taking part in the fantastic community lunches. The trip to and from the venue, with most clients travelling on the community bus, allows time for client interaction and the staff love to include singing, joke telling and the sharing of stories.

In the coming year, we are looking to further expand our Planned Activity Groups to ensure that we continue to reach a wider range in our community and to introduce more interest focused groups, capitalising on an Active Service Model framework.

By the end of the 2011/12 financial year, we will have more staff who have completed their Certificate III in Aged Care - this will again expand our options in the type, quality and consistency of care we can provide.

- Anne Rout

## MEN'S SHED

Otway Health auspices the Apollo Bay Men's Shed where a small group of men gather to work on practical projects. The shed is equipped with a large collection of donated hand tools especially suited for working on woodworking projects.

The Men's Shed movement began in Australia and has spread to many other parts of the world. They are places of various construction and size but all seek to be a meeting place for men to gather and work on practical projects and catch-up socially.

Apollo Bay Men's Shed meet in a small garage near Marrar Woon Neighbourhood House and the shed usually opens on Tuesday mornings. Over the last three years the shed has been co-ordinated by John Spencer.

Currently the shed opens on an 'as needed' basis and local men can use the space free of charge; the only requirement being that there should be no less than 2 men at the shed at any one time. As numbers are currently down, the Community Welfare Worker, Phil Townsend, is keen to support interested, inspired men to form a new steering committee to get the shed up and running again on regular days.



# Community Services

## PAGS (PLANNED ACTIVITY GROUPS)

*"When I wake up every Thursday, activities is where I go ... it is a special day where I meet all my friends and enjoy myself all the way."*

- PAGS Group Members

A diverse group atmosphere, providing people with social stimulation and an environment for self expression; fostering a sense of belonging and togetherness. Once a month we go on an outing, we all decide as a group where we would like to go, whether it be a specific site or event that is taking place in our area, as well as choosing a desired place for lunch.

One excursion found us in Birregurra visiting the local olive farm and we then became lost on the backroads which only added to our adventure! At the farm we sampled the delicious olives and were engaged in a talk about the process of farming them. This was followed by a wander in the beautiful onsite nursery, then back in the bus for lunch at the RSL in Colac.

- Pollyanna Day



# Community Services

## COMMUNITY WELFARE

Counselling, advocacy and general welfare services are provided by our Community Welfare Worker. Home visits are also available as the large Otway Health coverage area stretches from Forrest and Beech Forest in the North and between Wye River and Lavers Hill in the south covering many farms and beach town residences.

Practical support is given with issues relating to completion of Centrelink forms, emergency relief, assisting with utility bills, housing, isolation, problem solving or providing a listening ear (debriefing), mediation, or support during crisis. Referrals are also made to relevant services in Colac and Geelong.

The provision of advocacy means speaking on behalf of the

community member to ensure their best interests are met.

Counselling addresses a wide range of general issues such as, parenting, drug and alcohol addiction, grief & loss, stress, anger and violence, gambling, anxiety, depression and other mental health issues.

The monthly Men's lunch has recently been enlarged to include an outing once a month and has become a Planned Activity Group specifically for older men who may feel a little isolated and enjoy the company of other men. The Apollo Bay Hotel has continued to provide a suitable venue for the monthly lunch. The men's program provides a useful mechanism to monitor and promote aspects of men's health and wellbeing. The Community

Welfare Worker supports the Sea Mist aged community residential units with quarterly community meetings being held on these premises. They also provide advocacy to the residents in our aged care residential facilities. A closer partnership with Lions Village has recently developed with the provision of housing support by the Community Welfare Worker to younger residents who are accommodated at Lionsville.

People needing assistance can contact the Welfare Worker via Otway Health reception and referrals are not necessary.

- Phil Townsend

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## MINI FIELD OF WOMEN

For one weekend in October, Otway Health in conjunction with Breast Cancer Network Australia (BCNA), turns the town of Apollo Bay, Pink for Breast Cancer awareness.

For the past 3 years a 'Mini Field of Women' has been held on the Foreshore of Apollo Bay, bringing together the community to remember and celebrate the lives

of those who have been touched by cancer. Readings by members of the community and songs a plenty from the magnificent Apollo Bay Choir was followed by the planting of the Pink Ladies silhouettes in a circle on the beach, each one planted for someone that has been impacted by Breast Cancer.

In 2010 the Mini Field of Women

was preceded with a Girls Night on the evening before the service. This brought the women of Apollo Bay and District together to celebrate and raise awareness of Breast Cancer over the weekend.

The 'Mini Field' every year is getting bigger and better, with more community members joining in on the festivities.

- Jessica Elliott





### MOVING MONKEYS

Moving Monkeys has now been running successfully for two years. In 2007 the Australian Early Developmental Index (AEDI) in Apollo Bay showed that grade prep children in Apollo Bay were vulnerable in gross and fine motor skills development. As a result, key stakeholders involved with childrens services in Apollo Bay had a joint meeting. It was decided in May 2008 to establish a program for young children to develop the co-ordination and confidence in movement skills. Otway Health liaised with professionals and occupational therapy students in the Occupational Therapy program at Deakin University and undertook training in the Structured

Active Play program. Preschool teachers, childcare staff and early years teachers from the Apollo Bay P-12 College also participated in this training.

In October 2008 the first Moving Monkeys program was implemented and has continued to run every term. The program usually runs for 6 - 8 weeks each term and is possible due to the strong partnership between the Apollo Bay P-12 College and Otway Health. The College provides a space and some equipment and Otway Health provides staff and equipment.

Play is a natural mode for children to learn and move. Moving Monkeys is based on the

Structured Active Play philosophy and is aimed at children aged 2 - 5 years and uses fun activities that encourage children to move and be active. Through active play, children practice motor skills, they come to understand how their bodies move and how different types of movements feel.

With the support of the community and partnerships developed through the Kids Early Years Services (0-8 years) - Southern, we anticipate that the Moving Monkeys program will become a sustainable program for children in Apollo Bay.

- **Tanja Brunner**

### INDIGENOUS CAMP

An Indigenous surf camp was held last November for 20 teenagers in the South West Region of Victoria. The camp was organised by the Victorian Police in partnership with the local Indigenous community, National Parks staff and Otway Health. It was held over 2 days and offered activities to 13-17 year old teenagers which enabled them to learn leadership skills, do sporting and cultural activities,

and engage with members of the police force, health profession and indigenous community. Last November, Otway Health participated in the program, by providing a Registered Nurse with experience in women's health issues. The member of staff was responsible for the female teenagers at the camp. She participated in activities with the girls, mentored them during the camp, and discuss relevant

health issues and life skills with them. Otway Health also funded lunch and activities at the local youth club for the camp participants. The camp offers a great opportunity for Otway Health to network with the above teenagers, organisations and communities.

- **Michelle Fillmore**

# Community Services

## OTWAY EARLY YEARS NETWORK

Kids Early Years Services (0-8 years) - Southern. Formerly known as Otway Early Years Network.

In 2007 schools in the Otway Catchment participated in a national assessment called the Australian Early Years Developmental Index (AEDI). The AEDI is a population measure of children's development as they enter school. Based on the scores from a teacher-completed checklist, the AEDI measures five areas of childhood development.

The five developmental domains assessed are:

- Physical health and well being.
- Social competence.
- Emotional maturity.
- Language and cognitive skills.
- Communication and general knowledge.
- These domains are closely linked to predictors of good adult health, education and social outcomes.

The 2007 AEDI data identified 26% of children in Apollo Bay are vulnerable in physical development, which includes fine and gross motor skills and physical independence. The 2009

AEDI data identified no areas of vulnerability in Apollo Bay.

- The Otway Early Years Network was established in response to this data, consisting of key stakeholders in the Otway Health catchment. In 2011 the name was changed to Kids Early Years Service (0-8 years) - Southern, to align with other networks in the region.
- This network aims to address the developmental issues highlighted by the AEDI data, and to support children aged 0 - 8 years in the region to achieve optimal developmental outcomes. The Network seeks to support families and communities in the region through developing skills, resources and connections that meet their needs.
- The network is open to all members of the community with an interest in early childhood development. This may include professionals, parents, representatives of local groups and service providers and members of the Colac Otway Shire . Current members include Otway Health, Apollo Bay

P-12, Apollo Bay Preschool, Forrest Preschool, Maternal Child Health. More recently, the Department of Education and Early Childhood Development (DEECD) has been supporting the network and attending the meetings.

- Projects to date include formation of the Moving Monkeys program and use of the Brigance Screening tool to identify development issues early. This screening tool is used across childcare, Apollo Bay Preschool and Apollo Bay P-12 College to assist with easy transition from one service to another. The network has also conducted playground surveys and engaged with families to determine identified needs in the community.
- All stakeholders in the network have a strong commitment to work toward improving outcomes for children and families in the region and continually strive to provide the best services possible through knowledge and resource sharing.

- Tanja Brunner

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## EXERCISE CLASSES

We have a range of exercises to suit the elder community that are run by Otway Health from the Senior Citizens Centre in Whelan Street Apollo Bay.

These programs are run under the supervision of our Physiotherapist Cheryl Biddle and are delivered by one of Cheryl's Allied Health Assistants.

This group of residents are also supported by our HACC team as well as the Kitchen staff who provide a social lunch.

All of these exercise classes promote falls prevention in the older, frail community. These align with the accreditation of our facility and the services it provides our community.

There are four levels or grades of intensity and four separate classes of exercise; Strength for Life, Up'n' About, Gentle Exercise and Active Balance.

- Elizabeth Smith

# Community Services

## CHILDCARE

In 2010 the Childcare Centre implemented the national Early Years Learning Framework in its daily operations. The framework provides a useful document for staff to program activities and reflect on work practices while offering parents and families an understanding about how children learn and highlights positive aspects of children's skills and knowledge.

The framework focuses on Belonging, Being and Becoming;

three interwoven ideas or concepts that represent life.

'Belonging' is about feeling part of a group or family and having meaningful relationships with others.

'Being' is about experiencing the here and now, living life in the moment and being accepted for who we are.

'Becoming' refers to children's growing understanding of the world around them and their

ability to rise to the occasion and meet challenges.

The curriculum provides learning outcomes for all children aged 0-5 years and is the same model used in our local preschool and primary school. This ensures the childcare centre is working in partnership with our local families and early years education providers.

- Marie Sinclair



# Community Services

## CHILDCARE HIGHLIGHTS

- Centre's licensing capacity has been increased by Department of Education and Early Childhood Development from 30 to 42 childcare places. This will allow for further growth in the community demand and ensure the Childcare Centre remains viable.
- A third room and second outdoor yard opened during the year equipped with new play items for children aged 0-2 years.
- Implementation of the Victorian Early Years Learning Development Framework and National Early Years Framework in Centre's programming plans.
- Continued involvement in the Southern KEYS (0-8 year's) meetings, ensuring ongoing communication with early childhood professionals in our area.
- Hiring of 2 childcare trainees to assist staff with supervision of children, leading to a decline in incident reports over the past 12 months.
- Community Anaphalaxis information session held at the Neighbourhood House by the Community Health Nurse after feedback from a childcare parent.
- New sleeping mats purchased for children to alleviate OH&S problems associated with staff lifting and storing heavy stretcher beds.
- Outdoor shed purchased to alleviate storage problems associated with large, indoor/outdoor play equipment.
- Trampoline and outdoor play equipment purchased for the 3-12 age group to encourage physical activity outdoors.
- Smiles 4 Miles program implemented with children aged 3- 6 years to encourage healthy eating and dental hygiene.
- Installation of security camera and door bell system, allowing entry by authorised people only.
- 3 staff currently studying Advanced Diploma of Children's Services
- Review and overhaul of Food Safety procedures with feedback from kitchen and childcare staff and assistance from Infection Control Australia.
- Changes to the Mandatory Reporting - Child Procedure and Behaviour Management Policy after an incident at the centre.
- Ongoing Professional Development training for staff and review of current work practices to ensure a reflective and effective working environment.
- Two staff attending the DEECD Innovation Showcase at the Melbourne Convention Centre to see best practice in education.
- After School Care Program proving successful with 2-3 children being accommodated per day.
- School Bus Delivery service offered for the first time with children from Childcare being delivered to the school and riding the buses home if accompanied by an older sibling.





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