



# QUALITY ACCOUNT REPORT 2016-2017



## MESSAGE FROM THE CHIEF EXECUTIVE OFFICER AND CHAIRMAN

It gives Robinvale District Health Services (RDHS) great pleasure to provide this annual Quality Account to demonstrate our success in service delivery.

We greatly appreciate your feedback to this report as this forms the basis of how RDHS presents it to you year by year. This publication is a snapshot summary of your Health Service and what we have achieved.

The past 12 months have continued the evolution of RDHS from a good Health Service to a great Health Service. We have focussed on enhancing our internal systems, improved our clinical care and efficiency and improved governance systems with a particular focus on our clinical outcomes prompted by the recent health system "Duckett" review.

The report contains a number of graphs and statistics with regards to the Health Service and provides a broad overview of services and achievements. RDHS monitors its own performance together with many other external agencies, who according to the varying compliance authorities are legislated to undertake. We have achieved full compliance with ISO 9001 and the National Safety and Quality Health Service Standards (NSQHS). These provide a rigorous platform of compliance with the focus being on patient safety and care standards and the non-clinical systems that support the delivery of care.

RDHS delivers community programs such as the TREE (The Ripple Effect of Ethnicity) project, which has a focus on

celebrating our multicultural demographic; the Community Garden within the grounds of Robinvale College; the celebration of Harmony week; our community consultation within the Riverside Hostel building and NAIDOC week and our hosting of a "cook and yarn" event at the back of the main campus.

RDHS wishes to engage with our community on a "wellness" basis, as this should be the goal of all of our community members. We invite you to actively participate to stay well. Our health promotion team is very enthusiastic and undertake a range of interesting programs. We have walking groups, a "safe hands" (boxing) group to name a couple of options. Please enquire at Primary Care reception for further information.

The development of the Aged Care Courtyard continues with the support of the "Murray to Moyne" cyclists. Their invaluable support is appreciated for the future benefit of our residents, their families and staff.

Our Health Service is governed by our Board of Management who are the voice and representation of the community. Their leadership and support to the senior management team and staff is invaluable. We thank all Board members for their active participation.

We hope that you find this Quality Account informative and interesting. Please offer your feedback by completing the back section. We also encourage you to visit our website [www.rdhs.com.au](http://www.rdhs.com.au) to peruse and provide comment.

  
Mara Richards | Chief Executive Officer

  
Quentin Norton | Chairman

ROBINVALE  
DISTRICT HEALTH  
SERVICES



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# QUALITY AND SAFETY



## INFECTION CONTROL QUALITY REQUIREMENTS

In September 2016, Robinvale District Health Services (RDHS) underwent the NSQHS Standards and met all requirements for Standard 3: Preventing and Controlling Healthcare Associated Infections.

### Hand Hygiene

RDHS promotes hand hygiene to visitors, patients and staff to improve compliance with best practice standards. Appropriate hand washing is an effective strategy to reduce healthcare associated infections.

RDHS staff attend hand hygiene at commencement of employment and then annually to maintain competent practice.

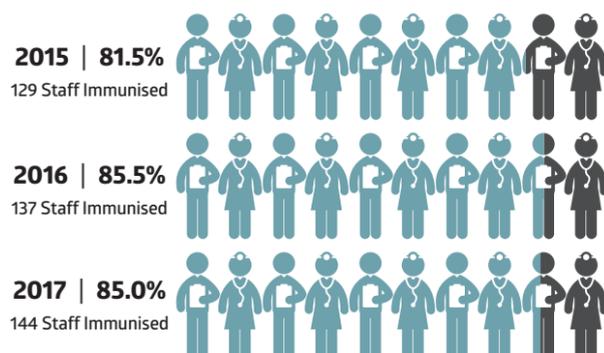
During May 2017, World Hand Hygiene Day was celebrated as a promotional event.

RDHS performs above the required national benchmark of 80% for hand hygiene:



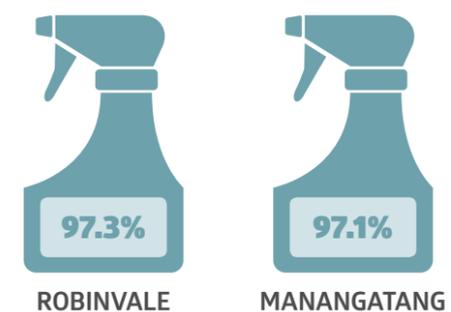
### Staff Influenza Immunisation

Staff influenza vaccination is promoted and encouraged. Vaccination sessions are offered at each campus as this assists in improving staff vaccination uptake. We are pleased with the steady increase in staff being immunised.



### Environmental Cleaning

Environmental cleaning continues to be an important process at RDHS, the benchmark of 85% for all areas audited has been surpassed.



## ACCREDITATION

We at RDHS continue ongoing commitment in maintaining our Integrated Quality Management System including: health & safety, environmental management; organisational governance; evidenced based clinical care and support services.

All Australian healthcare facilities are accredited using the National Safety and Quality Health Service (NSQHS) Standards which were introduced in 2013. These standards provide a clear statement about the level of care consumers can expect from health service organisations, and they play an essential role with the accreditation process.

During 2016 – 2017 RDHS continued its ongoing work towards meeting and maintaining the required Commonwealth and State Government Standards. In September 2016 the organisation underwent a successful surveillance audit maintaining accreditation to the National Safety and Quality Health Service (NSQHS) Standards and ISO 9001:2008 Quality

Management Systems. In addition to this, RDHS also continued successful certification with the following standards:

- ISO 14001:2004 Environmental Management Systems
- AS 4801:2001 Occupational Health and Safety Management Systems,
- Australian Aged Care Quality Agency Standards (AACQA)
- Community Care Standards (HACC).

The Aged Care facilities at both the Robinvale and Manangatang Campuses do not require external accreditation from the AACQA, however with our extensive internal auditing process we ensure that the same processes and procedures are followed at both

these facilities. Riverside accreditation with AACQA is current and as per requirements is required to participate in one supported "unannounced" visit annually (financial calendar). This occurred in August 2016 with a follow-up announced visit in November 2016.

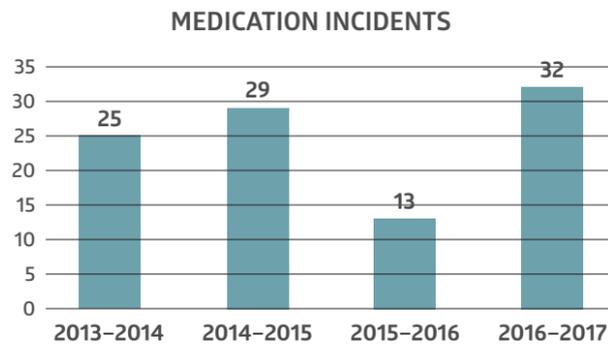
### SAFETY AND QUALITY PERFORMANCE

Key Performance Indicator	Target	Actual
Health Service Accreditation	Full Compliance	Achieved
Residential Aged Care	Full Compliance	Achieved

## MEDICATION SAFETY

Medication safety is an important part of patient safety. Understanding medication risks, dosages, and side effects is the role of clinical staff. Partnering with consumers provides a way to improve information giving, this is beneficial not only for the patient but also the staff delivering the information.

The introduction of the Medication Action Plan stickers in the progress notes clearly demonstrates a change to the medication regime of the patient. RDHS monitors medication incidents by our reporting systems and the Clinical Risk Management committee oversee medication management and Antibiotic surveillance activity. Increased reporting of medication incidents demonstrates improved understanding of incidents and allows for improved staff education.

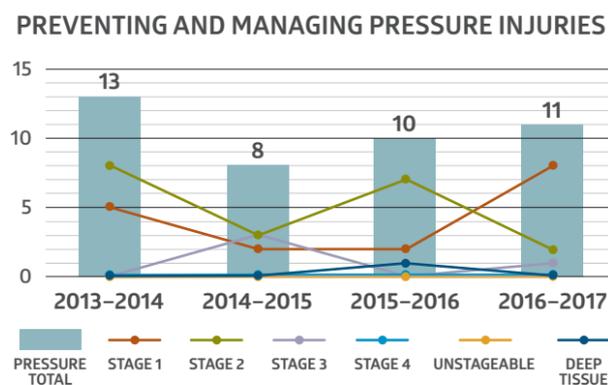


## PREVENTING AND MANAGING PRESSURE INJURIES

At RDHS, we recognise pressure injuries (pressure ulcers/bed sores) are a cause of significant harm to the patient and potentially lead to a longer hospitalisation. Patients who are poorly nourished, have impaired mobility, and or reduced sensation are particularly at risk.

RDHS attends the Braden Scale skin assessment on all patients admitted to hospital aged over 65 years or where clinically indicated for early detection and identification of potential injury. If identified at risk; they will be monitored on a daily basis. RDHS has wound resource nurses who have expertise in wound management and they can provide best practice information about pressure injuries prevention and management strategies.

RDHS is using the latest evidence, provides access to the right products and equipment, making pressure injury prevention part of every clinician's responsibility.



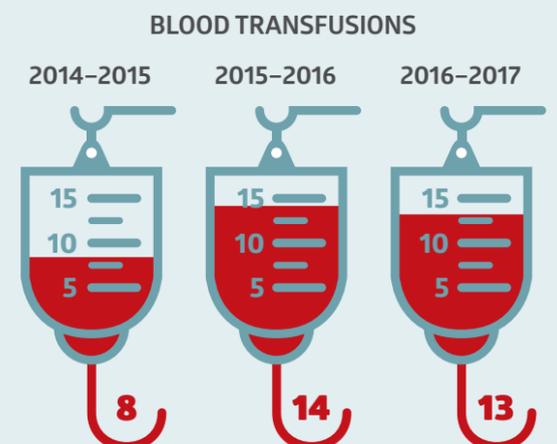
## SAFE AND APPROPRIATE USE OF BLOOD AND BLOOD PRODUCTS



During 2016-2017, 13 episodes of blood transfusion took place at RDHS.

Following the implementation of a Blood transfusion box last year Blood transfusion audit result showed 100% compliance, nil issues.

All Clinical staff who are involved in administering blood and blood products have undertaken the appropriate mandatory training with in the last 12 months, and this will be completed annually.



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## PEOPLE MATTER SURVEY

The People Matter Survey measures a range of aspects of workforce culture and climate in the Victorian public sector and this survey is completed by the organisation every second year.



RDHS participated in the 2016 People Matter Survey. An overall response rate with questions relating to Patient Safety and Engagement (job satisfaction) of 76% was achieved by RDHS. In some of the questions we exceeded 80%. These results will assist us to continue developing strategies to address issues raised in the survey.

Staff recognise that management is driving us to be a safety centred organisation with a score of 84%. We will continue to promote this strategy with our staff and their input into continuous improvement efforts.

Staff also advise they are empowered to report patient safety concerns, which reflected with a score of 86%, an increase of 13% from the previous year. Therefore our efforts as a team are recognised.

Strategic focus areas in the previous 12 months and moving forward are as follows:

1 Improving Communication across the organisation using various methods. Ie. Group presentations, Meetings, electronic media and Noticeboards.

- Promoting a no blame culture to improve reporting rates of incidents.
- We have improved work environments with increased coverage of our CCTV network for patient and staff safety.
- Occupational Violence and Aggression (OVA) is an ongoing agenda item at staff meetings in alignment with the State-wide focus on OVA.
- Staff are reassured by the process for handling OVA incidents or issues. Clients that have demonstrated inappropriate behaviours have received correspondence advising them that this behaviour will not be tolerated at RDHS. This has seen a significant reduction of inappropriate behaviours towards our staff from those individuals.

## PREVENTING FALLS AND HARM FROM FALLS

The NSQHS Standard is committed to driving Health services across Australia to improve strategies to reduce incidences of falls and to prevent injury from falls.

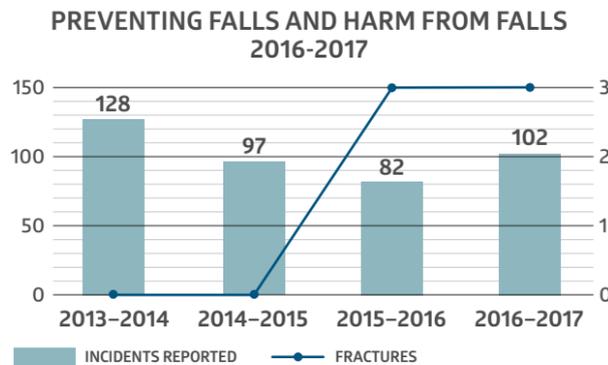
Factors such as increased age, visual impairment, a history of falls, some medications or even poly pharmacy, urinary incontinence, dizziness, delirium, and certain diagnoses are all potential risks for falls in the elderly.

RDHS continues to utilise harm minimization strategies across the Campuses in consultation with residents and their families. Environmental audits, Falls Risk Assessment Tools on admission (FRAT), Assessment & Care Plans all highlight if a resident require bed alarms, chair alarms, floor level crash mats, falls socks, hip protectors as additional adjuncts to minimizing the risks of falls.

RDHS is committed to the purchase of high /low beds, which can be lowered to floor level to further minimize risks.

Victorian Health Incident Management Systems (VHIMS) provides RDHS team an electronic portal to report incidences such as falls. All staff have had training to

understand the value and importance of VHIMS recording. RDHS values the statistical data that can be extracted as this provides the opportunity to implement improvement strategies and guidance for policy.



## QUALITY AND SAFETY – SENTINEL / ADVERSE EVENTS

RDHS continues to utilise the Victorian Health Incident Management System (VHIMS) which provides the organisation with a standard electronic method of reporting, recording and monitoring adverse events (incidents / near misses) that may occur within the health setting. This ensures that if things go wrong, the organisation has a procedure for reporting and managing incidents.

VHIMS requires that an Incident Severity Rating (ISR) is assigned to each event. A score of 1, 2, 3 or 4 measures the severity of the impact following an incident. An ISR 1 is the highest rating indicating severe impact and an ISR 2 is the second highest rating indicating a moderate impact. The ISR is automatically calculated based on the degree of impact, level of care and treatment required.

RDHS has had one recorded ISR 1 event and five ISR 2 events over the past year. This equates to a small percentage of the overall events reported, with the majority being ISR 3 (mild impact) or ISR 4 (no harm / near miss) events.

With each notification, events are prioritised, investigated, classified and analysed. Following this process, actions are taken and strategies implemented (where possible) to eliminate or minimise the recurrence of a similar event (this may be in the form of changes in practice and /or policy). Feedback and regular reports on adverse events and outcomes of clinical case reviews / investigations are then provided to staff, along with other personnel within the organisation (including senior managers, executive members and the Board of Management).

During the past year RDHS has implemented a Clinical Review working group, where all ISR 1 & 2 incidents are reviewed in depth. This allows for a transparent process, with demonstrated staff engagement in the incident management process and promotion of a 'just' organisational culture.

Sentinel events are infrequent events that may occur because of system and process deficiencies. There are eight categories of events which are nationally defined as a sentinel event. RDHS has had no reported sentinel events during this reporting period.

## RESIDENTIAL AGED CARE PERFORMANCE

In Victoria, Public Sector Residential Aged Care Services (PSRACS), are invited to participate in the Quality indicator program.

Robinvale District Health Services has three residential aged care services (Robinvale Aged Care, Riverside Aged Care and Manangatang Aged Care) and each fully participate in measuring and reporting on the key performance indicators.

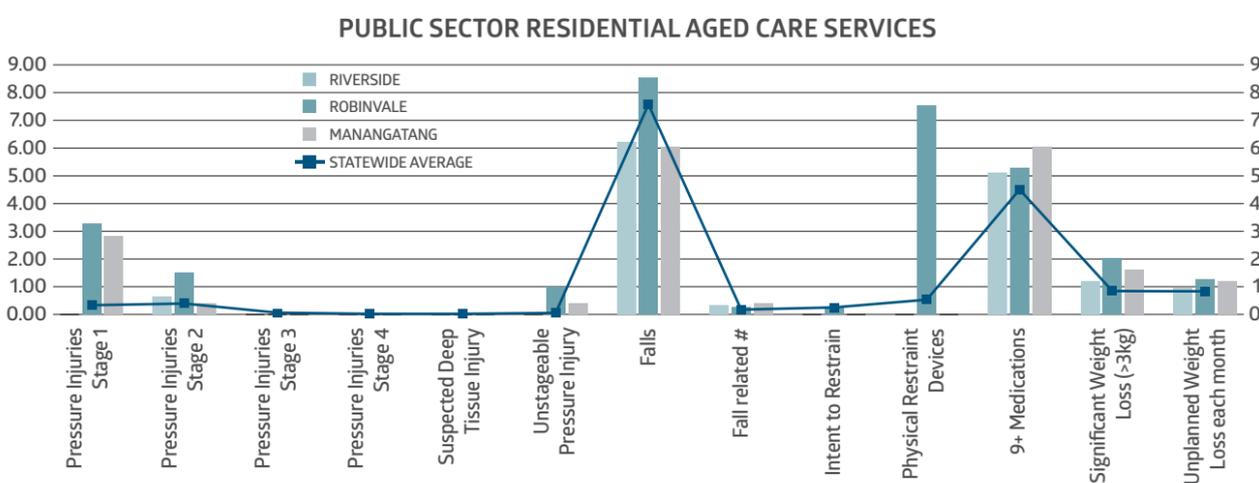
The program measures five important aspects of care:

- Pressure Injuries
- Physical Restraints
- Unplanned Weight Loss
- Falls and Fall-Related Fractures
- Use of Nine or More Medications

These areas affect the quality of life of our residents therefore RDHS is constantly reviewing and implementing strategies for better outcomes.

### Aged Care Performance

Robinvale District Health Services uses this data to highlight areas for improvements.



Robinvale Aged Care, Riverside Campus and Manangatang Campus per 1,000 occupied bed days

### Key areas of improvement

To minimise the risk of falls, RDHS has purchased bed and chair alarms. These non-intrusive alarms alert staff when a resident is up and about. It assists in the resident maintaining a level of independence with the opportunity for staff to offer supervision where mobility is compromised. RDHS continues to purchase hi-lo beds, equipment that further decreases the potential for harm due to a fall from bed. We cannot eliminate falls however we aim to minimise the harmful impact of falls.

RDHS utilises an external pharmacist to conduct medication reviews. This information is then shared with the treating Medical Officer with the aim to reduce the number of medications where able.

Pressure injuries continue to be recorded and it has been identified that reporting of these injuries requires review to ensure appropriate recording. We remain confident that care delivery is sound as there isn't a progression of injury severity.

RDHS is fortunate to have the services of a Dietitian to assist in the review of intake and offer advice in addressing unplanned weight loss. It is recognised that this is often a common factor at the end of life pathway.



# CONSUMER, CARER AND COMMUNITY PARTICIPATION



## COMMUNITY PARTICIPATION

The Consumers, Carers and Community Members of RDHS include people of diverse cultural and religious backgrounds. Including people that live with a disability, from various socioeconomic backgrounds and circumstances, and those experiencing a variety of health conditions.

RDHS actively contributes to building the capacity of their consumers, carers and community members to participate throughout their health care journey. RDHS also supports improving the health care of those living with a disability or are culturally and linguistically diverse. We strive to provide staff with the knowledge and skills to prevent discrimination of compromised patients. Consideration is given to coordinating appointments or doing a home visit where several disciplines need to see a disabled consumer. This assists them in achieving compliance and reduces the impact of travel on them.

delivering a variety of activities and offering women's health clinics at Robinvale, Wemen, Boundary Bend and Manangatang. Those in attendance were able to access pap screening and information related to women's health.

Robinvale P-12 College, Swan Hill Rural City Council and community for their support in our application. The library was functional from March 2017.

A highlight of the week long promotion was an evening held at RDHS conference centre which incorporated pop up shops for those who were looking to treat themselves in addition to opportunities for women to discuss health issues with allied health professionals. RDHS will again partner with RFDS and other like-minded sites to participate in Women's Health Week 2017.



Staff attended Mental Health First Aid (MHFA) Instructor training in October and RDHS has commenced delivering courses for community and staff in Standard MHFA. RDHS are in conversation with our schools with the view to introduce teen MHFA to the students in the secondary classes. The Mental Health Matters in Robinvale was developed with the assistance of Southern Mallee Primary Care Partnership in December 2016 and this is utilised within the MHFA courses and available to community members. This flyer assists in identifying pathways to mental health care in our region.

The successful performance of the play "Out of the Blue" held in September at the Euston Club, who along with RDHS and a variety of sponsors, assisted with funding for the event. The performance attracted an audience of 85 people. Mental health staff were also present to support the audience and facilitate discussions that followed on from the thought provoking play. Due to the success of the event, a further performance has been planned for mental health week in 2017 subject to successful funding through the Euston Club for the play "Carpe Diem".

Funding for a community mental health library was received through the Foundation for Rural & Regional Renewal (FRRR) and The William Buckland Foundation. From this grant of \$3500, library resources have been purchased for community borrowing. RDHS acknowledge



During the year, many community activities were held at RDHS. In September, we celebrated 'Women's Health Week' with the Royal Flying Doctors Services (RFDS),

## THE RIPPLE EFFECT of ETHNICITIES (TREE)

The community of Robinvale and surrounds is acknowledged for its diversity. The population consists of many cultural groups with various ethnic, religious and socio economic backgrounds.

culture and taught it to the rest of the group. The program consisted of nine different ethnic groups sharing a range of cultural skills. They included; Italian pasta making, Indian Saree Tying, Fijian Basket Weaving, Philipino Spring Roll making, Thai Paw Paw Salad and Sticky Rice making.

In 2016, RDHS launched a pilot project titled 'The Ripple Effect of Ethnicities' (TREE) that was designed to support multiculturalism in Robinvale. The TREE Project was initiated to meet the gap in cultural tolerance and acceptance posed by the lack of events for community engagement.

A 16-week cultural skills exchange program was held with multicultural community members wherein participants nominated a skill inspired by their

To conclude the 2016 year RDHS hosted a Multicultural Festival in Robinvale on the 5th of November with more than 700 people attending. The festival was a huge success, bringing together people to celebrate the ethnic and cultural diversity of the community with arts, crafts and food.



## HEALTHY PROMOTIONS AND PARTNERSHIPS

RDHS continues to strive in establishing a professional relationship, which improves health outcomes for the local community.

### Community Garden

The community garden is a space for growing nutritious food, learning new skills, getting active outside and connecting with the community. One of the highlights over the past 12 months in the community garden is the adoption of the Stephanie Alexander Kitchen Garden Program by Robinvale College. This has been a hugely successful initiative for encouraging healthy behaviour in primary aged students.



### Healthy Food Shopping Tours

This program is a one off education session for all community members who are looking to improve dietary habits and knowledge of the Australian healthy eating guidelines. The session includes education on food label reading, general nutrition tips and useful resources to take home.

### Community Newsletter and RDHS Facebook Page

'RDHS Health News' is an accessible community newsletter that is distributed bi-monthly to numerous organisations around Robinvale. The newsletter demonstrates services provided by RDHS, health programs and events as well as general health tips and recipes. The 'Robinvale District Health Services' Facebook page is an additional communication platform, to promote health messages, events, programs and services.

### Walking Groups

Over the past 12 months several weekly walking groups have been run for both community members and staff. The walking groups promote an accessible and sustainable form of physical activity as well as an opportunity for socialisation, mental health and building relationships with the community.

### QuickHands

QuickHands is a boxing exercise program that has a focus on a development of fun "fitness only" boxing skills. The QuickHands program is another exercise opportunity that will be delivered to a variety of community groups in the region as well as to our own staff.



### Walk to School Program

The VicHealth "Walk to School" program is a state wide program designed to promote active travel to Victorian schools through a number of practical and creative activities. Over the month of October students record their number of walks and are rewarded with a variety of incentives along the way. This year all the schools in the Robinvale region have registered for the program!

### Workplace Achievement Program at RDHS

This is a program designed to imbed healthy behaviours in the environments in which we spend significant time in; such as the workplace. RDHS identified our three priority areas as Physical Activity, Healthy Eating and Mental Health and Wellbeing. These areas are addressed through a healthy workplace policy, a bi-monthly newsletter, health related work events, a variety of sporting activities and healthy lifestyle programs.



## VICTORIAN HEALTH EXPERIENCE SURVEY - PATIENT EXPERIENCE SCORE

RDHS participates in the Victorian Healthcare Experience Survey (VHES). The VHES questionnaire seeks to discover the experience of people, who have been admitted to RDHS. Potential respondents are randomly selected from people who were discharged from RDHS in the preceding month.

RDHS is required to provide limited details (name, patient category, preferred language, date of birth, postal address and where possible, email address) for a defined number of randomly selected patients each month via a secure portal. These details are kept for six months to ensure that patients are not surveyed too frequently and then securely destroyed to preserve anonymity.

Participation in the VHES consumer feedback is low however full compliance is reached due to the relative size of the Health Service. Other means of feedback participation is targeted by RDHS via the Comments and Complaints and Feedback forms.

### PATIENT EXPERIENCE AND OUTCOMES

Key Performance Indicator	Target	Actual
Victorian Healthcare Experience Survey – Patient Experience Quarter 1, 2, 3	95% positive experience	Full Compliance*
Victorian Healthcare Experience Survey – Discharge Care Quarter 1, 2, 3	75% very positive experience	Full Compliance*

\* Less than 42 responses were received for the period due to the relative size of the Health Service.



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## IMPROVING CARE FOR ABORIGINAL PATIENTS (ICAP)



Our partnerships with the indigenous community continues to strengthen and are recognised by events, gatherings and other socially inclusive activities such as Harmony Day and NAIDOC Celebrations. The aim is to provide a culturally safe and welcoming environment for Aboriginal people who wish to access the health service.

In 2014, a first for RDHS was the flying of the Australian, Aboriginal and Torres Strait Islander flags together. Now in 2016, RDHS has commissioned conversations and consultations to further create a welcoming and culturally safe environment through the introduction of strategically designed Aboriginal artwork. The purpose of the artwork is to connect the services of Robinvale College (education), RDHS (health) and the Murray Valley Aboriginal Cooperative (community). RDHS alongside their partners in the art project will

involve the Elders of the Robinvale and District Aboriginal Communities to assist with design and development/implementation of this project. It is envisaged that the community artwork project will culminate in Reconciliation week in late May 2018 with a number of localised celebrations.

Working together as one, is the goal of all government services provided within the local community of Robinvale/Euston and beyond.

# CONTINUITY OF CARE



## LEAVING HOSPITAL

An important aspect of continuity of care includes how services ensure that discharge or transfer practices meet the needs of consumers.

This is measured by the participation with the Victorian Healthcare Experience Survey (VHES). However, due to lack of data received, comparison of performance against the relevant questions under "Leaving Hospital" from the survey, RDHS is unable to be benchmarked against this.

RDHS amended the discharge summary last year specifically to capture medications on admission and medications to continue after discharge. This clarifies for patients, the medicine changes on discharge.

RDHS conduct team meetings where appropriate /needed to discuss the discharge plan including discussions of patient needs while in hospital and on discharge home. The team meeting will be attended by the Doctor, Nursing staff/ Nurse Unit Manager, Allied Health staff and the Visiting Nurse Service as necessary.

## ADVANCED CARE PLANNING (ACP) & END OF LIFE CARE

Patients and clients must be able to actively participate in decisions concerning their current and future health care and freely discuss what is important about the level of health care and the quality of life they would want if they became seriously ill and unable to make their own decisions.

Advanced Care Planning (ACP) is a personal experience that involves thinking about, discussing with family or close friends and documenting what types of health care a person may or may not wish to receive should they become seriously ill and unable to speak for themselves. This process also involves appointing a Substitute Decision Maker who is legally recognised to make decisions on your behalf.

All residents when admitted, and/or their representative are consulted to discuss and identify their terminal care wishes. The "Terminal Care Wishes Consultation" is completed and signed off by the staff member conducting the consultation and the resident/representative. The form is reviewed and amended when deemed necessary.

RDHS have policies in place for those patients who would like further information on Advanced Care Planning. The admission process to RDHS will incorporate the question:

***"Is there an Advanced Care Plan in place?"***

You will have access to a health professional to be guided through the process of completing an Advanced Care Plan to document your choices.

We will look at attending existing RDHS community groups for providing information about ACP and end of life care. Every second year we hold a community forum to discuss aspects of quality and safety at RDHS. We plan to have an Advanced Care Plan display at our next community forum in 2017.

## EARLY YEARS

With the introduction to the Child Safe Standards, RDHS has an organisational wide Child Safety Commitment (Betrayal of Trust) policy. This is a shared community responsibility to protect children from abuse and to provide a safe environment for children to develop, learn and play.



This commitment shows that RDHS:

- Has zero tolerance for child abuse
- Actively works to listen to and empower children
- Has systems to protect children from abuse, and will take all allegations and concerns very seriously and respond to them consistently in line with the organisation's policies and procedures
- Is committed to promoting cultural safety for Aboriginal children and for children from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow rigorously.
- We will ensure our child safe commitment is promoted throughout the organisation via education and induction programs.

The Early Years Network continues to support the children and families of the Robinvale community and is always promoting upcoming children and health promotion activities by using Facebook. This form of communication is valuable to the new generation of families to link them to local events and services.

In June, we welcomed 'Paul the Music Man' with his interactive music show, with over 350 people in attending. Positive feedback was received and we thank HIPPIY Australia for supporting the community by funding this event.

The Lets Read Program provides books and information about the importance of reading to children. Packs are given out and the importance of reading is modelled to children by our daily interactions. We also talk about the value of reading to children in the parents first language and how stories can be 'read' (via pictures) for those who are not confident readers.

A free First Aid awareness session was held with a small but interested group. Everyone was able to have a practice on the baby dolls and while we hope that these parents never need to experience this, it is comforting to know that they now have some awareness of potential lifesaving skills. We have a waiting list for future sessions.





## EVALUATION AND DISTRIBUTION

Feedback and suggestions for any improvements or inclusions for next year's report are always welcomed. You will find a 'Customer Feedback Form' below. Please complete and either post or place it the suggestion boxes located at all campus reception areas.

This publication is written for the community and we actively encourage your feedback.

These reports will be available from:

- Robinvale Main Campus and Aged Care Reception
- Health and Wellbeing Centre Reception
- Riverside
- Manangatang Campus Reception

The report is distributed with "The Sentinel" a weekly newspaper circulated in the Robinvale and District areas and copies will be available at our Manangatang Campus for the Manangatang catchment. Electronic publications are available via the website on [www.rdhs.com.au](http://www.rdhs.com.au).

RDHS continues to review strategies to increase feedback every year, one being to include a link on our website direct to an electronic "Quality Account Report" feedback survey.

## INTERPRETER SERVICE

The Robinvale and surrounding districts is home to many different culturally, linguistically and diverse communities. This is sometimes reflected in the number of interpreter requests.

At RDHS interpreting services are provided by TIS and available for clients who require one by phone or face to face if able to secure a local interpreter in the language required. This is at no charge to the client.

During 2016-2017 RDHS Midwifery clients requested the most assistance from interpreters with the Mandarin language the most requested.

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## CONSUMER EXPERIENCE

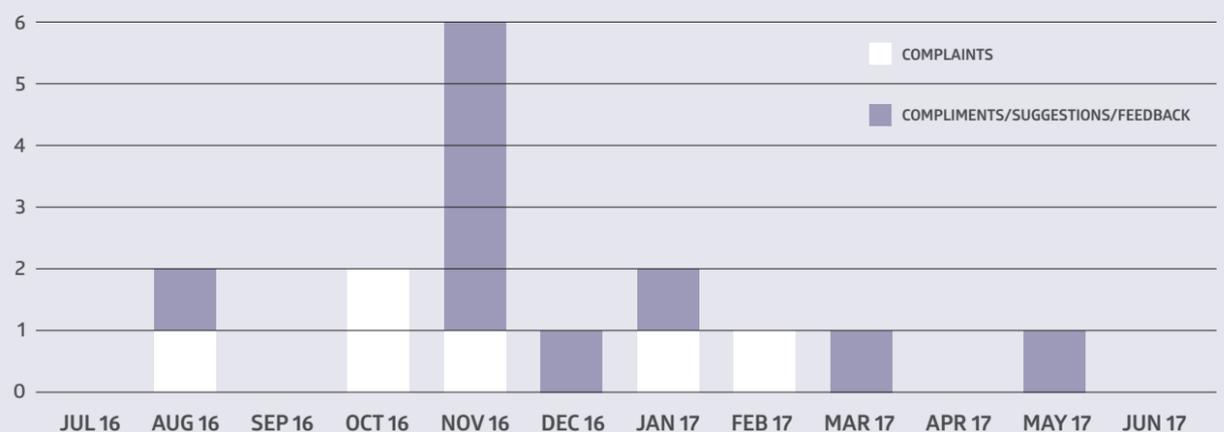
We continually seek client feedback through surveys, direct contact with community and written feedback. These are viewed as 'Opportunities for Improvement'. Education is provided to staff how to respond and capture this data to improve our community engagement.

Conversations with our community continues to be effective to gain a consumer perspective. Regular gatherings with the local Indigenous Elders Group, Carers Groups and other community groups help us evaluate our progress. The community also has the opportunity to provide us with feedback during Open Days for example Harmony and NAIDOC day gatherings.

RDHS responds to the communities' feedback and comments either directly or with articles via the RDHS website, Quality Account Report, RDHS Annual Report and the local newspaper.

Patients, clients and residents are asked to give their feedback via our Compliments and Complaints process, we welcome your input. We received 6 formal complaints during 2016-2017, and 10 compliments/suggestions. Results and outcomes of these can lead to the further training of staff or an increase in services as applicable.

REGISTERED COMPLAINTS, COMPLIMENTS/SUGGESTIONS/FEEDBACK



## CUSTOMER FEEDBACK FORM

Please tick appropriate box:

Manangatang  Robinvale  Riverside

Date \_\_\_\_\_

What did you think about our Quality Account Report for 2016-2017? \_\_\_\_\_

What I liked \_\_\_\_\_

What I didn't like \_\_\_\_\_

Was the report easy to understand? Yes  No

Did you like the newspaper format? Yes  No

Did you learn more about the hospital quality of care and service from the report? Yes  No

We also welcome general comments or complaints about your experiences within our health services - please provide as much detail as possible: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Suggestion/s for how we can improve:

\_\_\_\_\_

Would you be interested in providing your details for a customer focus register: Yes  No   
(If yes please provide details below)

\_\_\_\_\_

\_\_\_\_\_

Name & Address (optional) - Please note that if you choose not to supply name & address we will be unable to respond directly to you.