

Quality Account

2018-19



Quality Account

2018–19

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Our Mission

Delivering person-centred care to improve health, wellbeing, care experience and health outcomes, with our community.

Our Vision

Excellence in care.

Our Values

Wellbeing

Equity

Compassion

Accountability

Respect

Excellence.

Quality Account Feedback

Bass Coast Health develops its Quality Account in partnership with its Community Advisory Committee to ensure that community feedback is incorporated into its design.

Bass Coast Health is very eager to hear your feedback about this year's Quality Account. You can leave your feedback by phoning the Bass Coast Health Quality Department on 03 5671 3365 or by completing a short survey on Bass Coast Health's website - www.basscoasthealth.org.au

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Welcome

On behalf of the Bass Coast Health Board of Directors, Community Advisory Committee, Volunteers and Staff, we are proud to present the 2018–19 Quality Account. It highlights the excellent work, commitment & achievements of our people and our organisation over the last twelve months.

Throughout 2018–19 we have maintained our commitment to the delivery of safe, high quality care during a period of significant growth, including the ongoing expansion of services and the development of new services. All of these service enhancements have been undertaken in partnership with our sub-regional and metropolitan colleagues, community members and consumers.

The excellent partnerships with other service providers have contributed greatly to the enhancement of services and the delivery of high-quality care. Alongside our sub-regional colleagues, (Gippsland Southern Health Service and South Gippsland Hospital), we have made excellent progress in developing sub-regional capability frameworks to ensure we work together across our catchment to provide quality care for our community. We have also made great progress with our metropolitan colleagues, (Alfred Health, Monash Health and Peninsula Health) to increase our specialist profile and grow the complexity of services locally.

We have also embarked on an enormous capital and infrastructure investment program with extraordinary support from the Victorian State Government, the Department of Health and Human Services, and the Commonwealth Government. This has included the continued upgrade of our buildings and working environment, the planning for new infrastructure, and the purchase of much needed equipment, much of which has been generously donated by our Auxiliaries and our community members. We are extremely privileged to work in such a wonderful community – their passion and commitment to Bass Coast Health is extraordinary.

This Quality Account aims to provide you with a brief overview of some of our achievements in 2018–19. To give you just a taste...

- We have developed and implemented capability frameworks for key service areas such as maternity, surgery/anaesthetics and subacute.
- We were recognised as a finalist for the Most Outstanding Regional Hospital in Australia by the Australian Patients Association.
- We commenced planning for the \$115 million Wonthaggi Hospital expansion project in collaboration with the Victorian Health and Human Services Building Authority.

Our data says...



- We opened the Minor Injury and Illness Clinic at the Phillip Island Health Hub in December and saw over 6,000 presentations up until June 2019.
- We commenced planning for a new Urgent Care Centre at the Phillip Island Health Hub.
- We announced land purchase for the new Community Hospital at Phillip Island.
- We commenced non-cytotoxic chemotherapy treatment and started planning for a Cancer service at Wonthaggi Hospital.
- We refurbished the triage and fast track areas within the Wonthaggi Emergency Department to be able to see four per cent more patients, who were 18 per cent more complex than the year previous.
- We expanded the medical specialists appointed to Bass Coast Health and increased our outpatient clinics at Phillip Island and Wonthaggi.
- We implemented the Leadership Development Program for our leadership group, expanding skills in coaching, change management and capacity building.
- We collaborated with the Alfred Hospital to deliver telemedicine aged care services to our community.
- We increased the number of stroke patients who benefited from the Victorian Stroke Telemedicine (VST) program in the Wonthaggi Emergency Department.
- We expended over \$3.6 million in funds received from Department of Health and Human Services and generous donations on capital works to improve the fabric of our infrastructure.
- We launched key fundraising campaigns including *We Care about Cancer* and the Freemasons *We Care about Armitage House Palliative Care* appeal.

- We commenced the sub-regional volunteer transport program aimed at providing more local transport support for people aiming to get to medical appointments.
- We actively participated in the Change for Sam initiative aimed at improving the service response and coordination of prevention activities to better respond to the wicked issue of family violence.
- We worked to create the inaugural sub-regional integrated prevention team who will work to ensure we always focus on improving health, not just responding to health care issues.
- We openly and transparently communicated with our consumers via the Patient Opinion platform to better understand what we were doing well, and what needed improvement.

These achievements can only be made possible through the ongoing commitment of our team of skilled, dedicated and passionate employees and volunteers. We pay tribute to and sincerely thank them for their unwavering pursuit of safe, high quality care.



Jan Child
Chief Executive Officer



Don Paproth
Board of Directors (Chair)



Hilary Kerrison
Community Advisory
Committee (Chair)

Accreditation

Each public health service is required to meet various health care standards and accreditation processes to ensure it provides safe, high quality care.

During 2018–19, our care and services were evaluated through a range of independent reviews. We are proud to have:

- maintained accreditation under the National Safety and Quality Health Service Standards
- achieved successful re-accreditation of our aged care facility, Griffiths Point Lodge under the Aged Care Standards
- maintained accreditation of our aged care facility, Kirrak House under the Aged Care Standards
- maintained accreditation of our Commonwealth Home Support Program under the Home Care Standards
- maintained accreditation of services in scope of the Human Services Standards
- maintained accreditation of our Emergency Department against the Australasian College for Emergency Medicine requirements
- maintained accreditation of our junior medical staff training program against the Postgraduate Medical Council of Victoria's requirements.

Aboriginal Health

Bass Coast Health is committed to working together with Aboriginal and Torres Strait Islander community members to increase our understanding of Aboriginal culture and history and develop respectful relationships to guide culturally appropriate service planning and delivery.

Key steps in our journey towards promoting cultural safety

- consulting with local Aboriginal and Torres Strait Islander community members
- the launch of the Bass Coast Reconciliation Network with Aboriginal and Torres Strait Islander community members, the Bunurong Land Council, Bass Coast Shire Council, Westernport Water and Phillip Island Nature Parks
- community and Bass Coast Health events to recognise Closing the Gap, Sorry Day and Reconciliation Week and to celebrate NAIDOC Week
- contributing to welcoming environments with flags, Wominjeka welcome signs at main entrances, and purchase of local art works
- raising staff awareness via various education opportunities
- a contribution to finance a short film to highlight the traditional owners and their connection to country – this film is shown to all new employees to respect the Bunurong people as the traditional custodians of the lands on which we work.

Wominjeka Welcome



Bass Coast Health acknowledges the Bunurong People as the traditional custodians, their Elders past and present and the spirit of their ancestors of the land on which we live, work and learn



† Artwork by Steve Ulula Parker Boonwurrung, Yorta Yorta Erub descent. Adapted from an original painting and used with permission.

Patient Safety Week

Patient Safety Week 2019 at Bass Coast Health saw strong engagement from staff and consumer advisors with vibrant and creative posters displayed in the foyer demonstrating what patient safety looks like to each service area. The Patient Safety Expo was a time to celebrate some great initiatives with colleagues and the community. All of the entries demonstrated Bass Coast Health's strong commitment to patient safety and the provision of high-quality care.

The unenviable task of judging the fabulous entries fell to the Community Chair of our Community Advisory Committee and the CEO. First prize was awarded to the Emergency Department with their entry "**SafER in our Hands**". Their poster encompassed all of our Bass Coast Health values, the National Standards and relevant Bass Coast Health policies and guidelines, to provide a true reflection of what patient safety looks like within the Emergency Department team.

In addition to the poster competition a wide range of safety messages in the form of brochures, handouts and posters were available across the health service reminding staff, patients and visitor how to stay safe and achieve the best outcomes when in hospital.



“The Patient Safety Expo was a time to celebrate some great initiatives with colleagues and the community.”



Local Transport Initiative

You told us how difficult it is to visit specialists and medical services locally due to lack of reliable transport services in the area. Many people in the local area are unable to drive to attend much needed medical appointments across the Shires of Bass Coast Health and South Gippsland. Often families who live a long way away are unable to assist their loved ones to these appointments and public transport is often difficult for those who are unwell.

To address this gap the South Gippsland Coast Partnership including Bass Coast Health, Gippsland Southern Health Service and South Gippsland Hospital made a joint submission to secure funding to establish a flexible, local transport service. Together we formed a collaborative local transport working group with the aim of improving local access to all health care appointments. A door-to-door pick-up and drop-off service is supported by a robust team of 30 community-minded drivers across the catchment.

The service is off to a great start with:

- a volunteer transport project officer employed
- great volunteer drivers recruited to each health service
- three cars purchased.

People using hospital services with no way home can now use the service on discharge, we can take people to their GP appointments and help them access allied health clinics. We look forward to building on this much needed program in the future.



Sub-Regional Partnership

Bass Coast Health has actively participated in the South Gippsland Coast Partnership work with Gippsland Southern Health Service and South Gippsland Hospital with the aim of safely growing our sub-regional health services to be able to care for more people locally. Some key achievements in 2018–19 have been:

- The South Gippsland Coast Maternity Capability Framework was rolled out in June 2019, providing a consistent sub-regional risk assessment process for women using our maternity services. The implementation at Bass Coast Health was supported through executive sponsorship, the establishment of a standardised approach to conducting Maternity Traffic Light meetings and coordinated roll-out of education.
- An agreement to use the electronic e-Mercury system across the sub-region for shared credentialing, facilitating the use of one e-credentialing system for the three health services.
- The Victorian Department of Health and Human Services will be releasing a Surgery and Procedural Capability Framework in early 2020. In anticipation, the sub-region has drafted a South Gippsland Coast Surgery and Anaesthetics Capability Framework outlining how Bass Coast Health will deliver safe, quality surgery and anaesthetic care into the future. Concurrently, a sub-regional surgery feasibility study has been conducted to identify existing service gaps and to drive targeted growth of surgical services across the catchment.

**Bass Coast
Health**

**Gippsland Southern
Health Service**

**South Gippsland
Coast Partnership**

**South Gippsland
Hospital**

Prevention Is Better Than a Cure

In February 2018, a Vision for Primary and Community Services in the South Coast identified an opportunity to better integrate the prevention and health promotion efforts across the sub-region. Health Promotion resources have traditionally been based separately at Bass Coast Health, Gippsland Southern Health Service and South Gippsland Hospital. This new vision proposed bringing these teams together to form a new South Coast Prevention Team, the first of its kind in Victoria.

With an ageing population and increased hospital presentations for chronic disease, the need for prevention has never been greater. In the South Coast, Health Promotion Officers have been working beyond the hospital walls to keep the community healthy over many years. Work has centred around supporting statewide efforts to address wicked health issues such as obesity, family violence and smoking.

Supported by a Department of Health and Human Services grant, a key initiative of the newly formed team was implementation of a community-based social marketing campaign to address over-consumption of sugar sweetened beverages by teenage males and promote tap water as the drink of choice.



Photo: The Star (used with permission)

Photo: The Star (used with permission)



Adverse events

An adverse event is an incident that results in harm to a patient. Our staff are committed to providing safe care to every person, every time, however, occasionally, things can go wrong.

All clinical incidents are reported, each categorised according to Victorian definitions, with the most severe being a sentinel event, which must be reported to Safer Care Victoria. In 2018–19 Bass Coast Health had no sentinel events to report. There were 12 adverse events with a severity rating of 2, the majority of these being falls resulting in harm, totalling 7 out of the 12 incidents.

All adverse events are investigated and through these investigations we look for trends that may provide opportunities for improvement. Themes that were identified included inconsistent screening and assessment of falls risk, and generic rather than individualised care plans.

As a result of these investigations, we introduced a number of improvements to our services in 2018–19, including:

- the introduction of timely risk screening and assessment across key clinical domains including falls, skin integrity nutrition, cognition, sensory, social and prompting appropriate intervention and/or referral
- the introduction of a 'Falls Huddle' where clinicians from different disciplines come together with patients who have fallen to discuss what happened and develop a range of strategies with the view to prevent another fall occurring
- improved reporting of falls data to clinical areas – including details such as the time patients fall, what they were doing when they fell, and identifying patients who may fall more than once – enabling targeted responses by individual departments
- purchase of falls prevention equipment such as bed and chair sensors which alert staff when patients at risk of a fall are up and about while still allowing patients to maintain independence.



Escalation of care

Patients and families are often the first to recognise when something is not right. Knowing the importance of this Bass Coast Health has processes in place to support patients and families to raise their concerns with the care team, knowing they will be listened to and will get a timely response.

Patients and families are encouraged to speak with their treating team, to ask questions and to escalate their concerns if they are not satisfied with the first response.

Our Consumer Advisors share their stories with staff to help them understand and appreciate the importance of actively listening to concerns raised, and then providing an appropriate response.

“Patients and families are often the first to recognise when something is not right.”



Better Maternity Care

Sub-Regional Maternity Capability Framework

The South Gippsland Coast Partnership has supported collaboration between Consultant Obstetricians, GP Obstetricians, Midwives, GPs and support staff to develop the South Gippsland Coast Partnership Sub-Regional Maternity Clinical Capability Framework. This framework outlines an agreed set of booking criteria for women wishing to have their baby at Bass Coast Health or within the sub-region. The capability framework supports women to feel confident that there will be an appropriate, individual assessment of the best place for them to birth and the level of support required to support a positive outcome.

Better Births for Women

Bass Coast Health are collaborating with Safer Care Victoria to reduce harm to Bass Coast women by preventing 50 per cent of third- and fourth-degree perineal tears across participating maternity services.

Through the Better Births for Women Collaborative we have partnered with clinicians and consumers to better detect and manage risk factors to prevent perineal trauma. We will improve the care experience of women through supporting shared decision-making in management of risk factors.

Maternity Services Upgrade

You told us that our postnatal rooms were old and tired and did not provide much comfort or privacy for new families. And we agreed! With the extraordinary support of our Ladies Auxiliary and San Remo Op Shop Auxiliary, and additional funds from the Department of Health and Human Services, we were proud to open our new postnatal suites in April 2019. The suites were named in honour of Agnes Chambers who founded the maternity department at Wonthaggi Hospital in 1944.

They provide women and their partners with a much improved environment in which to enjoy precious early moments with their new baby.



Preventing and Managing Infections

Reducing Hospital Acquired Infections

Staphylococcus Aureus (SAB) is a common bacterium that lives on the skin and in some people's noses. In most situations it is harmless, however if it enters the body through a cut in the skin it can cause a range of infections from mild to severe. Hospital patients are more likely to be infected because of surgical or other wounds. Standard hygiene practices are undertaken by hospital staff to minimise the risk including hand washing, wearing gloves, gowns and masks, isolating infected patients, and thoroughly cleaning all surfaces.

Despite these precautions, patients can sometimes become infected. To monitor infection rates health services report all hospital acquired infections to the Department of Health and Human Services. In 2018 Bass Coast Health reported three hospital acquired SABs. Each of these was reviewed extensively including by infection control experts resulting in a strong focus on the standard hygiene practices. The following improvements were made to reduce these infections:

- increased focus on hand hygiene with ongoing auditing of staff hand hygiene during clinical care
- raising awareness about importance of hand hygiene for staff, patients and visitors through events such as World Hand Hygiene Day and regular education sessions

- review and enhancement of cleaning protocols and ongoing staff training in cleaning techniques
- review of patient preparation before surgery, including use of specialised body wash to reduce bacteria.

Preventing Influenza

Every year Bass Coast Health develops a Winter plan in preparation for the upcoming influenza season. Recognising the vital role it plays, a key part of this plan is vaccination of our staff, volunteers, and residents within our aged care facilities.

The Department of Health and Human Services sets an annual target for staff vaccination rates. In 2018–19 the rate was set at 80 per cent with Bass Coast Health achieving an extraordinary **95 per cent** of staff vaccinated. This result reflects Bass Coast Health's strong commitment to high quality care and keeping our community safe.



of staff vaccinated against influenza (Target 80%)



High Quality Residential Aged Care

Our Residential Aged Care Services report their performance against the five Public Sector Aged Care Quality Indicators regularly.

These quality indicators measure important aspects of the quality of care that can affect a resident's health and wellbeing.

The indicators allow us to monitor for trends, benchmark against other services and identify opportunities for improvement.

What have we done?

We have:

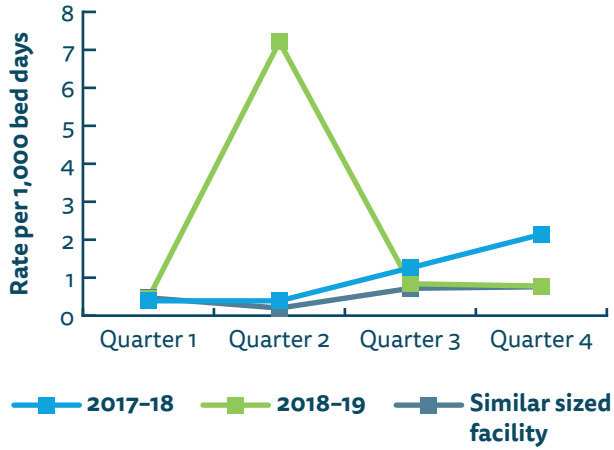
- improved processes for timely, comprehensive medical review and assessment by a Geriatrician and Nurse Practitioner when required to promote safe and effective care
- improved processes for identifying, reporting, treating and monitoring pressure injuries, including involvement of Occupational Therapists to assist with treatment and appropriate equipment to reduce pressure
- improved assessment processes and monitoring, and enhanced individualised strategies in relation to falls prevention.

“These quality indicators measure important aspects of the quality of care that can affect a resident's health and wellbeing”

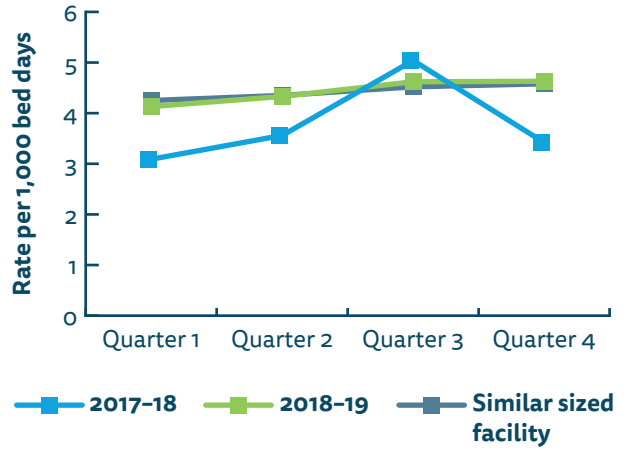


Kirrak House

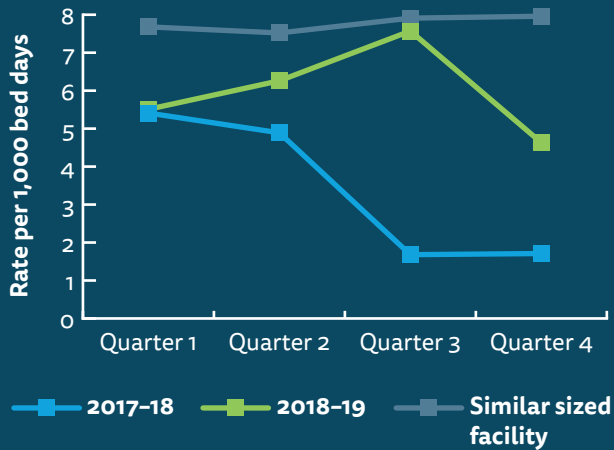
Kirrak House – Pressure Injury



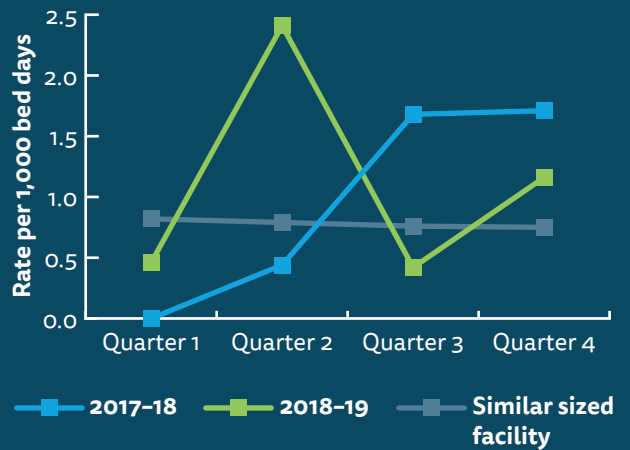
Kirrak House – Nine Or More Medications



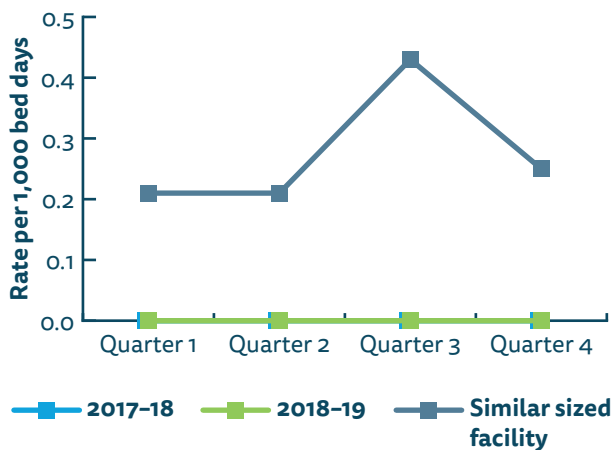
Kirrak House – Falls



Kirrak House – Unplanned Weight Loss

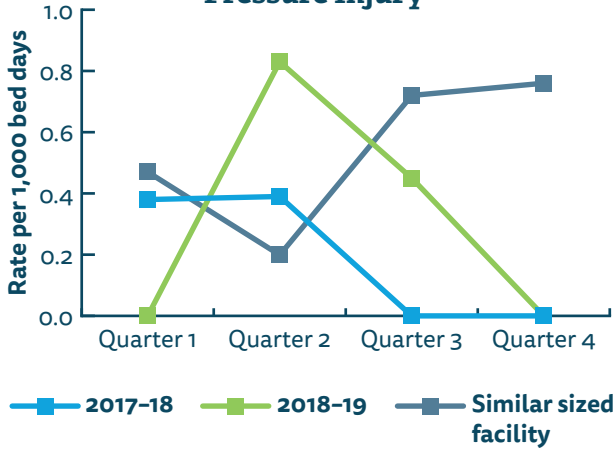


Kirrak House – Physical Restraint

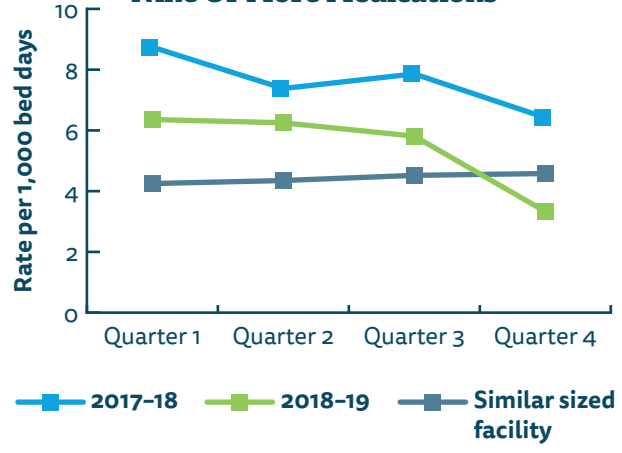


Griffiths Point Lodge

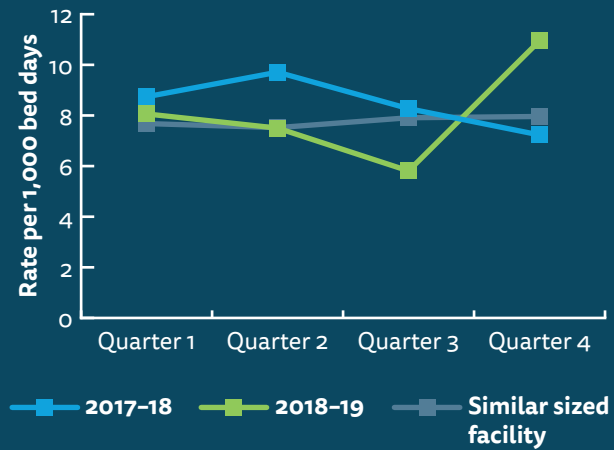
Griffiths Point Lodge – Pressure Injury



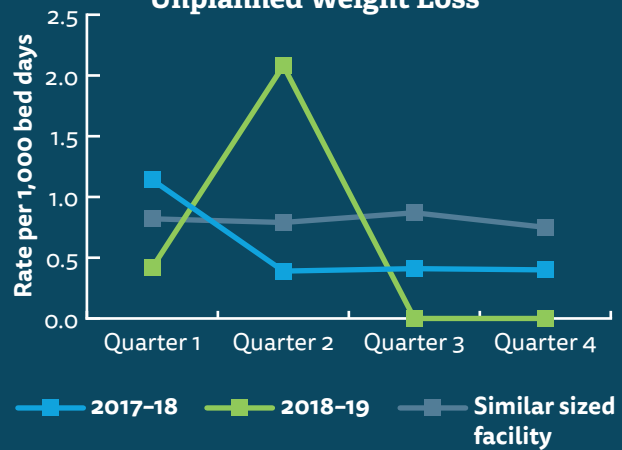
Griffiths Point Lodge – Nine Or More Medications



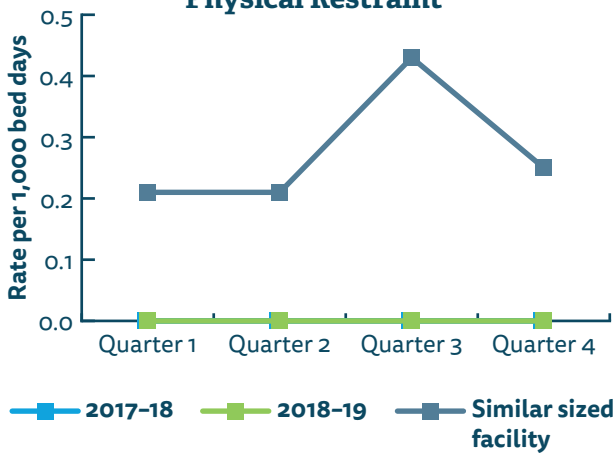
Griffiths Point Lodge – Falls



Griffiths Point Lodge – Unplanned Weight Loss



Griffiths Point Lodge – Physical Restraint



Recognising and Celebrating Diversity and Inclusion

Bass Coast Health has a focus on inclusive services for all people, and recognises that not everyone finds it easy to access services. Recent research indicates 75 per cent of youth who identify as LGBTIQ have experienced some form of discrimination and that people in the LGBTIQ community underutilise health services and delay seeking services.

Bass Coast Health is committed to:

- understanding and responding to the health and wellbeing needs of LGBTIQ people
- removing the barriers LGBTIQ people may face in accessing services
- addressing all forms of discrimination against LGBTIQ consumers, staff and volunteers.

“I have learnt that practising equality isn’t actually enough, making sure that we are recognised as a safe space to be, by practising empathy and demonstrating that LGBTIQ people are respected will make such a difference. We need to be able to be identified as respectful, inclusive and non-judgemental to the LGBTIQ community”

(Bass Coast Health staff member)

What has been achieved?

We have:

- conducted staff education in conjunction with Rainbow Health (formerly Gay and Lesbian Health Victoria) and the South Coast Inclusion Network
- increased staff awareness and celebrated diversity through celebrating and promoting ‘Wear it Purple’ day and ‘IDAHOBIT’ day.
- established a dedicated working group with three consumer representatives to work towards Rainbow Tick accreditation.
- improved Bass Coast Health staff culture, with 82 per cent of staff stating there is a positive culture within Bass Coast Health in relation to employees who identify as LGBTIQ (an increase from 74 per cent in 2017–18).



Language Services

Everyone should be able to discuss their health care needs easily and understand the options available. The 2016 census indicated 205 people in the Bass Coast Shire speak another language and either do not speak English well or do not speak it at all (0.6 per cent of the population). Of the 4,739 people born overseas, 76 per cent arrived before 2001 and 7 per cent after 2011. Of those people who speak a language other than English at home, the greatest increase since the 2011 census was for people who speak Mandarin.

Bass Coast Health ensures accredited interpreter services are available to help with communication when English is not a person's first language. If needed, written health information is also provided in community languages to support informed choices and decision making.



Inter-Agency Disability Action Plan Framework

The development of the South Gippsland Coast Partnership Disability Action Plan Framework is an example of local health services working together to achieve better outcomes for our community. Senior staff from Kooweerup Regional Health Service, South Gippsland Hospital, Gippsland Southern Health Service and Bass Coast Health have worked together to develop the disability action plan framework.

The Disability Action Plan is a document that guides the reduction and removal of barriers experienced by people with a disability who use, visit or work in our health service. This framework outlines how the agencies will work together over the next three years to consult with and provide positive experiences and outcomes for people with a disability.

We look forward to working together, with the community, to achieve our shared vision:

Inclusive, safe, accessible and responsive health services and workplaces for our community.

People with a lived experience of disability will be invited to share their ideas about how we can improve their experience with the health service. A survey will be conducted and forums held in early 2020. Bass Coast Health will also consult with members of the Bass Coast Shire Council Access and Inclusion Committee. A working group will oversee the implementation of the Disability Action Plan and will include people with a lived experience of disability.

If you or someone you know, are interested in being involved, please contact the Bass Coast Health Quality office on 5671 3459.

“People with a lived experience of disability will be invited to share their ideas”



Momentum, by Laura Welsh
(gifted to Gippsland Southern Health Service)

Patient Safety Culture

Bass Coast Health participates annually in a public sector staff opinion survey, known as the People Matter Survey. The survey is coordinated by the Victorian Public Sector Commission and enables employees to express their views on a range of employment practices within the organisation. The survey also provides information relating to levels of staff engagement, job satisfaction and patient safety culture.

The 2018 People Matter Survey demonstrated a strong positive response to questions around patient safety culture with an overall score of 92 per cent against a target of 80 per cent.

Focus on Staff and Patient Safety

Feedback from staff in the 2018 survey indicated that there were times that they felt unsafe in the workplace, while providing care to our community. In response to these concerns, and following further consultation with staff, there has been significant work completed to implement a variety of security initiatives. Security services have been engaged to be on site at both Wonthaggi and Cowes sites with increased presence during busy holiday times. There has been an increase in CCTV cameras across all sites and a refurbishment of the triage area in the Emergency Department. All of these initiatives have assisted to address the concerns of our staff and assist them to provide the highest level of care to Bass Coast Health patients and to keep both staff and patients safe.

2018 People Matter Survey Results

Overall positive response to safety and culture questions

"I am encouraged by my colleagues to report any patient safety concerns I may have"

"Patient care errors are handled appropriately in my work area"

"My suggestions about patient safety would be acted upon if I expressed them to my manager"

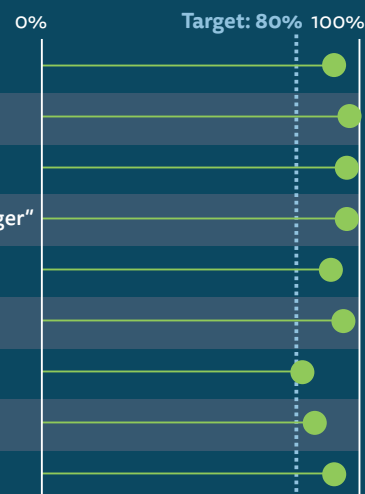
"The culture in my work area makes it easy to learn from the errors of others"

"Management is driving us to be a safety centred organisation"

"This health service does a good job of training new and existing staff"

"Trainees in my discipline are adequately supervised"

"I would recommend a friend or relative to be treated as a patient here"



Improving Your Healthcare Experience

At Bass Coast Health we value feedback as it tells us what we are doing well and highlights opportunities for improvement. We invite you to get in touch and let us know how we are doing.

Patient Opinion




“We were very pleased with the Hospital in the Home program provided by a fantastic group of nurses from the Wonthaggi Hospital. I don’t believe this service can improve as it was fantastic”

“I just wanted to say thank you to the wonderful nurses and doctors who looked after me recently. Thank you for being so kind and calm and for all your help”

PATIENT OPINION
BE HEARD.
www.patientopinion.org.au


 **Talk to a staff member**

 **Email us at:**
quality@basscoasthealth.org.au

 **Go online to:**
www.patientopinion.org.au

 **If selected, fill in the Victorian Health Experience Survey**

 **Ring the Quality Department on:**
5671 3365

 **Write to:**
Jan Child, Chief Executive Officer
PO Box 120
Wonthaggi3995

Victorian Health Experience Survey

Patients who have attended our Emergency Department or stayed in our hospital may receive a survey from the Department of Health and Human Services asking them to answer some questions about their care and experience. This feedback is vital in ensuring we provide high quality care and knowing what we need to do to improve. We thank all of our patients who have taken the time to complete these surveys.

To be sure we continue to provide a positive patient and discharge experience we have:

- maintained a strong focus across all services on involving patients and families in care and discharge planning
- introduced Virtual George, a virtual patient who reflects many of the patients attending for treatment and care – George is a part of our staff education, reminding staff to always include patients and family in all aspects of assessment, care planning and discharge planning.
- conducted sessions on wards with staff and Consumer Advisors describing the importance of partnering in all aspects of care to ensure a positive outcome
- introduced an electronic discharge summary ensuring key information is provided to the patient and to their treating GP. The summary outlines the reason for admission, treatment undertaken, any complications, medication changes, and any follow up required.



of patients had a positive patient experience (Target 95%)



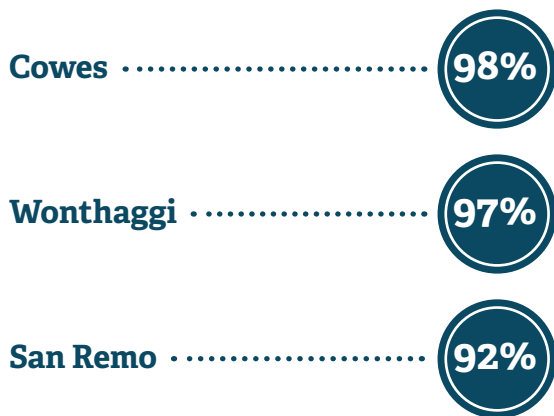
of patients reported positive discharge care (Target 75%)



Community Health Client Feedback

Clients of our Community Health services are given the opportunity to provide feedback on the service we provide including overall experience, information, environment and access.

Overall positive experience (2018)



To be sure we continue to provide a positive client experience and meet your needs we have:

- reviewed website and service information (e.g. brochures, pamphlets) with our consumers to ensure we provide accurate and clear information about the location of our services
- reviewed and updated external and internal signage at all sites so it is easier for clients to navigate around the health service
- ensured rooms are available for clients or community members who present at reception and need a private space to have confidential conversations with staff members
- refreshed and replaced waiting room furniture and updated information boards to provide relevant and current health information
- reviewed and enhanced care planning documents to ensure an emphasis on setting goals that are client-centred – supported by education and training for staff on client centred care planning and goal setting
- Implemented new discharge processes which include providing a comprehensive discharge letter to the client, the original referrer as well as the client's GP outlining the services the client was involved with, assessment/intervention provided, and any future plans/requirements (including referrals made upon discharge from our service).

Partnering in Healthcare

Bass Coast Health's Community Advisory Committee and our many other community representatives ensure we include the consumer voice in all aspects of care planning, delivery and evaluation.

Our Consumer Advisors work alongside staff to co-design services, seek and respond to feedback, pilot new initiatives and educate and train staff. This work ranges from presentations at monthly corporate orientation, active roles in quality and safety committees, through to key roles within planning committees for our upcoming Wonthaggi Hospital expansion. We are extremely fortunate to have such dedicated and passionate consumers who partner with us to achieve our vision of Excellence in Care.



Change for Sam

In 2018–19, in the wake of the tragic death of Phillip Island resident Samantha Fraser, Bass Coast Health partnered with community members and agencies to develop Change for Sam, a grass-roots initiative which aims to prevent family violence in the Bass Coast area, and to coordinate current services and resources to better respond to incidents of family violence. Change for Sam aims to improve service interface and processes by co-location of agencies and seamless information sharing. Located out of Bass Coast Health's Phillip Island Hub and co-managed by Bass Coast Health, Change for Sam has a strong media presence across the Bass Coast Shire, and is strongly supported by local government and Gippsland Women's Health.

This initiative arose out of a forum held in September 2018 with community members, police, and health and community service providers. A consistent theme from the consumers present was that family violence agencies were fragmented and siloed. All involved agreed there was a need to develop a considered Bass Coast family violence strategy. With the blessing of Sam's parents, it was agreed that the strategy would be called Change for Sam.

The key priorities from the September forum developed into the three major objectives of Change for Sam:

- **prevent** violence against women and children in the Bass Coast area
- **develop** the Change for Sam Initiative, including
 - re-design, enhance and coordinate current services and resources to better respond to incidents of family violence
 - ensure rigorous measurement, monitoring and evaluation, and ensure transparency and accountability with regular reporting of outcomes and outputs
- **facilitate** strong and enduring professional partnerships and relationships, and with community.



“A grass-roots initiative which aims to prevent family violence in the Bass Coast area”

Minor Injury & Illness Clinic

Following the Victorian Government’s commitment to 24 hour medical and nursing services at Phillip Island, Bass Coast Health worked with the Department of Health and Human Services to make this vision a reality. On 21 December 2019 the Minor Injury and Illness Clinic was opened within the existing Phillip Island Health Hub, just in time for the busy summer season. The clinic, staffed by a doctor and a nurse, is supported by telehealth to clinicians at Wonthaggi Hospital and there are strong partnerships in place with Ambulance Victoria and the local GP clinic to ensure the range of healthcare services are coordinated.

The Minor Injury and Illness Clinic has a doctor and a nurse available 24/7 to safely provide care for people presenting with minor ailments such as minor cuts and burns, earaches, fevers, sprains/strains, rashes and infections. They are not equipped to provide critical and emergency care, for example chest pain, stroke and fractures, and people should continue to use the Wonthaggi Emergency Department or call 000.

Bass Coast Health has been working with builders and architects to transition a space within the Health Hub into an Urgent Care Centre by October 2019. The Centre will feature treatment areas, including a resuscitation bay and will have the increased capacity to deliver a broader range of health care services so that Phillip Island residents and visitors can access safe and quality health care closer to home, 24 hours a day.



Local Support for Our Local Health Service

Every year Bass Coast Health benefits from the extraordinary support of individuals, businesses, local clubs and community groups who provide generous donations to assist with the purchase of additional equipment and resources. While Bass Coast Health receives significant support from both the State and Commonwealth Governments in delivering care, we rely on the generous support of the community to fund equipment, staffing and other costs.

In addition, Bass Coast Health is supported by four tireless and hardworking Auxiliaries:

- Ladies Auxiliary
- San Remo Opportunity Shop Auxiliary
- Inverloch Art Show Auxiliary
- Phillip Island Health Hub Auxiliary

In the 2018–2019 period these Auxiliaries collectively raised \$228,000 providing food boxes for families in need; an ear, nose and throat microscope; a bladder scanner; a urodynamic machine; a haemodialysis arm for our trainee nurses; syringe drivers; a bilirubin meter for our maternity wards; and a colposcopy machine. Further to this the San Remo Op Shop donated a massive \$50,000 to kick off our We Care about Cancer Appeal.

We genuinely thank and acknowledge all of our donors for their ongoing generosity and support.



Minister for Health Volunteer Awards 2019

Candy Pile is a passionate woman who cares deeply about people. She is a woman who has spent a lifetime volunteering in the community, despite her own significant health issues in recent years. We are extremely privileged to have Candy volunteer in our wards where she provides kindness, compassion and inspiration as she goes about her tasks and supports our patients and families.

Candy's own story is one of belief and optimism and she inspires our staff and our patients.

We are immensely proud of Candy and honoured she received a nomination in the 2019 Minister for Health Volunteer Awards.



Map of Service Sites

Main Site

1. Wonthaggi Hospital
235 Graham Street, Wonthaggi Vic. 3995
Phone: 03 5671 3333

Satellite Sites

2. San Remo
1 Back Beach Road, San Remo Vic. 3925
Phone: 03 5671 9200
3. Phillip Island Health Hub
50-54 Church Street, Cowes Vic. 3922
Phone: 03 5951 2100

Outreach Sites

4. Grantville
Grantville Transaction Centre
Cnr. Bass Highway & Pier Road, Grantville Vic. 3984
Phone: 03 5671 3333
5. Corinella
Corinella & District Community Centre
48 Smythe Street, Corinella Vic. 3984
Phone: 03 5671 3333

Residential Aged Care Facilities

6. Kirrak House
Baillieu Street, Wonthaggi Vic. 3995
Phone: 03 5671 3250
7. Griffiths Point Lodge
Davis Point Road, San Remo Vic. 3925
Phone: 03 5678 5311

Maternal and Child Health Sites

8. Wonthaggi
Miners Dispensary
169 Graham Street, Wonthaggi, Vic. 3995
Phone: 03 5671 3136
9. Inverloch
16 A'Beckett Street, Inverloch Vic. 3996
Phone: 03 5671 3136
10. San Remo
San Remo Kindergarten
23 Back Beach Road, San Remo Vic. 3925
Phone: 03 5951 2302
11. Cowes
Phillip Island Early Learning Centre
161 Settlement Road, Cowes Vic. 3922
Phone: 03 5952 2938



