



QUALITY

ACCOUNT 2022/23

ABOUT

NCN HEALTH

OPERATIONAL SNAPSHOT

- In 2022 - 2023



30,522

People living in the
Moira Shire



591

Staff members



140

Volunteers



8345

Urgent care
presentations



884

Patients admitted



664

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

We are pleased to present NCN Health's 2022-2023 Quality Account to our staff and community. Every year we compile this report to showcase the services NCN Health provides and the improvements in quality, safety and performance that have been made over the past 12 months.

This report highlights just some of the ways our staff work to deliver the best possible healthcare with our consumers and community, underpinned by our organisational values of Respect, Accountability and Partnership.

The 2022-2023 Quality Account outlines how NCN Health ensures a high quality and safe health service through systems and improvements such as monitoring incident reporting and clinical indicators in patient safety and infection control and by achieving and maintaining accreditation standards.



Alicia Cunningham
Clinical Governance
Committee Chair and
Board Member

We celebrate NCN Health having achieved accreditation by the National Safety and Quality Health Service Standards for the first time as one organisation. We outline how well all campuses are performing in providing safe and quality acute health care. Our four residential aged care services also passed accreditation under the Aged Care Quality Standards and NCN Health was also awarded NDIS accreditation. Our accreditation success is testament to the dedication of all teams. Achieving and maintaining accreditation standards is a rigorous process that underscores our commitment to delivering exceptional care. This achievement reflects the hard work of our staff and our focus on continuous improvement.

We highlight the importance of consumer experience and participation with a snapshot of results from both the Victorian Health Experience Survey and Resident Satisfaction Survey. We also provide an overview of the positive impact of our hard-working Auxiliary volunteers.

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.

WELCOME



There have been a number of improvements and highlights this year including the implementation of a streamlined consumer feedback process, the Better at Home Program which has enhanced our Hospital in the Home capabilities and the Care Finder Program to support our vulnerable older people.

We have met the targets recommended by the Victorian Government under the Healthy Choices Initiative which promotes access to healthier food and drink options for staff and consumers.

You will see we remain committed to making our services safe and inclusive to all through a number of initiatives, events and action plans driven by the Diversity, Equity and Inclusion Committee.

Telehealth remains an area of focus this year as NCN Health seeks to support our workforce and enhance healthcare access for all consumers in all settings in the health service.

Staff culture and resilience is paramount in the report with the creation of our Staff Wellbeing Program, 'SWELL', and implementing actions from the 2022 People Matter Survey.

The 2022/2023 Annual Report describes our organisation's path over the past year—a journey marked by innovation, and commitment to continuous improvement.

We recognise and thank each member of the NCN Health team, our valued partners, and the communities we serve.

Jacque Phillips OAM
Chief Executive Officer

Alicia Cunningham
Clinical Governance
Committee Chair and
Board Member

More Information

If you'd like more information about anything you have read about in the 2022/2023 Quality Account, please contact us at ncnhealth@ncnhealth.org.au



Clinical Governance Committee

Alicia Cunningham - (Chair) Board of Directors
Kate Hodge - Board of Directors
Sally Squire - Board of Directors
Kevin Boote - Board of Directors
Jacque Phillips - Chief Executive Officer
Dr Ka Chun Tse - Director of Medical Services
Carolyn Hargreaves - Director of Clinical Services, Cobram
Abhinay Dolar - Director of Clinical Services, Numurkah
Ali Beatson - Director of Clinical Services, Nathalia
Michelle Butler - Director of Quality Risk and Performance
Catherine Church - Deputy Director of Nursing
Melissa Neal - Deputy Director of Nursing

NCN Health Consumer Groups

Nathalia

Fay Brown - Consumer Representative
Mary Barry - Consumer Representative
Ross Smith - Consumer Representative
Dawn Bowen - Consumer Representative
Laurel Dimond - Consumer Representative

Cobram

Ian Yeaman - Consumer Representative
Rodney Dutneall - Consumer Representative
Kellie Butler - Consumer Representative
Jenny Tom - Consumer Representative
Melissa Herezo - Consumer Representative

Numurkah

Kate Hodge - Board of Directors
Beverley Wain - Consumer Representative
Jodie Cunningham - Consumer Representative
Heather Seiter - Consumer Representative
Karen Van Maanen - 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.

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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 Indicators 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.

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.

We are continually looking for new ways to reduce the risk of falling in our patients and residents. To assist with this we are establishing a falls prevention workgroup who will monitor our performance and ensure we are providing care that meets best practice.



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.

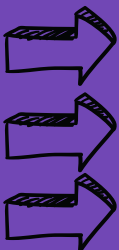


Similarly to preventing falls, we assess a person's risk of developing pressure injuries when they come into our care. If they are at risk of injury we can provide pressure care by ensuring:

- 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

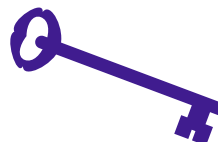
Eat a balanced diet and drink plenty of water – it is essential!



INFECTION PREVENTION AND CONTROL

The Infection Prevention and Control Program is a coordinated facility-wide infection surveillance, prevention and control program. The Infection Control Coordinator and Nurses support the program and report regularly to the Director of Clinical Services/Infection Control Executive sponsor at each campus, site Committees and all relevant stakeholders.

2022 - 23 Key Performance Indicators



Hand Hygiene

National auditing on Hand Hygiene is reduced this year to be only required at the period ending 31st of March and October. Auditing period ending 31st June is not compulsory but recommended by the Department of Health. Continued efforts across campuses have seen hand hygiene rates remain above the state benchmark of **85%**



Health Care Worker Influenza Vaccination

2023 Healthcare worker influenza immunisation is expected to be 100% of Category A/B Healthcare workers where there is no valid contraindication, strict criteria must be met for a valid contraindication to be allowed. The whole of health service target is **≥94%**.

SAB, Clostridioides Difficile and multi resistant organisms (MRO's)

Rate of patients with SAB is expected to be **≤0.7/10,000** occupied bed days. 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. There have been no reportable infections with Clostridioides Difficile.

There was 1 reportable infection with VRE at the Cobram site, the case was investigated by the Infection Control Coordinator and monitoring continues to identify any trends.

Residential Aged Care and Infection Control

Infection Control Leads in NCN Health Residential Aged Care facilities are currently undertaking training through the Australian College of Infection Prevention and Control (ACIPC) to provide more onsite support and action in infection prevention and control.

Infection Control Highlights

Improvements have been the **CleverLogger**, which monitors temperature and humidity of vaccination fridges and sterile stock storage areas; providing mobile phone alerts when deviations from normal ranges occur.



MEETING ACCREDITATION STANDARDS

Accreditation is an evaluation process that involves assessment by qualified external peer reviewers who assess a health care organisation's compliance with safety and quality standards. In the 2022/2023 financial year, NCN Health underwent a total of seven different accreditations, with excellent results across all the services reviewed.

Assessment areas included:



ACUTE, URGENT CARE, COMMUNITY AND THEATRE SERVICES

Full accreditation was awarded by the Australian Council on Healthcare Standards (ACHS) against the National Safety & Quality Healthcare Standards across the three campuses of Nathalia, Cobram and Numurkah in August 2022. Feedback was overwhelmingly positive with only one minor recommendation regarding suggested data collection. This was the first time NCN Health had undergone accreditation as one health service.



AGED CARE SERVICES

Full accreditation was awarded by the Aged Care Quality & Safety Commission on all four Residential Aged Care Facilities against the Aged Care Quality Standards:

- Irvin House in Cobram – August 2022
- Banawah in Nathalia February 2023
- Karinya at Numurkah in February 2023
- Numurkah Pioneer Memorial Lodge – February 2023

Across the eight Aged Care quality standards the feedback was very positive with particular comments regarding the facilities feeling 'like a family home' for our residents, and that our residents are happy and feel comfortable with their care.





NATHALIA MEDICAL CLINIC

Nathalia Medical Clinic were assessed by Australian General Practice Accreditation Limited (AGPAL) Accreditation Agency and awarded our accreditation on 23rd December 2022 with the commencement date being 12th January 2023 and the expiry being 12th January 2026.

The Doctors, Practice Nurses and Admin staff continue to work towards the best outcomes for our patients. We are lucky to have such a friendly, helpful and dedicated team that work so well together and with the wider community.



DISABILITY SERVICES

This 2-day mid term assessment against the National Disability Insurance Scheme (NDIS) Accreditation Standards was conducted online in January 2023. The outcome was successful with one low priority recommendation.



CONSUMER EXPERIENCE

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



VICTORIAN HEALTH EXPERIENCE SURVEYS

The Victorian Health Experience Survey (VHES) Adult inpatient questionnaire seeks to discover the experience of people aged 16 or over admitted to a Victorian public hospital. The following is a snapshot of results from **NCN Health April – June 2023**

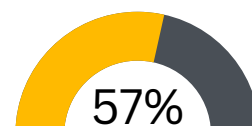
VHES - APRIL - JUNE 2023 PARTICIPATIONS RATES: 21%

180 people across NCN Health were invited to participate in the adult inpatient survey. 38 participated in the adult inpatient survey, with a response rate of 21%.

? OVERALL EXPERIENCE



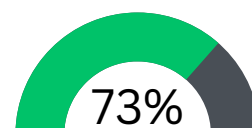
? BEFORE ARRIVING, THE HEALTH SERVICE PROVIDED USEFUL INFORMATION ON WHAT TO EXPECT?



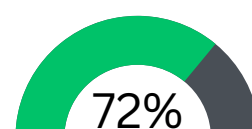
? WHILE IN HOSPITAL, DID YOU FEEL SAFE?



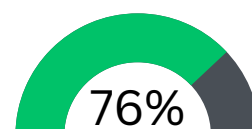
? BEFORE LEAVING HOSPITAL, DID STAFF GIVE YOU OR A CARER USEFUL INFORMATION ABOUT YOUR CARE AT HOME?



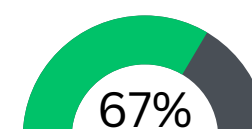
? DID YOU FEEL YOU WERE LISTENED TO AND UNDERSTOOD BY STAFF?



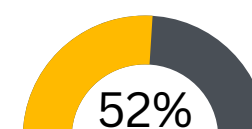
? STAFF ALWAYS EXPLAINED THINGS IN A WAY THAT WAS EASY TO UNDERSTAND.



? WERE YOU ALWAYS ABLE TO DISCUSS CONCERNS WITH STAFF?

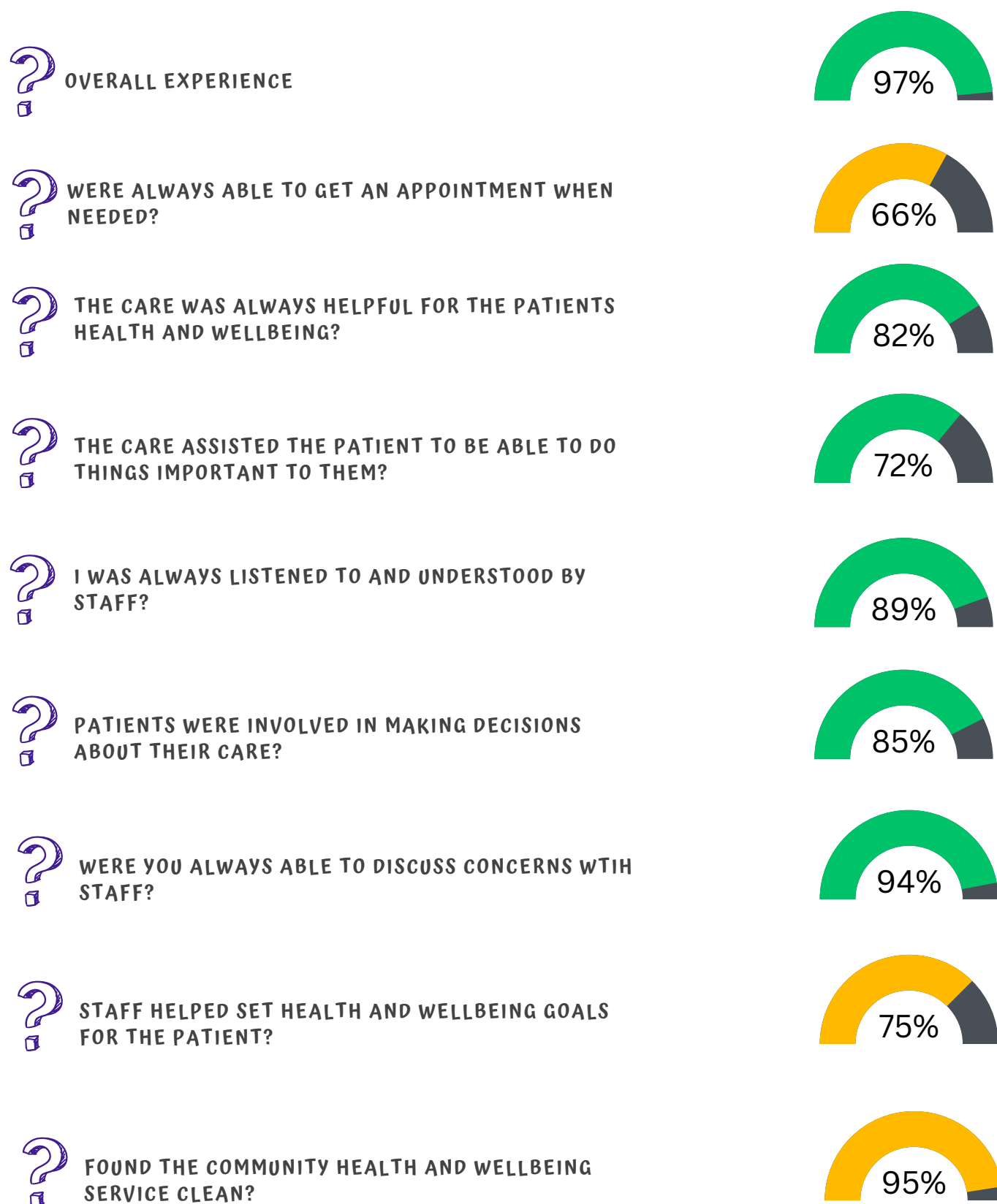


? WERE YOU GIVEN OR SAW INFORMATION ABOUT HOW TO PROVIDE FEEDBACK?



VICTORIAN HEALTH EXPERIENCE SURVEY - COMMUNITY HEALTH AND WELLBEING

799 people across NCN Health Community Health were surveyed in 2023. 104 participated in the Community Health Survey, with a response rate of 13%. The following is a snapshot of results:



RESIDENT AND REPRESENTATIVE SATISFACTION SURVEY

Resident satisfaction survey 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 and opportunities to improve. The Resident and Representative Survey is conducted across the 4 aged care facilities at NCN Health. Representatives and volunteers are able to assist residents to complete the survey as needed.

The questions are based on the eight Aged Care Quality Standards (introduced in July 2019) these are:

1. **Consumer dignity and choice**
2. **Ongoing assessment and planning with consumers;**
3. **Personal care and clinical care;**
4. **Services and supports for daily living**
5. **Organisations service environment**
6. **Feedback and complaints**
7. **Human resources, and;**
8. **Organisational governance**

2022 SURVEY RESPONSE RATE

BANAWAH NURSING HOME, NATHALIA CAMPUS

65%

IRVIN HOUSE, COBRAM CAMPUS

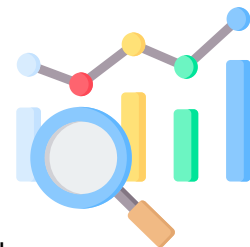
46%

KARINYA NURSING HOME, NUMURKAH CAMPUS

47%

NUMURKAH PIONEERS MEMORIAL LODGE

56%



POSITIVE COMMENTS

- ✓ 92% of residents/resident representatives indicated that they are encouraged by staff to be independent.
- ✓ 100% of residents and resident representatives indicated that they are confident that they are getting care that is safe and right for them.
- ✓ 93% of residents/resident representatives think that staff know when they are unwell and can provide the treatment they need.
- ✓ 92% of residents/resident representatives indicated that staff have talked to them about infection control, and hand hygiene etc.
- ✓ 100% of residents/resident representatives agreed that the care provided is consistent and supports their needs.

OPPORTUNITIES FOR IMPROVEMENT



- 15.38% of residents/resident representatives indicated that they cannot easily access specialist care if their needs change.
- 23.08% of residents/resident representatives felt that staff have not discussed their end of life wishes with them.
- 23.08% of residents/resident representative felt that call bells were not answered promptly.

ACTIONS



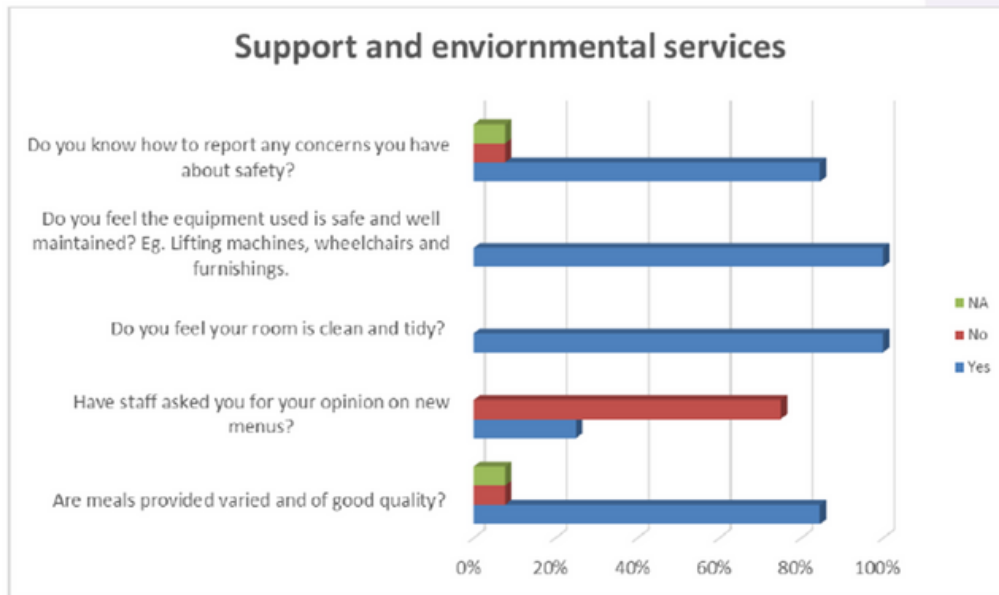
- Review end of life care discussions and documentation.



- Ongoing workforce recruitment strategies in place to ensure staffing ratios are adequate for resident care needs.



- Call bell responses audited every 6 months, average response time is currently 55 seconds. Review audit dates to see if this needs to be done more regularly.



POSITIVE COMMENTS

- ✓ 100% of residents/families/representatives felt that their room was clean and tidy.
- ✓ 100% felt the equipment was safe and well maintained and 85% stated they knew how to report concerns regarding their safety to staff.
- ✓ 85% felt the meals were varied and of good quality where 8% stated it did not apply to them.
- ✓ In regards to the environment comments included "Spotless", "always".

OPPORTUNITIES FOR IMPROVEMENT



75% of residents/families/representatives stated that they were not asked for their opinion on new menus and 8% stated that meals are not varied and of good quality.

ACTIONS



- Encourage residents to attend the menu focus groups held twice yearly prior to the introduction of the summer and winter menus.



- Open discussion with residents/representatives at meetings prior to the purchasing of equipment will ensure that all residents requirements in this area are satisfied.



- Concerns for resident's safety will be discussed at the Residents and Relatives meeting held monthly.

NUMURKAH PIONEERS MEMORIAL LODGE 2022

SNAPSHOT OF RESULTS



POSITIVE COMMENTS

- ✓ 100% stated that staff supported them in making decisions that improves their health and wellbeing.
- ✓ 89% of residents/families/representatives felt that staff actively involved them in planning their care while 6% stated that it did not apply to them.
- ✓ 89% also felt staff sought feedback on their current needs, goals and preferences

OPPORTUNITIES FOR IMPROVEMENT



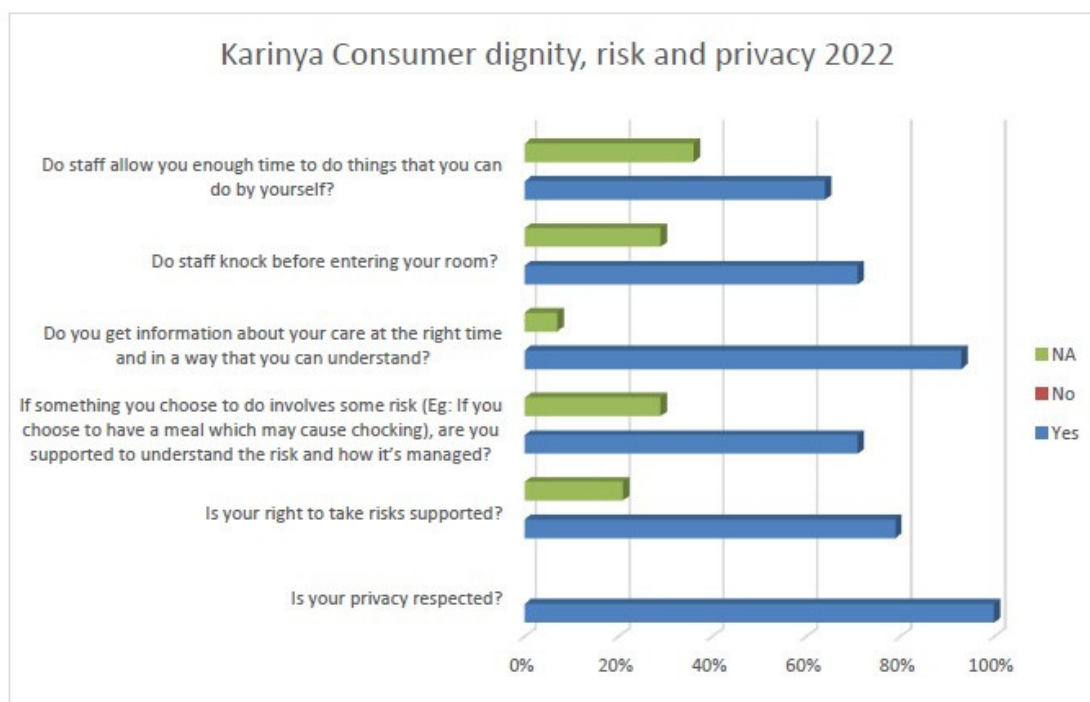
- 22% of residents/representatives said they were not involved in their Advance Care Planning (ACP)
- 10% stated that they were not offered a copy of their care plan.
- Staff must always remember that residents/families/representatives must be involved in the resident's care at all times and ensure that they are included in any discussions or goal setting in regards to their health and wellbeing.

ACTIONS



Advanced Care Planning has been added to the Resident of the Day form, where residents and representatives discuss any issues or concerns monthly.

KARINYA NURSING HOME 2022 - SNAPSHOT OF RESULTS



POSITIVE COMMENTS



- 100% of residents/families/representatives stated that their privacy is respected.
- 93% stated that they get information about their care at the right time and in a way that they can understand.
- 79% stated that their right to take risks are supported while 29% stated it did not apply to them.
- 71% of residents stated that staff knock before entering their room while 29% stated it did not apply to them.

OPPORTUNITIES FOR IMPROVEMENT



- Staff are sometimes rushed.
- Staff don't always knock on the door and offer supper to residents who are resting.
- Some information on the residents board is incorrect.

ACTIONS



- Ensure the date on the Resident Room Board is correct.
- Ensure staff knock on residents door to offer supper to the residents when the door is closed in the evening.

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.



THE IMPACT OF AUXILIARIES

There are four Auxiliaries across NCN Health, the Auxiliaries volunteer their time to raise money for equipment and resources for NCN Health. The impact of the Auxiliaries is significant, they provide a link between the community and the health service and foster a sense of community and connection for our patients and residents. They provide practical assistance in fundraising and supporting our provision of high quality health care.

“ The Auxiliary run a number of fundraising events each year to support their contributions and are an amazing group of quiet achievers who are an asset to our health service. We value their contributions immensely and recognise the crucial role they play in our mission to make a difference to the community. ”

Jacque Phillips NCN Health CEO.

NATHALIA HOSPITAL AUXILIARY SHINE AT CHRISTMAS



Pictured are the Nathalia Hospital Auxiliary together with NCN Health staff member Wendy Gilbert at the Nathalia Christmas Market in 2022, raising much appreciated funds for the health service.

COBRAM DISTRICT HEALTH LADIES AUXILIARY DONATE \$8000 DOLLARS IN EQUIPMENT

Many thanks to the Cobram District Health Ladies Auxiliary who purchased more than \$8000 in resources and equipment for Cobram Campus in the first 6 months of 2023. In partnership with staff, the Auxiliary identified a number of items required to assist in service delivery and quality of care. Some of these include; bariatric vinyl chairs for the acute ward, shower chairs in Irvin House, saddle chairs and slide boards used in podiatry and allied health, a rowing machine for physiotherapy and allied health, a diabetes analyser kit for Community Health and Wellbeing and high back adjustable chair for use in the medical clinic waiting room.

From left: Sue Hams, Marlene Edwards, Fay Rankin, Pat Tallent, Maree O'Brien, Val Linquist. Absent: Mary Powell, Elaine Blizzard, Eve Hartshorne and Carol Wigg.

Below right: A shower chair purchased for Irvin House.



THANK
YOU



NUMURKAH PIONEERS MEMORIAL LODGE AUXILIARY CAR BOOT SALE!

The Pioneers Memorial Lodge Auxiliary held a Garage and Car Boot Sale in October 22, the first of its kind since before the COVID-19 pandemic. The grounds of Pioneer Lodge were filled with white elephant stalls, second hand disability equipment, mobility scooters, furniture, painting and artwork and even a piano.

The Car Boot Sale was supported by the CWA cake stall and Rotary Club of Numurkah who provided a delicious BBQ, hot and cold drinks. It was fabulous to see community members out and about supporting the Lodge.

A raffle was held with first prize being a grocery hamper and second and third prizes Love our Lifestyle vouchers.

Over all, the Garage Sale and Car Boot sale together with the sausage sizzle, cake stall and donated items raised just over \$5000.

Thank you for the generous community members for donations of second hand goods and disability equipment.



IMPROVING OUR HEALTH SERVICE

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



Quality Team Feedback Project

At the start of 2023 the Quality Team reviewed the feedback process across NCN Health.

What was working?

There were many opportunities to provide feedback for each department, these included; online on the website, hard copy feedback forms across reception desks in each area, via email and via the independent platform Care Opinion.

What wasn't working?

- Feedback forms were sometimes hard to find and became easily outdated.
- Feedback forms did not display a date so feedback was not always responded to in a timely manner.
- There were several different emails collecting the feedback.



What did we improve?

- Created feedback hubs across NCN Health that are easily identified, accessed and health literate.
- Include QR Codes on the feedback hubs so consumers can use their phone or device.
- We tested hubs with consumers for ease of use and readability.
- Create one streamlined email address for all feedback.
- Update hard copy feedback forms to include date.
- Send feedback process email out to all managers and staff.

Benefits and Outcomes

- Feedback is coming in more regularly and to one central email address, it is now easier to follow up and also to collect data.
- Feedback hubs are easier to spot across the health service providing better access to consumers.




Got Feedback?

Feedback@ncnhealth.org.au

INTRODUCING...


NCN Health

QR CODE FEEDBACK FORM




NCN Health | Nathalia
Cobram
Numurkah

**How was your
experience with us?**



Scan QR Code



or fill in a form
or ask staff for assistance



NEW Feedback Inbox
feedback@ncnhealth.org.au



NCN Health | Nathalia
Cobram
Numurkah

Healthy Choices for food provided to staff and visitors in Victorian Hospitals.



Why change food and drink provided?

In April 2021, the Victorian Government announced the Healthy choices: Policy directive for Victorian public health services. The Policy directive aims to reinforce health services as places that support the health and well-being of their staff and visitors. NCN Health are wanting to lead by example in their communities.

What foods have changed across NCN Health campuses?

Here's what has changed with the food and drinks at NCN Health for staff and visitors to be in line with this mandate:

Sandwiches include:

- Reduced fat cheese

Soups contain:

- Low sodium stock

Desserts that will be available are:

- Frozen and regular yoghurt

Snacks will now include:

- Arnotts Water Crackers
- Eatwell Fruit, Oat and Cinnamon biscuits
- Scones once weekly

NCN Health vending machines to include:

- No sugar soft drink
- Nuts and chickpeas
- Reduced numbers of red items



Food	In-house retail and vending	Promotion
	at least 50% GREEN foods + no more than 20% RED foods	
Catering	at least 50% GREEN foods + No RED foods provided	No RED foods promoted or advertised

We're Compliant!

NCN Health campuses are now compliant to meet these criteria for provision of food to staff and visitors. For more information contact the NCN Health Dietetics department.



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 based at Numurkah Campus in 2022 to help community members access health appointments and group programs. This service has been extended to the Cobram Community, based at NCN Health Cobram Campus. It 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.

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.



Cobram RFDS Volunteer Driver, Mitch Heaton heads off to pick up a client.



NCN@HOME

IN 2022 and 2023 the Victorian State Budget committed a funding package to deliver more hospital services within patients homes through home based and virtual care. This initiative is known as Better at Home. Under the Better at Home initiative NCN Health has developed the NCN@Home Program.

NCN@Home includes admitted care (Hospital in the Home) and non admitted services.

Hospital in the Home

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.

Who can be treated in the Hospital in the 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.

Non-Admitted Care

NCN@Home non-admitted services include allied health care such as Physiotherapy, Occupational Therapy, Dietetics, Foot Care and more.

Benefits of NCN@Home

- Increased community engagement with the health service and increased uptake in services.
- Positive feedback from clients.
- increased flexibility in care needs, services and outcomes.
- Strengthened relationships with GPs.

What next?

- Embed the service across NCN Health sites as GP engagement allows.
- Extend District Nurse Service hours as demand increases.
- Extend patient cohort to include other conditions, with a focus on non-admitted patients.
- Further explore the role of telehealth for both admitted and non admitted NCN@Home patients.

CARE FINDERS PROGRAM

The Care Finders Program is an initiative of Murray Primary Health Network and began at NCN Health January 2023.

Care Finders support vulnerable older people who would not be able to arrange care services without intensive support and do not have family members or friends who can assist. Care Finder services are provided at no cost as they are fully funded by the Primary Health Networks.

Who can receive assistance from Care Finder

A person must:

- Have no carer or support person who can help them, or no person they feel comfortable with who can help them,
- Be eligible for government funded aged care.

They may:

- Have difficulty communicating because of language or literacy problems
- Find it difficult to understand information or make decisions
- Be reluctant to engage with aged care or government
- Be in an unsafe situation if they do not receive services.

What help can care finders provide:

- Talking to My Aged Care on their behalf and arranging an assessment
- Attending and providing support for an assessment
- Finding and shortlisting aged care services in their area
- Completing forms and understanding aged care service agreements
- Checking in on services and ensuring needs are being met
- Solving other problems and connecting to supports in the community.

Care Finder Program - An Overview of MAY 2023

- Client contacts: 4080 minutes
- Casual contacts: 675 minutes
- New clients May 2023: 9
- Active clients May 2023: 23 active clients
- Client location: Kotupna, Numurkah, Nathalia, Cobram, Barooga, Waaia and Yarrawonga.
- Clients discharged: 2

Information Sessions Delivered:

- Tungamah Senior Citizens
- Yarrawonga Carers Group
- NCN Health Falls Prevention Group

For more information

P: 0436 657 474

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 overseen by the Diversity, Equity and Inclusion committee with results reported back to the Board of Directors. The current key priority areas are:

- Aboriginal and Torres Strait Islander
- LGBTIQ+
- Disability

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

During 2022 and 2023 we celebrated a number of events across NCN Health and in the community to raise the profile of our health priorities and foster inclusivity, cultural awareness and safety for all our consumers.

NAIDOC Week at Federation Park, Cobram

NCN Health and Many Mobs Indigenous Cooperation held a NAIDOC Week celebration at Federation Park in Cobram.

Students from the local schools joined the event where they learnt about culture, history and celebrated our local elders through sharing stories and activities.



Monthly Yarn Ups at Cobram Campus

Once a month the community can come together at Cobram Campus for a Yarn and Cuppa, share stories, connect with Indigenous community members, or learn about Indigenous culture.



YARN-UPS at Cobram

Many Mobs Indigenous Corporation and NCN Health invite the community to join our Yarn-Ups.

NCN Health Cobram Training Room (via main entrance) 11am – 1pm. Yarn-Ups held monthly, third Monday of the month.

We welcome anyone regardless of what mob you're from.
Come along and have a cuppa with us and a yarn.
The group is hosted by local indigenous peoples, for all people.



THIRD MONDAY OF EACH MONTH

Need more information?

Email: Sheridan.davies@ncnhealth.org.au
Or phone; Aunty Iris Troutman 0477 528 246



Transgender Day Of Visibility

March 31 2023 we recognised Transgender Day of Visibility. Staff were invited to wear pronouns to show support for the transgender and gender diverse community.



TRANSGENDER Day of Visibility
March 31st

NCN Health is proudly working towards creating a safer and more inclusive health service, for our transgender and gender diverse staff and community.

We are beginning by taking a few small, but very important, steps to achieve this!

Step 1: Raise awareness to help our staff and community learn about ways they can be an ally and how to better support transgender and gender diverse people around us.

Step 2: Use pronouns in our email signatures, conversations and on badges, so we are actively working to reduce shame and stigma.

Step 3: Celebrate days like Transgender Day of Visibility, which is an annual international celebration of trans pride and awareness, recognising trans and gender diverse experiences and achievements.





INTERNATIONAL DAY OF PEOPLE WITH A DISABILITY #IDPWD

On December 3 2022 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.





VICTORIAN VIRTUAL EMERGENCY DEPARTMENT

What is VVED?

The VVED is a state wide virtual emergency department operating 24 hours per day and seven days a week with daily specialist medical cover. VVED is for non life threatening emergencies, Urgent Care patients and Aged Care Residents. Consultations take place over video call with access to Emergency Physicians, Pediatricians , Nurse Practitioners and other specialists.

VVED and NCN Health

The VVED will be used at all three sites and four aged care facilities when there is no GP or Nurse Practitioner available. VVED will be utilised for urgent care presentations, Cat 5s, 4s and non complex Cat 3s. VVED will be also be used for residents who require non urgent or non complex care. VVED is based at Northern Health and doctors and nurses are based in Victoria and work from Northern Health's offices or from home.

What to expect during the VVED Consultation

Patients will receive clinical assessment, medical advice, treatment and, where required, local referrals to appropriate services for ongoing management.

The VVED clinician may:

- Refer patient to local in hours GP or other care provider
- Prescribe prescriptions for baseline medications
- Request for radiology or pathology
- Provide specific medical advice to manage patients immediate condition
- Recommend transfer to Emergency Department via Ambulance.

For more information visit <https://www.vved.org.au/>





NCN HEALTH AND TELECARE VIRTUAL ADMISSIONS PROJECT

Health services are facing workforce challenges, particularly in rural areas. These workforce issues are impacting access to timely and ongoing healthcare across our NCN Health campuses. In November 2022 virtual care provider Telecare, in collaboration with local GPs, was introduced as part of a six-month trial at NCN Health. This trial assisted with medical workforce pressures while providing our communities with care close to home.

What is the Service?

Telecare is one of Australia's largest telehealth providers, with a panel of over 100 physicians across 33 specialties. Telecare operates nationwide, with a focus on regional Australia.

What to expect during a Telecare consultation:

Patients will receive clinical assessment, medical advice, treatment and, where required, local referrals to appropriate services for ongoing management.

The patient will receive:

- Clinical assessment and admission
- Follow up medical advice and treatment
- Referrals to appropriate services for ongoing management.

Telecare might:

- Admit you to NCN Health
- Share your care in partnership with your local doctor
- Be your doctor during your whole stay at NCN Health
- Be your doctor during your whole stay with Hospital in the Home (HITH), while you are at home being treated
- Send your discharge summary to your nominated doctor
- Organise prescriptions and medications.

Outcomes

NCN Health worked collaboratively in partnership with local doctors and clinic staff based in Cobram, Nathalia and Numurkah ensuring a smooth transition when Telecare is engaged to admit a patient.

Local doctors are positive of this project and it will assist them with the competing demands between their practice and the acute hospital setting.

For more information visit: www.telecare.com.au

WORKFORCE

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



NCN HEALTH MAINTENANCE TEAMS

This year we spotlight the role of the **maintenance** teams across NCN Health and explain why their work is key to continuous **improvement**.

What is the role of Maintenance?

Preventative and reactive maintenance, gardens and grounds maintenance, infrastructure development and supporting key emergency functions such as fire and emergency management and security systems.

Their work in repairs, building maintenance, and the upkeep of grounds directly impact the overall quality of the healthcare environment. Well-maintained facilities provide a safe and comfortable atmosphere for patients and staff, ensuring that the infrastructure meets the highest standards. This, in turn, enhances patient satisfaction and the overall experience of care.

By addressing maintenance issues promptly, the team helps prevent potential safety hazards and minimises disruptions, ultimately supporting the health service's mission of delivering high-quality healthcare to our community.





Preventative Maintenance:

From patient monitors and wheelchairs to air-conditioning systems and kitchen equipment, there is a myriad of equipment which the maintenance department keeps on a preventative maintenance schedule. Some of this work is undertaken by specialist contractors while much is done by the team. Preventive maintenance aims to keep equipment in optimal condition and avoid breakdowns through regular scheduled maintenance.



Reactive Maintenance:

The maintenance team are always on hand for the unexpected breakdown of equipment and building issues such as leaking pipes.



Garden and Grounds:

Across NCN Health there are lovely gardens for residents, patients, staff and visitors which the maintenance team keep looking good. They undertake mowing and seasonal pruning, along with installing new garden projects.



Emergency Functions:

A key part of the Maintenance function is being an integral part of the emergency response systems. They maintain the fire emergency system and attend the Emergency Warning and Intercommunication Panel (EWIS) panel upon activation of the system. They undertake training of other staff in use of the system and how to respond in the event of an emergency. They are also a key part of the Emergency Operations Committee team.



Daily Operational Maintenance:

Every day the maintenance team undertake routine tasks such as checking gas cylinders and the function of plant and equipment to ensure the rest of the NCN Health team can function.



Swell

Staff Wellbeing

We are excited to launch SWELL in 2023, the NCN Health Staff Wellbeing Program. SWELL brings together all our staff wellbeing initiatives making them easier for you to access, use and enjoy! SWELL will be run by a committee of staff representatives from each area of the health service who will work to improve and promote staff health and wellbeing. You can chat to these representatives about how NCN Health staff wellbeing can be improved and they will bring your ideas back to the committee.

The SWELL Program includes;

- Employee Assistance Program
- Wellness workshops and mental health resources
- Free exercise classes
- Staff celebration days and events
- People matter survey promotion and actioning feedback.

SWELL COMMITTEE REPS

Angela Thorne

Carolyn Berry

Jenny Burrows

John Shrimpton

Julie Vella

Kay Hodge

Lynne Peterson

Marissa Daly

Nicole Cason

Susan Huffer

Wendy Caddy

Contract Us: ncnswell@ncnhealth.org.au

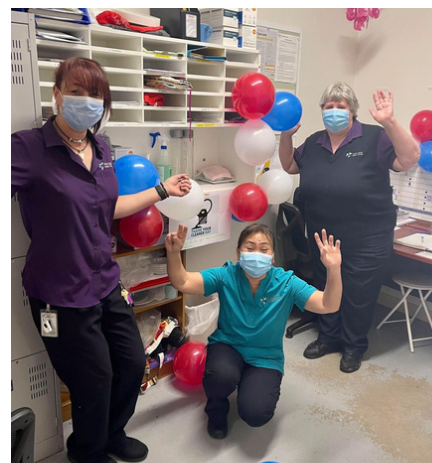
STAFF CELEBRATION DAYS

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.

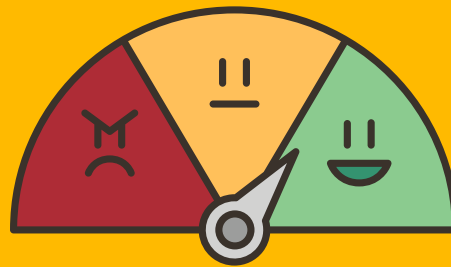
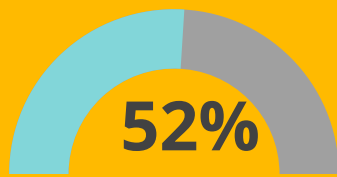
Staff Celebration Dates

- 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.



People Matter Survey 2022

RESPONSE RATE



EMPLOYEE ENGAGEMENT



"I can make a worthwhile contribution while at work." 96% ✓



"Senior leaders consider the psychological health of employees to be as important as productivity." 15%



"The health service does a good job of training new and existing staff" -2%

Most Improved

Emotional Effects of Work

Happy 71% ↑ by 9%

Enthusiastic 62% ↑ by 8%

Worried 29% ↓ by 4%

Miserable 17% ↓ by 2%

Negative Behaviours in the Past 12 Months

Violence or aggression 23% ↑ by 1%

Bullying 16% ↓ by 2%

Sexual Harassment 5% ↓ by 2%

Discrimination 2% ↓ by 3%

90% Human Rights

81% Inclusion

83% Accountability

81% Collaboration

82% Respect

93% Meaningful Work

83% Responsiveness

86% Manager Leadership

81% Leadership

89% Job Enrichment

Areas of focus for 2023



Occupational Violence and Aggression



Psychological health and prevention of stress



Bullying and harassment

Actions



You said,
we did!

Psychological health and prevention of stress



Increased Employee Assistance Program (EAP) sessions from 3 to 5 for staff and their families.



Ran EAP awareness session.



Regularly promote EAP usage at orientation, in staff news and through managers.



Regularly promote services of Lifeline, Beyond Blue etc.



Organised Staff Meditation sessions weekly.



Free gym sessions for NCN Staff at NCN Health Nathalia and Numurkah.



Staff celebration days.



Promoted R U OK? Day across campuses with interactive elements and guest speaker.



Ran surveys and did face to face rounding with staff on how we can better assist and support their health.

Occupational Violence and Aggression (OVA)



Rolled out the OVA practical training program, mandatory for all staff.



Collected and collated feedback in order to improve sessions and keep them relevant.

Bullying and harassment



Updated the policy.



Ran face to face refresher course for managers.



Ran face to face refresher training for all staff.

Ongoing priority areas

Promoting our Values of Respect, Accountability and Partnership.

Facilitating free exercise classes at Cobram Campus and adding more options such as Yoga or Pilates.

Implementing and promoting The SWELL Program for Staff Wellbeing.

Celebrating our achievements through the staff Reward and Recognition Program and promotion of this initiative.







CONTACT US



Nathalia Campus 03 5866 9444

Cobram Campus 03 5871 0777

Numurkah Campus 03 5862 0555

ncnhealth@ncnhealth.org.au

