

Quality Account 2016



Welcome from our CEO

On behalf of Bass Coast Health I am proud to present the 2015/16 Bass Coast Health Quality Account. All public hospitals are required by the Department of Health and Human Services (DHHS) to produce a Quality report each year. Central to this is the requirement for clear and transparent reporting of quality and safety indicators. At Bass Coast Health we welcome consumer participation and invite you to fill out the feedback form at the end of this report, or contact us if you require any further information.

It is hoped that this report will give you some insight into the valuable work that we do and our commitment towards ensuring high quality and safe patient care.

I am delighted to announce that there have been numerous initiatives achieved throughout the past financial year, further improving the quality of the services we provide.

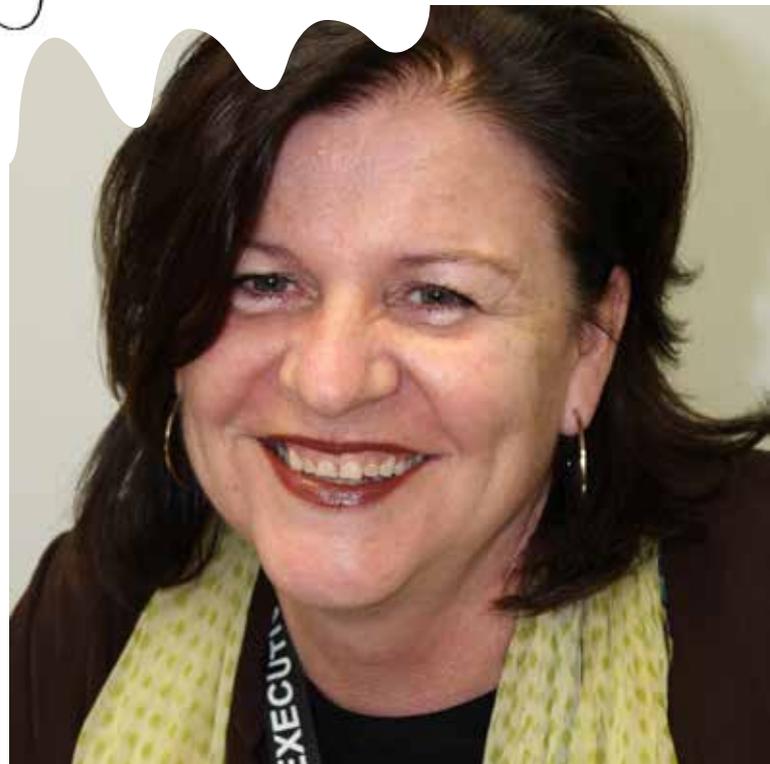
Some of these initiatives include:

- Successful accreditation of Griffith Point Lodge across the 44 Aged Care Standards.
 - Successful accreditation of our Family Day Care service, with the service exceeding national quality standards.
 - Establishment of an enhanced Consumer Participation programme, ensuring the voice of the consumer and community is central to all our service planning and development.
 - Planning for the construction of the \$5.8 million Phillip Island Health Hub at Cowes. We gratefully acknowledge funding support for this important project from the Bass Coast Shire Council, the Victorian State Government, the Federal Government and LASA (Leading Aged Services Australia) as trustee for the Warley Trust.
- Opening of the dedicated 4 bed Short Stay Unit adjacent to the Emergency Department at our Wonthaggi Hospital.
 - Continued collaboration with our community, neighbouring health services and the DHHS to redevelop the Clinical Services Plan for the Bass Coast region.
 - The installation of videoconferencing equipment in the resuscitation bay in our Emergency Department. This has enabled our Emergency Department to consult directly with Adult Retrieval Victoria about the treatment and transfer of acutely ill patients.

These are but some of the many achievements we have made over the year, with the specific aim of improving what we do. Bass Coast Health would like to thank all those people who helped make these initiatives possible. I would like to pay particular tribute to the excellent staff at Bass Coast Health who every day make a difference to the lives of our community members by providing excellent care. We look forward as an organisation to further developing our services, building on the strong foundation of safety and quality, so that we can better serve the Bass Coast community.



Jan Child
Chief Executive Officer





Executive Director of Medical Services report

My responsibility is to ensure that the delivery of health care provided to our patients by our medical staff follows the hospital values of: person centred focus, integrity, trust, respect, accountability, working together and, importantly, quality and safety.

Since I joined Bass Coast Health this value of quality and safety has been encapsulated in the major clinical governance reforms that have swept Bass Coast Health. I have been closely involved with the executive team in implementing an action plan that will see the many recommendations from the clinical governance review enacted.

This covers such things as making sure the medical staff we appoint have the appropriate qualifications to perform their medical duties and that their scope of practice is clearly defined so that they have the specific training, knowledge and skills to carry out certain procedures. Moreover, that the quality of their work is audited and any adverse events are investigated and recommendations provided to ensure we learn from these events and modify our policies and practices.

My complimentary role is as medical surveyor with the Australian Council of Healthcare Standards (ACHS), so I have the privilege of being part of a survey team that visits other hospitals in Australia to undertake an ACHS Accreditation, something that will be happening at Bass Coast Health in March 2017. So I have been able to provide advice to the Bass Coast Health team leaders

of the ten National Safety and Quality in Health Care Service (NSQHCS) Standards around which Bass Coast Health will be assessed.

I am an avid supporter of the importance of these standards being part of what we do every day in providing quality in health care to our patients and not just at accreditation. Indeed I am an advocate, with my medical education 'hat' at Monash University, to make these standards part of the medical undergraduate curriculum. Furthermore, I wish to instill into the medical staff at Bass Coast Health that they play an important part as role models for the junior doctors, emphasising the importance of the standards by participating in such things as the mandatory training requirements - for example, hand hygiene and aseptic technique - leading the way by example.

Bass Coast Health is also embarking on an exciting journey to develop a sub-regional Clinical Services Plan, extending quality care through the Bass Coast and South Gippsland regions, and I will be part of the team steering the ship.

Bruce P Waxman

Executive Director Medical Services



Strategic Direction

Consumer, carer and community participation

Consumer influence in safety and quality of care

Consumer, carer and community participation is a meaningful process encouraging individuals to contribute in decision making about their own health care and treatment, and broader health policy, planning and service delivery. Health outcomes are improved if people are given quality information and are actively involved in health care decisions.

Key achievements in working towards greater consumer participation includes;

- Development of the Bass Coast Health Consumer Participation programme.
- Systems, processes and structures to support consultation and consumer / community involvement.
- Enhanced reporting on consumer participation to the Board.
- Consumer representation on the Phillip Island Health Hub Community Consultation Committee.
- Consumer representation on key quality and safety committees and working groups including Advanced Care Planning, Infection Prevention and Control and Medication Safety.
- Community Advisory Committee Terms of Reference aligned with state guidelines and consumer participation principles.
- Consumer attendance at Health Issues Forum - Confronting our Future.
- Recruitment drive with three new Community Advisory Committee members welcomed, invigorating membership and widening demographic.
- Open and transparent consumer consultations with the board and executive to set a new Strategic Plan and Clinical Services Plan.
- Review of the consumer experience feedback system, improving ability to monitor trends and response times.
- Consumer review of consumer information, making sure its easy to understand.

Introducing the Community Advisory Committee

The Bass Coast Health Community Advisory Committee was originally formed in 2012. The primary role of the committee is to assist Bass Coast Health's Board of Directors to develop services that are responsive to the community. Members meet with the board a minimum of four times a year to provide information and advice on needs from a community perspective.

This year Bass Coast Health welcomed three new members to the Community Advisory Committee - Hilary Adams, Terry Shannon and Joyce Ball, who join Caroline Talbot (chair), Anwyn Martin, Griselda Thompson, Bruce Proctor, Kate McLaughlin and Jack Dunn.





Interpreter services

The 2011 census data reports a population (29,614) in the Bass Coast which is predominately Caucasian. 90.2% of people only spoke English at home. Other languages spoken at home include Italian 1.1%, German 0.4%, Dutch 0.3%, Greek 0.3% and French 0.2%.

Interpreter services are available for people who primarily speak another language. It is important to your health care to tell us if you need or would prefer an interpreter. We can then arrange access to interpreter services as it is important to us that we communicate well and that you understand your health care options.

In 2016 there were 10 occasions where people accessed our services with the assistance of an interpreter.

Accreditation status

Accreditation is an internationally recognised evaluation process used to assess the quality of care and safety Bass Coast Health provides against certain national or state based Standards. The process usually involves self-assessment or review/assessment of performance against predetermined Standards set by an external independent body. Each set of Standards focuses on safety and quality, consumer participation, health outcomes and areas of high patient safety risk, to provide a consistent minimal framework of the level of care that consumers should expect to receive from a health service.

Bass Coast Health is fully compliant and accredited under the following Standards;

- National Safety and Quality Health Services (NSQHS) Standards
- Residential Aged Care Standards
- Human Services Standards
- Home Care Standards
- National Family Day Care Standards
- Postgraduate Medical Council of Victoria Standards
- Emergency Department Training Standards

Safety and the quality of care is embedded within Bass Coast Health's core values and provide a framework to ensure the best possible consumer experience. Recent achievements include:

- Preparation for the organisation-wide accreditation survey in early 2017, with a number of quality activities undertaken to reduce falls, prevent pressure injuries, manage patients whose condition deteriorates and reduce medication errors.
- Establishment of a robust committee structure to monitor compliance with the National Standards.
- Enhancement of the Bass Coast Health Risk Management Framework to ensure early identification and management of corporate and clinical risks.
- Establishment of an enhanced Consumer Participation program, ensuring the voice of the consumer is central to all Bass Coast Health's service planning and development.
- Redesign of the clinical governance reporting structure to ensure more accurate data is monitored and that trends are responded to.

State Wide Plans Update

Aboriginal health

Bass Coast Health has continued to work in partnership with our local Aboriginal health service. A key milestone was achieved in August 2015, with the signing of a three year Memorandum of Understanding with the Ramahyuck District Aboriginal Corporation (RDAC -South Gippsland). The new agreement relates to providing a common understanding and commitment for Bass Coast Health and RDAC South Gippsland to:

- work together to build capacity within the local Aboriginal community
- work together to build capacity within the two organisations
- improve access to services across Bass Coast Shire for Aboriginal people
- provide culturally safe environments within both organisations
- develop plans to address the social determinants of health impacting on the health and wellbeing of local Aboriginal people

Cultural Awareness training has been promoted to health service staff and attended by a cross section of departments such as Social Work, Counselling, Occupational Therapy, Community Development, Volunteer Coordination, Maternal and Child Health, Health Promotion, Referrals Unit, Allied Health Assistants, Home Care Packages and Midwifery. In addition, nursing staff across Bass Coast Health

participated in Cultural Considerations – providing end of life care for Aboriginal and Torres Strait Islanders.

The Gippsland Cultural Competency Framework audit has been conducted to gain an understanding of Bass Coast Health's position as an Aboriginal inclusive service. From this, an action plan was developed to help Bass Coast Health engage better with the first people of the land and to help them link with local and regional health services.

The Black Pages guide has continued to be promoted as a resource to staff and the general public. The Black Pages is a directory of indigenous services and supports in Gippsland designed as a valuable resource to assist people navigate the health system.

Bass Coast Health's Dental service, Dietetic service and Community Nursing service collaborated to conduct two health check days during 2015-16 for 12 Aboriginal families.

Bass Coast Health has commenced work to establish if staff identify as Aboriginal and/or Torres Strait Islander. Whilst this process is in its infancy, through the reporting year, one staff member has proudly confirmed herself as being of Aboriginal descent from Barenji Gadjen.





Disability responsiveness

In line with the Victorian State Disability Plan 2013-2016, Bass Coast Health designs its services in a complementary and integrated way so that people living with a disability can use the same services in the same places as the general population. We promote and protect your rights to ensure that your access to services is coordinated, prioritised and inclusive.

To improve how we design services, provide access and communicate with you, Bass Coast Health has developed a Health Literacy Plan. The key focus within the Plan is to support staff to develop and provide information that is easy for people to access, navigate, understand and use. Our aim is to support you to access the right services at the right time, independently or with the supports you need.

***Disability Services client feedback:
100% of clients responded positively when asked if they had received information in a way they understood and 100% of the family / carer / support persons surveyed agreed.***

Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) communities

The Bass Coast Health Diversity Steering Committee monitors how everyone in our community can access our services. This includes people from all backgrounds, cultures, sexualities, genders, abilities and life experiences who make up our community.

An audit conducted to measure our ability to respond to community members who identify as LGBTI identified the need for staff training and resource development. In response to this, Bass Coast Health hosted a training session that covered awareness of a range of issues facing older people who identify as LGBTI, relevant policy and legal issues. The audit led to the development of the Bass Coast Health 'Looking Out' Guide, which was officially launched in June 2016. This resource provides staff with guidance in relation to the provision of inclusive practice for the LGBTI community - regardless of age, race, gender or ability.

Family violence

Key staff from Bass Coast Health's Maternity Service, Maternal and Child Health Service, Family Day Care and Counselling Service completed training in how to identify and respond to people affected by family violence. The course covered the effects of family violence on adults and children, and provided an overview of legal responses, resources and referrals. It explored ways of asking about violence and responding to disclosures, and included a component on risk assessment and safety planning, based on the Common Risk Assessment Framework.

Another key area of work across the organisation was the development of the Child Safe Action Plan in response to the release of the Child Safe Standards. The focus of the Plan is to provide greater child safety through effective leadership arrangements, improved processes for responding to and reporting suspected child abuse, and processes that reduce or remove risks of child abuse.



Quality & Safety

We welcome your feedback

We invite feedback about your health care experience with us. Your comments help us to identify improvements that we can make to the safety and quality of care we provide. Complaints are managed promptly and openly with you and can be in person, via the phone and/or in writing. Your comments are important to us and will not affect access to any of our services or change the quality of care we give you.

You are encouraged to speak to our staff so we can respond to your concern as soon as possible. If you would prefer to register your feedback, forms are readily available from any staff member and located in the reception area at all of our sites. Some programs will provide you with a feedback form in your information pack when you first access a service. You may also provide feedback directly via the website www.basscoasthealth.org.au under the 'Contact Us' tab.

Feedback is monitored centrally to ensure a timely response to your concerns, as your experience and your health outcome is important to us. Bass Coast Health is grateful for the overwhelming positive comments it receives about its staff and the services they provide. Thank you.

A positive outcome

After receiving a complaint, it became apparent we had provided a very safe undercover pick up point directly outside the new Allied Health building, however we hadn't considered the ability for consumers to see the person who was picking them up arrive.

A consumer raised awareness by using our complaints process to advise of their frustrations with the reduced visibility caused by the height of the windows. They pointed out that anyone with limited ability to stand was unable to see outside from a seated position. They also pointed out that waiting outside was not an option as no seating was available.

Our oversight was promptly acknowledged and suitable seating was placed outside the Allied Health building making the wait more comfortable and increasing visibility. Without this person coming forward and raising awareness we would have missed the opportunity for many more people to have a positive experience.



Your experience whilst in our care

The Victorian Healthcare Experience Survey (VHES) collects data from a range of users of Victorian public health services. The survey is conducted by an independent contractor on behalf of the Department of Health & Human Services. Each month, eligible participants are randomly selected to receive a questionnaire. Results are calculated and reported back to the health service every quarter, providing the opportunity to identify opportunities for improvements.

**2015/16
Victorian Health Experience Survey
97% overall positive
experience against
a target of 95%**

“Myself and my family are very appreciative of the services available through Bass Coast Health”

“From the minute I arrived at the hospital till the moment I left, the staff and service was absolutely exemplary”

“My experience in day surgery could not have been better. Everyone was kind and attentive, and I felt quite at ease”

People Matter Survey - building a positive workplace culture

Each year, health services are asked to survey their staff about workplace culture, education and training and overall staff satisfaction. In particular there is a focus on patient safety culture.

The results of the 2016 People Matter Survey showed an average of 79% of Bass Coast Health staff had a positive response to the questions that measure patient safety culture.

There is a very strong link between patient safety and workplace culture. Bass Coast Health is implementing the following measures to improve this score and enhance the focus on safety:

- A workshop to discuss concerns highlighted in the People Matter Survey was attended by representatives from departments across the organisation and an action plan developed. The action plan includes solutions and initiatives, as identified by staff, with the aim of improving and promoting a positive workplace culture.
- The Prevention of Bullying and Harassment policy has recently been reviewed following broad consultation.
- Online Prevention of Bullying and Harassment training is a mandatory training module for all staff and is required to be completed upon commencement of employment and every two years thereafter.

Quality & Safety (continued)

Making a difference

Q. Were you involved as much as you wanted to be in decisions about your care and treatment?



Q. Did you get enough help from staff to eat your meals?



Areas for improvement

Q. If you needed to talk to a nurse, did you get the opportunity to do so?



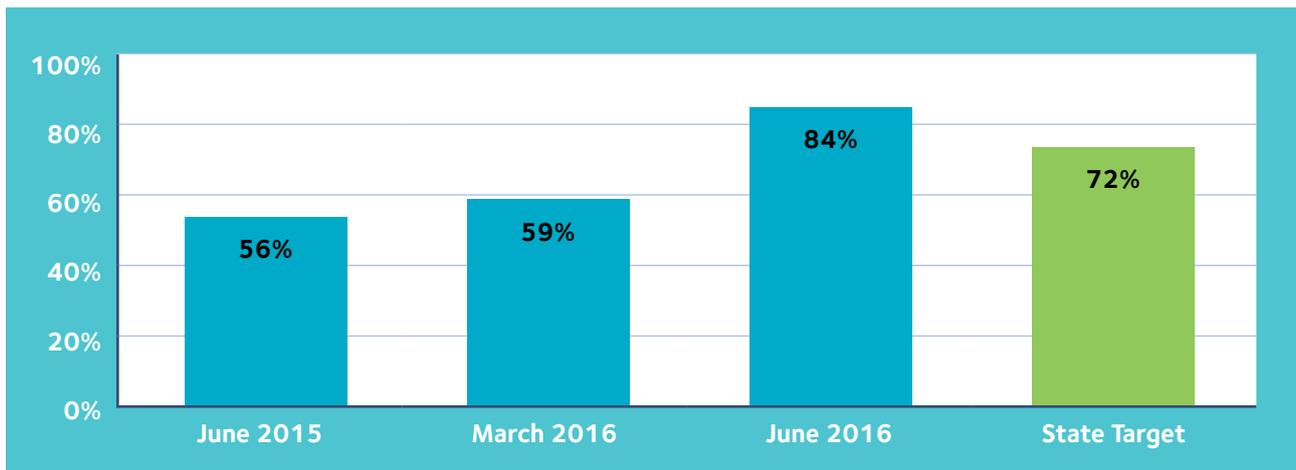
Q. At other times during your hospital stay did you have enough privacy?



Positive change

After educating staff on the importance of asking permission for students to be involved in care and providing important information at the bedside, there has been a significant improvement, A 25% positive increase from previous results and 12% above the state comparison in patient experience relating to students.

Q. Sometimes students accompany health professionals when they are treating or examining patients. If this happened to you, was your permission sought?



Quality improvement and monitoring systems

Adverse events

Clinical Governance refers to the systems that ensure we continuously improve the quality of our services and ensure high standards of care.

With a focus on your safety, a full internal and external review of our Clinical Governance systems occurred in 2015 - 2016. The review has resulted in stronger clinical risk governance across the organisation, improving the ability to identify and prevent circumstances that put you at risk of harm whilst in our care and transitioning back into the community.

Sometimes things go wrong in healthcare so most Victorian Public Health Services use the Victorian Health Incident Management System (VHIMS) to report, monitor and review these incidents. Reviewing and monitoring these incidents, from near misses through to serious events, supports timely response and improvement strategies, with the aim to reduce harm to those who use our services.

Staff health and hand hygiene

Bass Coast Health offers staff a comprehensive Staff Health Program. We have continually met Department of Health and Human Services targets for the uptake of staff Influenza immunisation. In 2015/16 86% of staff were immunised against a target of 75%.

Hepatitis B has been identified globally as an occupational risk for healthcare workers. This infection, caused by the hepatitis B virus can occur as people are exposed to infectious blood or body fluids.

Bass Coast Health has placed an emphasis on minimising this risk to our staff and are pleased to say that 81% of our highest risk staff, e.g. dentists, medical practitioners, nurses, allied health practitioners, engineering, central sterilising and staff responsible for cleaning, decontamination and disposal of contaminated materials are vaccinated with evidence of hepatitis B immunity.

Hand hygiene is a key way of reducing the risk of infection. The Hand Hygiene program for staff and volunteers within Bass Coast Health has continued to develop in a robust way. In addition to Infection Prevention and Control staff we now have 21 Hand Hygiene auditors across the organisation. Our aim being for individual units to take responsibility for improving and ensuring their hand hygiene targets are met. 2016 has seen Bass Coast Health train our first Medical Officer as an auditor in our Emergency Department.

Infection prevention and control is everyone's responsibility. All staff within Bass Coast Health are required to complete an annual competency around the 5 Moments of Hand Hygiene, as education is the key to a successful program.

Hand hygiene compliance

| State target | March 2015 | June 2015 | October 2015 | March 2016 | June 2016 |
|--------------|------------|-----------|--------------|------------|-----------|
| 80% | 82% | 85% | 74% | 84% | 86% |

Quality improvement and monitoring systems (continued)

Medication safety

Quality activities this year

Ongoing monitoring of medication incidents and adverse drug reactions is routine and reviewed by the Medication Safety Committee regularly. Bass Coast Health has undertaken two major quality safety activities within the Pharmacy Department during the 2015-16 period.

Safe use of antibiotics

Working towards ensuring antibiotics are prescribed appropriately and according to the Therapeutic Guidelines is important to help avoid emergence of antibiotic resistance. Correct choice of antibiotic, the dose, the duration of treatment and ceasing antibiotics when no longer necessary are all factors to consider.

A dedicated committee has been monitoring antibiotic use across the health service and providing education and training.

Paediatric National Inpatient Medication Chart

The Paediatric National Inpatient Medication Chart is a medication chart specifically designed for use in children under 12 years. When used correctly it helps avoid dose calculation errors and is a tool to ensure safe use of medications in children. There is provision to double sign for each medication administered so that each dose given is double checked.

A major education and training campaign was conducted to ensure correct use of this chart.

Pharmacy facts

Medication safety involves checking that you are given the correct medication, making sure you understand any changes to medication and making sure your medications are regularly reviewed.

Number of medication lists provided to patients on discharge

| 2014-15 | 2015-16 |
|---------|---------|
| 926 | 882 |

Number of prescriptions filled by pharmacists

| 2014-15 | 2015-16 |
|---------|---------|
| 3,337 | 3,356 |

Number of medication reconciliations

Medication reconciliation is matching prescribed hospital medication with usual medication

| 2014-15 | 2015-16 |
|---------|---------|
| 1,415 | 1,306 |





Preventing falls

Hospital, community and residential falls

Falls can happen to anyone, and as you grow older falls can become more common and you become more likely to injure yourself. To reduce risk of harm from a fall, your risk of falling is screened and assessed. By understanding your risk we are able to work with you to plan the most appropriate care for you whilst in hospital and when you go home.

We have had a significant reduction (55%) in major harm caused by falls over the last three years in hospital, residential and community settings. The (26%) increase in minor harm from 2014-15 to 2015-16 reflects improvements to incident reporting and education of staff on how, when and why to report falls events.

In 2015, bed and chair sensor mats were purchased. The mats can be used for patients identified as being at high risk of falls and sets off an alarm to alert staff when patients move from the bed or chair. This allows staff to better monitor patients and provide timely assistance and supervision. Used in conjunction with other falls prevention strategies the mats have proven to be very reliable.

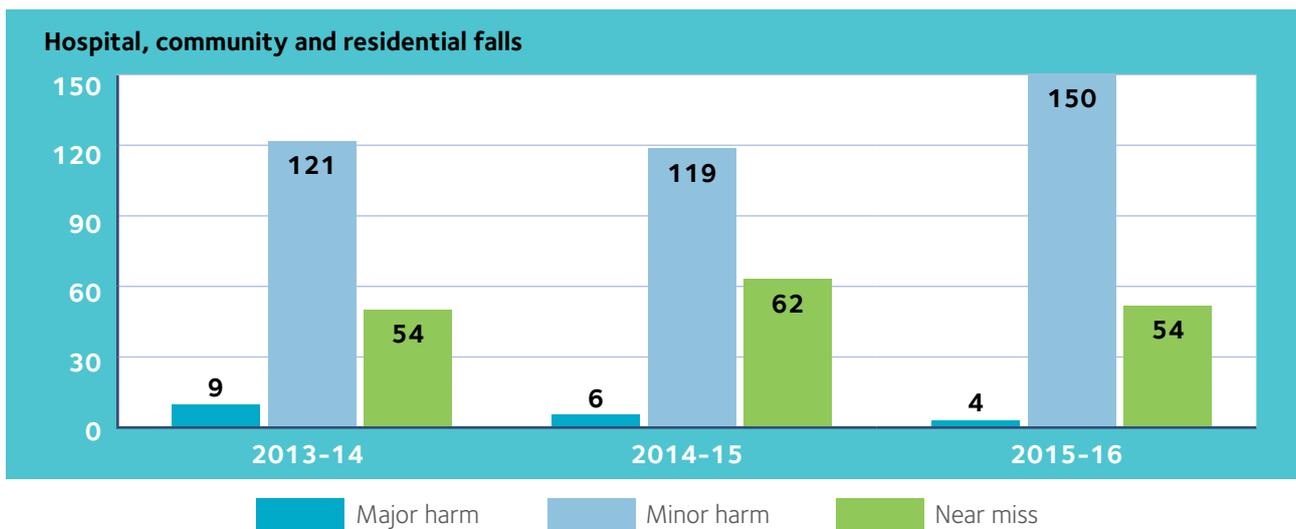
Falls Prevention program

The Falls Prevention program is offered from San Remo and Wonthaggi. The program runs over 8-weeks and is aimed at adults living in the community who have experienced falls or are at risk of falling. Referral to the program can be from your GP, self-referral or on discharge from a stay in hospital.

The weekly sessions include a 1 hour balance and leg strengthening exercise circuit led by a Physiotherapist, and 30 minutes of education on falls prevention, provided by members of the multidisciplinary team including Podiatry, Dietetics, Nursing, Occupational Therapy, Pharmacy and Physiotherapy.

There is an individual assessment both before and after the program to allow you and the health care providers to establish goals and monitor your progress as well as identifying individual falls prevention strategies.

People unwilling or unsuitable to attend the program are still able to access individual assessment from the Allied Health team and interventions such as a home based falls prevention exercise program. The aim is to reduce your risk of harm resulting from a fall, assisting you to remain living independently.



Quality improvement and monitoring systems (continued)

Preventing pressure injuries

Pressure injuries, also commonly referred to as bedsores or pressure ulcers, are localised areas of damage to the skin or underlying tissue. Pressure injuries can be caused by unrelieved pressure or friction occurring mostly over bony areas of the body such as the base or bottom of the spine and heels, but they can develop anywhere on the body.

Pressure injuries can impact significantly on the length of stay in health services, and the comfort and quality of life of the individuals affected. In the majority of cases, pressure injuries are preventable. Pressure injuries can occur in any patient, however common risk factors are age, immobility (extended bed rest), poor nutrition and poor skin integrity. Bass Coast Health has a number of strategies and tools in place both on admission and during care to ensure every effort is made to recognise these risks and prevent pressure injuries.

At times patients come in to hospital with an existing pressure injury and on occasion a pressure injury will develop while in care. It is important that we report the presence of pressure injuries to ensure we are providing appropriate management of existing pressure injuries as well as putting in place interventions to prevent them from developing. By looking at our reports of pressure injuries and understanding when and where they develop we can provide better care to our patients.

A strong focus in 2015/16 has been on improved reporting of pressure injuries present on admission and those that develop in care. We have provided education to staff regarding the importance of reporting. This has seen significantly improved reporting compared to the previous year and allowed us to implement initiatives to better identify, prevent and manage pressure injuries.

Identifying patients at risk of developing a pressure injury is part of admission and interventions are put in place including pressure preventing equipment. In addition, a new regional form has been adopted to monitor existing wounds and ensure we are providing appropriate care and wounds are healing as expected.

Blood and blood products

According to the Australian Patient Blood Management Guidelines, the decision to administer blood to patients should be based on the need to relieve signs and symptoms of anaemia (low blood count), it should not be dictated on blood results (haemoglobin) alone. At the commencement of 2016, Bass Coast Health introduced the reviewing of blood transfusions to ensure we are providing the most appropriate treatment for each patient requiring blood.

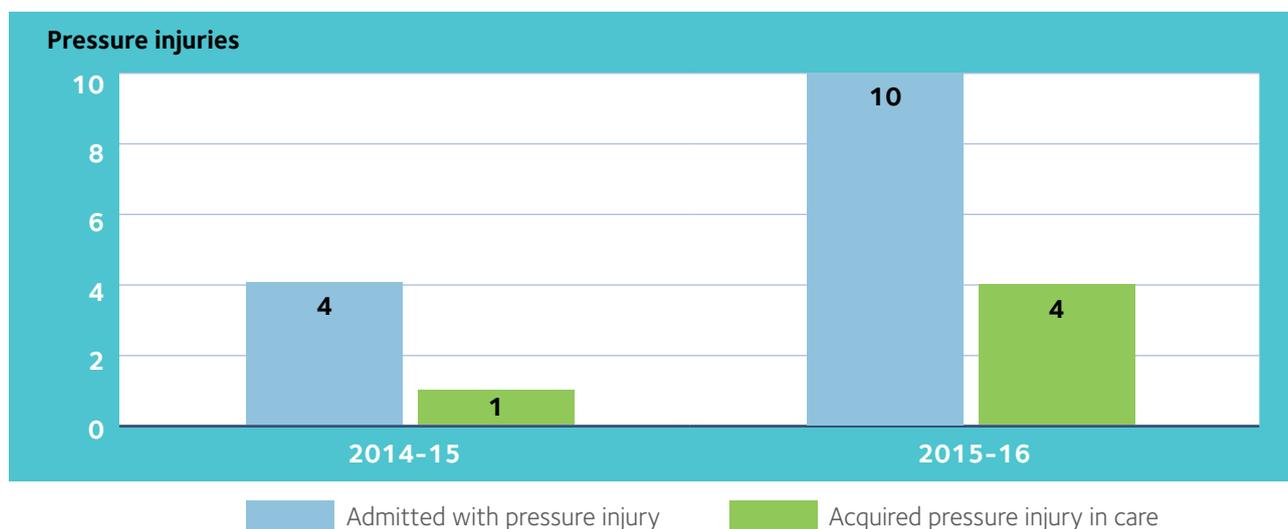
We regularly review the way blood is ordered to make sure we do not waste any and have had very positive results. It is very important patients understand the reason they are receiving blood and any risks associated. This means getting consent from all patients.

Red blood cell wastage

| Threshold | 2014-15 | 2015-16 |
|-----------|---------|---------|
| 2.4% | 0.3% | 0.3% |

Documented valid consent

| Target | 2014-15 | 2015-16 |
|--------|---------|---------|
| 100% | 87% | 100% |





Maternity services

The 2015-16 reporting period for Maternity services is based on figures from the 2013/2014 Victorian Perinatal Performance Indicator Report.

Bass Coast Health performed poorly compared to the expected state wide targets in three of the ten indicators as shown below.

| Indicator | Statewide public rate | BCH result |
|-----------|-----------------------|------------|
| 1b | 15.5% | 20% |
| 7a | 13.3% | 25% |
| 7b | 8.3% | 23% |

Indicator 1b: Rate of caesarean in standard primigravida.

This is a low risk group of women and as such caesarean section rates should be low.

Opportunities for improvement:

- Undertake regular multidisciplinary reviews and audits of the reasons for caesarean weekly or monthly.
- Ensure information given to women regarding risks and benefits are based on scientific evidence.
- Undertake review of booking, prioritisation and authorisation processes.
- Consider second peer review of interventions.

Indicator 7a and 7b: rate of women smoking during pregnancy before 20 weeks (7a) and after 20 weeks (7b) gestation.

Opportunities for improvement:

- Examine smoking cessation interventions provided to women antenatally and identify any gaps in service provision.
- Monitor competency and confidence of clinicians providing smoking cessation advice and interventions.

Residential Aged Care services

Residential Aged Care services report their performance against the five public sector Residential Aged Care Quality Indicators:

- This data is reported to the Department of Health and Human Services on a quarterly basis.
- The below figures indicate the average across four quarters in the 2015/16 financial year.
- The table shows the target and state average benchmark for each Indicator.

| Quality Indicators | Armitage House | Kirrak House | Griffiths Point Lodge | Target | State Average |
|-------------------------------------|----------------|--------------|-----------------------|--------|---------------|
| Pressure Injuries | 1.36 | 0.1 | 0.1 | 0.0 | 0.2 |
| Falls | 0.97 | 1.77 | 6.5 | 3.3 | 7.21 |
| Falls related Fractures | 0.19 | 0.2 | 0.1 | 0.0 | 0.15 |
| Restraint | 0.19 | 0.0 | 0.0 | 0.0 | 0.46 |
| Nine or more medications | 1.95 | 2.65 | 7.36 | 2.1 | 4.44 |
| Significant Weight loss (>3kgs) | 0.58 | 0.2 | 0.57 | 0.2 | 0.86 |
| Unplanned weight loss (consecutive) | 0.97 | 0.29 | 0.96 | 0.0 | 0.76 |

Nine or more medications – Medication is monitored through annual pharmacy reviews and regular review of resident medications with their consulting GP.

Restraint – Restraint may be used to reduce risk of self harm or major falls but is very restrictive and can be traumatic. Bass Coast Health has worked towards a restraint free environment.

Falls – all falls at Bass Coast Health are investigated on an individual basis to determine the nature of that fall and risk minimisation strategies are put in place for each individual.

Quality improvement and monitoring systems (continued)

Surgical services

Increasing elective surgery at Bass Coast Health

Demand for elective surgery has continued to grow steadily over the years. Elective surgery relates to patients who require non-urgent surgery, are referred by a surgeon and are registered on the Bass Coast Health hospital waiting list. Bass Coast Health has two operating theatres, a four bed Recovery Room and a busy Day Surgery Unit. 2015 -16 saw a small growth of elective procedures, with an average of 228 operations per month.

Improving the surgical journey for patients

The Operating Suite aims to achieve Bass Coast Health's Vision of 'Healthy People. Healthy Community'. To this end, staff are continuously conducting audits and improvement projects relating to accreditation guidelines.

This year, the key focus was on upskilling and maintaining emergency surgery skills and knowledge. The staff participated in a range of training exercises to develop new skills to ultimately ensure a safe and efficient surgical journey for patients.



Continuity of Care

Advance Care Planning

Bass Coast Health is working on increasing the number of patients who have an Advanced Care Directive. In the 2015-16 year, all residents in our aged care facilities who wished to, were assisted to complete an Advanced Care Directive. In 2016-17 we look to strengthen this further in our inpatient wards.

Consumer voice

In support of people having a greater say in decisions around end of life care, the Bass Coast Health Community Advisory Committee submitted a response to the Government's proposed changes which simplify medical treatment decision making and advance care directives.

The Community Advisory Committee recommended further clarity for some areas within the new legislation, however acknowledged the proposed aims would provide clearer and fairer values-based processes for end of life care.

End of life care

Asking the question "What care do you want at the end of your life?"

Talking about what you want leading up to and at the time of your death can be one of the most important questions we should all be considering. Unfortunately, the question can often raise fears and emotions and is shelved for another day.

Many people indicate a preference to die at home and making this possible often depends on several factors - the nature of the illness and the care needed, how much support is available from the person's family and community and whether the person has someone at home who can provide physical care and support for them.

To enhance our ability to support you and your loved ones at the end of life, Bass Coast Health initiated a project in 2015 to implement a model for Community Palliative Care in South Gippsland which is based on the Australian National Standards.

In 2015 a consultant was engaged to clarify current practice and recommend improvements. This year a project worker has been preparing and refining clinical care protocols, policies, tools and guidelines. The Department of Health and Human Services Strengthening Palliative Care: Policy and Strategic Directions 2011-2015 recognises "There is evidence that implementing clinical guidelines, protocols and tools facilitates improvements in client care...".

The project is in its final phase and will be implemented in 2016/17.



Connecting care

69 year old Jutta Martin from Inverloch couldn't be happier with the care she received from medical and allied health staff at Bass Coast Health. Jutta was relatively new to the area, having moved to Inverloch with her husband two and a half years ago.

She presented to Bass Coast Health's Emergency Department following an episode of shortness of breath and a chesty cough. She was later diagnosed with heart failure and stayed at Wonthaggi Hospital for 3 days.

Transition from hospital to home was easier than she anticipated due to the excellent seamless communication between medical and allied health staff. She commented "The services here were great! There was no waiting at all, and everything scheduled ran like clockwork!"

She highly praised all of the staff involved in her care, for the care provided and the regular follow up to monitor her progress.

As Jutta gradually got to know her health professional team she gained more confidence in participating in other health initiatives. As well as the cardiac rehabilitation programme, Jutta also participated in other programs such as Heart Moves, Diabetes, Continence and Power Girls support groups. Both Jutta and her husband were able to access information regarding hearing, nutrition and general wellbeing as well as forge new friendships in the community due to the continuity of care they received from Bass Coast Health's health professionals.

Leaving hospital

How you transition back home and into the community and/or to other health care services impacts your overall health outcomes and your experience within a health care system. Public hospitals performance is measured on 'transitions of care' with the aim of improving processes relating to discharge planning.

79% of patients reported a positive discharge experience overall from adult inpatient and Emergency Department services.

The overall score incorporates the average of positive scores for transfer of care questions in the Victorian Healthcare Experience Survey (VHES). The Department of Health and Human Services target is 75%.

Bass Coast Health's performance has been consistently favourable to target for the year.

Values

We embrace the following values to fulfill our vision and mission:

- Person Centered Focus
- Integrity, Trust and Respect
- Quality and Safety
- Accountability
- Working together

Vision

Healthy People.
Healthy Community

Purpose

To plan and develop a sub-regional health service that meets the primary health needs of the local community in addition to providing secondary and specialist care to the extended population of the Gippsland South Coast. We are committed to work with our partners to achieve appropriate sub regional access to specialist services for the people of the South Coast.

1. Wonthaggi Hospital

235 Graham Street, Wonthaggi Vic. 3995
Tel: 03 5671 3333

2. Armitage House Nursing Home

Baillieu Street, Wonthaggi Vic. 3995
Tel: 03 5671 3352

3. Kirrak House Nursing Home

Baillieu Street, Wonthaggi Vic. 3995
Tel: 03 5671 3250

4. Wonthaggi – Maternal & Child Health Services

Wonthaggi Hospital
235 Graham Street, Wonthaggi Vic. 3995
Tel: 03 5671 3136

5. Bass Coast Health – Inverloch site

14 Reilly Street, Inverloch Vic. 3996
Tel: 03 5671 9208

6. Inverloch Maternal & Child Health Services

Inverloch Community Hub
16 A'Beckett Street, Inverloch Vic. 3996
Tel: 03 5671 3136

7. Griffiths Point Lodge

Davis Point Road, San Remo Vic. 3925
Tel: 03 5678 5311

8. Bass Coast Health – San Remo site

1 Back Beach Road, San Remo Vic. 3925
Tel: 03 5671 9200

9. San Remo – Maternal & Child Health Services

San Remo Pre School
23 Back Beach Road, San Remo Vic. 3925
Tel: 03 5671 9200

10. Bass Coast Health – Cowes site

14 Warley Avenue, Cowes Vic. 3922
Tel: 03 5951 2100

11. Cowes – Maternal & Child Health Services

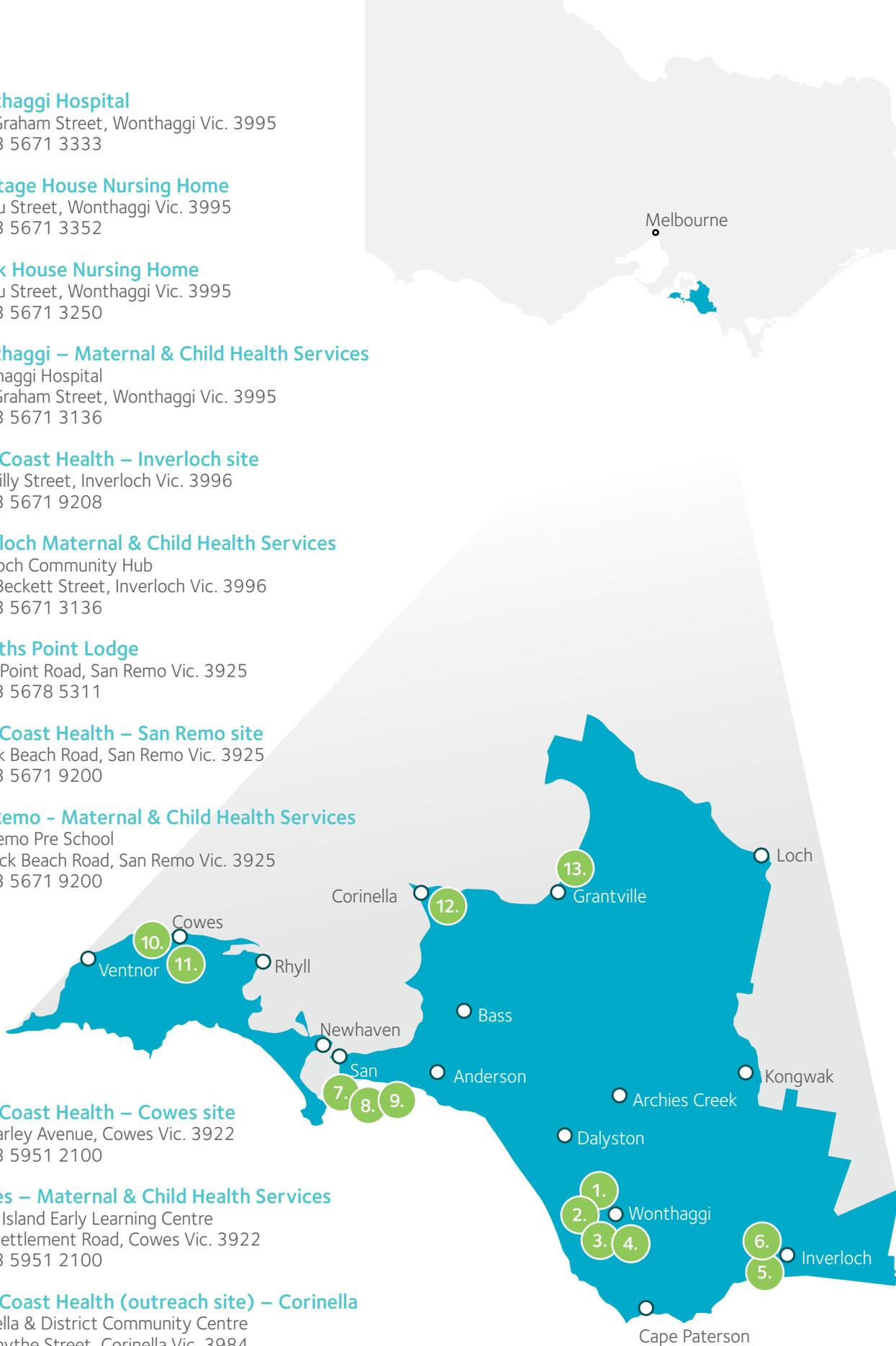
Phillip Island Early Learning Centre
161 Settlement Road, Cowes Vic. 3922
Tel: 03 5951 2100

12. Bass Coast Health (outreach site) – Corinella

Corinella & District Community Centre
48 Smythe Street, Corinella Vic. 3984
Tel: 03 5671 9200

13. Bass Coast Health (outreach site) – Grantville

Grantville Transaction Centre
Cnr. Bass Highway & Pier Road, Grantville Vic. 3984



Tell us what you think...

What did you think of the information in this report?

Poor 1 2 3 4 5 Excellent

Comment:

What did you think of the format and layout of this report?

Poor 1 2 3 4 5 Excellent

Comment:

Did you find the information in the Quality Account to be...

Easy to understand 1 2 3 4 5 Too technical

Comment:

The report gave me a better understanding about the services provided by Bass Coast Health?

Strongly disagree 1 2 3 4 5 Strongly agree

Comment:

Please add additional comments:

Indicate the information that is important to you and what you would like to see in the future:

- Stories about patients, clients and families/carers
- Stories about hospital innovations
- Information on safety and quality within the health service
- Information on Aged Care facilities
- Stories about employees
- Data collection on individual services
- Other, please specify



Please mail your completed form to:
Quality Department
Bass Coast Health
235 Graham Street, Wonthaggi
Victoria, 3995