

# Quality Account Report 2017–2018

*creative thinking  
outside the square!*



*Positive  
community  
engagement*



*Multicultural  
experiences*



2019 Calendar

ROBINVALE  
DISTRICT HEALTH  
SERVICES





## What does our logo mean?

### The Symbol is clear in its purpose and being.

The **Eagle** with its wings spread around the figures conveys the suggestion of being “taken under the wings of care”, embracing the health care needs of the community. The eagle is also both predatory in its protection and vigilant of the surroundings; this actively portrays the organisation as uncompromising and ever diligent of the health care needs of its community.

The **Three Figures** represent both family and cultural differences that exist within the local community. Family bringing a strong element of humanity into the design and promoting people caring for people.

The **Green Figure** is also illustrative of new growth within the community, the bearing of fruit and it ties horticulture into the environment of sun and water.

The **Red Sun** is a strong symbol of aboriginal culture and it supports the diversity of peoples existing within the community. The sun also takes in the association of the community to its environment and balances the flowing aspect incorporated into the eagle’s wings, symbolic of the Murray River.

The **Colours** represent a balance and portray a sense of professional quality in the organisation.

In its design it is reflective of the strength and nobleness of the eagle, and yet comforting in its appreciation of the community in which the organisation exists. It is both simple in its message and yet complex in its nature.

***It is Robinvale District Health Services.***

## RDHS Service Area



# Quality Account Report Introduction 2018

**It gives Robinvale District Health Services (RDHS) great pleasure to provide the annual Victorian Quality Account. You will have noticed that we have changed the format of the report and have developed a calendar that will provide interesting facts about and describe the many services we offer. RDHS appreciates the feedback from you our consumers and community, for without it; we cannot further develop our existing services and consider new ones. RDHS continues to diversify its services and health programs relative to the needs of our community and this past year is no exception to this course!**

*Innovation!  
Innovation!  
Innovation!*



This past year has seen a greater emphasis on our governance systems with considerable efforts in the clinical area. All Board Directors are invited to our quarterly reviews of all things clinical within our health service and the community. Board Directors continue to be focused on the clinical performance of the health service and attend these clinical meeting with great interest and input. We also have enhanced our internal systems, improved our clinical care and efficiency and worked with all of our staff to see what is possible, in a themed approach to care of “innovation, innovation, innovation”!

The report contains a number graphs and statistics in regards to the health service’s performance. There are examples of how we as an organisation govern and monitor our performance. There are always opportunities to improve what we do and we are committed to this occurring in an ongoing manner.

RDHS is fully accredited by several accreditation bodies and we proudly acknowledge this status. This includes our acute care services, aged care and community health programs. This should reassure all of you as to the strength of our systems and most importantly the staff who work here! We seek continuous improvement in all we do and this is a given not an exception.

We have hosted a number of community events throughout the year and the TREE MULTI-FEST Multicultural Day is one of the highlights, this year in November. We also recognise our Aboriginal community with a celebration during NAIDOC week. Our staff in primary care notably health promotion also run many community events promoting wellness throughout the year. Mental health is also a subject that we

maintain a training program held at regular times throughout the year for community and staff.

RDHS is developing policies and actions in response to the Family Violence initiative of the state government with training of all staff to recognise and manage family violence. Our goal would be to have no evidence of family violence and we will strive to attain that goal in partnership with our colleagues in Police.

We thank and acknowledge our Volunteers who advocate and support our health service to undertake the work that we do. A heartfelt thank you to you all!

Our health service is governed by a Board of Directors who are the voice and representatives of our community. Their leadership and support of the senior management team is invaluable in allowing the organisation to deliver the service excellence reported within this account. We thank all Board Directors for their active and interested participation. RDHS is very proud of the services that we deliver and sincerely hope that you enjoy reading and using the new calendar!

Your feedback is very welcome at anytime and you can be an active voice through our newly formed community advisory group online. Simply provide your email address to [board.chair@rdhs.com.au](mailto:board.chair@rdhs.com.au) and we will keep you advised and seek your opinions on new service development and any ideas you may have.

The report can also be found on our website at [www.rdhs.com.au](http://www.rdhs.com.au).



A handwritten signature in blue ink, appearing to read 'Q Norton'.

**Quentin Norton**  
Chair of the Board of Directors



A handwritten signature in blue ink, appearing to read 'Mara Richards'.

**Mara Richards**  
Chief Executive Officer

# Quality

**RDHS has a strong commitment to safety and quality and this is reflected in our approach to:**

- Maintaining an outstanding record in the delivery of quality patient care
- Creating safe environments and systems for consumers and staff
- Reviewing and improving the performance of the patient safety and quality systems
- Assisting our healthcare professionals and Visiting Medical Officers monitor the safety and quality of care they provide, and
- Ensuring accountability for the safety and quality of care at all levels of the organisation, reporting through to the Board of Management.

As a Multi-Purpose Service (MPS) RDHS provides integrated health and aged care services for our local community. As a joint initiative of the Commonwealth and State Government, RDHS is required to meet an array of relevant standards and accreditation frameworks through the accreditation process.

## Accreditation

All acute Australian healthcare facilities are accredited using the National Safety and Quality Health Service (NSQHS) Standards. 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 2017-2018, RDHS continued its ongoing work towards meeting and maintaining the required Commonwealth and State Government Standards. In August 2017, 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 June 2018, after consultation with our accrediting body TQCSI, RDHS brought forward the Triennial Accreditation Audit. During this audit RDHS was recommended for certification against the newly revised ISO 9001:2015 Quality Management Systems and recertification against the NSQHS Standards achieving six “Met with Merit” actions for our continuing work with Partnering with Consumers.

Riverside Hostel accreditation with the Australian Aged Care Quality Association (AACQA) remains current and as per requirements is required to participate in one supported “unannounced” visit annually (financial calendar), which occurred in

October 2017. With the extensive internal auditing processes implemented throughout the organisation, RDHS ensures that the same processes and procedures are followed at the Aged Care facilities at both Robinvale and Manangatang campuses.

RDHS undertook the Home Care Standards as set out in the Quality of Care Principles 2014, a review required every three years against services provided within the Commonwealth Home Support Programme (CHSP). RDHS met all 18 actions.



## Safety and Quality Performance

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



# Interpreter Services

Within the Robinvale and surrounding districts, it is home of many different culturally, linguistically and diverse communities. There is a large mix of English, Italian, Tongan, Vietnamese, Indigenous Australian, Malaysian and other residents who account for more than 30 languages spoken in the community.

At RDHS interpreting services are provided by Translating and Interpreting Service (TIS National) 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 ensures that only accredited personnel are utilised. This is at no charge to the client.

During 2017-2018 RDHS Midwifery clients requested the most assistance from interpreters with the Malaysian / Malay language the most requested.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
30	31 • New Years Eve 2018	1 • New Years Day Public Holiday	2 • Re-open Primary Care Services	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26 • Australia Day
27	28 • Australia Day Holiday	29	30 • School Term 1 Start (VIC/NSW)	31	1	2

## Sun Smart

Being Australian comes with the risk of developing skin cancer. Unfortunately, it is the most common form of cancer in Australia. Under the sun, your skin can burn in as little as 15 minutes, increasing your risk of developing skin cancer. **The good thing about skin cancer is that it is largely preventable. How? All you have to do is apply a combination of these five steps.**



### Can you spot the signs?

Most skin cancer can be successfully treated if it is found early. Get to know your skin and what looks normal for you to help you find changes earlier. Refer to [www.sunsmart.com.au](http://www.sunsmart.com.au) for more information and to help you understand what to look for.

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

The program measures five important aspects of care:

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

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

# Advanced Care Directives (ACD) and End of Life Care

**Patients and clients must be able to actively participate and have access to end of life care and planning of decisions concerning their current and future health care. Be freely able to 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.**

An Advanced Care Directive is a personal experience that involves thinking about and discussing with family or close friends, 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 Medical Treatment Decision Maker who is legally recognised to make decisions on your behalf.

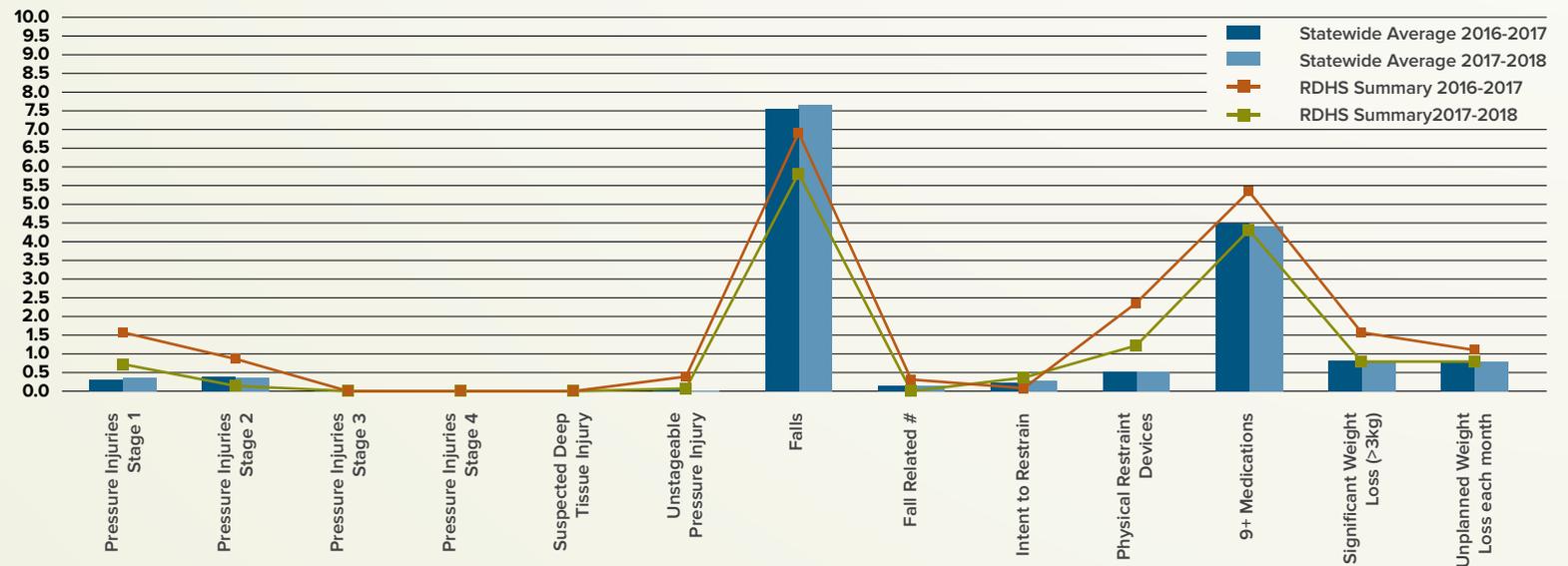
Developing and supporting end of life knowledge enables people to act more effectively when someone in their community is dying. All residents when admitted, and/or their representative are consulted to discuss and identify their terminal care wishes. The “Terminal Care Wishes Consultation” is completed 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 Directives. The admission process to RDHS incorporates the question:

**“Is there an Advanced Care Directive in place?”**

This has enabled staff to support the patient in completing the documents to define their personal choice. In turn this has ensured the dying patient has had their terminal wishes carried through. An example being the provision of comfort measures only and no invasive medical measures are undertaken. The patient died peacefully and with dignity.

Public Sector Residential Aged Care Services



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	1	2

## Did you know?

**Ovarian Cancer Awareness Month** is held each year in Australia to raise awareness of the signs and symptoms of ovarian cancer, to share the stories of real women affected by the disease, to highlight the risk factors for ovarian cancer and educate Australians on ovarian cancer diagnosis and treatment. Ovarian Cancer is still the deadliest women's cancer. Unfortunately, this has not changed in 30 years. Every day in Australia, four women are diagnosed with ovarian cancer and three will die from the disease. **In 2018, Ovarian Cancer Awareness Month was about making a stand – it's time for action!**

## Immunisation

Immunisation is one of the safest and most effective ways we know of stopping preventable diseases from spreading. Immunisation in Australia is recommended from an early age for all children. Having your children immunised helps to protect them from a range of serious diseases, some of which can be deadly. If you want to enrol your child at a Victorian childcare service, kindergarten or primary school, you will need to present a certificate, known as an Immunisation History Statement from the Australian Immunisation Register. Please check our website for Immunisation Session dates available on Wednesdays (morning or afternoon sessions).

# Quality and Safety

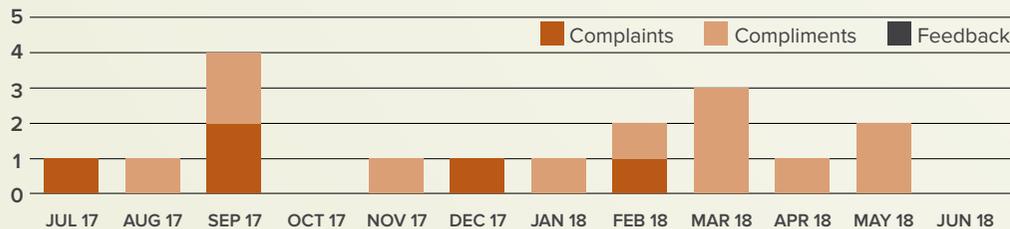
RDHS continually seeks consumer feedback through surveys (internal and external); direct contact and our comments and complaints process. We utilised mechanisms such as newspaper, internet and social media in order to respond to the community feedback.

During the 2017-2018 year, twelve compliments and five complaints have been received. Whether verbal (informal) or in writing (formal) complaints are taken seriously. The Manager of the area will investigate the complaint and provide a response to the complainant.

In order to continue to encourage consumer participation and feedback, the Board this year established a Community Advisory Committee. Currently with seven active members, this committee is updated monthly by the Board Chair on developments within RDHS and are invited to share their feedback and suggestions for opportunities for improvement. For further information visit our RDHS website and click on '**Community Advisory Committee**'.



Registered Complaints, Compliments and Feedback 2017 – 2018



# 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.

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.

An important aspect of continuity of care includes how services ensure that action is taken to improve the patient's experiences during their stay and at discharge or transfer.

RDHS discharge summary specifically captures medications on admission, and medications that are to continue after discharge. This clarifies for patients, any medicine changes on discharge.

RDHS conduct team meetings where appropriate /needed to discuss their quality of care during the admission to the discharge plan. The team meeting can be attended by the Doctor, Nursing staff/ Nurse Unit Manager, Allied Health staff and the Visiting Nurse Service as necessary.

## Patient Experience and Outcomes

Key Performance Indicator	Target	Result
VHES – data submission	Full Compliance	Achieved*
VHES – Patient Experience Quarter 1, 2, 3	95% positive experience	Achieved*
VHES – Discharge Care Quarter 1, 2, 3	75% very positive experience	Achieved*



Provide your feedback so we can continually improve our patient experience

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
24	25	26	27	28	1	2
3	4	5	6	7	8	9
10	11 • Labour Day Holiday	12	13	14	15	16
17	18	19	20	21 • Harmony Day	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

## Water Safety!

With many people getting away for a long weekend, public swimming pools and the river can get crowded. Remember to always supervise your children (don't let children supervise children) and never swim after drinking alcohol. Unfortunately, drowning is not the violent, splashing call for help that most people expect or see on television. If you are spending time near the water, be sure you, your family and your friends know the untold signs of someone struggling in the water.

## What your kidneys do

The role of the kidneys is often underrated when we think about our health. In fact, the kidneys play a vital role in the daily workings of your body. They are so important that nature gave us two kidneys, to cover the possibility that one might be lost to an injury.

# Celebrating Culture and Diversity

**RDHS is proud of our diverse community and to celebrate this we hosted 700 people from a variety of nationalities for the annual RDHS TREE Multi-Fest in November 2017. This was the second successful event celebrated.**

The festival, designed as an opportunity for the many cultures that make up the town to gather and celebrate their traditions in a public forum.

It really was a vibrant mix of cultures with entertainment provided from the Samoan, Fijian, Tongan communities, Filipino dancers, the Robinvale College Community Brass Band and Aunty Rose Kirby performed the Welcome to Country ceremony. Plans are already underway for next years' festival.



## RDHS Receives a High Commendation at Victoria's Multicultural Awards For Excellence

Thursday 23rd November 2017 the Governor of Victoria, along with many other Victorian dignitaries, attended the Victoria's Multicultural Awards for Excellence honor individuals and organisations that have made outstanding contributions to strengthening Victoria's multicultural community.

Robinvale District Health Services was recognised for the TREE project, which received a High Commendation for the Community Innovation Award



## Conversational English Classes at RDHS

**Late in 2017 Ray Gentle, Manager People & Culture, approached the CEO, Mara Richards, with a concept to provide Conversational English Classes at the hospital with a focus on health and how to access services, for our CALD groups in the region. In January, Ray marketed an Information Session to assess any interest and this was conducted on the 23 January 2018 and 9 people attended.**

The class commenced the following week and ran each Tuesday and Thursday nights from 6pm to 7:30pm with the original number of the group growing from 9 to 15 and 18 participants each session.

Ray volunteers his time for these sessions and conducts them in the RDHS Conference Room. "There is no cost to the participants or for our Health Service" Ray added. A few of our RDHS staff have also volunteered their time to assist Ray in the sessions.

The countries of origin for the group are Thailand, China, Cambodia, Laos, Taiwan, and Hong Kong ranging in age from 20 – 60 years of age.

Participants enjoyed the sessions and it is a safe learning experience. You can see the pleasure on their faces when they have a go at practicing what they are learning. This opportunity is considered as a "soft entry point" to the health service.



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
31	1	2	3	4	5 • VIC Term 1 End	6
7	8	9	10	11	12 • NSW Term 1 End • Kidney Health Week	13 • Kidney Health Week
14 • Kidney Health Week	15 • Kidney Health Week	16 • Kidney Health Week	17 • Kidney Health Week	18 • Kidney Health Week	19 • Good Friday	20 • Easter Saturday
21 • Easter Sunday	22 • Easter Monday	23 • Easter Tuesday • VIC Term 2 Start	24	25 • ANZAC Day	26	27
28	29 • NSW Term 2 Start	30	1	2	3	4

## A routine part of health and personal care

**Advance care planning** is a routine part of a person's health care. When a person's values are discussed openly, their healthcare preferences can be respected at a time when they cannot voice their decisions. It's an ongoing process that needs cooperation between individuals, their families, care workers, and health professionals as well as community organisations and healthcare organisations. Advance Care Planning Australia is a national program that provides information and resources to individuals, care workers and healthcare professionals to improve this cooperation. Find out more about Advance Care Planning Australia.



**Easter**, accompanied with sometimes warm weather and a four-day long weekend makes for one of the most high-risk times on Australian roads. Drivers must remember that travelling during holiday periods can be more risky because of increased traffic volumes, congestion, tiredness, people driving in unfamiliar environments and a high number of people who could be driving under the influence of alcohol.

# RDHS has twice in the period of 2017-2018 undertaken NSQHS Standards requirements and most recent in June 2018, RDHS met all requirements for Standard 3: Preventing and Controlling Healthcare Associated Infections.

## Environmental Cleaning

Environmental Cleaning continues to be an area of high standard and importance at Robinvale District Health Services. As per previous years all areas for the 3 campuses proudly remain above the expected average is benchmark of 85%.

- **Robinvale at 97.1%**
- **Manangatang at 96.8%**

## 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.

- 2018 86.9% staff immunised.**
- 2017 85% staff immunised.**

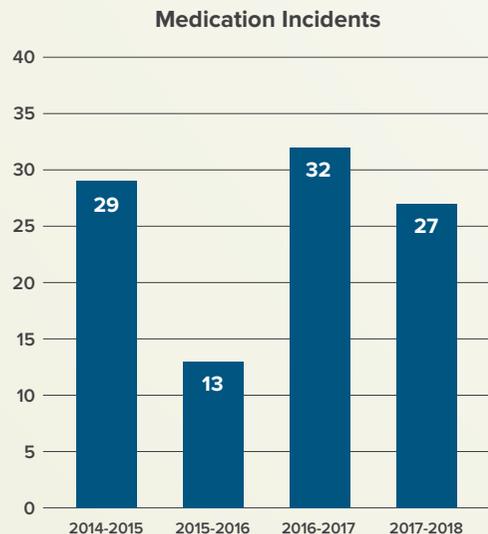


## Medication Safety

Medication safety is an important part of patient safety. Healthcare professionals in Australia are highly trained, dedicated and caring. The thought of making an error to most is devastating, but unfortunately the majority of us will be involved in an error at some point during our careers.

Increased education and yearly competency assessments for current and new staff has seen an improvement on incidents occurring at RDHS.

RDHS monitors medication incidents by our reporting systems and the Clinical Governance Committee oversee medication management and Antibiotic surveillance activity.



## Staphylococcus Aureus Bacteraemia (SAB)

Infection rates within Robinvale District Health Services continue to remain low, with a SAB rate of 0% once again for 2018

## Hand Hygiene

Nationally in 2017/2018 the average compliance rate for Hand Hygiene was 84.8%, Robinvale District Health Services maintains a high performance level sitting well above the national rate and benchmark with results of 94.6%.

As an organisation we continue to promote hand hygiene, endorsing best practice standards not only with our staff but our consumers as well. In May 2018, World Hand Hygiene Day was celebrated by encouraging local children to learn about healthy living with a 'Hand Hygiene Experiment'.

Children at the local After School program had fun demonstrating how personal and hand hygiene all contributes in maintaining a healthy lifestyle.



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
28	29	30	1	2	3	4
5 • International Midwives' Day	6	7	8	9	10	11
12 • Mother's Day • International Nurses Day	13	14	15	16	17	18
19	20	21	22	23 • Biggest Morning Tea	24	25
26	27	28	29	30	31	1

## Did you know?

**Australia's Biggest Morning Tea** is Cancer Council's most popular fundraising event and the largest, most successful event of its kind in Australia. The idea is simple, just get your friends, colleagues or community together over some tea and treats, and help to raise vital money for people affected by cancer. All of the donations made across the country go towards helping your local Cancer Council achieve its mission of a cancer free future. **Every cup of tea you serve helps Cancer Council to fund research, support services, prevention programs and advocacy.**

## You never forget the flu!

**Influenza (flu) is a potentially life threatening illness.** It is a contagious disease of the respiratory tract caused by influenza viruses. Each year, influenza causes serious infection and death around the globe, usually in the winter months (seasonal influenza). Immunisation of people who are at risk of complications from the flu is the most important way we have to reduce the number of flu infections and deaths. **Contact your doctor or immunisation provider for further information about eligibility.**

# **ALL children have the right to feel safe and to be safe ALL the time, but safety does not just happen. A child safe organisation takes deliberate steps to protect children from physical, sexual, emotional and psychological abuse, and neglect.**

## **What this means to RDHS:**

- RDHS has zero tolerance for child abuse.
- RDHS actively works to listen to and empower children.
- RDHS 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.

- RDHS 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.
- RDHS has 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.

This commitment to protecting children is embedded within our organisation's culture and policies. Responsibility for taking action must be understood and accepted by everyone. A child safe organisation fosters and demonstrates openness in a variety of ways.



## **RDHS Toy Library**

**Wednesday 1st November 2017, a group of 65 mums, dads, children and even grandparents attended the official opening of the RDHS Toy Library.**

The Toy Library allows all families within the community to borrow toys, free of charge for a period of two weeks. We have been able to create a Toy Library with toys to suit all ages and stages of development from the very young to around 5 years of age.

Estelle Rogers had the initial idea to create a Toy Library and for that reason, she was invited to cut the ribbon at the official ceremony today.

Mara Richards CEO of RDHS welcomed all those that attended and thanked the staff of the Early Years Department before the 'cutting of the ribbon'.

**The Toy library is open weekly Wednesday's from 10am until 2pm.**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10 • Queen's Birthday • International Men's Health Week	11 • International Men's Health Week	12 • International Men's Health Week	13 • World Blood Donor Day • International Men's Health Week	14 • International Men's Health Week • WORLD BLOOD DONOR DAY	15 • International Men's Health Week
16 • International Men's Health Week	17	18	19	20	21	22
23	24	25	26	27	28 • VIC Term 2 End	29

30

## MS

**Multiple Sclerosis (MS)** is a condition of the central nervous system, interfering with nerve impulses within the brain, spinal cord and optic nerves. It is characterised by sclerosis a Greek word meaning scars. These scars occur within the central nervous system and depending on where they develop, manifest into various symptoms. MS affects over 25,600 in Australia and more than two million diagnosed worldwide. Most people are diagnosed between the ages of 20-40, but it can affect younger and older people too. Roughly three times as many women have MS than men.

## Did you know?

**Australian Red Nose Day** - Sport a red nose the last Friday of June and show your support for the fight against Sudden Infant Death Syndrome (SIDS). SIDS is the sudden, unexplained death of a newborn child during sleep. Death usually occurs in the early hours of the morning and there is no noise or evidence of a struggle. The exact cause of SIDS is unknown, but theories include environmental stressors such as sleeping on the stomach or side, overheating and accidental suffocation from soft objects or during bed sharing.

# Respond and Eliminate Racism

Working together we are one, is the goal of all government services provided within the local community and beyond. Our partnerships with the indigenous community continues to strengthen and be recognised at events, gatherings and other socially inclusive activities such as Harmony Day and NAIDOC Celebrations. From flying of the Aboriginal Flag to Acknowledgement to Country during monthly board meetings, RDHS aims to provide a culturally safe and welcoming environment for Aboriginal people who wish to access the health service.

RDHS consultations continue with the proposal and construction of a designed aboriginal artwork set. The aim to create a welcoming, culturally safe environment and eliminate racism. Connecting services of Robinvale College (education), Murray Valley Aboriginal Cooperative - MVAC (Community) and RDHS (Health) through art and strategically designed Aboriginal Artwork.

The project has involved the Elders of the Robinvale & District Aboriginal Communities with Robinvale College and MVAC, assisting with the design and implementation of the project. It is planned that the community celebration will take place for the unveiling of the artwork project in late 2018.

Providing a culturally safe and welcoming environment



## Zzak Togo Newly Conferred RDHS Garden Maintenance Officer

RDHS met Zzak when he was one of the Clontarf Academy students under the mentorship of Leon Johnson. Zzak indicated an interest in working at the health service and he commenced a traineeship with RDHS within the Maintenance Department as a Gardener on 5 January 2015, working closely with Bryce Ricker our Gardener.

Zzak flourished in the role and in the training both from a practical and academic perspective. Zzak has realised his ambition and was been awarded a Certificate III in Parks and Gardens by Sunraysia Institute of TAFE Mildura.



## The 'Improving Care for Aboriginal and Torres Strait Islander Patients' assists RDHS with goals to improve access to quality services, and to promote partnerships between health services and our culturally diverse community.

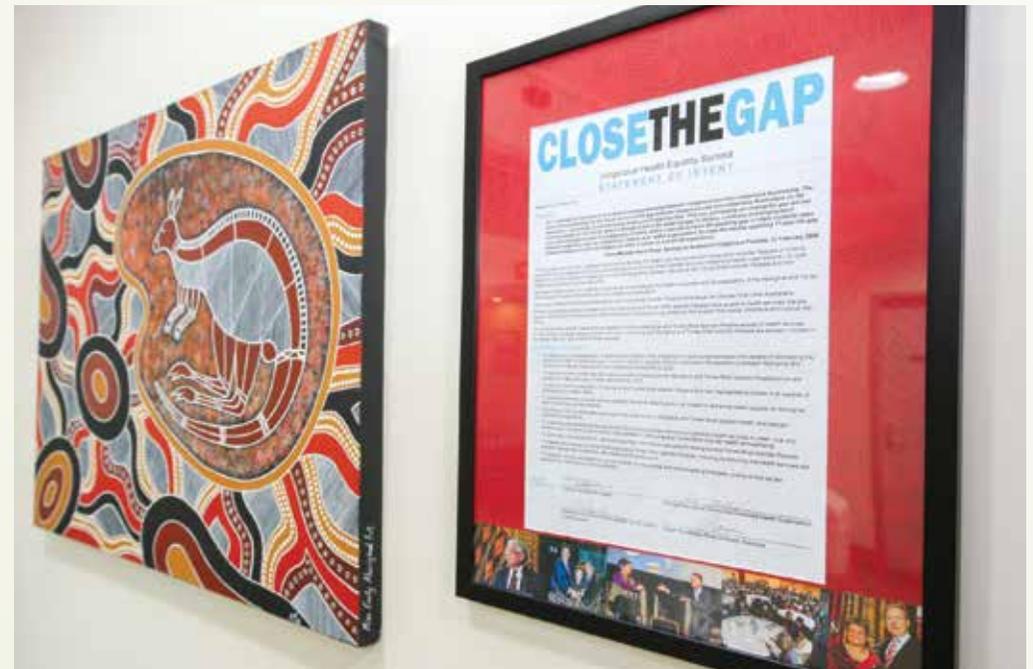
To improve services to our community RDHS:

- Offer the services of an Aboriginal Hospital Liaison Officer and to actively participate and work closely with the community to engage community members and implement programs that meet the needs of specific cultural groups and community events
- Has an active partnership with MVAC and Elders Indigenous Group of Robinvale
- Provides staff Cultural Awareness as part of induction process, ongoing annually and participation in events during the year (eg; NAIDOC Week, Reconciliation Week).

- Conversational English Classes at the hospital with a focus on health and how to access services

Identified Opportunities for Improvement include:

- Providing for our staff a much broader induction process of Cultural Awareness of our Indigenous community.
- Extend partnerships with other cultural groups
- Increase the number of translated commonly used client forms





Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
30	1	2	3	4	5 • NSW Term 2 End	6
7 • National Diabetes Week • NAIDOC Week	8 • National Diabetes Week • NAIDOC Week	9 • National Diabetes Week • NAIDOC Week	10 • National Diabetes Week • NAIDOC Week	11 • National Diabetes Week • NAIDOC Week	12 • National Diabetes Week • NAIDOC Week	13 • National Diabetes Week • NAIDOC Week
14 • NAIDOC Week	15 • VIC Term 3 Start	16	17	18	19	20
21	22	23 • NSW Term 3 Start	24	25	26	27
28	29	30	31	1	2	3

## Celebrate!

**NAIDOC (National Aboriginal and Islander Day Observance Committee) Week** is an Australian observance lasting from the first Sunday in July until the following Sunday. NAIDOC Week celebrates the history, culture and achievements of Aboriginal and Torres Strait Islander peoples. NAIDOC celebrations are held across Australia and are celebrated not only in Aboriginal communities, but by Australians from all walks of life.

**National Diabetes Week** is held in July each year and is an opportunity for Diabetes Australia to increase awareness of the dangers of diabetes and to raise funds for research into diabetes treatments and the search for a cure.

## Wound Awareness

### Why does wound awareness matter?

- Wounds are estimated to cost the health system \$3 billion every year.
- Nearly half a million Australians suffer from chronic wounds every day.
- People with chronic diseases such as diabetes or over 65+ are more at risk.

# Healthy Promotions and Consumer Partnerships



## Community Garden

The Community Garden is currently being utilised regularly by Robinvale College, particularly through the Stephanie Alexander Kitchen Garden Program which has now been integrated in to the curriculum. Community members are encouraged to continue making use of this fantastic space after school hours and all day weekends. There are free garden beds for planting fruit and vegetables as well as plenty of facilities to accommodate social gatherings!

*We love our catch-ups at the Community Garden*



## Community Activities

During the year, we continued to hold many community activities. We strengthen our relationship with the Royal Flying Doctors Service, by holding the 'Women's Health Week' promotion during September. The RFDS provided a teleconference by Dr. Elizabeth Farrell and a variety of fun activities and access to information related to Womens Health, was available for those that attended.

The play "Carpe Diem" was performed during Mental Health Week in 2017, RDHS successfully obtaining support once again from the Euston Club. An audience of approx. 40 people attending the free community event. Continuing in late 2018 RDHS will take at different approach to tackle the effects of Mental Health with the proposal of a motivational speaker to address the community.



## HEAL (Healthy Eating Active Lifestyle) Program

Continued delivery of the HEAL program has helped people to develop lifelong healthy habits. Each week participants have 1 hour of lifestyle education with a dietitian followed

by 1 hour of low to moderate intensity exercise with a physiotherapist or exercise physiologist. Much positive feedback has been received through the program. Participants report enjoying the program and especially enjoying the label-reading segment. They are now checking labels before buying food and feel more confident identifying healthy food choices. Participants also report making exercise a daily habit.



## Healthy Lads Program

The commencement of the Healthy Lads Program in May 2018 as a preventative program designed by RDHS to address important health related topics for men in the Robinvale community. After discussion with community members, it was identified that Mens Health was under represented in Robinvale and that there was room for something to be done. Sessions includes guest speakers presenting on new topics each month. Professionals have come to speak on topics such as mental health, prostate health, health checks and healthy cooking. Participants have indicated the value gained from these sessions as well of the importance of being well informed.



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18 • Speech Pathology Week	19 • Speech Pathology Week	20 • Speech Pathology Week	21 • Speech Pathology Week	22 • Speech Pathology Week	23 • Speech Pathology Week • Daffodil Day	24 • Speech Pathology Week
25	26	27	28	29	30	31

## Consumer Care and 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.

## Did you know?

**Be Medicinewise!** No matter what type of medicines you or your family take, it's important to know your medicines. If medicines aren't used correctly, the results can be serious. An estimated 9 million Australians take prescription medicine every day. Each year more than 230,000 Australians are hospitalised with problems caused by their medicine. 61% of Australians have stopped their medicine without consulting a health professional or have not taken medicines as directed.

# 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 2017 People Matter Survey. An overall response rate with questions relating to staff with an overall positive response to safety and culture questions of 75% was achieved by RDHS.

We have commenced a Communication Register which will record all workplace meetings, memo's or flyers that are distributed to staff. In some cases it will require staff to sign off that they have read and understand the document being circulated. Especially when we send a policy or procedure around. The CEO has commenced a staff meeting every 6 weeks at alternating locations and times to accommodate all staff.

The Director Corporate Services had already commenced monthly department meetings with her staff. Other departments already hold monthly meetings.

The Manager of People and Culture will establish a People Matter Consultation Group to discuss and recommend innovative opportunities for improvements to Management. Focusing on staff wellbeing and any other work related issue.

The above strategies will enable RDHS to focus on key issues raised by staff to improve our workforce culture around People Matter.

People matter survey - percentage of staff with an overall positive response to safety and culture questions.

TARGET	RESULT
<b>80%</b>	<b>75%</b>



# Donating Blood... Saves Lives!

**Red25 is an Australian Red Cross Blood Service initiative that is designed to provide incentives for blood donors as well as facilitate group donation competitions with the aim of achieving 25% of Australia's blood donations.**

Receiving that email or that SMS from Australian Red Cross Blood Service that your donation has helped gives you a feeling of achievement that you have helped save a life.

Many more staff from RDHS are keen to get involved in the program and we look forward to scheduling group blood donation trips in the near future.

With the knowledge that one donation had the power to save three lives, the crew from RDHS were more than happy to roll up their sleeves and help make a difference.



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 • Father's Day	2 • Women's Health Week	3 • Women's Health Week	4 • Women's Health Week	5 • Women's Health Week	6 • Women's Health Week	7
8	9	10	11	12	13	14
15	16	17	18	19	20 • VIC Term 3 End	21
22	23	24	25	26	27 • NSW Term 3 End	28
29	30	1	2	3	4	5

## Focus On Good Health



Make a point of saying good morning to each person that you encounter on a day-to-day basis.  
**Remember to smile.**



**A healthy lifestyle** is made up of a collection of small daily decisions. Exchange one bad habit for one good habit.



**Time to detox!** Use water to help cleanse your body of all the caffeine, alcohol and sugary drinks consumed during your holidays.

## Dementia Awareness Month

**Dementia Awareness Month is Dementia Australia's national awareness-raising campaign held every year throughout September.** Its aim is to encourage all Australians to become more aware of dementia, to get a better understanding of what it is like to live with dementia and how we can support people living with dementia.

# Preventing and Managing Pressure Injuries

**At RDHS, we recognise pressure injuries (pressure ulcers/bed sores) can be 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.**

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.

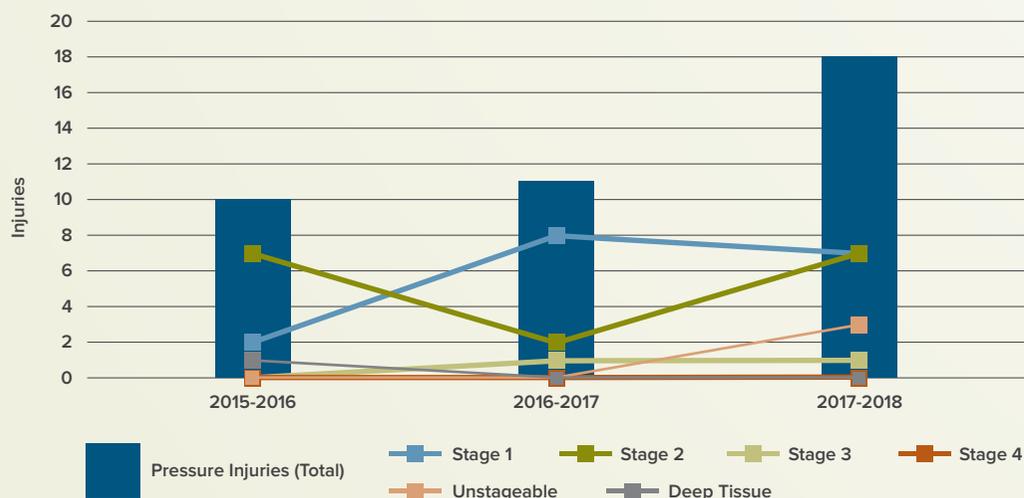
People who are less mobile, restricted movement, malnutrition or overweight are most likely to develop a pressure injury on

the parts of the body where they rest against in chairs/bed etc. These may include the tailbone or buttocks, shoulder blades, spine and the backs of arms or legs. Further more any person who is bedridden, pressure injuries can occur in a number of areas, including:

- back or sides of the head
- rims of the ears
- shoulders or shoulder blades
- hipbones
- lower back or tailbone
- backs or sides of the knees
- heels, ankles and toes

On observation, it is noted that most reporting of Pressure Injuries have occurred in residents with less mobility within our high care residents. Strategies and continued management of pressure injuries are commenced upon identifying the pressure injuries.

Preventing and Managing Pressure Injuries



# 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 minimisation 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 minimise risks.

2017-2018 has seen a decrease in falls across the campuses, some of the contributing factors raised by RDHS have been that;

- The decreased mobility of residents within our campuses.
- Low occupancy at our Riverside Campus which is our more mobile campus.
- Transfer of residents who were having multiple falls at Riverside Campus to High Care at RDHS for closer monitoring.

Preventing Falls and Harm from Falls



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
29	30	1	2	3	4	5
6	7 • VIC Term 4 Start	8	9	10	11	12
13 • National Nutrition Week	14 • NSW Term 4 Start • National Nutrition Week	15 • National Nutrition Week	16 • National Nutrition Week	17 • National Nutrition Week	18 • National Nutrition Week	19 • National Nutrition Week
20 • Occupational Therapy Week	21 • Occupational Therapy Week	22 • Occupational Therapy Week	23 • Occupational Therapy Week	24 • Occupational Therapy Week	25 • Occupational Therapy Week	26 • Occupational Therapy Week
27	28	29	30	31	1	2

## Did you know?

**Asthma is a chronic disease that affects the air passages in the lungs.** Inflammation causes a temporary narrowing of these passages, resulting in breathlessness, coughing, wheezing and tightness in the chest. Symptoms can recur several times in one day and may become worse at night or during physical activity. While there is no cure for asthma, sufferers can help control the symptoms by taking medications and avoiding triggers such as pollen, dust mites, tobacco smoke and air pollution.

## Pink Ribbon Month

**Cancer Council's Pink Ribbon Day** helps raise funds in support of the many thousands of Australian women affected by breast and gynecological cancers. Cancer Council aims to minimise the threat of women's cancers through successful prevention, best treatment, and world-class cancer research. While October is the official month for Cancer Council's Pink Ribbon Day, you can get involved at any time.

## Family Violence - Walk Against Violence

**On Monday 4th December 2017 approximately 35 people met to participate in Robinvale's inaugural walk "Victorian's against Violence" as part of the White Ribbon Day and the 16 days of Activism.**

Representation from Robinvale College, Victoria Police, Ambulance Victoria, Mallee District Aboriginal Services, Mallee Family Care and Robinvale District Health Services. The banner, which was purchased through a grant from Women's Health Loddon Mallee and donations from local services, was unfolded and was displayed near Caix Square

following the walk. It is intended that the banner will be displayed from time to time in the community as a reminder that family violence is not tolerated in the community.

As part of the event, staff from Mallee Murray Community Legal Service provided a presentation in regards to technology abuse and keeping safe. Many of those who supported the walk attended. Robinvale Community Safety Committee thanked all the organisations involved for their support and hope to continue having further discussions on how as a community can decrease family violence.

## Strengthening Responses to Family Violence

**RDHS recognises that family violence is widely a health issue, and is Victoria's largest preventable cause of early death, disability and illness in women under the age of 45. It is also the main contributor to depression and anxiety in women.**

As a health service RDHS is in a unique position to identify people at risk and make referrals to specialist family violence services. By doing so we will help to reduce the incidence of family violence and its impact on individuals, families, the community and the health system.

As part of the Victorian Government's commitment to the prevention and response to family violence, RDHS is will receive support from Mildura Base Hospital to implement the Strengthening Hospital Responses to Family Violence (SHRFV) initiative. This initiative is part of the government's response to the Royal Commission into Family Violence, and relates to recommendation 95, which requires a 'whole-of-hospital' model for responding to family violence in public hospitals within three to five years. Mildura Base Hospital has been funded as the lead agency to provide support to RDHS.



## Quality and Safety - Sentinel / Adverse Events

RDHS registers incidents that occur within the organisation using the Victorian Health Incident Management System (VHIMS). This ensures that if things go wrong, the organisation has a procedure for reporting and managing incidents. An incident severity rating (ISR) is applied to all incidents recorded in VHIMS. The ISR is calculated based on

the degree of impact, level of care and treatment required. An ISR 1 is the highest rating indicating that the outcome of the incident was severe. An ISR 2 is a moderate impact; ISR3 is a mild impact and an ISR4 is no harm or a near miss. RDHS recorded zero ISR1 event and seven ISR2 events during the past year. This signifies a very small

percentage of RDHS's overall incidents; most raised incidents are ISR3 or ISR4. There were 176 reported incidents across RDHS during the 2017-2018 year. No sentinel events were reported at RDHS during this period.

The RDHS Clinical Review working group continue to meet; reviewing in depth the

incidents of ISR 1 & 2. This allows for a transparent process, with demonstrated staff engagement in the incident management process and promotion of a 'just' organisational culture. These reviews are reported to the Clinical Governance Committee.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
27	28	29	30	31	1	2
3	4	5 • Melbourne Cup	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

## Did you know?

**What is prostate cancer?** Prostate cancer occurs when abnormal cells develop in the prostate. These abnormal cells can continue to multiply in an uncontrolled way and sometimes spread outside the prostate into nearby or distant parts of the body. Prostate cancer is generally a slow growing disease and the majority of men with low-grade prostate cancer live for many years without symptoms and without it spreading and becoming life threatening. However, high-grade disease spreads quickly and can be lethal. Appropriate management is key.



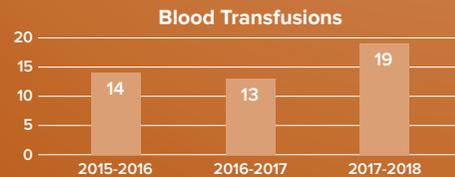
During November each year, Movember is responsible for the sprouting of moustaches on thousands of men's faces across the country. **The aim of Movember is to raise vital funds and awareness for men's health, with a specific focus on prostate cancer and depression in men.**

# Blood and Blood Products

**RDHS continues to maintain safe and appropriate use of Blood and Blood products. Following the National Guidelines, the management of Blood Transfusions is maintained to a high standard and is monitored by regular audits.**

RDHS completed 19 transfusions in the past financial year, involving multiple units of blood. This is a significant increase in past years. Following the implementation of a blood transfusion box, audit results continue to show 100% compliance, nil issues. The inclusion of rapid Iron Infusions has been introduced successfully. This benefits the patient greatly with reduced hospitalisation time.

Dialysis continues to provide a service to the local community and the occasional visitor or short term client waiting for a permanent placement. RDHS maintains a working relationship with Mildura Base Hospital to support each other in times of need. The skilled staff ensure a quality service is provided under the auspice of Royal Melbourne Hospital. Further staff have undertaken the dialysis training to maintain a skilled workforce. 399 episodes of dialysis were conducted in the past year.



# Quality and Safety - Escalation of Care Processes

**Many hospital medical emergencies resulting in adverse patient outcomes are often preceded by patients displaying physiologically observable changes 6 to 24 hours prior to a serious adverse event (i.e. heart rate, blood pressure, respiratory rate, O2 saturation, decreased consciousness).**

Appropriate and timely detection, escalation of the deteriorating patient will minimise the risk of complications and/or adverse outcomes.

An observation and response chart is a document that allows the recording of patient observations, and specifies the actions to be taken in response to deterioration from the norm. The purpose of these charts is to support accurate and timely recognition of

clinical deterioration, and prompt action when deterioration is observed.

The ViCTOR (Victorian Children's Tool for Observation and Response) charts are utilised for paediatric patients aged 0 – 18 years and specifies the actions to be taken in response to deterioration from the norm. The purpose of these charts is to support accurate and timely recognition of clinical deterioration, and prompt action when deterioration is observed.

RDHS has experienced successful escalation of care on many occasions. An example includes a patient's observations demonstrating a rise in Blood Pressure outside of the normal expected parameters. The Nurse contacted the VMO and he initiated an increase in medication. Continued monitoring demonstrated this was an appropriate intervention that potentially avoided complications for the patient.



*Timely detection to minimise adverse outcomes*

*Blood transfusions are monitored by regular audits*



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20 • VIC Term 4 End • NSW Term 4 End	21
22	23	24 • Christmas Eve	25 • Christmas Day	26 • Boxing Day	27	28
29	30	31 • New Year's Eve	1	2	3	4

## Decembeard

**Decembeard® Australia:** Grow a beard, raise funds and help us beat bowel cancer. Beards aren't just for hipsters, grandpas, men that ride motorbikes or people that are too lazy to shave. Anyone can help make real change happen. All you need to do is grow a beard or some chin stubble, and promote your facial hair to raise awareness and funds for Australia's second biggest cancer killer - bowel cancer. Decembeard® Australia's goal is to have a lasting impact on our health future - where no one dies of bowel cancer and all those diagnosed receive the support they need.

*Seasons Greetings and a prosperous new year from the Board and Staff of RDHS.*



## Robinvale Campus

128-132 Latje Road  
Robinvale VIC 3549  
(03) 5051 8111



## Riverside Campus

39 Latje Road  
Robinvale VIC 3549  
(03) 5026 1071



## Manangatang Campus

37-39 Pioneer Street,  
Manangatang, VIC 3546  
(03) 5035 1500



Learn more about us

[www.rdhs.com.au](http://www.rdhs.com.au)

Email: [info@rdhs.com.au](mailto:info@rdhs.com.au)

[f /Robinvale-District-Health-Services-1747241795515679/](https://www.facebook.com/Robinvale-District-Health-Services-1747241795515679/)

We have aimed to make our RDHS 2018 Quality Account Report interesting and accessible this year by creating a calendar.

We would love to receive your feedback. Email your thought to [info@rdhs.com.au](mailto:info@rdhs.com.au) or phone 03 5051 8122.

