



QUALITY ACCOUNT 2021/22



**NCN
Health** | Nathalia
Cobram
Numurkah



ABOUT

NCN HEALTH

OPERATIONAL SNAPSHOT

- In 2021 - 2022



30,522

People living in the
Moira Shire



585

Staff members



110

Volunteers



8650

Urgent care
presentations



719

Patients admitted



569

Surgeries
performed



116

Residential Aged
Care beds



11

Independent
living areas

Purpose

Building healthy communities
together.

Promise

We work together to provide safe, high
quality care that improves the health
and wellbeing of the diverse
communities we live in.

Our Values

RESPECT: Value the rights, beliefs and
choices of every individual.

ACCOUNTABILITY: Take responsibility
for our decisions and actions.

PARTNERSHIP: Work together to
create value in health.

WELCOME



Jacque Phillips OAM
Chief Executive Officer



Alicia Cunningham
Clinical Governance
Committee Chair and
Board Member

Feedback

You can provide feedback on this report or any of our services via the website at ncnhealth.org.au or by emailing ncnhealth@ncnhealth.org.au. Consumer feedback forms are also available at reception at each campus.

It is with great pleasure that we present NCN Health's 2021-2022 Quality Account to the staff and community that our organisation proudly serves. Every year we compile this report with the purpose of showcasing to the community the services NCN Health provides, and the improvements in quality, safety and performance that have been made over the past 12 months.

The content of this report outlines just some of the ways our staff strive for and deliver the best possible healthcare to consumers, underpinned by our organisational values of Respect, Accountability and Partnership.

This year you will read about how we ensure NCN Health is a high quality and safe health service through processes such as incident reporting and clinical indicators, and how we work to improve our health service through consumer feedback.

The Quality Account describes how consumer involvement and consumer experience is key to a successful and locally engaged rural health service. We share some fantastic outcomes through our Victorian Health Experience Survey and our Consumer Stories.

You will see how we are on a journey to making our services accessible and welcoming to all people regardless of ability, age, race or sexual orientation.

There have been a number of improvements and highlights this year including the implementation of an online auditing system, the Centralised Intake Project within Community Health and Wellbeing, the re-introduction of Ultrasound and X-Ray as an NCN Health run service and the Farm Community Connect Project with a focus on mental health and resilience within our communities. Our infection control processes and ongoing COVID response continues to be vital in keeping our patients, residents, staff, doctors and community safe and our workforce supported to keep safe and well.

We are always working to bring our workforce together and foster a sense of 'one team' through recognising our staff and doctors and celebrating their contribution to the organisation as a whole. We recognise that without our wonderful team of dedicated staff and volunteers we would not be able to deliver a health service to our community and we thank them most sincerely for their efforts during another year that has been impacted by COVID -19.

Clinical Governance Committee

Alicia Cunningham - (Chair) Board of Directors
Kate Hodge - Board of Directors
Kade Beasley - Board of Directors
Tricia Quibell - Board of Directors
Sally Squire - Board of Directors
Jacque Phillips - Chief Executive Officer
Dr Ka Chun Tse - Director of Medical Services
Greg Van Popering - Director Clinical Services,
Nathalia
Carolyn Hargreaves - Director of Clinical
Services, Cobram
Abhinay Dolar - Director of Clinical Services,
Numurkah
Ali Beatson - Deputy Director of Nursing
Michelle Butler - Executive Manager Quality
Improvement and Clinical Risk
Grant Hutchins - Assistant Manager Quality
Improvement and Clinical Risk

NCN Health Consumer Groups

Nathalia

Dianna Baxter - Consumer Representative
Fay Brown - Consumer Representative
Mary Barry - Consumer Representative
Sue Maloney - Consumer Representative
Ross Smith - Consumer Representative
Dawn Bowen - Consumer Representative

Cobram

Dale Brooks - Board of Directors
Ian Yeaman - Consumer Representative
Rodney Dutneall - Consumer Representative
Kellie Butler - Consumer Representative
Bernard Condict - Consumer Representative
John Rodda - Consumer Representative
Jenny Tom - Consumer Representative
Melissa Herezo - Consumer Representative

Numurkah

Kate Hodge - Board of Directors
Stephen Mills - Consumer Representative
Beverley Wain - Consumer Representative
Jodie Cunningham - Consumer Representative
Helena Cornella - Consumer Representative
Jenny Watson - Consumer Representative
Heather Seiter - Consumer Representative

Why we produce the Quality Account report

The purpose of the report is to improve the community's understanding of, and engagement with, the quality and safety systems, processes and outcomes provided by NCN Health.

CONTENTS

A High Quality and Safe Health Service 04

Patient Safety	05
Falls Prevention	07
Preventing Pressure Injuries	09
Infection Control	10
Cleaning Audit Program	12
Meeting Accreditation Standards.....	14
COVID-19 Response.....	16

Consumer Experience 17

Victorian Health Experience Survey.....	18
Resident and Relative Satisfaction Survey.....	21
Consumer Stories	26

Consumer Participation 29

Involving Consumers.....	30
Consumer Representatives.....	31

Improving Our Health Service 33

iAuditor.....	34
Farming Community Connect Project.....	35
Centralised Intake Project.....	37
Ultrasound Re-instated.....	37
RFDS Community Car.....	38
NCN@Home.....	39
Diversity, Equity and Inclusion.....	39

Workforce 45

Staff Celebration Days.....	46
Harmony Day.....	47
SONDER	48
People Matter Survey 2021.....	49

Contact Us 51



NCN Health acknowledges the Traditional Owners of the land we gather and work on and pay respect to their Elders, past and present. We work together with Aboriginal and Torres Strait Islander peoples to build a health system that listens to their hopes and aspirations and responds to them.

A HIGH QUALITY AND SAFE SERVICE

We actively encourage staff, consumers and community members to participate in the improvement of the quality and safety of services.



PATIENT SAFETY



Patient safety is our priority

Errors in healthcare can cause harm and suffering to patients, and also stress to their relatives. An important part of our service is reviewing any clinical incidents or errors that may occur, and making sure any action is taken to improve the care we provide.

At NCN Health we monitor patient safety and the quality of our care through a number of methods:



Incident reporting

NCN Health uses an incident reporting system that is in place across Victoria, known as VHIMS (Victorian Healthcare Incident Management System). Any staff member can access this system to report an actual incident that has occurred, or any potential risk or hazard that has been identified. All these incident reports are overseen by the Managers of Departments. Data reports are produced and reviewed at different committees across NCN Health each month.



Clinical indicators

Clinical Indicator's are clinical performance data that assess particular health processes and outcomes. They are collected and reported externally and we collect clinical indicators for both aged care and acute services. This allows our results to be compared (or benchmarked) with other similar organisations.



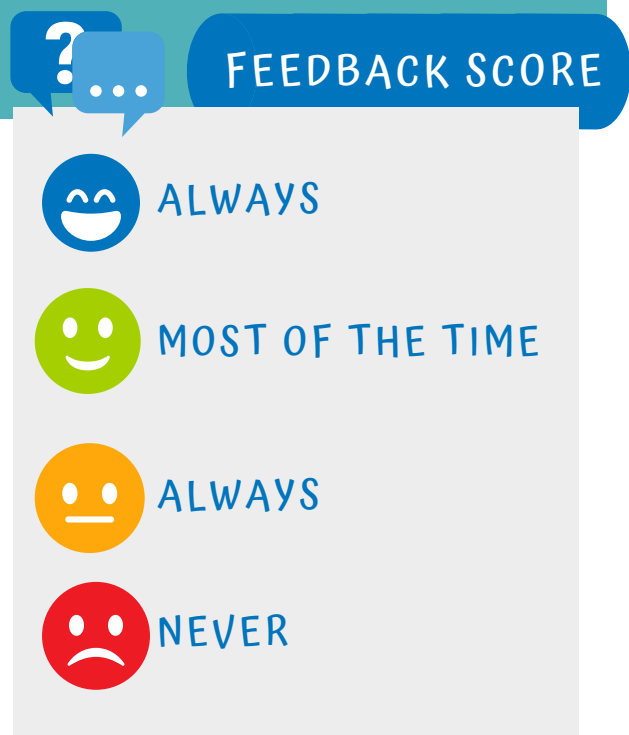
Consumer feedback

People who use our service across all clinical areas are best placed to tell us what they think of our service – what we are doing well and also where we could improve what we do. Feedback is welcomed and collected in a number of different ways across NCN Health, including via:

- Feedback forms
- Care Opinion
- The NCN Health website
- Mail / email
- Telephone
- Satisfaction surveys

Data reports from incidents, indicators and feedback are produced and reviewed at different committees across NCN Health each month, ensuring appropriate work is undertaken to improve patient safety and quality wherever possible.

Introduced in 2022, Care Opinion is a public, independent, online feedback platform for consumers to use to engage with staff about their care experience, good and bad. The Care Opinion team forwards the feedback through to NCN Health for action and response.



A word cloud visualization of patient feedback comments. The words are arranged in a circular pattern, with larger words indicating higher frequency or importance. The most prominent words include "helpful staff", "caring staff", "friendly staff", "supportive", "nursing care", "staff attitude", "professionalism", "kind staff", "reassured", "behavioural treatment", "doctor", "nurses", "cleaners", "choice", "empowering", "overall experience", "catering staff", "information", "offer of refreshments", "admission process", "family involvement", "grateful", "professional care", "complaint process", "respect", "reassurance", "safe", "happy", "independence", "quickly", "medical staff", "surprised", "valued", "doctors", "staff care", "nursing staff", "excellent staff", "supported", "assistant", "overall treatment", "wonderful staff", "quicker service", "kindness", "choice", "empowering", "overall experience", "catering staff", "information", "offer of refreshments", "admission process", "family involvement", "grateful", "professional care".

PAGE 06

FALLS PREVENTION

Falls are a major cause of injury for older people, and one of the largest causes of harm in health care. They are a recognised patient safety issue across Australia. Preventing consumer falls within NCN Health is an area of focus, as many falls can be prevented. There are a number of strategies we have in place to prevent consumer falls and these include:

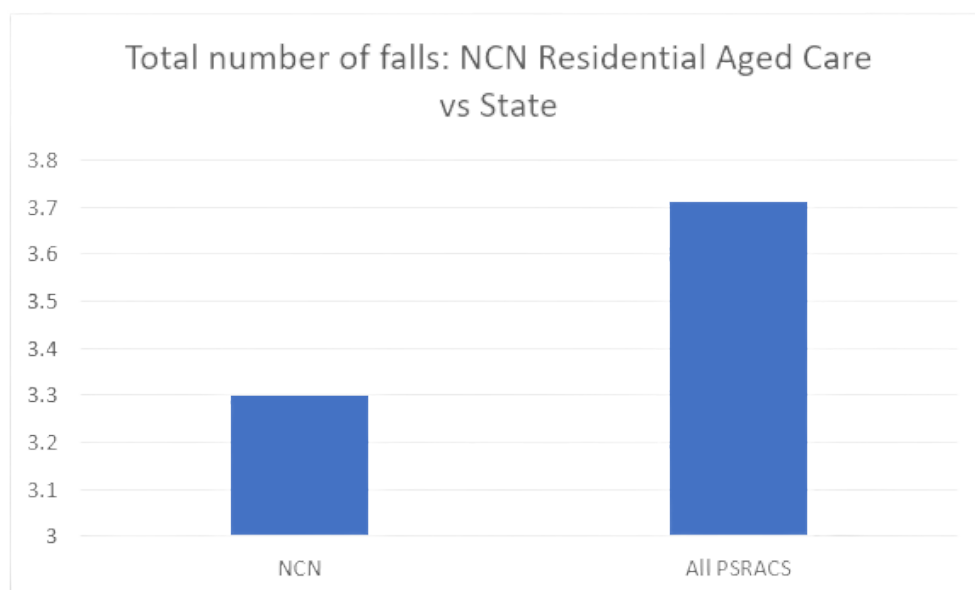
- Assessment of a person's falls risk when they enter our care,
- If someone is identified at risk of falling we have strategies to reduce that risk,
- Introduction of falls prevention strategies, such as low beds, chair alarms and increased observation and assistance.

We monitor our falls rate every month.

All of our four Residential Aged Care facilities submit data to the state-wide Public Sector Residential Aged Care Service (PSRACS) clinical indicator program. We receive benchmarked data each quarter that allows us to compare our performance against combined data across Victoria.

Data in relation to falls show that for the 2021/22 year, NCN has performed better than the state average in the total number of falls which is very pleasing. Data displayed in the graph is a rate of resident falls – number of resident falls per 1000 bed days.

Falls prevention and reduction of falls rates will remain a focus in 2022/23.





Preventing Falls at Home

- ✓ Ensure you have good lighting
- ✓ Remove clutter and make sure walkways are clear
- ✓ Repair worn or frayed flooring
- ✓ Make sure rugs are secure and do not slip
- ✓ Have chairs and beds that are easy to get in and out of
- ✓ Do not wear socks or loose slippers around your home, but have well fitted footwear, or non slip socks
- ✓ Install handrails to assist you if required



PREVENTING PRESSURE INJURY

A pressure injury (pressure ulcer or bed sore) is an injury to the skin caused by unrelieved pressure. They may occur when a person is unable to move due to illness, injury, or surgery. They can be caused by lying or sitting in the same position for too long or by other pressure on the skin, such as poorly fitting shoes, clothing and (in hospital) items such as oxygen tubing. Most pressure injuries are preventable if appropriate action is taken to relieve the pressure.



Similarly to preventing falls, we assess a person's risk of developing pressure injuries when they come into our care. If they are at risk of injury we can provide pressure care by ensuring:

- A person is moved regularly if they are unable to do so themselves
- Skin is kept in optimal condition
- Devices such as air mattresses, heel booties, bed wedges, Roho Cushions are used to relieve pressure.

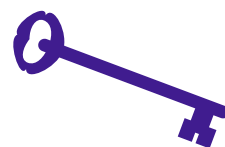
All beds at NCN Health, both in Aged Care and Acute inpatient services, have pressure relieving mattresses as standard.

At home we recommend well fitting footwear and clothing and remember to Move, Move, Move!

- Relieve any pressure by moving position frequently
- Look after your skin by keeping it clean, dry and moisturised
- Eat a balanced diet and drink plenty of water – it is essential!



INFECTION CONTROL



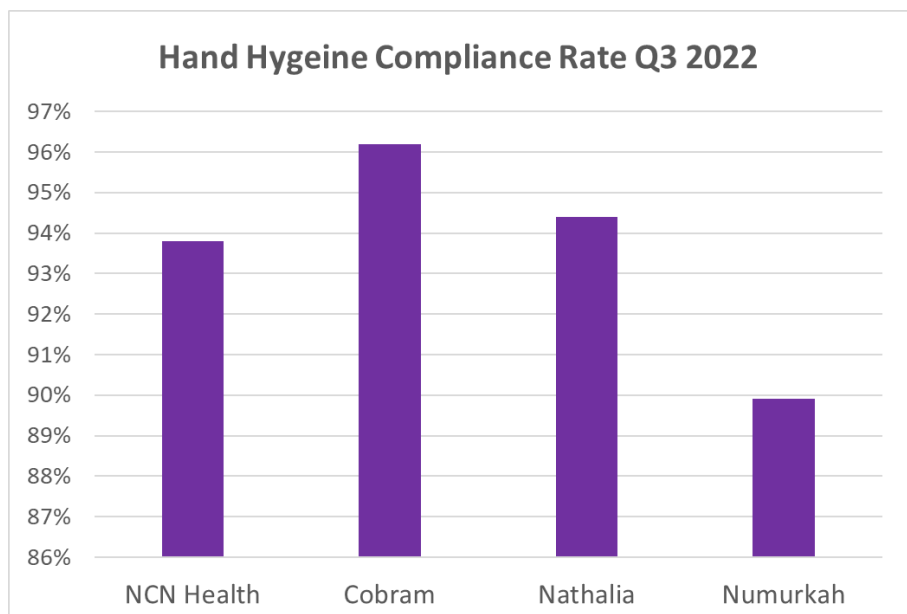
2021 - 22 Key Performance Indicators

Hand Hygiene




 2022 Hand hygiene target $\geq 85\%$

Numurkah Campus had below target compliance for the first audit of the year but implemented actions and improved compliance to above the target in the 2nd and 3rd audit periods for 2022.



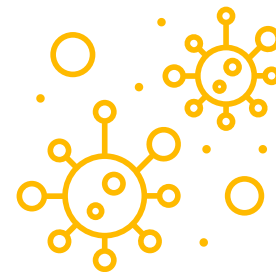
Health Care Worker Influenza Vaccination

 2022 Healthcare worker influenza immunisation: 100% of Category A/B Healthcare workers, whole of health service target of $\geq 92\%$



Campus	Total Number HCW	Total Number HCW vaccinated	Total % HCW compliant (Aim 92%)	Total Number of Category A/B HCW	Total Number of Category A/B HCW vaccinated	Total % Category A/B HCW compliant (Aim 100%)	Valid Exemptions	Refused
Numurkah	242	238	98.3%	207	205	99%	1	1
Cobram	197	193	98%	180	176	97.8%	0	4
Nathalia	98	95	96.9%	70	69	99%	1	0

SAB/MRSA data for NCN Health



Key SAB Rate of patients with SAB/10,000 occupied bed days (OBD) ≤ 1

There have been no reportable blood stream infections with Staphylococcus aureus (SAB) or other new infections with Methicillin Resistant Staphylococcus aureus (MRSA) noted across NCN Health sites.



NCN Health



SAB Numbers by Healthcare Agency (Q1, 2021/22 - Q4, 2021/22) - ALL Patients

Quarter	Healthcare Associated		Healthcare Associated at a non-public hospital		Community Associated	
	No. of SAB	No. of MRSA	No. of SAB	No. of MRSA	No. of SAB	No. of MRSA
Q1, 2021/22	0	0	0	0	0	0
Q2, 2021/22	0	0	0	0	0	0
Q3, 2021/22	0	0	0	0	0	0
Q4, 2021/22	0	0	0	0	0	0
Total	0	0	0	0	0	0
VICNISS 5 year Aggregate(n=132)	2128	350	144	32	5422	787

- SAB = Staphylococcus aureus Bacteraemia.
- MRSA = Methicillin Resistant Staphylococcus aureus.
- VICNISS 5 year Aggregate = Data from all contributing hospitals in the most recent 5 calendar years, or since commencement of data collection if less than 5 years.
- n = number of hospitals contributing data.
- YTD = complete data till end on Q1, 2022/23.
- This report has been prepared from information provided by participating hospitals and every effort has been made to ensure it is correct at the time of publication. Subsequent reports will be updated if data is entered retrospectively.

Key Laundry upgrade at Cobram in Irvin House included improvements to the flow of work; a new machine with improved dosing to ensure effective decontamination of resident clothing, new stainless steel benches and hand hygiene facilities.



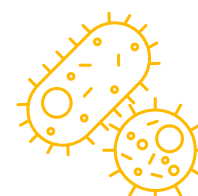
Key Waste - Clinical waste audits have not been undertaken due to pandemic conditions – an audit is planned for the coming year.



Key Victorian Health Experience Survey, patient perception of cleanliness $\geq 70\%$



Key Engagement in Antimicrobial Stewardship activity across all sites continues to increase with audit numbers increasing.



CLEANING AUDIT PROGRAM



In 2021 – 2022 cleaning audits were streamlined across the three campuses to ensure a structured and consistent approach to cleaning and transparent cleaning outcomes. Cleaning audits take place monthly and iAuditor is used to record the data and produce reports and actions.

Cleaning audits are most consistently above the recommended audit levels, there has been one audit undertaken at Numurkah Pioneer Memorial Lodge (NPML) during a period of high unexpected support services staff leave that incurred lower than expected rates. This was remedied as soon as possible and re-audited with good results.

BENEFITS AND OUTCOMES



Provides structured approach to cleaning across departments and campuses



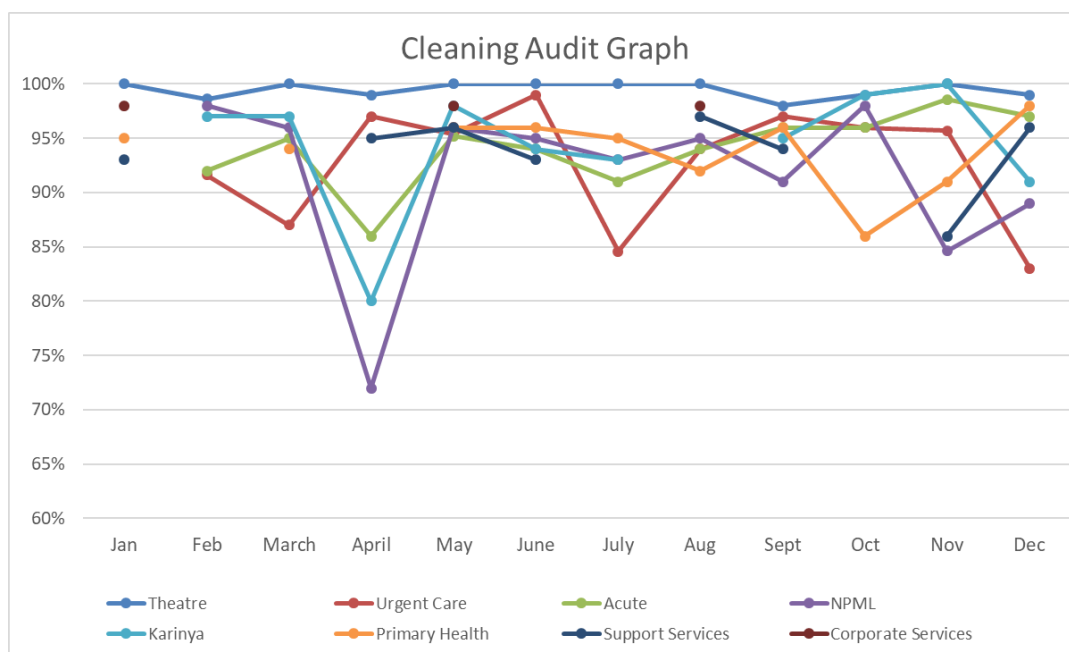
Quickly identifies gaps in workflow and maintenance and other issues



Ensures standards are met and provides accountability



iAuditor system provides detailed reports and identifies follow up actions required.



COVID-19 outbreak in August in Karinya Nursing Home meant iAuditor was not used to record cleaning schedule for that month. COVID cleaning was undertaken.



MEETING ACCREDITATION STANDARDS



All health care services are required to undergo accreditation processes to demonstrate they are meeting an accepted standard of service. In particular the external accreditation agencies who assess our health service are looking to ensure we provide a safe service for staff, consumers, visitors and contractors.

NCN Health offers a broad range of services and undergoes a number of different accreditation processes that measure our performance against different standards. These include, but are not limited to:



NATIONAL SAFETY AND QUALITY HEALTHCARE STANDARDS (NSQHS)

These standards are for use in Acute Services (inpatients, urgent care and theatre) and focus on effective management of the health service, healthcare-associated infections, medication safety, comprehensive care, clinical communication, the prevention and management of pressure injuries, the prevention of falls, and responding to clinical deterioration.

All public hospitals, are required to be accredited to the NSQHS Standards and NCN Health currently holds full accreditation.



Standard 1
Clinical Governance



Standard 2
Partnering with Consumers



Standard 3
Healthcare-Associated
infection



Standard 4
Medication Safety



Standard 5
Comprehensive Care



Standard 6
Communicating for Safety



Standard 7
Blood Management



Standard 8
Recognising and Responding
to Acute Deterioration



AGED CARE QUALITY STANDARDS

The Aged Care Quality and Safety Commission is responsible for accrediting and monitoring the quality of care and services of residential aged care services against the Aged Care Quality Standards. At NCN Health we have four individual Residential Aged Care facilities that are all individually assessed to ensure we are providing high quality and safe care for residents and that they are satisfied with their care and the environment. NCN Health is currently fully accredited for their Residential Aged Care Services. The standards can be seen in the diagram below:



In addition to the two major accreditation processes highlighted, NCN Health also undergoes accreditation for:



National Disability Insurance Scheme

Medical Clinics

Medical Imaging

COVID-19 RESPONSE

There were 4 COVID-19 exposure periods and 5 outbreaks declared during the reporting period across NCN Health sites.

COVID Testing

- The health service adapted to a change from PCR testing to providing Rapid Antigen Tests (RATs) to the community. PCR Testing remained available by appointment.
- Staff undertook surveillance testing every 72 hours using RATs, surveillance testing was increased in the event of an outbreak, exposure site or increased community transmission.
- NCN Health reduced the COVID testing clinic hours in June due to significant drop in demand. Availability of RATs were increased. Testing clinics continued to offer both RATs and PCR testing.

Vaccination

- 98 percent of staff complied with the mandatory COVID third dose vaccination requirement from The Department Of Health.

Changes to Public Health Orders

- The Public Health orders changed in February 2022 and staff, contractors and volunteers were no longer required to check in and complete the daily 'attestation' when they come to work. Staff surveillance testing continued.
- COVID-19 restrictions were eased in the Community in March 2022 and all mandated visitor restrictions except for mask requirements at hospitals and health services were removed. However - hospitals and health services were directed by The Department of Health to set their own restrictions, based on individual requirements and risk assessments. No changes to visiting restrictions to Residential Aged Care were made under the changes.
- Mandatory isolation periods for community members were lifted in August 2022, however isolation recommendations remained in place. These changes did not apply to sensitive settings such as health services and residential aged care.
- Any staff member, volunteer, contractor and visitor who tests positive to COVID-19 cannot attend a health service or residential aged care for 7 days from the date of their positive test and until they have been symptom free for 24 hours.

CONSUMER EXPERIENCE

NCN Health seeks to understand and evaluate consumer experience and improve our service delivery in partnership with consumers.



VICTORIAN HEALTH EXPERIENCE SURVEY

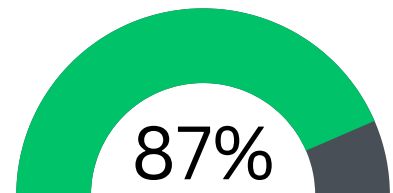
The Victorian Health Experience Survey (VHES) Adult inpatient questionnaire is taken quarterly and seeks to discover the experience of people aged 16 or over admitted to a Victorian public hospital. Below is a snapshot of results ...

VHES - JANUARY - MARCH 2022

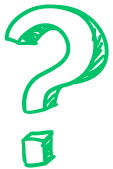
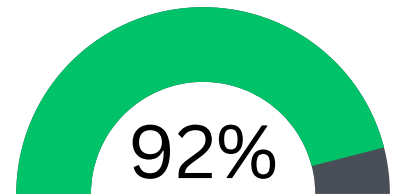
In January - March 2022, 156 people across NCN Health were invited to participate in the Adult Inpatient survey. 36 participated in the Adult Inpatient survey, with a response rate of 23%.



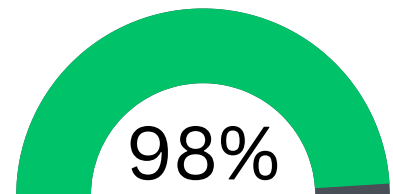
BEFORE YOU ARRIVED AT HOSPITAL, DID THE HOSPITAL GIVE YOU USEFUL INFORMATION ON WHAT TO EXPECT FROM YOUR STAY?



DID YOU FEEL CARED FOR?



WHILE YOU WERE IN HOSPITAL, DID YOU FEEL SAFE?

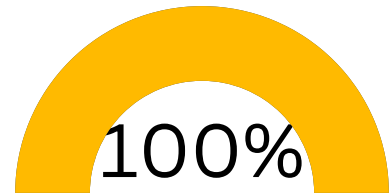


- Treatment was lovely.
- The overall personal care from all staff was second to none.
- All staff were super friendly and caring and the food was restaurant quality.
- I was well looked after.
- Cleanliness was perfect.
- They made me feel safe and like I was important just like the next person.
- Hand overs were good and the new nurses coming on shift always told me their names and checked that I was alright.

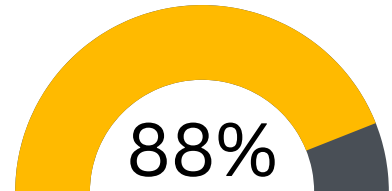
In April-June 2022, 175 people across NCN Health were invited to participate in the Adult Inpatient survey. 31 participated giving a response rate of 18%



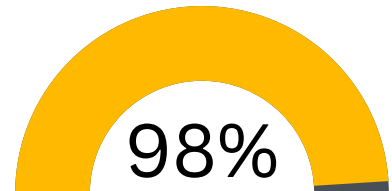
BEFORE YOU ARRIVED AT HOSPITAL, DID THE HOSPITAL GIVE YOU USEFUL INFORMATION ON WHAT TO EXPECT FROM YOUR STAY?



DID YOU FEEL CARED FOR?



WHILE YOU WERE IN HOSPITAL, DID YOU FEEL SAFE?



- The dreariness look of the Cobram hospital on the inside.
- The air conditioning duct above the bed blowing cool air, had to use a blanket when sitting up. Staff were sympathetic but had no control over the individual outlets.

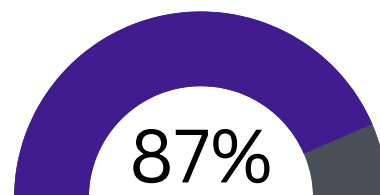


VICTORIAN HEALTH EXPERIENCE SURVEY - COMMUNITY HEALTH AND WELLBEING

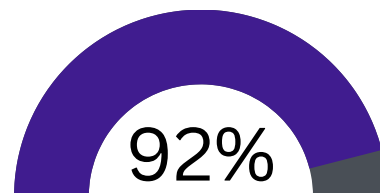
The VHES Community Health questionnaire is taken annually and seeks to discover the experience of people aged 16 or over in the Community Health setting. Below is a snapshot of results ...



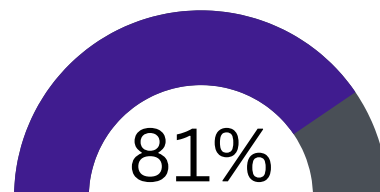
DO YOU THINK USING THE COMMUNITY HEALTH SERVICE HAS BEEN HELPFUL TO YOUR HEALTH AND WELLBEING?



DID YOU FEEL CARED FOR?



DO YOU THINK THE COMMUNITY HEALTH SERVICE HAS ASSISTED YOU IN BEING ABLE TO DO THE THINGS THAT ARE IMPORTANT TO YOU?



RESIDENT AND REPRESENTATIVE SATISFACTION SURVEY



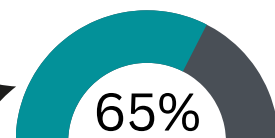
Resident satisfaction survey 2021 and 2022 explores the resident's views on their quality of care, their life satisfaction and quality of life, and their concerns and complaints about the care they receive at NCN Health. The survey was conducted in a variety of formats which included:

- **Individually**
- **Posted to the family/representative of the resident**
- **Online via a survey monkey link that was sent to all participants**
- **Via a volunteer conducting a phone interview with the resident/family/ representative.**

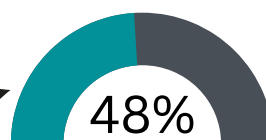
The aim of the survey is to capture residents/families/representatives thoughts and gather information on where we may be able to improve the care provided to them on any given day in residential aged care.

2021 RESPONSE RATE

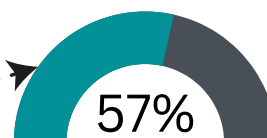
BANAWAH NURSING HOME, NATHALIA CAMPUS



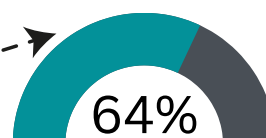
IRVIN HOUSE, COBRAM CAMPUS



KARINYA NURSING HOME, NUMURKAH CAMPUS



NUMURKAH PIONEERS MEMORIAL LODGE



Consumer Dignity, Risk & Privacy

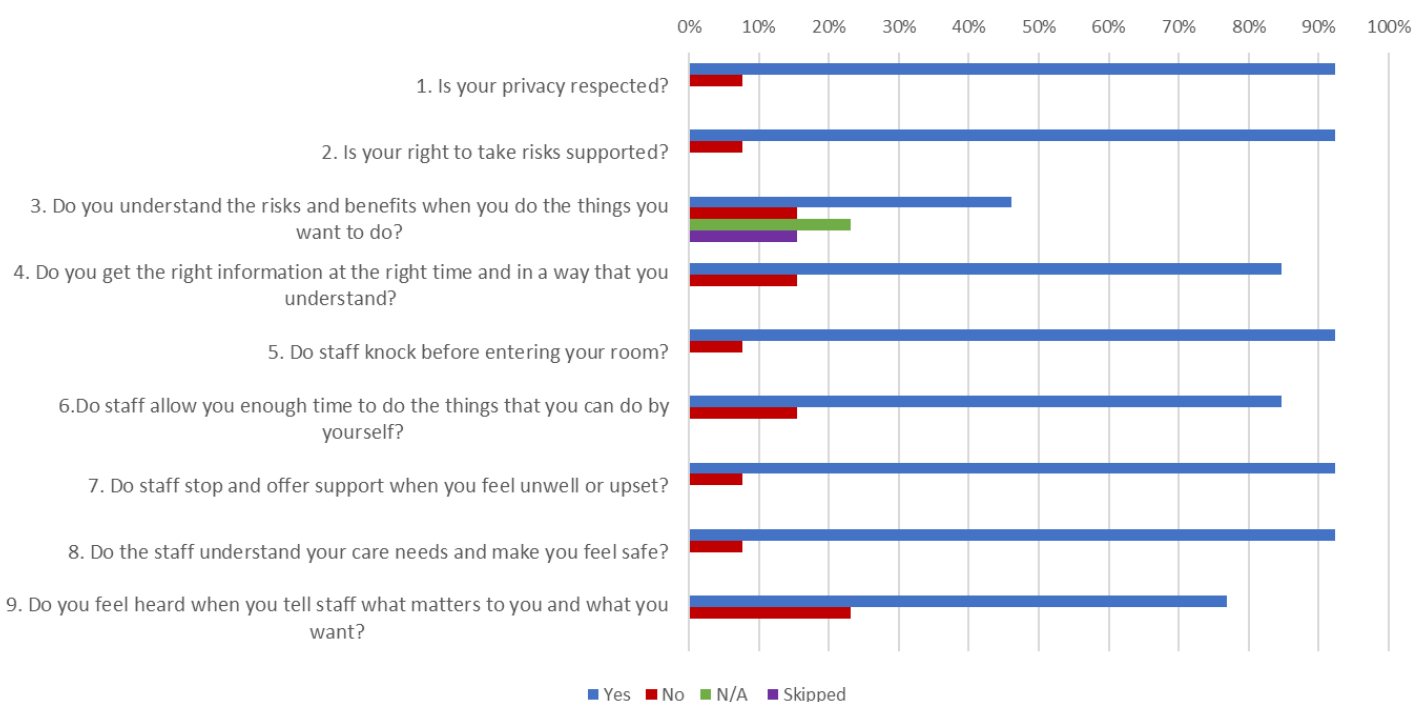


Actions

- Staff to ensure resident's privacy and dignity continue to be respected in daily interactions.
- Staff must knock before entering a residents' room, asking personal questions with consideration to privacy and allow residents to attend to their own needs in their own time.
- A Person-Centred Care module is provided to staff as a part of NCN Health's mandatory education program.

IRVIN HOUSE 2021

Irvin House Consumer, Dignity, Risk & Privacy 2021



OPPORTUNITIES FOR IMPROVEMENT



23% of residents don't feel heard when they told a staff member what matters to them today. To improve this, communication boards have been fitted into each room. These communication boards are for use by staff, residents and families to enable effective communication and resident focused care.

One of the areas on the communication boards is focused on resident goals, which are discussed daily as part of the clinical care handover process. It is hoped that the implementation of these boards will improve this area for Residents.

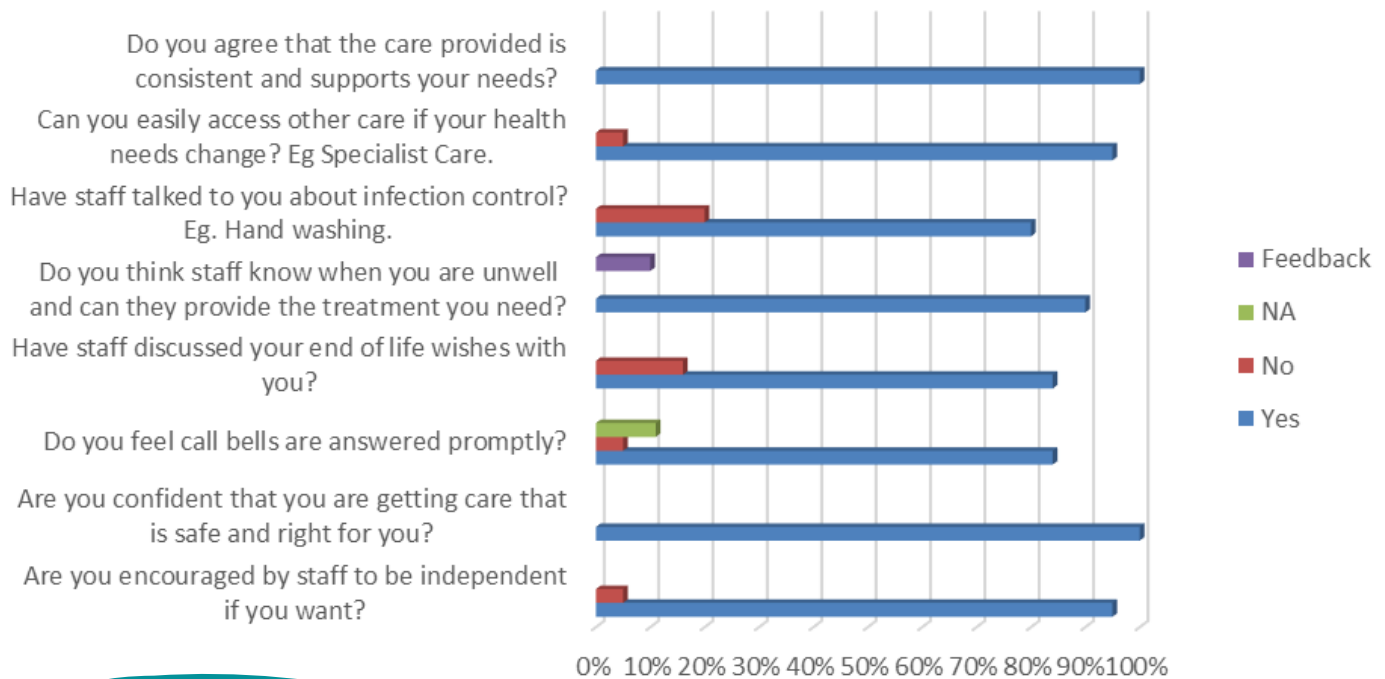
KARINYA NURSING HOME 2022



Actions

- 'Resident of the Day' form includes review and goal setting process undertaken every three months.
- Advanced Care Planning discussion has been added to the 'Resident of the Day' form. As part of the process staff should ask the resident or representative whether they require a copy of their care plan to ensure active involvement in the care planning.
- The Care Plan needs to be regularly reviewed by staff so that changes in a resident's health or abilities are identified and care put in place to minimise the impact of any loss of ability. This supports residents to live their lives with dignity.

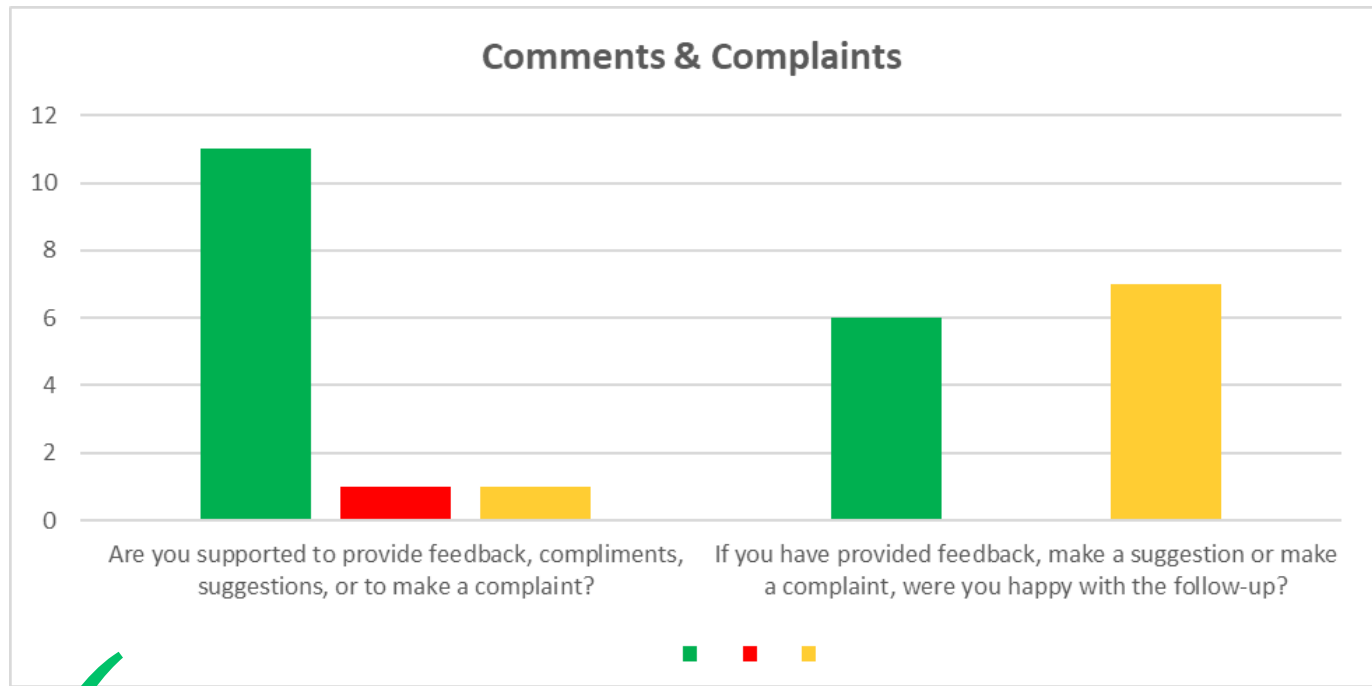
Personal care and clinical care 2022



Actions

- Staff to ensure end of life wishes are discussed and documented.
- Staff to increase discussions around hand washing as the most effective way to prevent the spread of disease and stay healthy.
- Staff must encourage residents to maintain their independence and participate in their care where possible.
- Staff must ensure that residents call bells are answered promptly.
- NCN Health is currently liaising with external maintenance to check the current pager system at Numurkah Pioneer Memorial Lodge.





I can't fault the place, I think we are so lucky.



We need more staff, and the evening meals are very disappointing.



Better understanding of my mobility issues would be appreciated.



Clothing is not always checked prior to washing, causing damage.



It is upsetting when staff sometimes disregard/ignore my comments.

IRVIN HOUSE 2021 - COMMENTS AND COMPLAINTS



83% of residents/families/representatives stated that they were supported to provide feedback, compliments, suggestions or make a complaint.



83% stated that they were happy with the follow up that was provided by staff at Irvin house if they made a suggestion or had a complaint.



Friendly happy place. Staff are hardworking and try their best.



Management and senior staff are very open to suggestions, questions and discussions.



Staff very good, love the garden.

CONSUMER STORIES



BANAWAH NURSING HOME - APRIL 2022

Background

RM is a 76 year old male admitted to Banawah for 4 weeks respite. RM's wife enquired about respite due to difficulty managing at home. RM had been having increasing falls and getting up multiple times in the night, increasing confusion and agitation. RM has a past history: Dementia, Parkinson's disease. RM had seen Dr Arup (Geriatrician) in the past and it was recommended to have regular respite.

What we did

There was a bed available in Banawah at the time and 4 weeks respite was arranged with RM's wife.

Consumer outcome

RM settled in to Banawah very well and the decision was made to accept a permanent bed at the end of the 4 weeks respite.

RM's wife describes the process as 'wonderful'. RM is still able to go on outings with family and have visits with family and pets.

The option to use respite before making the difficult decision to accept a permanent bed was reassuring.

RM's family are comfortable with the decision they have made.



Background

64 y/o homeless man presented to Goulburn Valley Health (GVH) with dental pain but was not able to be treated there due to strict COVID entry regulations. The patient's mental health did not allow him to tolerate wearing a face shield as per their protocol and he was transferred to the Emergency Department with breathing difficulties that arose as a result.

The patient was very distressed and was still requiring the tooth pain to be addressed.

What we did

Patient presented to Cobram Dental Clinic where he explained that he was unable to wear a face mask or shield. Liaised with GVH to obtain a dental scheme voucher for the client and arranged an emergency appointment promptly through our private clinic. Patient was reassured that we would not enforce a face covering, and that there would be no additional cost to him.

Patient was extremely happy to have tooth pain resolved, we have also undertaken a general oral health plan to complete all required treatment through our public student clinic and thereafter dentures to replace missing teeth.

As the patient is camped by the river, appointment flexibility has been a requirement as weather and fuel costs impact his ability to travel in and out of the campsite. The clinic has been able to accommodate these changes and work with the patient to ensure appointment attendance.

Consumer outcome

Patient was relieved of dental pain and pleased with the overall service outcome. He has now begun his general treatment plan and is motivated to improve his oral health



Background

This is the story of an 71-year-old client who had a total knee replacement in early August. He has several co-morbidities, including Alzheimer's, which made this a difficult and confusing process for him. His wife is his full-time carer and goes out of her way daily to help him and make him comfortable. Though they love each other dearly, and work well as a team, they hit a serious roadblock after the client returned home from his two-week inpatient rehabilitation stint post-surgery.

Due to both pain and confusion, the client was refusing to do the vital home exercises which would allow for him to walk unaided in the future. To compound these issues the client had not made substantial progress during the inpatient rehab stay and was quite behind in getting back the essential motions of knee bending and straightening.

The Physio was seriously concerned about this. Post knee replacement it is critical to achieve these motions. Without adherence to post-op exercises the knee heals quickly and can become stuck in the bent position. This means that the client would have permanent difficulty in walking in addition to a substantial limp, putting them at further risk of a fall. After unsuccessful attempts to increase incentive for home exercises, it was clear no progress was being made and time was running short. Something had to change.

What we did! We modified our standard practice to fit the client's needs!

Since the client was always agreeable to completing all the exercises under the Physiotherapists supervision, it was decided that rehab would need to take place in the hospital. The once weekly thirty-minute reviews were changed to 60-minute sessions booked 4 days a week. This way the client could come into the hospital for intensive rehabilitation supervised directly by the Physiotherapist.

After 3 weeks of this intensive rehabilitation it was clear that improvements were being made.

What we achieved!

- The client has substantially improved the angle to which his knee is able to bend and straighten by approximately 15 degrees each!
- The client has progressed from walking with a 4-wheelie frame, to using two forearm crutches, to using a single forearm crutch, to using a single point stick!

Where we are headed!

At the time of writing this story is still evolving, but judging by how much progress has been made in the past few weeks it is clear that the client is headed towards regaining a fully functioning knee that will carry him wherever he wants to go!

CONSUMER PARTICIPATION

Consumers, carers and community members are all part of our diverse local community. NCN Health works to empower all people to participate fully and effectively in their health care.



INVOLVING CONSUMERS



In 2022 NCN Health was fortunate to receive funding from Safer Care Victoria to work with the Health Issues Centre to review our consumer engagement processes. Consumer involvement in health care is particularly important in the areas of improving patient safety, consumer experience and assisting us to define service requirements.

As part of our review, we developed a new Consumer Involvement framework 2022-2025, based on Safer Care Victoria's 'Partnering in Healthcare – a framework for better care and outcomes'.

Within this framework there are five domains of Partnering in Healthcare. These are:

- Personalised and Holistic care
- Working together
- Shared Decision Making
- Equity and Inclusion
- Effective Communication.

Within the framework it outlines clear roles and how we can involve consumers at NCN Health, so that there is benefit to them as well as our organisation.

Consumers can be involved with NCN Health:

- As a leader in their own healthcare, by being actively engaged and taking control of their own health and its management.
- As a partner in our health care service by sharing their experience, providing suggestions for improvement and through active participation such as volunteering and committee participation.

NCN Health has an active volunteer program and also consumer groups that operate for each campus – Nathalia, Cobram and Numurkah.



CONSUMER REPRESENTATIVES



NCN Health has three Consumer Groups, one located at each campus and one Consumer Advisory Committee.

Consumer Groups support the functionality of the health service on a local level by bringing a consumer perspective to the organisation's discussions and decisions. The Consumer Advisory Committee provides strategic advice to the Board from a consumer perspective.

Consumer representatives offer great partnership opportunities for the community by providing a voice in our health service.

Since 2020 we have worked to keep our consumer representatives engaged despite the challenges of COVID-19.

Consumer Representative Engagement 2021 – 2022

- Reviewing and judging the Annual Reward and Recognition Program
- Health literacy projects including Moira Palliative Care Booklet, Consumer Boards, NCN@Home Booklet and Brochure, Patient Acute Services Booklet, Consumer Feedback Brochure, website review.
- Providing feedback on the Japanese Encephalitis Community Education material and COVID-19 response.
- Input and review of the Cobram Urgent Care Centre Redevelopment and Communications Plan.



We are always interested in increasing our membership. If you would like to join us as a consumer representative:

**Please call 03 5862 0533 or
Email ncnquality@ncnhealth.org.au.**



We have a number of roles available across our sites and we truly value consumer input to help improve the care we provide every day.

Community Advisory Committee

Member Profile

Paul is the part owner and Pharmacist at Amcal Pharmacy in Cobram, he has strong community ties and an avid interest in improving the health and wellbeing of the community, including enhancing health service delivery.

Why did you join the NCN Health Consumer Advisory Committee?

I was on the Board of Directors for Cobram District Health for 12 years and have experience in the general governance of the health service. Becoming a member of the Community Advisory Committee was a natural step. I aim to advocate for the local community and provide relevant input to NCN Health.

What are some of the key issues and concerns affecting the community?

The COVID pandemic has obviously been a great concern, together with accessibility to health care, shortage of GPs and doctors in Urgent Care.

Pre-amalgamation some community members were worried Cobram would see a loss of service, but I think that has now been proven otherwise.

We are an ageing population so it's important for the community to understand the services that are available to them, but also to take responsibility as much as possible for their own health care, to make the lifestyle changes necessary to stay active and healthy. We want to see a fit and healthy demographic that is supported by a well-resourced health service.



Community Advisory Committee

Member Profile

Kerry lives on a rural block near Strathmerton. A Registered Nurse for many years, Kerry nursed in many different health services around the region. She is now retired and is keen to contribute to the community and spend time with her grandchildren.

Why did you join the NCN Health Consumer Advisory Committee?

Having worked as a Community Health Nurse I recognise and would like to assist in the process of improving the health and wellbeing and overall quality of life of our community members

What are some of the key issues affecting health and well-being in your community?

Access to public dental services and greater understanding of preventing chronic illness.

What do you see as the role of the Community Advisory Committee?

As the name suggests, purely to provide advice using my years of knowledge gained from working in and around this community.



Kerry Murray



IMPROVING OUR HEALTH SERVICE

NCN Health has a commitment to continuous improvement and positive experiences for consumers and staff.





What is it?

- iAuditor is an electronic software that assists with data collection, compilation and analysis of the compliance data from each department.
- It allows staff to enter data straight into the tool and is intuitive. It adapts according to responses, requiring more or less information dependent on positive or negative answers.
- It can be used on any tablet or desktop device.
- Results are available instantly.
- A large amount of flexibility built into the programs.

iAuditor rollout

The Project started May 2021, we staggered implementation around departments to allow for new software to be set up and staff training to take place.

iAuditor is currently used in the following departments:

- Aged care
- Acute wards
- Community Health & Wellbeing
- Environmental
- Infection Control
- OH&S



Previous auditing system:

- Paper based tools.
- Entered onto Excel spreadsheets.
- Linked to annual schedules.
- Different audit tools for each campus.
- Very time consuming for staff.

What's next?

- Theatre
- Cobram Dental Clinic

Benefits and Outcomes

- Much improved utilisation of human resources.
- Consistent data collected.
- Ability to update audit tools instantly.
- Electronic audits create action plans, graphs and reports automatically, reducing time spent in manual collation.



FARMING COMMUNITY CONNECT PROJECT

NCN Heath in partnership with Nexus Primary Health are currently running the Farm Community Connect (FCC) Project! This initiative is in place to provide resources and support to our farming community to improve their social connectedness and health and wellbeing.

Events and opportunities:

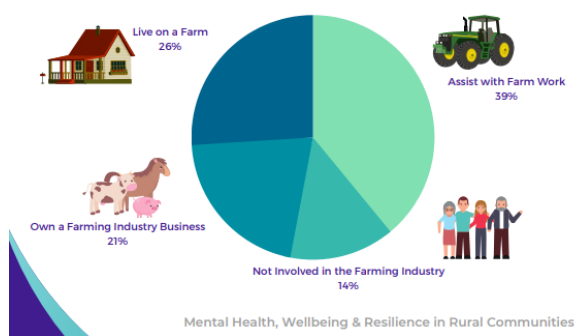
- Activities and events for farmers, farm workers, their families and the wider community to connect and take some much-needed time out.
- Better access to useful mental health and wellbeing information, resources, services and support.
- Opportunities for the farming community to unite to better support each other through rough times.

Mental Health, Wellbeing and Resilience across the Moira and Strathbogie Shire – Survey.

From March to December 2022 The Farming Community Connect Project ran a survey to determine the demographic data, challenges and opportunities facing the region with a specific focus on mental health and resilience.

The results of the survey will assist in better supporting the community within the FCC framework.

Demographic Data



Types of Industry



In the last month, how often have you felt mentally overwhelmed or drained?



Barriers to coping



FARMING WOMEN'S LUNCH

The first Farming Women's Lunch was held in the Strathbogie Shire region through the Farm Community Connect project in June. 15 attendees enjoyed connecting with other farming women and service providers in their community, and taking a well-earned break off their farms.

Service providers who participated include Primary Care Connect's AgriSafe Clinic, Strathbogie Shire's Rural Support, Euroa Health, and Interreach.

It was an opportunity of getting to know the women in their farming community while spending quality time with them.

As a result of the lunch, these providers agreed these sessions are essential to the wellbeing of the women in their area, and committed to partnering with NCN Health to help support the Farm Community Connect project and deliver the lunches in the Strathbogie Shire area alongside us.

"I don't normally come to things like this, but I'm really glad I did. I really needed this and I can't wait for the next one!"

"My mental health hasn't been very good lately, and this has helped me feel much better. I needed to get out and talk to other women. Thank you for doing this for us."

VITAL CONNECTIONS

In July, a Farm Community Connect event was held at the Waaia Hotel with local Numurkah man Jeff Buzza as speaker.

Jeff shared his story of connection with great tips and local resources for creating meaningful connection. The event was well attended and reached an audience of many farming blokes in the region.

OTHER EVENTS IN THE FCC CALENDAR

- Australian Women in Agriculture 'Connect to Cultivate'
- Mental Health First Aid Training in Cobram
- Mental Health First Aid Training in Euroa, supported by Euroa Health
- Food recovery outreach sessions, Moira Shire
- Flood recovery assessment.



CENTRALISED INTAKE PROJECT



Throughout 2022 the Community Health and Wellbeing team has been working on implementing a Centralised Intake model across all campuses of NCN Health. This work has been led by Community Health Assistant Managers with great support from the Community Health Intake team.

They have undertaken a comprehensive review of existing processes for intake internally as well completing a desktop audit of what similar health services are doing across the state. This has been a tremendous project to watch come to fruition and the end result means a more streamlined entry point in to our service for our community and also a more seamless process for our intake team.

We also now have a self-referral form on our website that goes directly to our centralised intake email address and staff from all campuses are working collaboratively to triage and admit clients in to our community health services.

ULTRASOUND RE-INSTATED



In 2022 NCN Health re-instated the ultrasound services at both Numurkah and Cobram campuses. Previously ultrasound was operated by independent provider I-MED Goulburn Valley until they ceased the service in January (Numurkah) and May (Cobram) 2022.

Moving forward ultrasound will now be owned and operated by NCN Health with bookings and appointments managed by reception staff.

This change in service delivery has secured the resource and improved access for our community.



“We hope that in facilitating this service ourselves we can provide greater ease of access to the local community. Appointments for both ultrasound and x-ray will be made directly to our reception, meaning the community no longer have to call a centralised number.

“The service will be staffed by NCN Health and we will partner with GV Health who will provide support in the reporting requirements. “

Justin Sullivan, NCN Health Director of Operations

ROYAL FLYING DOCTOR SERVICE FREE COMMUNITY TRANSPORT



The Royal Flying Doctor Service Victoria in partnership with NCN Health began operating a free community transport service in 2022 to help community members access health appointments and group programs. This service is funded through the Primary Health Networks program and will be piloted through to June 2024. With the help of volunteer drivers, the service connects the community to their health appointments. The service is operating out of the NCN Health Numurkah Campus.

Who can use the service?

To use this free service, you must:

- Be aged 65 years or older or have a pension, concession or DVA card
- Live within the designated pick up zone and be travelling to a health-related appointment
- Carers and children are able to travel with you.

Volunteering for the RFDS!

The free community car program relies heavily on the support of volunteer drivers. Volunteers will undergo training and complete a first aid course.

If you would like more information on volunteering, or the service in general we would love to hear from you.

Please call 03 7046 4664 ext 2.
or email
communitytransport@rfdsvic.com.au.

How many volunteers are currently on board with the program?

We currently have 4 volunteer drivers trained, another 4 in training but we are always looking for more volunteers.

How many cars are in the fleet?

We currently have one vehicle with the second vehicle to be delivered very soon, the second vehicle will be replaced by a van complete with a wheelchair lift once it has been fitted out.





NCN@HOME



During 2022 NCN Health developed the Hospital in the Home Program.

Hospital in the Home provides home-based care for patients who would otherwise require a stay in hospital.

Treatment is provided in your own home by the District Nursing staff in consultation with your own doctor.

What next?

In 2023 NCN Health plans to extend the NCN@Home program to access more consumers, increase access to telehealth options and the program will also expand to include Community Health at Home.



Who can be treated in the NCN@Home Program?

You can be treated in the program if:

- Your condition is stable and you do not require 24-hour monitoring in a hospital ward,
- You agree to share responsibility for your own medical care in your home environment,
- You have support people available, a telephone and access to transport.



DIVERSITY, EQUITY AND INCLUSION



NCN Health is on a journey to become a more inclusive and culturally safe health service. We are committed to working with the community to understand diverse needs and strengths.

We are currently focusing on 3 diversity, equity and inclusion health priorities. These health priorities each have an Action Plan:

- Aboriginal and Torres Strait Islander
- LGBTIQ+
- Disability

ABORIGINAL AND TORRES STRAIT ISLANDER ACTION PLAN



The background artwork was created by Raquel Davis, representing 'happiness & love'.

What we have achieved:

- Aboriginal and Torres Strait Islander Health Plan included in the NCN Health 5 year Strategic Plan.
- Memorandum of Understanding established with the GV Health Aboriginal Liaison Officer.
- Develop policy and strategy to ensure higher identification rates among ATSI Consumers in order to better direct service delivery.

Work in progress:

- Developing relationships with local Aboriginal Elders.
- Implement an ongoing professional development program of cultural awareness and cultural competency.
- Create a safe welcoming environment at each campus with Aboriginal Art, Aboriginal and Torres Strait Islander Flags and welcome to country.
- Celebrate significant events on the Aboriginal and Torres Strait Islander Calendars.

What's next?

- Develop employment strategy to support and increase workforce.
- Review intake procedures to ensure all steps and documentation are culturally appropriate and the correct information is gathered.

MANY MOBS PARTNERSHIP

In 2022 the Diversity Equity and Inclusion Committee Collaborated with Many Mobs Indigenous Corporation.

The Vision for Many Mobs Indigenous Corporation is one of inclusivity and community. NCN Health looks forward to working with Many Mobs to broaden our cultural connections and assist in improving our service delivery to indigenous community members.



YARN UPS

Thanks to Aunty Iris from Many Mobs Indigenous Corporation for hosting the first of many Yarn Ups in 2022 at NCN Health Cobram It was fantastic to take time out for a cuppa and a yarn and to make a few connections.

What's next?

Yarn Up's will continue monthly at NCN Health Cobram Campus, in 2023 we plan to begin Yarn Ups at each campus monthly.

NAIDOC WEEK - CONNECTION DAY WALK

NCN Health attended the Many Mobs Connection Day Walk for NAIDOC Week. It was a fantastic, inclusive and welcoming day with students, community members, representatives from Moira Shire Council, Yarrawonga Health and NCN Health attending.

The day started at 'Miss Ross Hill' in Mulwala with a Welcome to Country and Smoking Ceremony. Uncle Roland welcomed all community members and spoke about how we are all part of one tribe.

"If you love our country, then you must love our Aboriginal history. Today our tribe just got a lot bigger."

"Respect the elders, respect indigenous and non-indigenous peoples, that's all it takes."

The group then gathered to walk together across the Yarrawonga/Mulwala Bridge onto Kennedy Park Foreshore where they enjoyed a BBQ and dance performance by Dumanmu Bangerang Dance Group.

The afternoon concluded with art activities and traditional games.



LGBTIQA+ ACTION PLAN

What we have achieved:

- The LGBTIQA+ Action Plan was included in the NCN Health 5 year Strategic Plan and promoted to staff and consumers via newsletters, events, social media.

Work in progress:

- Building and developing relationships with LGBTIQA+ community groups and leaders.
- Celebrating events on the LGBTIQA+ calendar internally and within the community.
- Building a health service presence at events and celebrations.
- Seeking input from the LGBTIQA+ community how the health service can be a more inclusive and welcoming space.

What's next?

- Work towards NCN Health facilities being equally accessible for trans, gender diverse and intersex people.

IDAHOBIT CELEBRATIONS

On May 17 NCN Health recognised 'International Day Against Homophobia, Biphobia and Transphobia' (IDAHOBIT). This event acknowledges the violence and discrimination experienced by members of the LGBTQIA+ community and provides an opportunity for education and change.

The health service strives to be an inclusive and safe environment that represents and welcomes all members of our diverse communities. Staff were encouraged to wear rainbow colours to work to show their support for IDAHOBIT Day.



OUT IN THE OPEN FESTIVAL - CARNIVAL DAY

NCN Health attended the Out in the Open Festival – Carnival Day in November at the Queens Gardens, Shepparton where we had some great conversations with LGBTIQ+ community members and allies about how we can work to become a more inclusive health service.

It was a fabulous event with market and craft stalls, live music, delicious food and free activities. We had our new marquee on display. We had an excellent time and look forward to getting involved again in 2023



DISABILITY ACTION PLAN

What we have achieved:

- Prioritise areas for improvements and set goals and targets for 2023.
- Establish NCN Health Diversity Committee and Disability working group.
- Build Community Awareness and advocate for people with a disability to transition to the National Disability Insurance Scheme across the care continuum.
- Implement health literacy training for all staff
- Review and design website that is more accessible to people living with disability.

Work in progress:

- Create way-finding maps for each campus.
- Plan disability access audit in partnership with consumers.
- Celebrate events internally with staff and in the community.
- Work to make the NCN Health space more inclusive and accessible .

What's next?

- Development employment strategy to support and increase workforce

INTERNATIONAL DAY OF PEOPLE WITH A DISABILITY #IDPWD

On December 3 we acknowledged #IDPWD.

During the week NCN Health staff were encouraged to wear the #IDPWD colours of navy blue with a touch of green and orange and to engage in a braille challenge.

Getting involved in #IDPWD is a great way to challenge perceptions around disability and break down barriers to create a more accessible, equitable workplace and community.

NCN Health continues to work towards a more inclusive and safe workplace for all.



WORKFORCE

NCN Health strives to build a positive, inclusive workplace culture where staff are supported to work safely and efficiently.



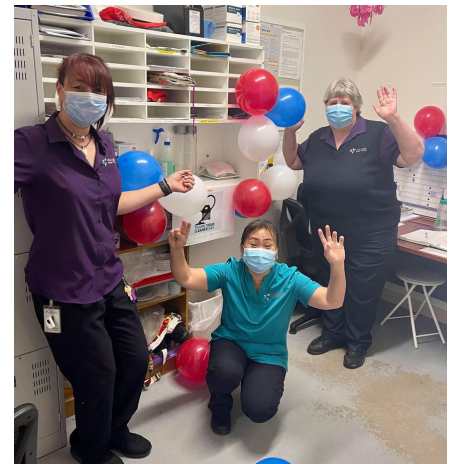
STAFF CELEBRATION DAYS

NCN Health celebrates a number of dates over the calendar year that recognises all our clinical and non-clinical staff and the contribution they make to the organisation of NCN Health.

These Staff Celebration Days are a small way to acknowledge our staff and foster a sense of community across our three campuses.

Staff Celebration Dates

- May 5 - Administrative Professionals Day
- May 12 - International Nurses and Midwives Day
- May 19 - World Family Doctor Day
- July 22 - National Payroll Day
- August 7 - 13 - Dental Health Week
- August 7 - Aged Care Employee Day
- 2nd week in September - National Health Care Environmental and Food Services Week
- 14 October - Allied Health Professionals Day.

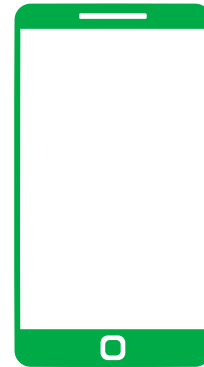


HARMONY DAY

Each year NCN Health recognises Harmony Week and Harmony Day (March 21). This year NCN Health asked staff to share photos and traditions from their culture. The response was fantastic, from photos of favourite food to religious ceremonies, family gatherings and special places. Harmony Day is a great way for staff to learn more about each other and appreciate the diversity within our workforce. We plan to build on this event next year to include shared meals and traditions on campus.



SONDER



What is it?

SONDER is a Health and Wellbeing App introduced on a trial basis in February 2022. It is free to all NCN Health staff.

What does it offer?

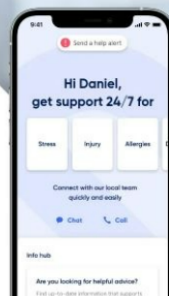
- Real time access to a team of medical, mental and safety experts who provide you with advice and assistance.
- In person support – the team can get to your location and assist you in a crisis.
- Safety notices – SONDER will alert you to any safety or emergency warnings close to your locations, for example, accidents, road closures, weather warnings etc..
- Medical advice – hurt yourself and not sure what to do? Ask SONDER!
- Safety support – SONDER includes a 'check on me' feature where the team can track your movements ensuring you get home safely from a late shift, after an event or drive.

What's Next?

NCN Health is working with staff in increase engagement with the SONDER app. The Health and Wellbeing Committee will review engagement and decide whether Sonder becomes a permanent resource for staff.



Wellbeing and
safety support
from people
who care.



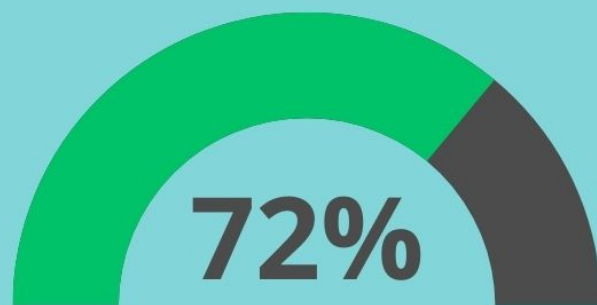
Our People Matter 2021

NCN Health

Next steps

"NCN Health will commence planning in January 2022 to address identified gaps/areas of focus with a structured action plan. A "You Said, We Did" flyer will then follow on from the action plan to track our progress."

SURVEY RESPONSE RESPONSE RATE



OUR BEST RESULTS



I understand how my job contributes to my organisation's purpose

81% Human Rights

Accountability 78%

79% Diversity and Inclusion

Patient Safety 80%

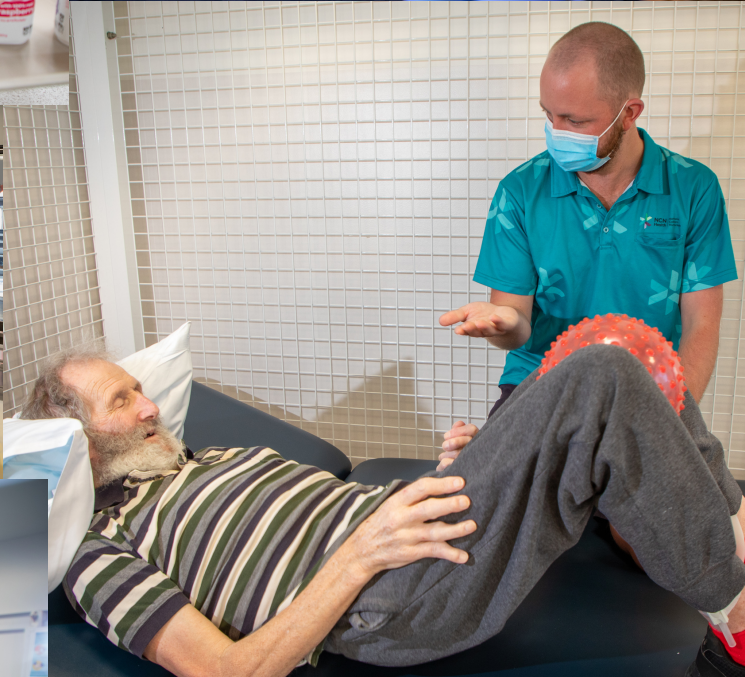
Employee Engagement 72%

75% Respect

Leadership 73%

82% Responsiveness

Equal Employment Opportunity 83%



CONTACT US



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Cobram Campus 03 5871 0777

Numurkah Campus 03 5862 0555

ncnhealth@ncnhealth.org.au

