

## 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](http://www.basscoasthealth.org.au)

# Welcome

## **On behalf of Bass Coast Health, the Board of Directors and the Community Advisory Committee, we are proud to present the 2017/18 Quality Account. It highlights the excellent work, commitment & achievements of our people and our organisation over the last twelve months.**

Throughout 2017/18 we have concentrated on our commitment to the delivery of safe, high quality care, whilst continually developing and expanding health services for our sub – region, in partnership with our community members and consumers.

In addition to the activities and initiatives outlined in this Quality Account we are pleased to share the following key achievements from 2017/18:

- opened the Phillip Island Health Hub
- expanded nursing and allied health services on Phillip Island
- expanded Medical Specialist Outpatient services at Phillip Island and Wonthaggi
- expanded the Emergency Department capability through training and staffing to better support more complex care
- received funding for infrastructure upgrades, including body protection in patient care areas, installation of fire sprinklers, replacement of fire panels, replacement of air handling units and medical air compressors, and removal of asbestos at Wonthaggi Hospital
- re-designed the surgical pre-admission and waitlist processes
- increased nursing skill and expertise through the 'passport to practice' for clinical areas, and increased Nursing Graduates.
- commenced Hospital in the Home (HITH) program
- commenced Oncology Consultative Services
- expanded the Flexihealth Home Care Packages program
- appointed a McGrath Breast Care Nurse
- expanded Dental Health Services and reduced waiting lists
- appointed a sub-regional Allied Health Clinical Educator
- implemented a number of activities to better support and develop our people including comprehensive leadership development; actions to prevent occupational violence and aggression; development of a Workplace Health and Wellbeing Committee
- supported the development of the Inverloch Art Show Auxiliary and the Phillip Island Health Hub Auxiliary.
- expanded contemporary training, development and research opportunities through partnerships with Monash and Federation Universities.
- received the State Government funding announcement of \$115m for Wonthaggi Hospital re-development

A key focus this year has been planning for our future to better serve our communities. Significant progress has been made to implement the South Coast Sub-Regional Clinical Services Plan in collaboration with our sub-regional colleagues, Gippsland Southern Health Service and South Gippsland Hospital. The three Boards and Executive teams have made a strong commitment to share resources, develop consistent processes and work together to grow services that will meet sub-regional needs. The aim of this partnership is to strengthen each service's local presence, whilst ensuring the provision of high quality and sustainable services for community members in Bass Coast and South Gippsland.

We have been privileged to be supported by over 250 volunteers who selflessly donated an incredible 23,000 hours of their time throughout 2017/18. Our volunteers work tirelessly across all areas of our health service supporting patients, clients and staff. In addition to our two new auxiliaries, we have been well supported by the extraordinary fundraising efforts of the Ladies Auxiliary and the San Remo Op Shop Auxiliary. We have also benefited from the generous donations from local community groups, businesses and

residents. All of this community support has enabled us to obtain highly valued specialised equipment and undertake significant service enhancements.

Our mission is to provide Excellence in Care; we will continue to do this in partnership with our consumers and community. It is a privilege to serve our local community and we will continue to work with you to grow our services whilst always focussing on our key strategic goal of providing safe, high quality care.



**Jan Child**  
Chief Executive Officer



**Don Paproth**  
Board of Directors (Chair)



**Caroline Talbot**  
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 2017/18, 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, Kirrak House under the Aged Care Standards
- maintained accreditation of our aged care facility, Griffiths Point Lodge under the Aged Care Standards
- maintained accreditation of our Commonwealth Home Support Program under the Home Care Standards
- achieved successful re-accreditation of our Emergency Department against the Australasian College for Emergency Medicine requirements
- achieved successful re-accreditation of our junior medical staff training program against the Postgraduate Medical Council of Victoria's requirements



Bass Coast Health Board, Executive and staff were thrilled to receive the announcement of \$115 million funding for the Wonthaggi Hospital redevelopment. The funding will provide a new, accessible emergency department as well as new operating theatres and a new ward ensuring better access and service to the community.

## OUR DATA SAYS...



**54**  
Beds



**9,280**  
Admissions



**125**  
Births



**15,253**  
ED presentations



**2,606**  
Surgeries



**683**  
Staff



**250+**  
Volunteers



**4**  
Auxiliaries

## Aboriginal Health



Our Strategic Plan objectives include providing person centred care that improves experience and health outcomes for the whole community. This year we have strengthened engagement with our local Aboriginal community.

**Staff and consumer representatives benefited enormously from a cultural training day connecting us with country.**



Stories of country were shared, along with their significance, while staff contributed to a piece of artwork which is now displayed at Wonthaggi Hospital.



An official flag raising and smoking ceremony was held at the Phillip Island Health Hub opening day. Commissioned Aboriginal artwork, which can be seen in this photo held by Don Paproth (Board Chair) has been placed prominently in the front foyer of the new building.

## Significant Aboriginal Dates Celebrated with the community 2017-18

15 March  
National Close the Gap Day

27 May - 3 June  
National Reconciliation Week

2-9 July  
NAIDOC



Bass Coast Health acknowledges the Traditional Custodians, their Elders past & present, and the spirit of their ancestors of the land on which we live, work and learn.

artwork by Steve Ulula Parker from Boonwurrung, Yorta Yorta Erub descent  
adapted from an original painting & used with permission

Stickers acknowledging the Traditional Custodians based on commissioned artwork by a local Aboriginal artist, are displayed at main entry and exit points across all Bass Coast Health sites. These stickers and other Aboriginal paintings form part of our commitment to cultural safety and making services more welcoming to Aboriginal people.

## OUR DATA SAYS...

162 staff trained in family violence awareness across the Gippsland South Coast.



## Hospital Response to Family Violence

Family violence is a serious health issue that has a profound impact on our community. Our aim is to strengthen family violence response across the Gippsland South Coast region and simplify access to those needing support and services sub-regionally.

We have teamed up with Gippsland Southern Health Service and South Gippsland Hospital and are leading the way in response to family violence in the Gippsland South Coast.

### What have we done?

- established key family violence contacts across the Gippsland South Coast
- improved access to services and support through simplified referral pathways
- introduced processes to help staff identify family violence risk in families seeking maternity services and maternal and child health services
- introduced a Family Violence Workplace Support Policy supporting staff affected by family violence
- committed to a sub-regional reference group with health promotion staff membership
- prioritised family violence in health promotion action plans and activities across the region
- secured further funding for 2018/19

### What's planned next?

- a focus on sustainability
- undertake more staff training
- support social change
- build our capacity to respond to the health and wellbeing needs of Lesbian, Gay, Bi-Sexual, Transgender, Intersex (LGBTI) people.



## Inclusive service delivery

Work has begun towards achieving the Rainbow Tick. This accreditation is awarded to organisations that demonstrate high level, inclusive service delivery for the Lesbian, Gay, Bi-Sexual, Transgender, Intersex (LGBTI) community.

### What have we done so far?

- employed a Rainbow Tick project worker
- partnered with consumers, staff and local groups to work towards Rainbow Tick accreditation
- established a Rainbow Tick working group
- attended Rainbow Tick How2 training
- surveyed staff to measure LGBTI-inclusive practice and training needs

### What comes next?

- developing an LGBTI-inclusive framework
- establishing a staff training framework
- engaging further with LGBTI consumers, staff, and volunteers
- preparing for accreditation against the Rainbow Tick standards

## OUR DATA SAYS...

87% of staff said they have access to information they needed to work with LGBTI consumers

93% indicated they could learn more about the needs of LGBTI consumers

**Our aim is to knock down the barriers LGBTI people may face when accessing services and ensure respectful, inclusive and compassionate care.**



## OUR DATA SAYS...

# A key component of our Consumer Participation strategy is our Community Advisory Committee

Each year CAC members evaluate the effectiveness of the committee;



indicated there is a positive relationship between the Executive and Committee members



agreed the committee is appropriately resourced and supported



indicated information presented by the Executive meets the Committee's expectations

## Consumer participation

Consumer participation is embedded throughout our health service, because we know that without it we cannot achieve excellence in care.

A key component of our Consumer Participation strategy is our Community Advisory Committee (CAC).

This committee works with and provides key advice to the Board of Directors and Executive team to ensure Bass Coast Health partners meaningfully with consumers to deliver safe, high quality, appropriate and accessible healthcare.

The members of the committee are key drivers of consumer participation across our health service and are themselves involved in many safety and quality initiatives, including:

- Gippsland South Coast Clinical Services Plan
- Master Planning for Bass Coast Health
- Quality & Safety Committees
- Monitoring Safety & Quality Performance
- Rainbow Tick Accreditation
- Phillip Island Health Hub development
- Developing the inaugural Partnering with Consumers Expo



Pictured left to right, Greg Mead (CAC) Neil Beddoe (CAC), Mary Whelan (BoD), Hilary Kerrison (CAC), Joyce Ball (CAC), Terry Shannon (CAC), Caroline Talbot (CAC Chair) absent Faye Tuchtan (CAC), Mary O'Connor (BoD)

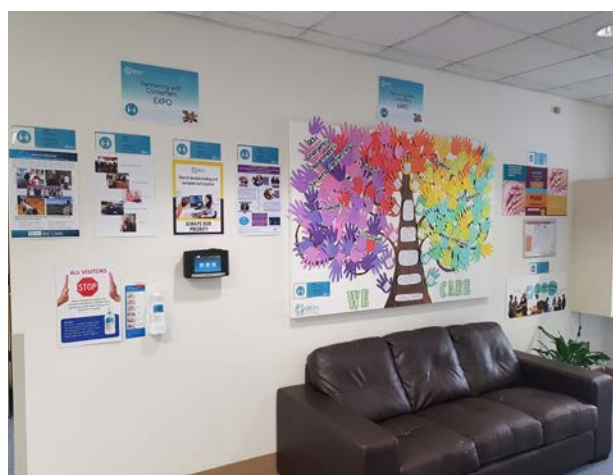
## Partnering with Consumers Expo

Our foyer came alive with colour and creativity as staff participated in our Partnering with Consumers Expo

Posters, showcasing what partnering with consumers looks like in their teams, were submitted from all areas of the health service.

Two of our Community Advisory Committee Members joined the CEO for the unenviable task of judging the winner

### Winning entry: Operating Theatre



## Gathering of Kindness

The Gathering of Kindness has become an inspiring movement across healthcare.

More and more we are appreciating the relationship between staff wellness and patient experience and the value of random acts of kindness.

During the Gathering of Kindness week in November 2017 a Kindness Tree was displayed in our foyer. Consumers, staff and volunteers were invited to write on a leaf describing what kindness meant to them.

An overwhelming response from both consumers and staff filled the tree with kind thoughts and reflections.



## THE DATA SAYS...

40%-80% of the health information consumers receive is forgotten immediately

50% of information that is remembered, is remembered incorrectly

*Agency for Healthcare, Research and Quality (AHRQ).*

### Did you know? More than 50% of people in Australia have low health literacy.

Bass Coast Health is aiming for written health information to be better understood so consumers can make informed health decisions and experience good health outcomes.

## Health Literacy

### What is health Literacy?

It is the ability to obtain, read, understand and use healthcare information to make the right health decisions and follow instructions for treatment or ongoing self-care.

### What is a health literate organisation?

It is an organisation that is easy for people to access, navigate, and provides information that is easily understood.

### What are we doing to get there?

- established a Consumer Health Information Committee (CHIC) to assess the readability of written health information and make sure it is easy to understand and has the right information for the reader
- Health Literacy training for staff
- easy English training for staff and consumers
- information displayed around our sites is written in plain English and supported by pictures



## Language Services

According to the Australian Bureau of Statistics (2016), since 2006 there has been an increase in people living in the Bass Coast Shire who do not speak English well.

Speaks only English	88%
Speaks another language and English well	4%
Don't speak English well	1%
Didn't answer	7%

### What does this mean?

Everyone should be able to discuss their healthcare needs easily and understand the options available. Recognising the importance of this we offer language services to anyone who needs them.

### What have we done?

In response to the above growth, access to interpreter services has been simplified with a centralised process to help staff quickly provide the support our consumers need.

Cambodian	7%
Indonesian	7%
Dinka	3%
Burmese	17%
Hindi	3%
Karen	20%
Malayalam	3%
Hungarian	3%
Vietnamese	23%
Italian	7%
Mandarin	7%

During 2017/18, there were 30 occasions when consumers were supported by interpreters across 11 different languages.



## Access for our community

Bass Coast Health is now a registered provider under the National Disability Insurance Scheme (NDIS) and has officially been delivering services under the scheme since March 2018.

### What did we do?

- created one point of access for people to enquire about NDIS services
- supported clients to navigate the system, register with the scheme and prepare for their planning meetings
- educated staff regarding the NDIS so they can support the community

By the end of June 2018, many people had been supported and entered into agreements with us to receive NDIS funded services, primarily Allied Health.

### Our newly built health service in Cowes has installed a 'Changing Places' bathroom.

'Changing places' bathrooms are fitted with up to date lifting and changing equipment and have more space than a regular bathroom. They have extra features to meet the needs of people living with disability and their carers, enabling better access to the community.



## Building capability in the Physiotherapy department to better support children with developmental delays and disability.

### What did we do?

- established a mentoring program with an experienced Paediatric Physiotherapist
- received training from the Royal Childrens Hospital
- visited Monash Childrens Hospital to learn more about cystic fibrosis







### Since then:

- referrals to Physio for children with a disability have grown from 2 in 12 months to 34 in less than 10 months.
- additionally Speech Pathology and Counselling interventions for children with Autism, have been increased
- education has been conducted for staff, families and carers



# Healthcare Experience

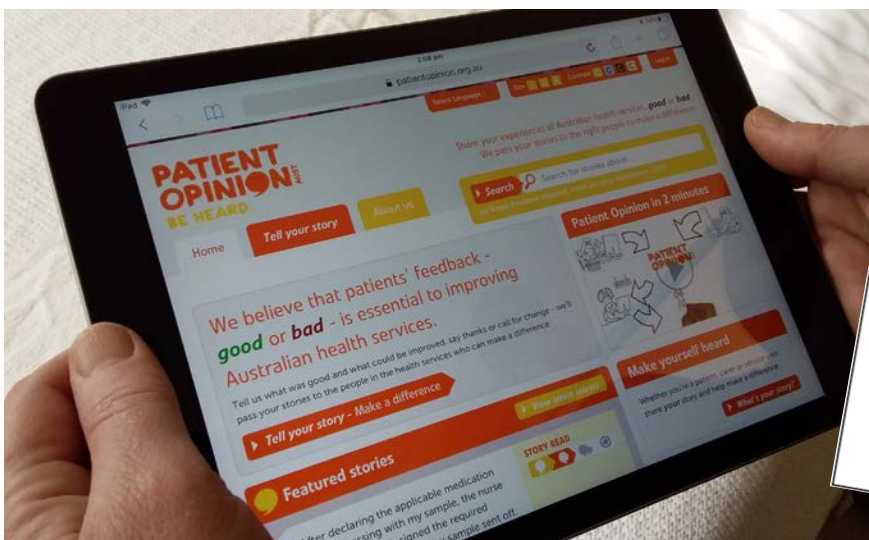
*"Sometimes things just don't go the way they should and your experience may not be what you expected. It's OK to tell us and we want you to. If you let us know what happened we can do something about it so no one else has the same or similar experience". - Jan Child, CEO*

	Talk to a staff member		Email us at: quality@basscoasthealth.org.au
	Go to www.patientopinion.com.au		If selected, fill in the Victorian Health Experience Survey
	Ring the Quality department on 5671 3365		Write to Jan Child, Chief Executive Officer (CEO), PO Box 120 Wonthaggi 3995

## Patient Opinion

Patient Opinion is a safe web based platform where you can tell us your story. It might be about you, or someone close to you. You can tell us what happened, what was good, and what could have been better. You can see who has read it and if your story included suggestions for improvement, you can read what we are doing about them.

iPads are available in each ward so you can leave your feedback in real time or it can be left when you get home. Go to [www.patientopinion.com.au](http://www.patientopinion.com.au)



**Activity**

This year 104 Stories have been told

100% have received a response

Would you use this service?  
Average rating of

★★★★☆



A family member told us...

*“Nurses should introduce themselves, ‘Hello my name is and I am looking after you’ - this didn’t happen and really adds to the vulnerability that I felt with a very sick husband and most concerned daughter. This doesn’t take any time.”*

#### What did we do?

We investigated the complaint. Other feedback and point of care audits also told us if we truly want to provide high quality person centered and compassionate care, we need to get one of the basic human interactions right; introducing ourselves

#### What did we do?

We acknowledged the person’s complaint and told them about our launch of the #hellomynameis campaign. We focussed on the importance of introducing ourselves to patients, their families and carers. Badges were designed for staff to wear and posters developed to promote the campaign.



*“I firmly believe it is not just about common courtesy, but it runs much deeper. Introductions are about making a human connection between one human being who is suffering and vulnerable, and another human being who wishes to help.”*

- Dr Kate Granger MBE the founder of the #hellomynameis campaign.



#### FEEDBACK...

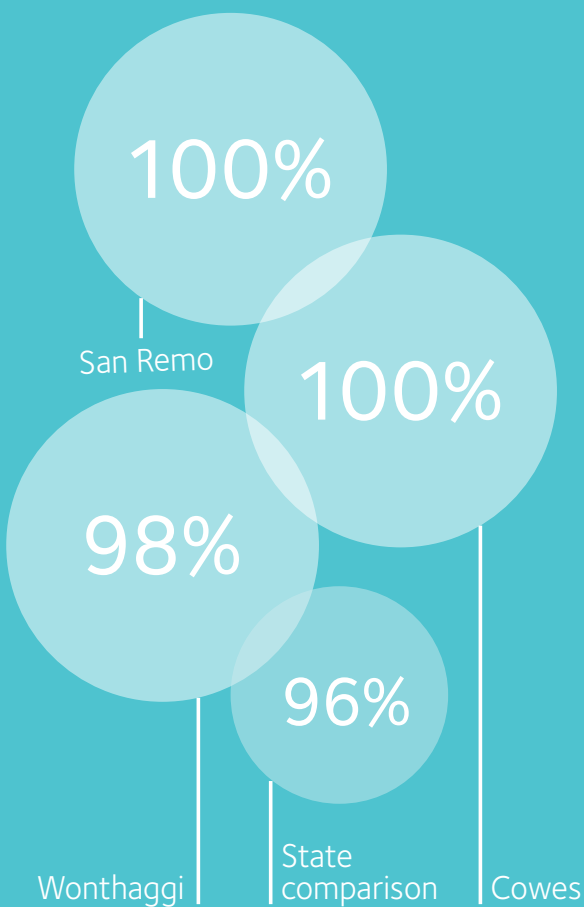
*“I cannot even begin to describe how valuable this service has been to not only my Dad but his whole family”*

*“All the staff I met were amazing and seemed to work so well as a team. The standard of care is extremely high, thank you”*

## OUR DATA SAYS...

95% Overall Positive Patient Experience

86% Very Positive Discharge Care Experience



“Overall, the care was very good or good”  
Community Health clients

## Healthcare Experience

The state wide Victorian Healthcare Experience Survey is sent randomly to the people who have used public health services.

The anonymous survey invites patients and carers to answer questions about their experience, telling us how we are doing. We use this information to acknowledge areas where we are doing well and seek ways we can improve.

## Discharge Care

When leaving hospital our aim is to plan and support our patients to go home and back into the community safely, well cared for and supported.

### What Did the Results Tell Us?

While most of our patients surveyed said they had a very positive discharge experience, for some it fell short of what they expected.

Our patients told us discharge information was not always provided and it didn't always include all the information wanted.

### What did we do?

Recognising the importance of discharge plans, we worked together with consumers and General Practitioners (GP) to find out what information was helpful for both consumers and GP's when leaving hospital.

- doctors now have access to an electronic discharge template to easily prepare a summary of care
- more detail about treatment whilst in hospital and patients ongoing management is provided to patients, families, carers and GPs
- medications, including any changes, are listed so patients, families, carers and their GPs know what medications were being taken whilst in hospital and what has been prescribed when leaving hospital

## Point of Care Audits

By doing audits at your bedside we are able to work with you to correct any gaps in information or care.

Point of Care audits happen regularly. During an audit we ask you questions about how we managed your admission and care and perform a series of checks at the bedside.

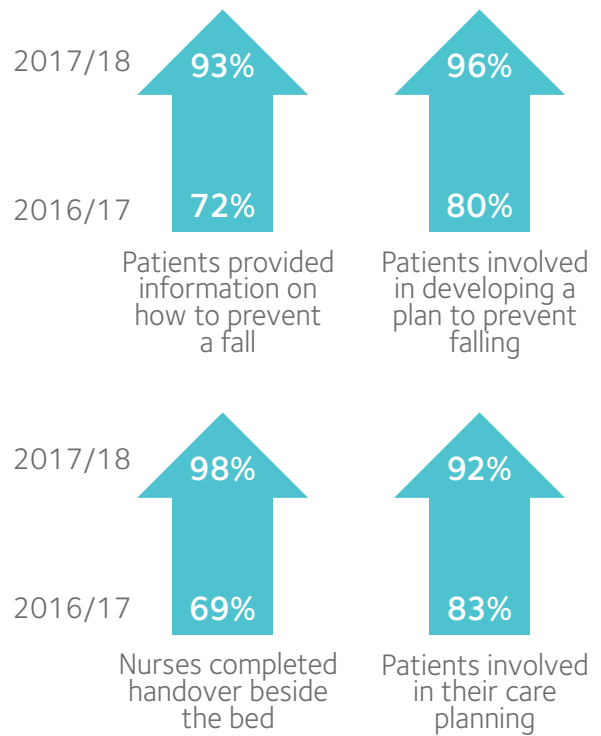
### What did the results tell us?

Overall we have supported our patients to be involved in their own care and safety.

### How did we get there?

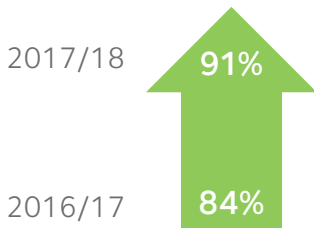
- we formed a working group and worked with consumers and developed a new admission risk screening tool. The Patient Admission Assessment of Risk tool helps us identify the care you need and ways you can remain safe and free from harm. This new form supports better involvement of you and your family in your care plan.
- we talked to consumers to find out how information could be provided more readily. From the feedback we redesigned the whiteboards beside the beds. The whiteboards are used as a communication tool between staff, you and your family or carer.
- staff perform handover at the bedside keeping you up to date and informed about your care

## OUR DATA SAYS...



# People Matters Survey

Every year our staff take part in the People Matters Survey. It helps us to identify our strengths and weaknesses, levels of staff engagement, job satisfaction and patient safety culture.



**Overall positive response to safety and culture against a benchmark of 80%**

## What did the results tell us?

The results showed us the work we have done on developing and defining our values is building a strong patient safety culture and that staff have confidence in their team's ability and care.

## What have we been doing?

- living our Values - We Care
- working on kindness, trust and safety
- creating positive workplace behaviours
- investing in our staff through education and leadership training
- defining what each value means within each team

## What does all this mean to consumers?

By demonstrating each of our values in our day to day activities and interactions, we are able to:

- create a safe and supportive workplace
- and provide kind compassionate care to our consumers

335 staff responded with a 52% response rate



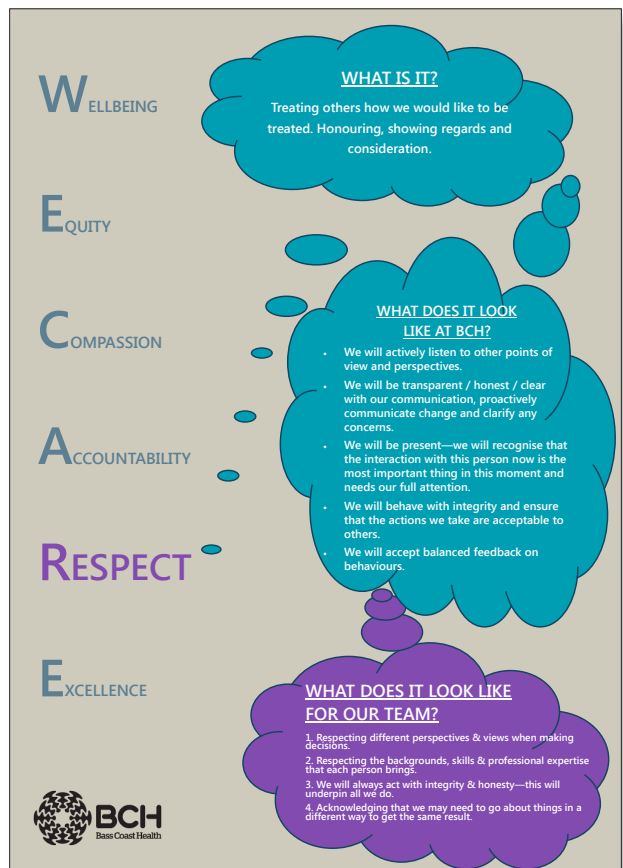
said I am encouraged by my colleagues to report any patient safety concerns I may have



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



said management is driving us to be a safety-centred organisation



# Staff Development

Our people are important and by investing in our staff we are building our capability and providing better access to safe, high quality care.

This past year has seen a strong focus on leadership, staff wellbeing, capability and access to care for our community. Our efforts have

- improved our culture and the health and wellbeing of staff
- increased our staff’s ability to meet our communities need
- enabled better access to emergency and clinical care, social support and allied health services across our sub region

**Over 320 hours of education & training has been provided to staff, ensuring we have a highly skilled and competent workforce.**

## MAY 2018 LEARNING & DEVELOPMENT CALENDAR

**SMOKE FREE MONTH  
Activities to be announced.....**

Mon	Tue	Wed	Thu	Fri
	1 <b>Student De Brief 1300hrs</b>  MDE - Multi-Departmental Education Room 5 GW 1400-Abdominal Exam Qualification of The year and removal of PPE	2 <b>Preceptor to Practise for Nurses and Midwives</b> Nurses CDN 1400hrs RM 5 GW	3 <b>Student De Brief 1300hrs</b>  Preceptor to Practise for Nurses Respiratory Assessments Session San Remo - 1400 hrs	4 <b>Online Competencies Session</b> 1400hrs Room 5 GW <b>International Midwives Day</b> 1500hrs Staff Dining Room
7 <b>BCH ORIENTATION DAY</b>	8 <b>Student De Brief 1300hrs</b>  MDE Room 5 GW 1400-Dyspnoea 1500- Saturated	9 <b>PROMPT</b> Bookings req. 1320 0845-1330 hrs Rm 1 & 2 GW <b>Blood Review</b> 1415hrs Miles CDN	10 <b>Student De Brief 1300hrs</b>  Preceptor to Practise for Nurses and Midwives Nurses CDN	11 <b>Online Competencies Session</b> 1400hrs Room 5 GW <b>International Nurses Day</b> 1500hrs Staff Dining Room
14 <b>Care of the Dying Pt Care Plan Education</b> Miles CDN Room 5 GW 1400hrs Self Training Erie P Room 1 GW 1500hrs	15 <b>Student De Brief 1300hrs</b>  MDE 1400- Assessment of the sick 1500- Assessment of the unconscious patient 1600- Assessment of the unconscious patient of drug overdose	16 <b>Care of the Dying Pt Care Plan Education</b> Miles CDN Room 5 GW 1400hrs	17 <b>Student De Brief 1300hrs</b>  MDE 1400- Assessment 1500- Assessment Bookings 1320	18 <b>Online Competencies Session</b> 1400hrs Room 5 GW
21 <b>Care of the Dying Pt Care Plan Education</b> Miles CDN Room 5 GW 1400hrs	22 <b>Student De Brief 1300hrs</b>  MDE 1400- Headache 1500- Headache 1600- Lumbar puncture	23 <b>Care of the Dying Pt Care Plan Education</b> Miles CDN Room 5 GW 1400hrs  <b>Elder Abuse</b> GPs E.R.A. 1400hrs	24 <b>Student De Brief 1300hrs</b>  MDE 1400- Assessment 1500- Assessment Bookings 1320 1400- Assessment 1500- Assessment 1600- Q&A - Any CDN	25 <b>Partnership Feedback Session</b> 1400hrs Rm 2 GW
28 <b>Care of the Dying Pt Care Plan Education</b> Miles CDN Room 5 GW 1400hrs	29 <b>Student De Brief 1300hrs</b>  MDE 1400- Acute confusion 1500- Acute confusion 1600- TBC	30 <b>Care of the Dying Pt Care Plan Education</b> Miles CDN Room 5 GW 1400hrs  <b>ROSMAN Training</b> Room 5 GW 1400hrs Call Sharrie to book 20222	<b>Support Services - Outreach Management</b> 1100hrs 1200hrs 1300hrs 1400hrs <b>World No Tobacco Day</b>  Child Safe, Mandatory Reporting 1500hrs - 1600hrs Lungery Machinery	

# Café 1910

Café 1910 is a shared-use café at Wonthaggi Hospital, featuring healthy eating options. With the help of consumers, the working group established a great space for everyone to relax over something delicious and a great cup of coffee..

**“this has been one of the best things to happen to hospital staff in many years. It has given us a great space to enjoy lunch whilst meeting up with other staff. We even meet up and work here occasionally over a cappuccino.”**



# Looking after our Mums and Bubs

*“supporting women and their families with their birthing & feeding choices is such a privilege and I feel honoured.” - midwife*

Data in this report for Maternity Services is based on figures from the Victorian Perinatal Performance Indicators 2016/17, data is collected from Jan 1st 2016- Dec 31st 2016.

## Percentage of breastfed babies who were fed their final feed in hospital exclusively from the breast and were born at 37+ weeks:

State wide average (public hospitals)	Result
78.2%	92.1%

## Percentage of breastfed babies who were fed infant formula and were born at 37+ week’s

State wide average (public hospitals)	Result
25.1%	11%

While these results are favourable when benchmarked against the statewide average they are poorer compared to our results last year.

### Significance of the results

Breastfeeding is important for a baby’s growth and development. It is also important for their long-term health. This indicator aims to identify whether women choose to breastfeed, but more importantly, the effectiveness of infant feeding support provided by hospitals in the immediate postnatal period of mothers.

### What we are doing?

Women are educated and supported in their choice of feeding. The benefits of breast feeding is discussed at antenatal clinics, early parenting education and following birth. We discuss the importance of breastfeeding to the health of mothers and their babies and written information is readily available.

## Percentage of full-term babies (without congenital anomalies) who are considered in poor condition shortly after birth.

State wide average (public hospitals)	Result
1.6%	1.8%

Bass Coast Health experienced poorer results compared to statewide target

### Significance of the results

Assessment of a baby’s health at one minute and five minutes after birth is scored. This is called an Apgar score with the maximum score being 10. An Apgar score of less than 7 at five minutes after birth indicates a baby who may require resuscitation and may experience poor health outcomes longer term.

### What we are doing?

Weekly meetings are held with Midwives and Doctors and in consultation with a specialist Obstetrician to ensure our mothers can birth safely at Bass Coast Health. Women who may require increased care during pregnancy, labour or birth are referred to a tertiary hospital for birthing to be sure both mother and baby have the best outcomes.



Gippsland Midwife of the Year Ruth Harvey

## Phillip Island Health Hub

Our newest facility delivering specialised and integrated health care is geared towards providing better access for our community

The Phillip Island community said they wanted better access to specialised and integrated health services.

### What did we do? **We built it!**

The Phillip Island Health Hub is so much more than a state of the art facility offering specialist medical, nursing and allied health services. It is the culmination of years of partnership between Bass Coast Health and the Phillip Island community including Phillip Island Medical and Health Action Group (PIMHAG) and more recently the Phillip Island Community Advisory Group (PICAG).

### Consumer led tours of the new facility were attended by over 180 people from the community.

#### What's next?

- further develop specialist outpatient clinics
- expand nursing and allied health services
- continue to partner with the Phillip Island community



*“this local health service is important to me as I am not always able to drive. If my partner is unavailable I can catch a taxi knowing it will not cost much. Health providers I see are always pleasant, respectful & informative.”*



## Terry's story



### Showing our Consumer Representative how Infection Prevention happens in the Operating Theatre – written by Terry Shannon

I am the consumer representative on the Infection Prevention & Control Safety Committee and felt rather special to be given a personal and comprehensive guided tour of the Operating Theatre Suites and the most impressive sterilisation process.

In the photo above I congratulate Instrument Technician Mathew on the high standards and achievements of the team who serve our community in this essential and somewhat 'hidden from view' department.

I was astounded at the level of detail that each person applies to their own responsibilities, and what a cheerful team with smiles all round.

Infection prevention is fundamental at Bass Coast Health, not only in the area I saw today, but for all activities in wards, clinics and Hospital in the Home.

I was the guest of Nurse Unit Manager Andrea, who with the team developed an information pathway designed to illustrate the flow of infection prevention and management in this vital part of our hospital.

I was shown how the 'clean' and 'sterile' areas are arranged and how people fit into cooperative roles within each area. I was also shown how the engineering design of spaces and equipment is a factor.

Having checked that my 'Hand Hygiene' was up to date, I got into my scrubs to follow the infection prevention pathway which went from pre preparation to the procedure itself, followed by clearing, cleaning disinfecting and sterilising of reusable instruments.

Prevention of cross contamination, coupled with an eye on best practice for drug and stock inventory management and even waste control was the order of the day.

I went home captivated by all I had seen and knew I had met some impressive professionals.

I was very reassured as a member of the local community who may one day need their services.

## Improving Emergency Care across the Gippsland South Coast

In June 2017 a dedicated team worked around the clock to reach a goal to establish a unit to treat very unwell patients at Wonthaggi Hospital and reduce the need for transfer to another hospital in Melbourne.

### What did we do?

Opened the High Dependency Unit (HDU) providing a higher level of care in your local hospital.

Pictured the HDU's first patient sharing the joy with staff because he and his family didn't need to travel to Melbourne for the treatment he needed.





## Preventing Infection

Good hand hygiene is the best way to stop common infections spreading. We monitor our hand hygiene performance through observation audits and our annual results were favourable against the target of 80%

Some bacteria are known to be of particular importance in healthcare settings. These include Staphylococcus Aureus Bacteraemia (SAB) and multi resistant organisms. These types of infections are monitored by health services nationally. Bass Coast Health reported 2 Staphylococcus Aureus Bacteraemia (SAB) infections for the 2017/18 period.

To address this we focused on educating staff and ensuring mandatory training such as Hand Hygiene and Aseptic Non Touch Technique were current.

## Adverse Events

Our aim is to keep you safe and free from harm.

When you come to hospital you have around-the-clock access to skilled care teams. Whilst this sounds safe it is known hospitals have risks. When people are placed in new environments and have complex health conditions sometimes things can go wrong.

### What do we do when an adverse event happens?

- we support everyone involved and communicate openly with those who are affected
- we partner with those affected to understand how we could improve
- we identify what happened and develop ways we can prevent it happening again
- we monitor all incidents and near misses as they are all learning opportunities

All adverse events are investigated by a team of senior clinicians with a broad range of expertise and include the person or the families affected where ever possible.

Our Values of Accountability and Excellence underpin all investigations to ensure learnings lead to improvements and ongoing provision of safe, high quality care.

### Hand Hygiene

Benchmark	Bass Coast Health
80%	90%

### Healthcare workers immunised for influenza

Benchmark	Bass Coast Health
75%	90%

### Staphylococcus Aureus Bacteraemia (SAB) rate per occupied bed days

Benchmark	Bass Coast Health
less than 2/10,000	0.9/10,000



### OUR DATA SAYS...

90% of Bass Coast Health staff received the annual influenza vaccination - a 9% increase from the previous year.

## Kirrak Undergoes Facelift

In partnership with residents and families the refurbished grounds were designed. Garden spaces were landscaped for residents to enjoy private and group garden spaces, including raised vegetable gardens and chickens.



## Residential Aged Care

Our Residential Aged Care Services report their performance against the five public sector Residential Aged Care Quality Indicators.

This program measures five high risk areas of care important to resident health and wellbeing. It provides a set of meaningful and measurable indicators, enabling us to monitor trends and benchmark against other services.

The figures provided indicate the average results for the 2017/18 financial year.

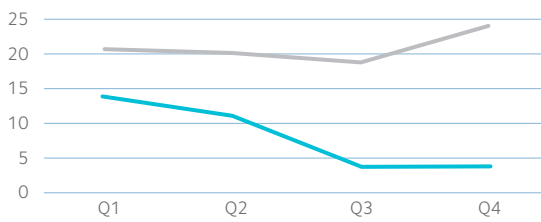
### What have we done?

- improved assessment and monitoring tools for falls and pressure injury prevention
- introduced medication reviews for residents who are prescribed multiple medications to ensure they are not taking more than is required
- dietitians and speech pathologists have worked with the residents to make the dining experience more enjoyable and in line with their choices
- staff education in areas including falls and pressure injuries, cognition and managing challenging behaviours

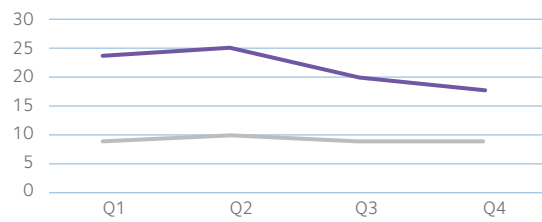


## Falls

Kirrak Residential Aged Care Facility

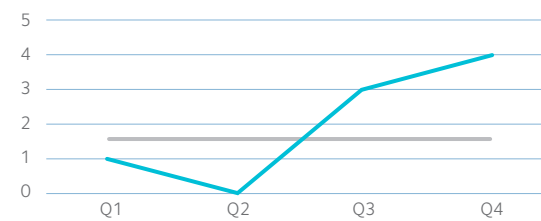


Griffiths Point Lodge

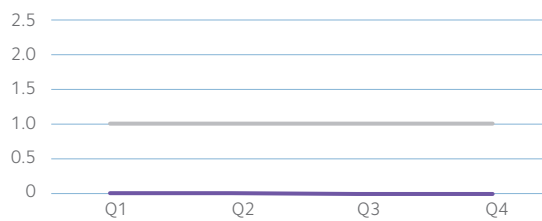


## Pressure Injuries

Kirrak Residential Aged Care Facility

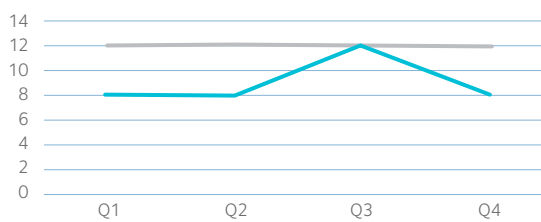


Griffiths Point Lodge

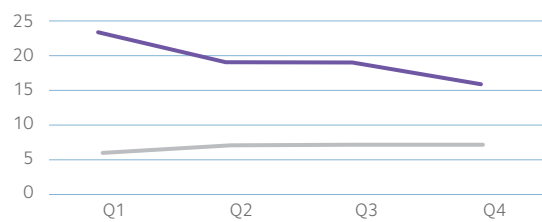


## Medications

Kirrak Residential Aged Care Facility

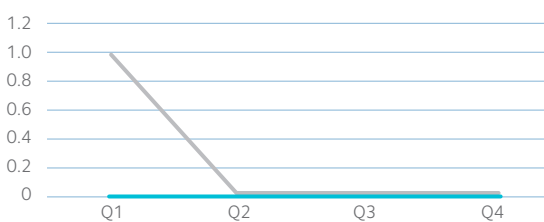


Griffiths Point Lodge

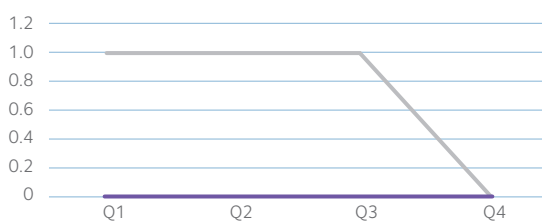


## Restraints

Kirrak Residential Aged Care Facility

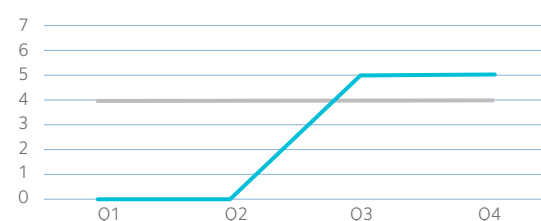


Griffiths Point Lodge

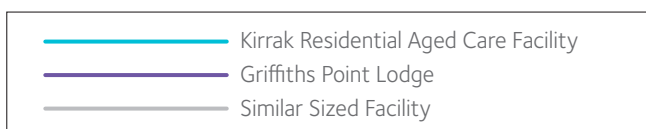
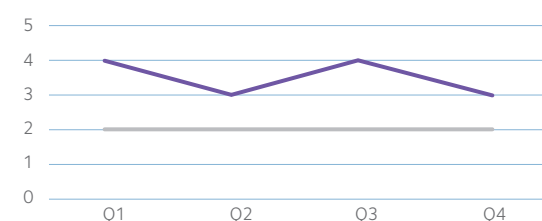


## Weight Loss

Kirrak Residential Aged Care Facility



Griffiths Point Lodge



## Bringing Hospital to your Home

In September 2017 we officially launched our Hospital in the Home program so you can continue your hospital treatment in the comfort of your own home. This allows you to return home earlier whilst still being cared for by experienced health professionals. The program is staffed by highly skilled and experienced nurses, supported by credentialed General Practitioners, and overseen by the Director of Emergency Medicine.

Often the home is safer than a hospital environment. It's familiar to you and often quieter and more relaxing, enabling you to be supported by your family and friends whilst getting treatment.

**“I can't say enough about this new concept Hospital in the Home. The nurses were fantastic. They came to our home, administered the IV infusions saving us a lot of time in travel and waiting for treatment in the hospital itself. What a brilliant format for rural patients. Well done Bass Coast Health - keep up the great work”**



**“I was suddenly hospitalised with a suspected spider bite. I was introduced into the Hospital in the Home (HITH), and subsequently amazed at the high level of care given by your world class team of nurses and doctors. The level of care was well over and above expectations and the staff are a credit to the hospital. Thanks so much to everyone!”**

### OUR DATA SAYS...

165 patients received their treatment comfortably at home, creating 1,292 bed days for other patients who need their treatment in the hospital.

# REACH

What can you do if you have a concern about some ones condition?

## What is REACH?

REACH is a patient and family activated rapid response program.

## How does REACH work?

We know ourselves, or our loved ones, more than most. Whilst a patient in hospital you may recognise a worrying change or deterioration and have explained your concern to the doctor or nurse but still don't feel you are being heard.

The REACH initiative provides a way to take your concern further. You can ask staff for a 'Clinical Review'. This should happen within 30 minutes. If this doesn't happen you can call a senior nurse on 5671 3384 and request an emergency response 24 hours a day.

# Victorian Stroke Telemedicine

Improving access to the best possible care for people who have had a Stroke.

We have implemented the Victorian Stroke Telemedicine (VST) program. It is a virtual system which links rural and regional Victorian hospitals to a network of Melbourne-based neurologists who can provide treatment advice about patients with acute stroke symptoms. This service has helped us to reduce diagnostic delays and improve access to the best care possible.



“Cannot thank Bass Coast Health enough for the treatment my husband received when he experienced a stroke... it is now two days on and my husband is feeling a lot better.”

**BCH**  
Bass Coast Health

REACH is an initiative of the  
Clinical Excellence  
Commission's  
Partnership with  
Patients Program

## R.E.A.C.H out to us

Are you worried about a recent change in your condition or that of your loved one?

- Have you spoken to your nurse or doctor about this worrying change?
- Have your concerns been followed up?
- Are you still concerned?

Ask your nurse for a 'clinical review' or dial 13384 on internal phone or 5671 3384 to call a rapid response team.

We know that you know yourself or your loved one best.  
REACH out to us if you are worried.  
Together we make a great team.

BCH V1, Feb 2017 DOC-ORG-059



## End of Life Care

It is impossible to predict when anyone is going to die but we can all prepare for it. We support end of life care in line with an individuals values, needs and wishes.

Advance Care Planning is about identifying your values and preferences, talking about them and recording them so everyone understands your wishes. The directive provides a guide for your Medical Treatment Decision Maker, Doctors and other Health Care Professionals should you be in a position where you are not able to make decisions for yourself.

Our staff ask if you have an Advanced Care Directive and will request a copy. This enables us to have timely and appropriate discussions with you and your family.

### Percentage of over 75 years with an advance care plan or substitute decision maker (%)

Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun
26%	20%	20%	18%

In March this year, a new law, the Medical Treatment Planning and Decisions Act 2016, came into effect. This law creates clear obligations for health practitioners caring for people who do not have decision making capacity.

### What have we done?

- engaged a project worker to implement new best practice end of life care planning documents and educated doctors, nurses and clinicians who use them.
- reviewed our palliative care framework
- introduced a Palliative Care Coordinator role to enhance continuity of care when moving between hospital and home.
- established a consumer group and developed a cancer connections webpage on our website to provide better access to cancer information and services.
- examined the impact the new Medical Treatment Planning Decisions Act 2016 for our staff, the services we provide and our consumers

## Trolley Vollies

You told us, it would be helpful if essential and personal items were available to purchase.

Sometimes people arrive at hospital unprepared or need everyday items to help make their stay more comfortable. People may be staying in hospital a long way from families making it difficult for relatives to visit regularly and buy the items needed.

### What did we do?

We got together a group of interested volunteers who called themselves the Trolley Vollies

Volunteers visit patients daily at the bedside with a trolley full of essential and non-essential items that can be purchased. Along with a much needed distraction

– smiles and a friendly chat come free



## Outstanding Lifetime Achievement recognised



### Frank Garry was nominated for the 2018 Minister for Health Volunteer Awards

Frank Garry has devoted 30 of his 49 years of volunteering to Bass Coast Health.

A hard working farmer, Frank delivered Meals on Wheels for 20 years before moving to the Transport Volunteer team where he has been volunteering for the past 10 years.

Frank has also pioneered many community programs such as Kids Hope, a one on one mentor program for children, and the Anzac Dawn Service.

For the past decade, Frank has been driving client's within the Bass Coast Shire long distances to much needed medical appointments.

Frank also helps to collect, pack and deliver food hampers and toys to those in need each year before Christmas.

**Thank you to all our dedicated volunteers. So much wouldn't happen without you.**

### 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
- 6. Inverloch**  
14 Reilly Street, Inverloch Vic. 3996  
Phone: 03 5671 3333

### Residential Aged Care Facilities

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

### Maternal & Child Health Sites

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



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