



QUALITY

ACCOUNT 2023/24



**NCN
Health**

Nathalia
Cobram
Numurkah



ABOUT

NCN HEALTH

OPERATIONAL SNAPSHOT

- In 2023 - 2024



30,522

People living in the
Moira Shire



576

Staff members



140

Volunteers



7839

Urgent care
presentations



828

Patients admitted



596

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



Dr Mark Ashcroft
Chief Executive Officer

We are proud to share NCN Health's 2023-2024 Quality Account with our staff, volunteers, service partners and community. This annual report highlights the services we provide, often in partnership, and the advancements we've achieved in quality, safety, and performance over the past year. It showcases the dedication of our team in delivering exceptional healthcare in collaboration with our consumers and community, guided by our core values of Respect, Accountability, and Partnership.

The Quality Account outlines how NCN Health ensures a high quality and safe health service through processes and improvements such as infection prevention and control and by achieving and maintaining accreditation standards.



Kevin Boote
Clinical Governance
Committee Chair and
Board Member

We demonstrate the importance of consumer experience and participation with a snapshot of results from both the Victorian Health Experience Survey and Resident Satisfaction Survey and we share some stories directly from the consumers themselves, highlighting their perspectives which help shape and improve our services to better meet their needs.

We share a selection of quality advancements in education, allied health, environmental services and operations to demonstrate our ongoing commitment to continuous improvement.

We have celebrated the Diversity, Equity and Inclusion of our staff and community by facilitating and supporting a number of impactful events over the past 12 months and we continue to prioritise the health and wellbeing of our staff and volunteers through our Staff Wellbeing Program and by working to foster a great workplace culture.

We recognise our NCN Health Team, our valued partners and our community for their ongoing support. Together, we continue to strive for excellence in delivering high-quality healthcare for our local communities.

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.

Clinical Governance Committee

Kevin Boote – (Chair) Board of Directors
Alicia Cunningham – (Chair) Board of Directors
(July-August 2023)

Sally Squire – Board of Directors
Mark Ashcroft – Chief Executive Officer,
Jacque Phillips – Chief Executive Officer, (July
2019 – June 2024)
Dr Ka Chun Tse – Director of Medical Services
Carolyn Hargreaves – Director of Clinical
Services, Cobram
Sophie Scott – Director of Clinical Services,
Numurkah
Ali Beatson – Director of Clinical Services,
Nathalia
Adrian Walker – Director of Quality Risk and
Performance
Michelle Butler – Director of Quality Risk and
Performance (June 2021 – December 2023)
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

Beverley Wain – Consumer Representative
Jodie Cunningham – 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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Chefmax
Nutrition Standards and Menu Template
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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

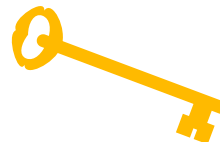
We actively encourage staff, consumers and community members to participate in the improvement of the quality and safety of services.



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

The Victorian auditing benchmark for Hand Hygiene in the 2023-2024 period has increased to 86.7% in Audit three 2023, with all sites above the benchmark and 86.8% in Audit one of 2024, with one site just under the average total – In which further education has been attended and rectified as seen in the subsequent audits.



Health Care Worker Influenza Vaccination

The aggregate rate for Health Care Worker influenza vaccinations for 2024 was 89.3%, in which NCN Health has continued to exceed national aggregated rates.

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

Rate of patients with SAB is expected to be $<0.6/10,000$ occupied bed days. There have been no reportable blood stream infections with Staphylococcus aureus or other new infections with Methicillin Resistant Staphylococcus aureus (MRSA) noted across NCN Health sites. There have been no reportable infections with Clostridioides Difficile.

Residential Aged Care and Infection Control

The Victorian aggregate for influenza vaccinations in residential aged care was 79.3%, our RACs exceeded this with an average over 85%.





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 2023/2024 financial year, NCN Health underwent three accreditations with all standards being met.

Assessment areas included:



RACGP STANDARDS FOR GENERAL PRACTICES, COBRAM MEDICAL CLINIC

Date: September 30th 2023

Accreditation Status: Accredited

Obtained "Met" rating for all 17 standards.



NATA DIAS (DIAGNOSTIC IMAGING ACCREDITATION SCHEME), COBRAM MEDICAL CLINIC

Cobram Medical Imaging

Date: June 2024

Obtained.



AGED CARE QUALITY STANDARDS: CHSP (COMMONWEALTH HOME SUPPORT PROGRAMME), HOME CARE PACKAGES.

This accreditation included; Social Support Groups (PAG), Home Care Packages and some Allied Health services.

Date: 23-24th January, 2024

Compliant with all requirements in all standards.

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 2024**

VHES - APRIL - JUNE 2024

87 people across NCN Health were invited to participate in the adult inpatient survey. 21 participated in the adult inpatient survey, with a response rate of 24%. Given the low response rate, caution should be taken when interpreting results.



OVERALL EXPERIENCE



DID YOU HAVE CONFIDENCE AND TRUST IN THE STAFF?



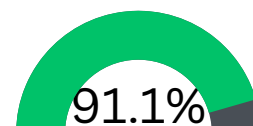
DID YOU FEEL CARED FOR?



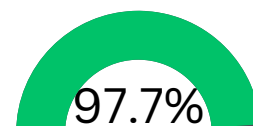
WHILE IN HOSPITAL DID YOU FEEL SAFE?



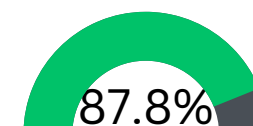
BEFORE YOU LEFT HOSPITAL, DID STAFF GIVE YOU OR SOMEONE CLOSE TO YOU, USEFUL INFORMATION ABOUT MANAGING YOUR HEALTH AND CARE AT HOME?



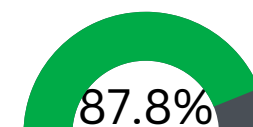
STAFF DEFINITELY TOOK THE FAMILY, HOME AND HEALTH SITUATION INTO ACCOUNT WHEN PLANNING YOUR RETURN HOME.



WERE YOU INVOLVED AS MUCH AS YOU WANTED TO BE IN DECISIONS ABOUT LEAVING HOSPITAL?



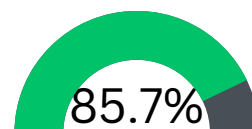
DID YOU FEEL THAT YOU WERE LISTENED TO AND UNDERSTOOD BY STAFF?



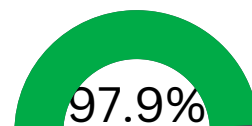
VICTORIAN HEALTH EXPERIENCE SURVEYS



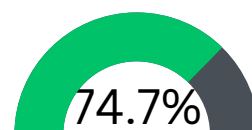
DID STAFF UPDATE YOU AS MUCH AS YOU WANTED ABOUT YOUR CARE?



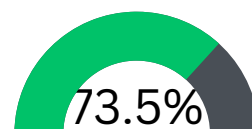
DID STAFF EXPLAIN THINGS IN A WAY YOU COULD UNDERSTAND?



DID STAFF GIVE YOU USEFUL INFORMATION ABOUT ANY NEW MEDICATION PROVIDED AS PART OF YOUR CARE?



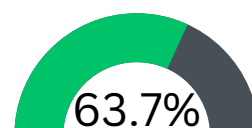
WERE YOU INVOLVED AS MUCH AS YOU WANTED TO BE IN MAKING DECISIONS ABOUT YOUR CARE?



DID STAFF GIVE YOU USEFUL INFORMATION ABOUT THE RISKS AND BENEFITS OF ANY TREATMENT, TESTS, MEDICATIONS OR PROCEDURES YOU RECEIVED?



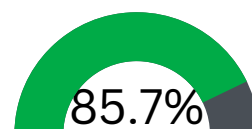
DID STAFF TALK TO YOU ABOUT DIFFERENT OPTIONS FOR YOUR CARE?



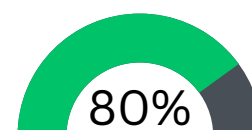
DID YOU FEEL THAT STAFF BASED THEIR CARE ON WHAT WAS IMPORTANT TO YOU?



IF YOU HAD ANY QUESTIONS OR CONCERNS, COULD YOU DISCUSS THIS WITH STAFF?



WERE YOU GIVEN OR DID YOU SEE ANY INFORMATION ABOUT HOW TO GIVE FEEDBACK?



VICTORIAN HEALTH EXPERIENCE SURVEYS

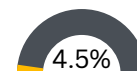
ARE THERE AREAS WHERE WE COULD IMPROVE OUR SERVICES?



COMMUNICATION AND INFORMATION SHARING



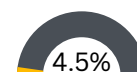
DISCHARGE, FOLLOW UP AND AFTERCARE



PATIENT COMFORT, ENVIRONMENT AND FACILITIES



QUALITY OF CARE



STAFF CONDUCT AND ATTITUDE



WAITING TIMES



WHAT DID YOU ENJOY MOST ABOUT YOUR EXPERIENCE AT THE HOSPITAL?



CHILD FRIENDLY CARE



COMPASSION AND EMPATHY



COMPREHENSIVE CARE AND ATTENTION



EFFICIENCY AND TIMELINESS



PATIENT COMFORT, ENVIRONMENT AND FACILITIES



QUALITY OF CARE



SUPPORT FOR ACCOMPANYING FAMILY MEMBERS



RESIDENT AND REPRESENTATIVE SATISFACTION SURVEY

Resident satisfaction survey 2023 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**

2023 SURVEY RESPONSE RATE

BANAWAH NURSING HOME, NATHALIA CAMPUS

70%

IRVIN HOUSE, COBRAM CAMPUS

73%

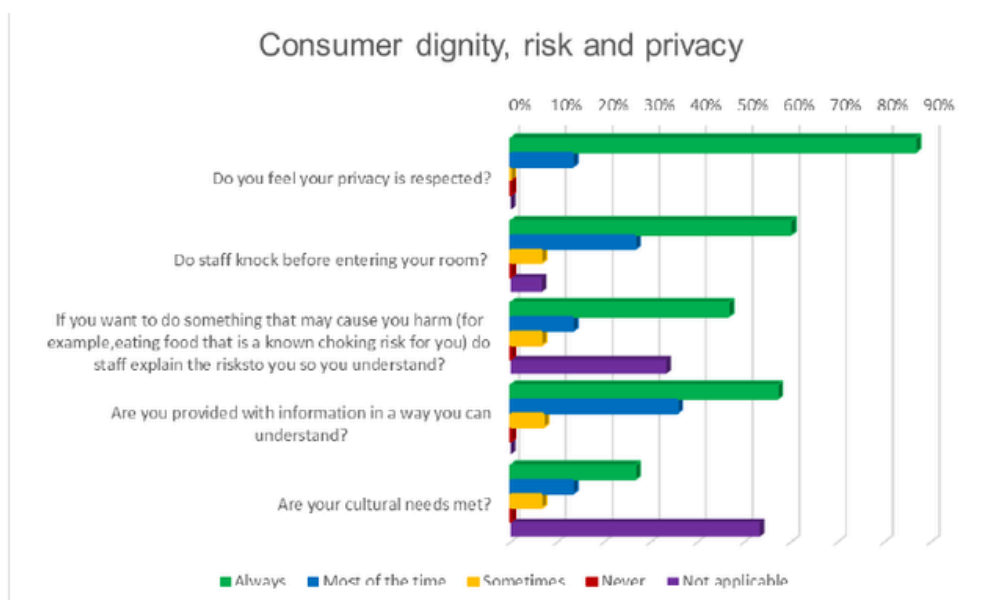
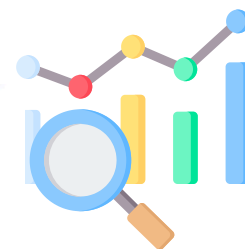
KARINYA NURSING HOME, NUMURKAH CAMPUS

50%

NUMURKAH PIONEERS MEMORIAL LODGE

56%

BANAWAH NURSING HOME 2023 - SNAPSHOT OF RESULTS



POSITIVE COMMENTS

- ✓ 100% of residents/representatives stated that the resident's privacy was respected.
- ✓ 93% of residents and representatives indicated that they are provided with information in a way they can understand.
- ✓ 93% of residents/representatives think that staff know when they are unwell and can provide the treatment they need.
- ✓ 87% of residents/representatives stated that staff knocked before entering the resident's room.

OPPORTUNITIES FOR IMPROVEMENT

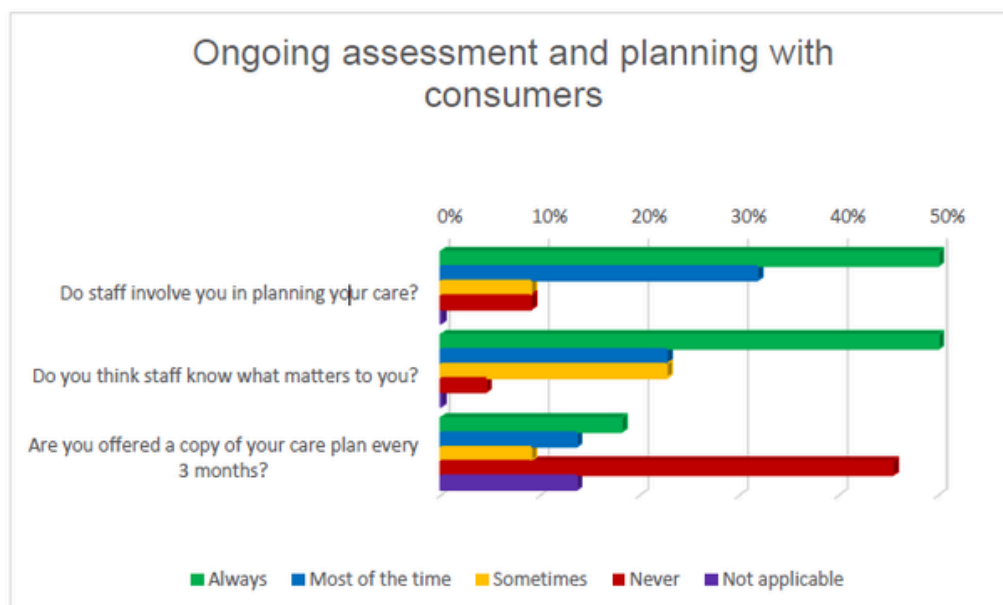


- 7% of residents or their representatives stated that staff explain risks to them sometimes if they want to do something that may cause them harm.

ACTIONS - DIGNITY OF RISK



- Ensure residents feel supported to understand and take risks if and when they choose to. Open discussions by staff with residents and representatives regarding the risk involved and the implementation of strategies to decrease any possible risk is essential.



POSITIVE COMMENTS



- 82% of residents/families/representatives felt that staff actively involved them in planning their care.



- One resident representative stated in regards to involving residents/representatives in the care planning that *"The resident could not function without such amazing staff, from nurses to staff who clean to the kitchen people, we have such a great respect and love for everyone they all add to resident's happiness."*

OPPORTUNITIES FOR IMPROVEMENT



45% stated that staff 'did not offer a copy of their Care Plan every 3 months' and 9% stated that Care Plans are offered 'only sometimes'. 23% stated that staff 'sometimes' know what matters to them.

A resident representative stated that *"Mum's hair was cut short without my permission. Sometimes medication is changed without my input. I just get told about it. The Dr could communicate more."*

ACTIONS



Whilst the majority of residents (82%) felt that staff actively involved them in planning their care, the survey identified opportunity for improvement in offering 100% of residents a copy of their Care Plan and this is recorded in a manner which reflects the agreed approach and choice of resident and their representative.

NUMURKAH PIONEERS MEMORIAL LODGE 2023 SNAPSHOT OF RESULTS



POSITIVE COMMENTS

- ✓ 100% residents/representatives stated that they are satisfied with the care provided to them.
- ✓ 100% of residents/representatives felt staff can provide the care they need if they are unwell.
- ✓ 100% residents/representatives said residents felt safe.
- ✓ 85% stated that they were encouraged by staff to be independent if they want. 15% said it didn't apply to them.
- ✓ 95% of residents/representatives said staff provide residents with support and kindness if they are worried or upset.
- ✓ 75% stated that staff answer call bells promptly, 25% said it did not apply to them.
- ✓ One resident representative stated that "Mum suffers from significant anxiety. Subject to their busy work schedules staff spend extra time with her. Periods of isolation around COVID are challenging for the resident - staff go the extra mile for her."
- ✓ One resident stated that "I am confident staff attend as quickly as they are able. Busy high care facility with high demand."

NUMURKAH PIONEERS MEMORIAL LODGE 2023 SNAPSHOT OF RESULTS

OPPORTUNITIES FOR IMPROVEMENT



The results were pleasing in this area however we received a few suggestions from residents and representatives. One resident stated that *"My family arranged care for me when Doctor didn't"*.

Another resident representative stated that *"Family have had to follow up residents care when she is unwell, this problem has occurred a few times this year."*

One resident representative stated that night staff sometimes shine the torch in residents' eyes which often affects the residents' sleep during the night. Another representative stated that doctor has ignored the residents' pain which led to further medical intervention to resolve the concern.

ACTIONS

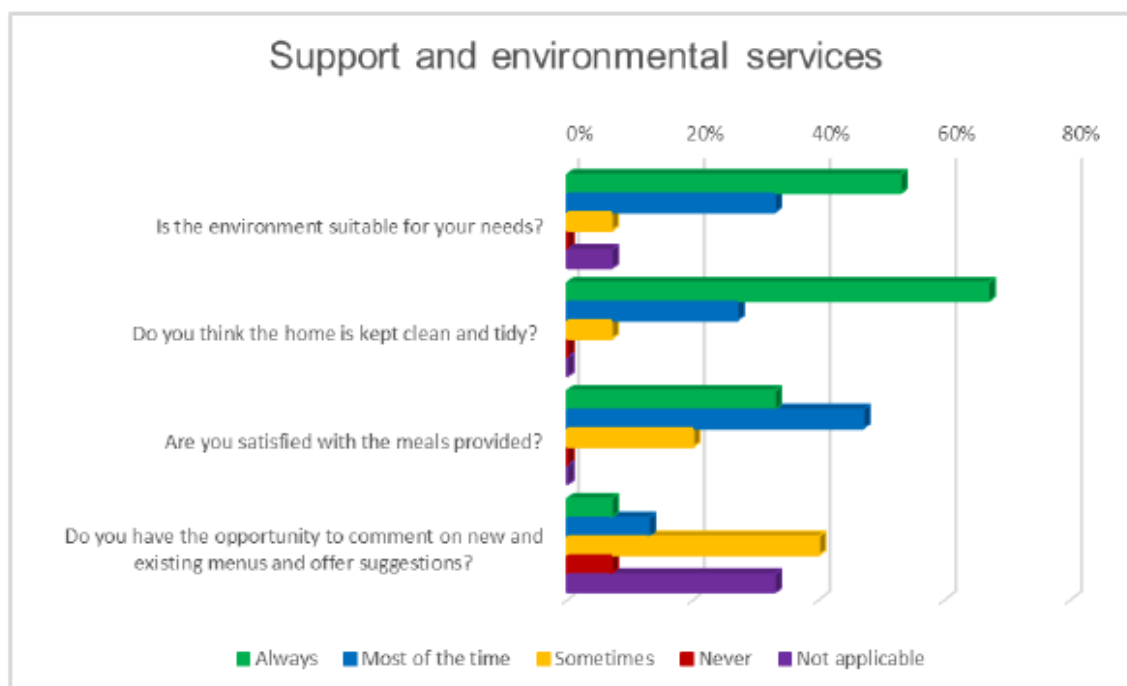


Staff must always ensure that residents personal and clinical care is tailored and are based on the assessment of resident's needs, goals and preferences. Safe and effective personal or clinical care improves the resident's well-being, including their physical and mental state, spiritual and emotional life and social life.

Residents should be able to feel comfortable in the staff's ability to recognise any signs of deterioration in their health and act accordingly in a timely manner. Care and services provided are to be discussed with the resident and their representatives, and make appropriate referrals to other individuals, organisations or providers that can provide care and services that meets the resident's needs.



KARINYA NURSING HOME 2023 - SNAPSHOT OF RESULTS



POSITIVE COMMENTS



- 94% of residents/families/representatives stated that their room was clean and tidy.
- 86% of residents/representatives felt the facility is suitable for their needs. 7% said it did not apply to them.

OPPORTUNITIES FOR IMPROVEMENT



- 40% of residents or their representatives stated that they 'sometimes' have the opportunity to comment on new and existing menus and offer suggestions.
- 20% stated that they are 'sometimes' satisfied with the meals provided.
- A resident representative provided feedback about the food that; *"the resident is not supposed to eat every food due to his medical condition but staff are serving these foods on his plate."*
- Another representative stated that *"there is lot of improvement to be made" in regards to the meals provided at Karinya."*

ACTIONS



NCN Health ensures that Menu planning prior to the implementation of summer and winter menus are led by Dietitian and Support Service Supervisor in collaboration with Nurse Unit Manager. At the Resident and Relative meeting at NCN Health, concerns for resident's meals will be discussed and provide opportunity to discuss ways in which we can meet the needs of our residents in their food preferences and dining experience.



Consumer Story

Department: Cobram Urgent Care Centre and Cobram Medical Clinic.
June, 2024

Valerie is 79 years old and lives in Berrigan NSW. She recently underwent 6 weeks of radiation therapy in Albury to treat a tumour in her breast, following a diagnosis of breast cancer.

One week post her final radiation treatment Val had significant burns and blisters to the radiation site and large areas of exposed broken skin that became infected. She was in a lot of pain and was finding it hard to wear any clothes over the infected area. Val presented to Cobram Urgent Care with her husband. She was assessed by the nurses and seen by the doctor.

“A family friend who is a nurse called in to see how I was going and insisted I go to the urgent care centre. I was reluctant to go. It was the weekend, I didn’t want to waste the nurses’ or doctor’s time and I expected there to be certain amount of pain and inflammation post treatment and I would need to just get through it.”

“When we arrived at urgent care, I was assessed by the nurses who told me I had made the right decision to come in, as the infection was quite advanced by this stage. Unfortunately, they had a few emergencies that morning and so we had to wait about 2.5 hours to be treated, the staff were very busy.”

“Once it was my turn the team cleaned and dressed my wounds, it was very painful and they recommended I wait to see the doctor. Dr Abu was on call and came to see me, he prescribed antibiotics to take 4 times a day and Endone as pain relief. Dr Abu was very thorough. He was worried about the infection spreading to my blood stream but I assured him I would take the antibiotics and my family would keep a close eye on me. He said I had to come back straight away if I developed a fever or started to feel any worse.”

Val was referred to the District Nurses at the Cobram Medical Clinic to have her wounds dressed and cleaned every two days ongoing. She was sent home with the prescription for antibiotics and pain relief.

“For the next 3 weeks I had my wounds dressed and cleaned every two days at Cobram Medical Clinic by the nurses and had a quick consult with the doctors. I can’t speak highly enough of the care I was given, I was especially impressed as I haven’t been a patient of the Cobram Medical Clinic before and was not aware I could use the service under these circumstances. We were looked after by some of the more experienced nurses and also student nurses and they were all very good, very caring.”



Consumer Story

At the time of writing Val has moved to once weekly dressing changes and consultation with the nurses and doctor. Her pain is nearly gone and the wounds are mostly healed.

This consumer story demonstrates the cross-border role Cobram often plays in health care in the region. It was fortunate the consumer was able to access urgent care before her infection became worse and then connected with district nursing. It also demonstrates the important partnership with Cobram Medical Clinic and district nursing service and urgent care.

While the consumer will likely now return to her regular GP for health care in Berrigan, she has accessed the urgent care and understands the services available to the broader community.

**Department: Planned Activity Group, District Nursing, Foot Care, Nathalia Campus.
March 15, 2024.**

Robin Snelling is a Nathalia resident who will celebrate her 80th birthday in July. Robin is originally from Melbourne, she moved to the region in 2007 and lives on her own. She does not have family in Nathalia.

Robin has been engaged with the Nathalia health service for a number of years and has used a variety of our services. She is a regular member of the Planned Activity Group (PAG) which she says has had a very positive impact on her social connectedness and overall wellbeing.

“I have been coming to PAG for many years, before the new hospital was built. I originally met up with PAG after a stay in the Nathalia Hospital after I had a fall. We meet each Tuesday and I have not missed one this year. I was in respite at Numurkah (Pioneer Lodge Residential Aged Care) for three weeks over Christmas and was able to take the RFDS Patient Transport to PAG while I was there, which was great.”

Robin says the PAG group is a highlight of her week.

“Unless I have a doctor’s appointment or something like that, PAG might be my only activity for the week. It’s a good way of communicating and socialising. We often eat together and sometimes that is my main meal for the week.”

Robin highly recommends PAG to anyone who has been thinking about getting involved and says there’s something for everyone.



“PAG outings are wonderful, they take you on the bus and organise everything. Cheryl (Thorn) is terrific and there are a number of other volunteers. Next week we are off to the Fauna Park in Kyabram and we will have lunch with the meercats!”

NCN Health plays an important role in Robin's overall support network. District Nurses visit her once a week to assist with medication, checking on skin integrity and to generally assess how she is managing at home. Robin also attends the NCN Health footcare clinic regularly.

“I do have a good support network. The (NCN Health) staff come each week for a chat, I have MHA care come and help me with showering 3 times a week and a lass who comes and helps with shopping and finances. It is a good place to live.”

Robin says these services are enough for now. She enjoys her own company. While she does not have children, she spends much of her spare time knitting for her honorary grandchildren who number in the many.



Pictured: Robin Snelling far left chatting with PAG participants during International Women's Day celebrations.



Consumer Story

Department: Urgent Care Nathalia
April, 2024.

Margaret and Jeffrey Richards are Nathalia locals who have not accessed the urgent care centre after hours before. Recently, Jeffrey became quite unwell and was having trouble breathing.

“He had a cold and was sleeping in the lounge on the recliner, so was sitting up a bit at night. In the morning when I came into the lounge room he said, help me, I can’t breathe”. Margaret said.

Margaret rang her daughter who works in administration at NCN Health Nathalia and she told them to head to the urgent care centre immediately and press the call bell as it was early in the morning and after hours. Margaret and Jeffrey followed their daughters instructions and presented to urgent care.

“We pressed the bell and we were met by Kylie (After Hours Manager) at the door. She brought Jeff in and checked him over. She was just lovely, was able to get him settled down and got Jeff to do a sputum test.”

Margaret said the nurses then contacted the doctors via video call. NCN Health uses Victorian Virtual Emergency Department to consult with patients using telehealth.

“We were put through to a lovely lady doctor. She consulted with Kylie about Jeff’s condition and asked him about his symptoms. The doctor suspected that Jeff had a chest infection, she prescribed antibiotics for Jeff and referred him for a chest x-ray. The antibiotics prescription was sent straight to my phone. We came over to Numurkah for an x-ray which was a very straight forward process, we were in and out and back in Nathalia in under an hour.”

Margaret said she was impressed with the whole process and that Jeff could be treated close to home.

“Even though my daughter works at the health service, I didn’t realise there was an after-hours service at urgent care. I also have never used telehealth before, or talked to a doctor on the screen. The doctor was lovely, the nurses were so helpful and calm and Jeff felt right at home. We know a lot of the nurses as they are local, it is so much better knowing the staff rather than being treated by strangers in a bigger hospital.”

Margaret was further impressed when the VVED doctor called later on to see how Jeff was going and to provide the results for the x-ray, which was indeed a chest infection.



Consumer Story

“She checked on him and let us know to call back if we were concerned or had any questions.”

Since Jeff’s visit to urgent care Margaret has also used the service after feeling unwell with very high blood pressure.

“When I used the urgent care, the nurses assessed me and were all on hand to help. We didn’t need the online doctors, but the care was still very good.”

Margaret and Jeff both agree that they would recommend the urgent care service.

“I love our hospital and provided you don’t need an ambulance, or to be sent to Shepparton, to be treated close to home is great. Telehealth is not something I have ever done, it was an excellent after hours service.”



IMPROVING OUR HEALTH SERVICE

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



NCN Health Advanced Life Support Program

Advanced Life Support Training for NCN Health Staff was facilitated by an external provider. While the provider was an excellent resource, they sometimes lacked familiarity with the organisation's specific protocols and needs, reducing the relevance of the training, and there was limited opportunity for follow-up support or customisation to address on-the-job challenges.

What changed?

In September 2023, the KidzFix Rally donated more than \$20,000 to NCN Health. This money went towards purchasing a paediatric resuscitation doll and to support NCN Health staff to complete Advanced Life Support Instruction Training at The Australian College of Critical Care Nursing.

Benefits and Outcomes

The impact of undertaking this training was significant. The organisation now saves thousands of dollars each year in external training providers, the training is more accessible to a variety of staff from junior to senior nurses, meaning that everyone can feel like an effective part of the broader team. Providing training has empowered our staff to share their skills and knowledge and build their confidence. The ALS Training is now contextualised, meaning that it can be tailored by our staff to suit the specific environment that they are working in across NCN Health. Our trainers are able to provide direct and real time support for staff during and after the training and ongoing in their education journey.

Who are Kidzfix?

Kidzfix are a foundation dedicated to supporting sick and disadvantaged Aussie kids.

Their vision is to create a legacy of community support that is highly visible in the changes they make. Kidzfix focus on smaller organisations and communities where they can have the biggest impact. Each year the KidzFix rally heads on a different path, raising much needed funds to support and make a change in the lives of sick and disadvantaged children.



NCN Health Staff prepare for in-house Advanced Life Support Training.

WORK EXPERIENCE AT NCN HEALTH

NCN Health recognizes the importance of promoting healthcare as a rewarding and exciting career choice across a variety of clinical and non clinical roles.

In 2023 NCN Health partnered with Goulburn Murray Local Learning and Employment Networks (GMLLEN) to strengthen our Work Experience Pathways for local youth.

Previously students would contact the health service directly requesting work experience opportunities, there was no dedicated process and structure in place and finding the right placement for students could be challenging.

Through our partnership with GMLLEN we have developed a portal so students in our community can access work experience opportunities.

There is a link to the portal on the GMLLEN website and also the NCN Health website.

Students simply access the portal and search for jobs that interest them.

This new structure allows NCN Health to allocate adequate time and resources to support work experience students ensuring they have a meaningful and engaging experience.

Business of the Year

In 2023 the NCN Health Education Team was awarded Business of the Year by GMLLEN for their outstanding support of youth in the region.



NCN Health Education Team, 2023.

MEX OPS

MEX OPS streamlines maintenance work processes and allows for reporting capabilities. The program went live in December 2023, Nathalia was the first campus to be fully integrated into the system, followed by Numurkah and Cobram in January 2024.

MEX OPS enables the organisation to manage, track and easily locate assets, it schedules and prompts preventative maintenance on all assets, from changing batteries in smoke alarms, to servicing hospital equipment. All staff can log maintenance requests via MEX OPS through the internal staff intranet system. Maintenance requests can be triaged and allocated to internal maintenance officers or external contractors as appropriate.

How has it improved work flow?

- Streamlines maintenance processes, it automates the submission, tracking, and resolution of maintenance requests, ensuring no task falls through the cracks.
- Reduces manual errors and repetitive tasks, freeing up time for staff to focus on high-priority issues.
- Enhances asset management by tracking the condition and performance of assets, helping to schedule preventative maintenance before issues arise.
- Extends the lifespan of equipment by ensuring timely repairs and servicing.
- Provides insight into cost-effective solutions and budgeting for repairs or replacements.
- Ensures compliance with industry regulations and safety standards through proper documentation and reporting.
- Maintains a digital archive of maintenance history for audits or strategic planning.
- Reduces downtime by quickly addressing issues and scheduling work efficiently.
- Cuts costs by preventing expensive emergency repairs and minimising operational disruptions.

Previously staff were relying on email to log maintenance requests which were tracked through the maintenance inbox.

Overall, this type of system transforms maintenance from a reactive process to a proactive strategy, leading to better asset performance, higher productivity, and improved bottom-line results.



NCN Health Maintenance Team Members, Ben Kennedy, Tammy Warren and Jason Davies.

CHEFMAX

ChefMax is an electronic menu system that replaces the paper-based model previously used across the three campuses of NCN Health. It has been in use at Numurkah Campus since 2018 and is now being rolled out across the organisation.

Patients and residents are admitted onto ChefMax and set a diet code consistent with their dietary needs, taking into account any allergies, dietary restrictions or requirements, medical conditions or preferences the person may have.

Patients and residents are then only able to select foods that are safe for them to consume and in line with their nutritional needs. This eliminates risk to the patient from food allergies and similar and significantly reduces the amount of resources needed to record, print and distribute paper-based menus.

ChefMax allows more, and improved, choices and control of patient information, recipes, and quality of food provided.

The ordering of meals is a one on one experience, with a staff member using an electronic device to enter the menu choice for each person. This also enhances consumer engagement and experience.

The new ChefMax system was adopted by Nathalia in September 2023 and Cobram will integrate on ChefMax in December 2024.



Staff chat with residents about their menu options using Chefmax.





NUTRITION STANDARDS AND MENU TEMPLATE

Nutrition and quality food standards in public health services are a key component of quality care. Access to nutritious foods is essential for optimal patient/resident treatment and recovery, supports healthy ageing, and health and wellbeing, and prevents malnutrition.

The Nutrition and food quality standards for Victorian hospitals and aged care (Adult Standards) and Nutrition and quality food standards for paediatric patients in Victorian hospitals (Paediatric Standards) were developed following a comprehensive Review in 2019 - 20. The Adult Standards update and replace the 2009 Nutrition standards for menu items in Victorian hospitals and residential aged care facilities. The Paediatric Standards are new, and the first of their kind in Victoria.

These Standards include a greater focus on: the needs of aged care residents and paediatric patients, cultural diversity, variety, modern diets, continuous quality improvement processes, alignment with the Australian Dietary Guidelines and consumer consultation and feedback.

Implementing these nutrition and quality food standards supports health services in meeting the relevant National Safety and Quality Health Service (NSQHS) Standards and Aged Care Quality Standards (ACQS) accreditation requirements relating to nutritional care, menu planning and consumer partnership/choice.

Health services were given 12 months (until the end of 2023) to implement these new food standards.

What we did ...

NCN Health worked with our dietitians and food services team to review and 'band' all our current menu items. Nutrient banding refers to the clear identifying of menu items to indicate their nutritional value. This system highlights foods that meet specific nutrient criteria under the new standards, making it easier to identify and plan healthier options.

From here, we built more menu items to meet the new standards to broaden options across NCN Health for residents, patients and clients. Next, we created a menu template which will create efficiencies in future design of our seasonal menus.

The menu template that has been appropriately banded by Dietitians and reviewed by Food Services can be altered to suit resident and client preferences, cultural likes, dislikes and requirements.

What next?

We continue to consult and seek feedback from patients, residents and clients around food preferences and adapt the menu templates.



PEER SUPERVISION PROGRAM

What is the Peer Supervision Program?

The Peer Supervision Program at NCN Health is designed to increase the number of allied health students, such as physiotherapy, occupational therapy (OT), and dietetics students, who complete their placements at the organisation. The program supports placements by promoting student autonomy and shifting the focus from purely clinical experiences to include broader project-based learning opportunities. The peer supervision refers to the model of supervision the student has, regardless of placement type or experience that they will get. It is when they are not directly supervised by a supervisor but instead learn and reflect together with their peer before gaining feedback from the educator, they therefore get to be more autonomous.

Why are we doing it?

The program aims to:

- Address the growing demand for placement opportunities by enabling NCN Health to accommodate more students in both clinic based placements and community engagement programs.
- Enhance the student experience by providing a diverse and meaningful learning environment.
- Deliver benefits to the community by increasing allied health involvement in schools, community groups other local settings.

What are the benefits?

- For Students: Students develop skills more rapidly through hands-on, autonomous projects and real-world community engagement.
- For the Community: The program enables greater allied health input and services than NCN Health could otherwise provide, enhancing community health and wellbeing, therefore reducing wait times and increasing services.
- For NCN Health: The program strengthens partnerships with educational institutions, builds the organisation's reputation as a leader in training, and supports workforce development in rural health.

Examples of Success

NCN Health has already successfully implemented this program for OT and dietetics students in Numurkah. Projects have included work in primary schools and kinders, providing valuable learning experiences and real community impact. The groundwork for physiotherapy placements in 2025 has been completed, with opportunities to evaluate and share outcomes after the first student cohorts.

PEER SUPERVISION PROGRAM



Monash University Dietetic Students and Charles Sturt Occupational Therapy students undertaking community placements.

COBRAM URGENT CARE DEVELOPMENT

The Cobram Campus Urgent Care and Acute Ward Redevelopment is in its final stages of construction and is on track to be completed by December, 2024.

The redevelopment started in February 2023, with the new Urgent Care Centre Opening and operational in March 2024.

Ongoing works

- The front car park is currently being resurfaced, once completed parking will be accessible as normal in this area.
- Internal and external renovation continues with the remodeling of 2 patient rooms and ensuites, a new ultrasound room, a new reception desk area for the acute ward entrance and additional office and staff space.
- The front façade of the building including the original 'Lisieux' signage is being rendered in part and retouched.
- New firewalls are currently being installed and main reception will be refurbished to compliment the renovations. This includes new flooring and repainting.
- Signage will also be erected internally and externally around the Cobram Campus and landscaping plans to finish the redevelopment are being reviewed and finalised.

"The updated facilities offer increased floor space, improved staff and community safety, separate entry into main reception and urgent care, a new ambulance bay and two waiting areas. This modern facility is an excellent addition to the health service for both our staff and the community."

Justin Sullivan, Director of Operations, NCN Health.



COBRAM URGENT CARE DEVELOPMENT

Cobram Urgent Care Centre and Hospital Redevelopment, started in February 2023, with the opening of the Urgent Care Centre in March 2024.



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 2023 and 2024 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.

These included:

- Monthly Yarn Ups at Cobram Campus in partnership with Many Mobs Indigenous Corporation.
- NAIDOC WEEK event at Federation Park, Cobram.
- Tri State Games, an annual week long sporting event for people living with disabilities.
- International Day of People with Disability.
- Parkinson's Awareness Month and Parkinson's Peer Support Groups.
- Harmony Day, March 21st, 2024, recognising Diversity and Inclusion, held on the International Day for the Elimination of Racial Discrimination.
- Reconciliation Week, June 2024.



CELEBRATING NAIDOC WEEK

FOR OUR ELDERS

2-9 JULY 2023

SHARING STORIES & CONNECTING OUR COMMUNITY

Federation Park, 68 Punt Road Cobram
Thursday 13th July 2023

Order of events:
Commencing at 11:30am
Official Welcome to Country and Dance performance by Many Mobs Indigenous Corporation
Followed by Acknowledgement Welcome from NCN Health
12:00pm onwards
BBQ Lunch

For more information:
NCN Health Communications Team;
ncncommunications@ncnhealth.org.au
Many Mobs Indigenous Corporation:
Auntie Iris Troutman 0477 528 246
many mobs@vichq@gmail.com

Activities include:
• Elders Stories Display
• Take part in an art-based activity with a local First Nations Artist who will explain the meaning and use of symbols to inspire a story.
• Traditional Weaving
• Aboriginal Face Painting
• Jump on our smoothie bike and make your own healthy smoothie
• Badge making & health information



March Yarn Up
TUESDAY 19 March 11am
NCN Health Cobram





NCN Health were proud to support the Tri State Games in November, 2023.



To celebrate International Day of People with a Disability, December 3, 2023, NCN Health staff, volunteers and Irvin House Residents attended the All Abilities Talent Show at the Cobram Civic Centre.

We were fortunate to also have the Cobram Specialist School Band come to Irvin House and entertain the residents who were unable to attend the Talent Show.



WORKFORCE

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



STAFF PROFILES

Michelle Wyatt

April, 2024

Nurse Unit Manager

What drew you to your role?

I have worked in aged care my whole career. What brought me to this area is that you are always caring for someone either the resident or their family member. To make each day the best day possible for the residents

How long have you been with NCN Health for? Over 10 years now.

What did you do before NCN Health? Worked in private sector, & dairy farming.

What do you love most about working for NCN Health? The people and the positive impact we all have on our community each day

What fills your cup when you're not at work? Family activities, making a mess in my craft room and now assisting my son and future daughter in law with a wedding!

What book are you reading or podcast are you listening to at the moment?

The English Spy by Daniel Silva.

What is one thing you can't live without? Craft room my quiet space.



STAFF PROFILES



Jo Mills

February. 2024

Assistant Supervisor, District Nursing

I've been a district nurse since 2001 and Team Leader of Cobram DNS since 2005. I've lived locally for many years therefore I know many of the families and clients I speak to and have visited which is lovely.

I've always had a clinical role in the community, visiting clients in their homes. I now have an Assistant Supervisor role whereby I'm office based.

My day includes speaking on the phone to clients, families and health service providers coordinating referrals across NCH Health for district nursing, answering calls from clients and families coordinating care that is required, trouble shooting and responding to enquiries and any issues the clients, families, friends or service providers may have.

I also coordinate daily client lists for the district nursing teams, provide rostering and support to staff across NCN DNS. I also support the graduate nursing program at NCN Health and student nurses that have placement at district nursing.

Our aim is to respond to any concerns, queries or referrals in a timely and respectful manner and I find I'm loving my new role. I look forward to hearing from our clients and families.

STAFF PROFILES

Justin Sullivan
Director of Operations
January 2024

Why do you do what you do? Initially I was working on the rebuild of the Numurkah campus. I thoroughly enjoyed working on the project and when that ended was keen to stay when offered me a further role. I love the diversity of the Operations role and the growth opportunities that NCN Health presents.

How long have you been with NCN Health for? Just over 10 years.

What did you do before NCN Health? I have always worked in the health industry, both in Melbourne and locally. Prior to NCN, I worked at GVH as an after-hours manager and also clinically within ICU and ED.

What do you love most about working for NCN Health? The people I work with. I love the camaraderie, the banter, and the support of the all the people I come in contact with each day and the sense of achievement working with different teams. Certainly, NCN Health is the best health organisation that I have ever worked with.

What fills your cup when you're not at work? Family and friends, gardening, bushwalking and Carltons long overdue progression up the AFL ladder.

What book are you reading or podcast are you listening to at the moment? 'The Bookbinder of Jericho' by Pip Williams. A fantastic novel which is interwoven with historical fact set in Oxford prior to WW1. It's a follow up novel from 'The Dictionary of Lost Words'. Highly recommend.

What is one thing you can't live without? Banter and dad jokes.





SWELL PROGRAM

In 2023 NCN Health Developed the Staff Wellbeing Program, or SWELL. SWELL brings together all our staff wellbeing initiatives making them easier for staff to access, use and enjoy.

SWELL is 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. Staff are invited to chat to these representatives about how NCN Health staff wellbeing can be improved and they can bring these 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 initiatives for 2023/2024

Following the 2022 People Matter Survey, a key area of focus for 2023 was psychological health and the prevention of stress for staff.

The Swell committee undertook some staff rounding and surveys on ideas for health and wellbeing initiatives and implemented 6 months of free pilates, yoga and massage sessions across Nathalia, Cobram and Numurkah Campuses. The committee also organised free coffee mornings for staff.

The aim with these wellbeing activities was to create opportunities for employees to connect, relax, and recharge, reduce stress, improve focus, productivity and build a more positive work environment.

What's next?

In 2025 SWELL is focused on introducing sustainable, cost-effective activities that have a lasting positive impact on morale and foster a supportive and engaging workplace culture.

SWELL COMMITTEE REPS

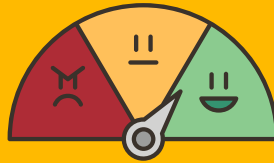
| | | |
|----------------|----------------|--------------|
| Angela Thorne | Julie Vella | Nicole Cason |
| Carolyn Berry | Kay Hodge | Susan Huffer |
| Jenny Burrows | Lynne Peterson | Wendy Caddy |
| John Shrimpton | Marissa Daly | |

Contact Us: ncnswell@ncnhealth.org.au



People Matter Survey 2023

RESPONSE RATE



EMPLOYEE ENGAGEMENT



"All levels of the organisation are involved in prevention of stress"

9%

"I can use my skills and knowledge in my job"

96%

"My organisation has made improvements based on the survey results from last year"

10%

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

11%

"Senior leaders demonstrate honesty and integrity"

8%

"I believe the promotion process in my organisation is fair"

6%

Emotional Effects of Work

Happy 71% change by 0%

Enthusiastic 62% change by 0%

Worried 19% ↓ by 6%

Miserable 13% ↓ by 4%

Negative Behaviours in the Past 12 Months

Violence or aggression 19% ↓ by 4%

Bullying 13% ↓ by 3%

Sexual Harassment 4% ↓ by 1%

Discrimination 4% ↑ by 2%

High to severe work related stress 12% ↓ by 6%

| | | | |
|-----|------------------------|-----|--------------------|
| 90% | Human Rights | 83% | Inclusion |
| 83% | Accountability | 79% | Collaboration |
| 84% | Respect | 93% | Meaningful Work |
| 80% | Responsiveness | 88% | Manager Leadership |
| 81% | Leadership | 89% | Job Enrichment |
| 77% | Patient Safety Climate | 79% | Flexible Working |

Areas of focus for 2024



Occupational Violence and Aggression



Psychological health and prevention of stress



Organisation Internal Promotion Process



Senior Leadership Engagement

Actions 2023/2024



**You said,
we did!**

Psychological health and prevention of stress

- ✓ Regularly promote Employee Assistance Program usage at orientation, in staff news, on the intranet and through managers.
- 😊 Regularly promote additional health and wellbeing resources offered free through EAP.
- ☕ Provided free coffee morning at each campus to promote well being and support a positive work environment.
- 🧘 Facilitated free yoga or Pilates sessions at each campus.
- 👐 Organised massage sessions for staff.
- 🏋️ Free gym sessions for NCN Staff at NCN Health Nathalia and Numurkah and ongoing staff discount at Barooga Aquatic and Recreation Centre.
- 🎉 Staff celebration days.
- 👌 Promoted R U OK? Day and provided free Mental Health First Aid Training opportunities.
- 📋 Ran Psychological Health Survey to all staff to assist with planning for better mental health outcomes at work.
- 👥 Thrive Middle Leaders Training Program open to all middle managers.

Occupational Violence and Aggression (OVA)

- 🗣️ Continued OVA practical training program, mandatory for all new staff.
- 💡 Collected and collated feedback in order to improve sessions and keep them relevant.
- 📋 Planning underway to implement Dementia Specific OVA sessions for staff.

Ongoing priority areas

- ✓ Promoting our Values of Respect, Accountability and Partnership.
- ✓ Senior leadership engagement with all staff, through staff forums, huddles, feedback portals including Cost Savings Measures under the Budget Action Plan.
- ✓ Adapting the Staff Wellbeing SWELL Program to continue to support staff.
- ✓ Celebrating our achievements through the staff Reward and Recognition Program and promotion of this initiative.
- ✓ Promotion of internal and external recruitment processes at NCN Health.





Left: Many thanks to the Cobram District Health Ladies Auxiliary who purchased more than \$8000 in resources and equipment for Cobram Campus in 2023, with funds raised.



Right: Staff accept a donation from Kidzfix Rally in September 2023.



Tricia Quibell (Board Chair) and Alicia Cunningham (Board Director and Chair Clinical Governance) were both reappointed to the NCN Health Board of Directors in 2023. We also warmly welcomed Peter Guy and Brant Doyle on their appointment to the NCN Health Board effective 1 July 2023. Pictured left are CEO (2023) Jacque Phillips, Board Directors Mewan Dissanayake, Kate Hodge, Kevin Boote, Peter Guy, Brant Doyle. Front from left, Priyanka Saha, Tricia Quibell (Board Chair), Alicia Cunningham and Kade Beasley (Deputy Chair)



Fun Scrubs Friday at the Cobram Dental Clinic.

Residents at 'Numurkah Pioneer Memorial Lodge create flower displays for the Nurmurkah Show, November 2023.



CONTACT US



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