

MOYNE HEALTH SERVICES

2021 CALENDAR



MOYNE
HEALTH
SERVICES





Welcome to the Quality Account

On behalf of the Board of Directors and our dedicated staff and volunteers, I am delighted to present the 2019/20 edition of Moyne Health Services Quality Account.

We begin by acknowledging the traditional custodians of the land on which we work, and we pay our respects to Elders past and present.

We hope you enjoy reading the details of our work contained in this report and the consumer's stories that give a snap shot of our achievements across the year.

There is no doubt that consumer choice is, and always will be, strongly aligned with the ethos of what we do at Moyne Health Services which is Best Care - Every person, every time.

This year has been one of our biggest challenges with navigating the COVID-19 pandemic. In spite of this we have continued to give the best care, to every person, every

time. We have upheld our values to ensure we are meeting all the standards necessary to support our residents, clients and community throughout this difficult time.

We have continued to embed our values across all teams in the organisation and use these values in everything we do, how we work and how we treat each other. CARE - Collaboration, Accountability, Respect, Excellence.

We would like to take this opportunity to thank all Moyne Health Services employees, volunteers and students for their continued loyalty to the organisation and their unwavering commitment to the consumers we work with. Our purpose for being continues to be working with 'those who come', just as it has been for over 160 years.

Jackie Kelly
Chief Executive Officer

MOYNE HEALTH SERVICES

2021
CALENDAR

Our Purpose & Values

Our Purpose:

Best care – Every person, every time

Our Values:

CARE - Collaboration | Accountability | Respect | Excellence

Scope of Services

MHS provides a range of services that address the physical, social and spiritual needs of the community. We believe that health and well-being are achieved through a holistic approach which includes both biomedical factors and social factors.

Our service profile continues to diversify and as a result, our community has access to a wide range of specialist programs and services delivered from both our Port Fairy and Koroit campuses.

Urgent And Acute Care

MHS has 12 acute beds and 2 urgent care beds dedicated to supporting restoration of an individual's health. We provide Urgent Care, general medicine and palliative care.

Aged Care

MHS has two Residential Aged Care facilities. Belfast House, which is a 30-bed hostel, and Moyneyana House, which is a 52-bed hostel, both offer permanent residential care and respite care.

Community Health Services

MHS' Community Health Service provides support services at the Port Fairy and Koroit communities in the following areas:

- Inpatient Allied Health
- Aged Allied Health
- District and Community Nursing
- Community Home Care Packages
- Short-term Restorative Care
- Health Promotions Programs

Acronyms used in this document

MHS	Moyne Health Services
SWH	South West Healthcare
VHES	Victorian Health Experience Survey
ACFI	Aged Care Funding Instrument

We acknowledge all Aboriginal people who reside in the Moyne Shire area and wish to make it a priority to work with them and alongside them to ensure that our organisation is culturally competent, and a place where everyone feels welcome and supported.





Highlights of 2019 – 2020

Acute & Urgent Care

- Nurse-Led Model of Care introduced in the Urgent Care Centre
- Telehealth utilised to conduct My Emergency Doctor consultations
- Refurbishment of the Acute Ward finalised
- Pharmacy relocated into the new facility

Aged Care

- Average occupancy of aged care homes exceeding 97%
- “Virtual Visiting” introduced for resident & family meetings
- New outdoor area for BBQ’s and social functions built for residents and staff
- Refurbished resident rooms in Moyneyana House and commenced construction of the new social hub

Community Health

- New Community Health building finalised
- Home Care Packages growth to 95 clients
- Short Term Restorative Care program occupancy exceeding 95%
- New Falls & Balance Program introduced at the MHS gymnasium
- Telehealth consultations implemented for community clients during COVID-19

- Ready to go-live with a new (Good Life with osteo-Arthritis: Denmark) GLA:D Program

Support Services

- Relocated main reception area into its new home
- Improved financial literacy for managers
- New contract for Meals on Wheels now offers clients a choice of meals
- Gas boilers upgraded to instant gas hot water services
- Solar panels operational

Accreditation

- MHS Acute & Urgent Care wards maintain full accreditation status with the National Quality & Safety Health Service standards.
- Residential Aged Care facilities uphold all requirements for compliance with the Australian Aged Care Quality & Safety standards including requirements of unannounced accreditation visits

Sub-regional collaboration

- Worked collaboratively with the Barwon South West region to develop a Covid-19 Cluster Pandemic Response Plan
- Recruited regional ACFI support roles
- Engaged a regional workforce training and support role

January 2021

MOYNE HEALTH SERVICES



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

Jim's story

Jim grew up in Illowa being the eldest of seven children. During his childhood he could be found picking potatoes or helping to bale the hay when not involved in tussles between the Catholics and Protestants of 1940's Illowa. He left the area as a 16 year old and went to Melbourne where he worked with the Bureau of Statistics.

Jim went on to work in the head office of the Health Department then went on to be Manager of a hospital for Alcohol and Drug dependence in Bundoora. Jim studied part time at Latrobe University gaining a degree in social science and majoring in law. In 1989 Jim took early retirement and he and Sue shifted to Tasmania and bought a mixed business on the beach in Wynyard. After 10 years in Tasmania they moved back to Victoria and eventually to Koroit where they built their own home.

Jim's experience with Moyne Health Services began in 2017 when his health

deteriorated. After returning home from a hospital admission, Jim was cared for at home by his wife Sue with support from a Moyne Health Services Home Care Package. The Home Care package allowed Jim and Sue to have some safety and accessibility issues addressed such as widening the steps and having the lawns mowed regularly along with other supportive care services.

Jim moved in to Belfast House in Nov 2019, and the proximity to Koroit allows Sue to visit him two to three times a week (COVID-19 restrictions permitting). Jim also has a brother in Warrnambool who visits when he can. At other times Jim can be found caring for his plants, watching Cricket, Fishing or Horse racing on his television or reading the daily newspaper surrounded by his indoor plants.



February 2021

MOYNE HEALTH SERVICES



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



Partnering with our Community

Community engagement

MHS makes every effort to create an organisation which continues to evolve to meet community needs by involving consumers and community members in planning, design, delivery, measurement and evaluation of systems and services; and by involving patients and residents as partners in their own care.

In alignment with our **Partnering in Healthcare Plan**, we have engaged with our community in many ways this year:

- Inviting Community participation in our service planning workshops
- Designing our new brand and website
- Reviewing our Covid-19 response & visitor plans
- Inviting feedback through 'Have Your Say' feedback forms
- Participating in the Victorian Health Experience Surveys
- Responding to complaints & suggestions received
- Conducting a resident COVID-19 experience survey
- Continuing our way-finding group to improve access & signage
- Holding regular Community Advisory Committee meetings by Zoom
- Including a consumer representative on our Quality & Safety Committee
- Liaising with Reconciliation Australia to finalise our Reconciliation Action Plan

Diversity & inclusion

Aboriginal Health

This year we finalised our Reconciliation Action Plan in conjunction with Reconciliation Australia. This plan provides MHS with a road map for the future work & partnerships, to implement initiatives that will support the health and wellbeing of our indigenous communities.

Catering for people with disabilities

MHS continues to work towards making our facilities & services user-friendly for people with a disability. This year we have refurbished several resident rooms in Belfast House, installing wheel chair accessible bathrooms to improve access.

Cultural diversity

MHS is working to becoming more inclusive for the LGBTQI community by evaluating our policies and documentation to meet recommended guidelines of the Rainbow eQuality LGBTQI inclusive practice guide for health and community services.



March 2021

MOYNE HEALTH SERVICES



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
28	1	2	3	4	5	6
7	8 Labour Day International Women's Day	9	10	11	12	13
14	15	16	17	18 National Close the Gap Day	19	20 March Equinox
21	22 World Water Day	23	24	25	26	27 Earth Hour Murray to Moyne Relay
28 Murray to Moyne Relay	29	30	31	1	2	3

Community & Allied Health Services

MHS Community Health Services is a multidisciplinary service providing support to our inpatients, residents and community clients. In the 2019-20 Community Health Service provided allied health, community nursing and support services at the Port Fairy and Koroit campuses in the following areas:

- Physiotherapy
- Occupational therapy
- Speech pathology
- Podiatry
- Dietetics and nutrition
- Diabetes education
- Continence consulting
- Audiology services
- Health promotion activities
- District Nursing Services
- Home Care Package program
- Short Term Restorative Care program
- Care Co-ordination
- Social Activity Groups for older people

Good Life with osteo Arthritis (GLA:D)

GLA:D®, Good Life with osteoArthritis: Denmark, is an education and exercise program developed by researchers in Denmark for people with hip or knee osteoarthritis symptoms.

Research from the GLA:D® program in Australia shows an average pain reduction of 36%, reduced analgesic consumption, reduction in perceived

need for surgery, and clinically meaningful improvement in joint confidence.

Education and exercises can be applied to everyday activities, ensuring participants develop skills to self-manage their osteoarthritis. By strengthening and improving confidence with exercise, participants develop better capacity to become or stay active, prevent symptom progression and reduce pain.

During 2019-20 MHS staff commenced planning and practitioner training, in partnership with Latrobe University, ready to go-live with the GLA:D program at MHS later in the year.

Falls & Balance Group

Falls account for 72% of all injury related incidents in Victoria and are the leading cause of injuries in older Australians. The “Stepping On” falls prevention 8-week program was developed in Sydney Australia, and has been shown to reduce the likelihood of falls by around 30%. The technique also focuses on improving the participant’s self-confidence in situations where they are at risk of falls.

“The Steady Movers”

At the start of 2020 staff at MHS commenced planning and upskilling practitioners for the implementation of the local “Steady Movers” falls and balance group based on the “Stepping On” program.



April 2021

Sexual Assault Awareness Month - 1800 RESPECT

MOYNE HEALTH SERVICES



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
28	29	30	31	1 April Fool's Day	2 Good Friday	3 Easter Saturday
4  Daylight Savings time ends turn your clock back Easter Sunday	5 Easter Monday	6	7 World Health Day	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22 Earth Day	23	24
25 ANZAC Day	26	27	28 World Day for Safety and Health at Work	29	30	1

Our volunteers

Volunteers are an essential part of the care team at Moyne Health Services. Our valued team of 170 volunteers draw upon their diverse skills and interests to assist staff, and improve the quality of life for our residents and clients across a wide range of services, including:

- Social Support Groups - Port Fairy & Koroit
- Meals on Wheels
- Residential Aged Care support
- Patient Transport
- Administration
- Consumer Advisory Committee
- Project work and focus groups

Volunteers at MHS are provided with orientation and training, a supportive work environment, ongoing supervision and learning, and social opportunities.

This year, our volunteering program has faced many challenges in response to accommodating

Covid-19 restrictions. We regretfully stood down 140 volunteers and continued with a much reduced volunteer workforce who continued to deliver Meals on Wheels to community clients and supported residents in Moyneyana & Belfast aged care homes to stay connected with families and loved ones via social media, FaceTime and Zoom.

Moyne Health Services are ever grateful for the wonderful contributions from our volunteers.



7264 meals on wheels delivered



Average 20 clients per day



Deliveries 365 days per year

Jeanette's Story



“My decision to become a volunteer member of the Consumer Advisory Committee was influenced by my retirement and relocation to Port Fairy in 2015, my background in nursing and healthcare research, my own experiences as a healthcare recipient and my genuine interest in the provision of quality patient care to all members of the community.

Having been a regular consumer of health care services over many years, I felt well qualified to provide a consumer perspective to the local health service planning undertaken this year by participating in the decision-making process on behalf of consumers with the goal to benefit patient care and experience.

Being a volunteer member of the Consumer Advisory Committee for the last five years has given me a unique opportunity to provide a consumer voice to our health service.

This allowed me to support partnership between the community, patients and the Moyne Health Service - thus contributing to the best possible outcomes for everyone seeking or receiving healthcare from our staff.

I felt that Moyne Health Services valued my experience and knowledge and I found myself involved in meaningful discussions at meetings, with fellow consumer representatives and staff.

I am proud to have been able to offer a consumer perspective and consumer feedback at the monthly Quality and Safety Committee meetings including the way in which information is delivered and able to be understood by consumers.

I would encourage others to become involved as consumer advisors in their local health service.

It is very rewarding to know that consumer involvement does lead to service improvement and enhanced patient experience with Moyne and other Health Services”



May 2021



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
25	26	27	28	29	30	1
2	3	4	5	6 Warrnambool Cup Day	7	8
9 Mother's Day	10	11	12 International Nurses Day	13	14	15
16	17 National Volunteer week	18	19	20	21 Bike-to-Work Day	22
23	24	25	26 National Sorry Day	27 Cancer Council - Australia's Biggest Morning Tea National Reconciliation week	28	29
30	31	1	2	3	4	5

Virtual visiting in Moyneyana House

Visitor restrictions implemented due to risk of Covid-19 prompted MHS to look at alternative ways for residents and their loved ones to keep in touch. The most successful method was the use of virtual visiting via Zoom.

It has been a real success story and will become a normal part of our social and emotional support program at Moyneyana. Many loved ones are separated by geography and this program has been valuable for them to stay in touch. One of our residents is so overwhelmed when she 'visits' her daughters who live far away its all we can do to stop her from getting up and hugging the TV.



"I just want to thank you for setting up the zoom for us on Saturday. Dad loved seeing us all on the big screen telly, he seemed to recognise everyone. We all sang happy birthday to him. This made his birthday one to remember, he's still talking about it. You do an amazing job under these difficult circumstances. Thank you again, from all the family."



"Thank you for the last Zoom. It's amazing how long mum can talk for when she can see a face, we can't talk for nearly so long on the phone."



"It was great to speak with mum again. It must be so hard for everyone in the home to be closed off to the rest of the world. Zoom provides such a wonderful window! I really appreciate the effort that you take to provide this service."



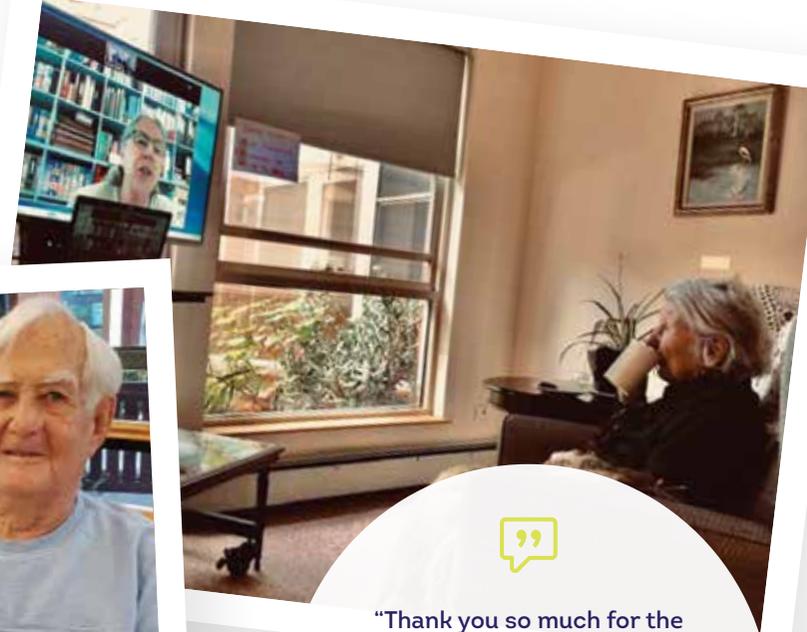
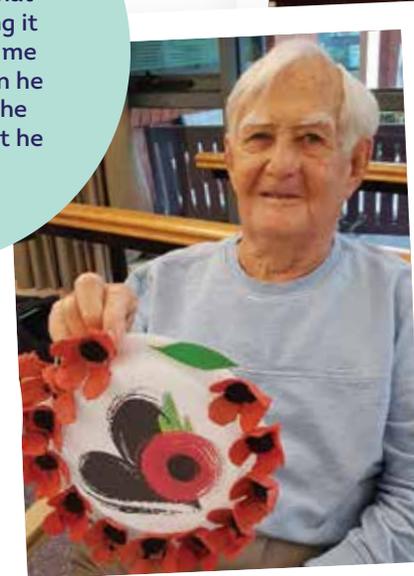
"Dad comments throughout the chat about how amazing it is that he can see me in my kitchen when he is in Moyneyana, he can't believe it! But he loves it."



"Thanks so much - it makes me feel good knowing that mum is looking forward to something."



"Thank you so much for the opportunity to talk with mum this morning. We spoke for over an hour. It was just like sitting in the room with her. It was just awesome. This was greatly appreciated."



June 2021



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
30	31	1	2	3	4	5 World Environment Day
		National reconciliation week				
6	7	8	9	10	11	12
13	14 Queens Birthday Public Holiday Mens Health Week	15 World Elder Abuse Awareness Day	16	17 World Continence Week	18	19
20	21 June Solstice Shortest day of the year	22	23	24	25	26
27	28	29	30	1	2	3



"Thank you for the great care of our mother over the past three weeks. It was so reassuring to her family that live far away that she was cared for from lovely kind and professional staff".



"I wanted to say a big warm thank you to the excellent staff and doctors in our Port Fairy hospital. My good friend is there right now and cannot believe the high standard and warmth in care that she is receiving. We are so lucky to have such a wonderful caring facility."



"Of all the hospitals that I have been in, Port Fairy would have to be my favourite. Everyone has time for you and your needs. I hope it never changes."



"I would just like to say how professional, attentive, kind, caring and good humoured all the staff have been during a recent inpatient stay. Not just to me, but it's lovely to observe that care extended to everyone else around me."



"I was actually astounded at just how good the local hospital and staff are. I have not been to MHS for more than 15 years and have never been a patient before, and therefore was unaware of just how lucky we are to have such a facility in our small town and just how good the staff are."



Best care, close to home

Deidre's story

"I have lived in Port Fairy all my life. For as long as I can remember I have periodically used the Port Fairy Hospital.

When I was about 20, I first noticed my hair was falling out. I was completely bald at the back of my head. I saw a few doctors and none of them seemed to know why or what had caused this.

As the years went by I started to have other problems. I was diagnosed with Rheumatoid Arthritis and alopecia areata (spot baldness). This at least explained why my hair was falling out at 20 years old.

Over the years I have had many treatments for these conditions, some worked and some didn't. Then when I was 40, I started having infusions. My specialists told me the only way to receive

them was to have treatment in Melbourne or Geelong. I had infusions in Geelong for two years, which, after travelling and having to stay overnight, took its toll on me.

My treatment changed and between my doctor in Port Fairy and specialists in Melbourne, I was able to have the treatment at Port Fairy Hospital.

I have been having my infusions once a month for the last six years or so. I feel lucky and happy to have this service available in my home town. Firstly, because I don't have to travel and stay away from home any more, plus, I know all the staff and I am looked after so well.....

We are so lucky to be able to have treatments such as these in the Port Fairy Hospital"

I know I am.

July 2021



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
27	28	29	30	1	2	3
4	5	6	7	8	9	10
NAIDOC Week						
11	12	13	14	15	16	17
National Wounds Awareness Week						
18	19	20	21	22	23	24
						Stress Down Day
25	26	27	28	29	30	31
					International Day of Friendship	

Our staff

Our People

MHS has a diverse team of staff and volunteers who work together to provide safe, high-quality care across our acute, community and aged care services. Their efforts are to be commended, and we would like to acknowledge and thank them for their continued dedication and commitment to our health service and the local community.

MHS supporting students

An objective of MHS' strategic pillar of Organisational Capacity & Regional Leadership is to *promote the ongoing development of staff skills and their engagement with the work of Moyne Health Services and support sector workforce development.*

MHS welcomes nursing, medical and allied health students and provides a broad base for students to further develop their practical skills in a supportive environment.



"A huge thanks for being great preceptors these past three weeks. I have learnt, practiced and observed some great new skills and I am very grateful for all of your support and guidance. Everyone at MHS should be proud of their acute team." *Received from a nursing student.*



R U OK DAY 2020

2020 has been a challenging year for many people with COVID-19 making it even more important for us all to stay connected and to support those around us.

RUOK Day is our national day of action when we remind every member of our Moyne Health Services team that every day is the day to ask, "Are you OK?"

This year we reminded everyone by donning the Black & Yellow R U OK colours with large bright posters and balloons around every corner of the MHS site. Staff were delighted to receive a morning tea gift bag containing a fluffy muffin and an iced cookie from one of our local cafés.

Getting started on the conversation is a hard thing to do so having a coffee with some lovely snacks created a comfortable environment for staff to relax and ask the question. Taking the opportunity to connect with your peers and let them know that you care about their wellbeing and that you are there for support is important and I think R U OK Day was a great reminder to do so.



August 2021



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
8	9 International Day of the Worlds Indigenous Peoples	10	11	12 International Youth Day	13	14
15	16 Keep Australian Beautiful Week	17	18	19 World Humanitarian Day	20	21
22	23	24	25 National Meals on Wheels Day	26	27	28
29	30	31	1	2	3	4

Social Activity Groups

The Lighthouse Lounge and Koroit Activity Group clients have done a remarkable job of adapting to the circumstances COVID-19 has forced upon us. They have coped with weeks of just phone calls and doorstep visits from the MHS Activities staff, and now enjoy small group catch-ups outside.

We generally use a BBQ shelter area and despite masks, blankets for the cold and putting up with wind and rain, our clients still love to chat and have a cuppa. Our craft ladies even bring along their knitting and keep on working.

We are all looking forward to re-commencing our larger group meetings, but making the most of what we can do for now.



Alice's experience

"I am unable to read, watch TV or knit and cannot do my housework anymore... Having lost all these abilities, I do still try to cook for myself.

I can go for some days without speaking to anyone. Coming out for a couple of hours makes a huge difference, it takes my mind off myself and my health issues.

I enjoy conversations with others, hearing interesting topics and where others have been... offering plenty of food for my thoughts when at home alone again.

SSG gets us out of our rut and away from the small world at home."

Thank god we have you two.

(referring to Activities Staff Maggie & Michelle)



September 2021

MOYNE HEALTH SERVICES



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



"I would like to thank Moyne Health for the administration of the short term restorative program. Linda did an excellent job, especially as it was during the first COVID-19 lockdown. The rails and ramp have made a big difference in my daily routine. Getting the overhanging branches cut back was great. The cleaning of surfaces in the house was excellent."



"10 out of 10 for the organisation and quality of care. My health has improved with the program. Many thanks to you all."



Home Care Services

Home Care Packages

Home Care Packages are offered to eligible people in the community to assist them to maintain their independence and allow them the choice to stay in their own home for as long as possible.

Help with a range of services is available and may include meal preparation, gardening, cleaning, assistance with showering, or with transport to the shops or to appointments, respite or district nursing.

Short Term Restorative Care

The Short Term Restorative Care (STRC) program is an eight week Commonwealth Government funded program that aims to provide a high level of allied health services/ interventions for a short defined period. The program aims to assist clients to improve their level of health and fitness, assisting them to return to their previous level of health and independence

District Nursing Services

Supporting our community with district nursing services is vitally important to our organisation. We offer a range of nursing care to people in their home, such as:

- Medication and wound management
- Monitoring and support of chronic illness
- Education for self-management
- Assessment and referral to other service providers
- Continence management
- Palliative Care
- Pathology collection
- Post-operative acute illness recovery and monitoring

October 2021

Aged Care Month

MOYNE HEALTH SERVICES



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
26	27	28	29	30	1 International day of Older People	2
3  Daylight Savings time starts turn your clock forward	4	5	6	7	8	9
10 World Mental Health Day	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Consumer feedback

MHS welcome feedback from our patients, residents, clients, their families and members of our community about their experiences and perceptions of the care and service they received.

We encourage feedback via mail, in person, online or via our "Have Your Say" feedback forms which are accessible throughout MHS facilities. We also gather feedback through surveys and participation in the Victorian Healthcare Experience Survey (VHES)

All feedback is seen as an opportunity to improve the quality and safety of care, our service provision, and our staff culture. Feedback is taken seriously and addressed as soon as possible by the appropriate manager.

During 2019-2020 we received 22 formal complaints and 15 formal compliments.

In response to some of the feedback and suggestions we have received, MHS have:

- installed screens in front of Urgent Care Centre to improve privacy
- consolidated our reception areas into one building
- fully staffed the reception area 5 days per week
- installed safety screens & distancing decals in the reception area
- provided virtual communication for resident and families
- used technology to enhance communication with families and staff
- provided COVID-19 community education via Facebook
- provided drive-through COVID-19 swabbing clinics for the Port Fairy community

What our clients have told us about our Community Health Service through the Victorian Health Experience Survey: Community Health 2019

(Victorian average - in brackets)

96% gave a positive response to the care received at MHS (96%)

87% reported health workers considered all of their needs (74%)

83% felt comfortable raising issues and asking questions important to them (81%)

93% said they were treated with dignity and respect (91%)

94% said health workers took health concerns seriously. 6% higher than state average (88%)

97% reported getting the right amount of information about their health issue/care (87%)

100% knew who to contact with questions about their care (85%)

97% positive response to politeness / helpfulness of reception staff (95%)

97% felt physically safe at the Health service (93%)

97% said the Health Service was welcoming (89%)



November 2021

MOYNE HEALTH SERVICES



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



"To the staff and residents of Moyneyana. Thank you for taking care of mum in respite care. She was welcomed and found new friends and a home. We hope to be back very soon for respite or permanent care. She loved it that much."

Residential Aged Care

MHS is required to report several key clinical care indicators:

Pressure Injuries

MHS's goal is to have zero pressure wounds. Staff are provided with regular education on prevention and management of pressure injuries.

Use of Physical Restraint

We take a person centred approach to resident care. Staff prioritise development of individualised behavioural management plans to prevent the requirement for the use of physical restraint.

Use of Nine or More Medications

As people age, they may experience illness across a range of disease. Often, the treatment of these diseases require multiple medications. To ensure our residents only receive appropriate medication, they are reviewed by a pharmacist in consultation with their GP. MHS has a Medication Advisory Committee which oversees medication management to ensure alignment with best clinical practice.

Falls and Fractures

During 2019-2020 MHS reported two injuries from falls-related incidents. Each resident has a falls risk assessment completed on entry. This assessment includes falls minimisation strategies and is reviewed monthly. All falls are reviewed by a multidisciplinary team at our Falls Work Group, to ensure that appropriate prevention strategies are implemented.

Unplanned Weight Loss

MHS supports residents' nutritional wellbeing by:

- Regular monitoring of weight during the Resident of the Day process
- In-house nutrition referrals
- Increased resident consultation in terms of food and menu preferences.

December 2021

MOYNE HEALTH SERVICES



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
28	29	30	1	2	3 International Day of Disabled Persons	4
5 International Volunteer Day	6	7	8	9	10 Human Rights Day	11
12	13	14	15	16	17	18
19	20	21	22 December Solstice Shortest night of the year	23	24 Christmas Eve	25 Christmas Day
26 Boxing Day	27 Christmas Day Public Holiday	28 Boxing Day Public Holiday	29	30	31 New Year's Eve	1

Home Care Packages experience

This is a story of a member of our community who was in need of support to help her maintain her independence and safety in her own home.

Harry had been supporting and caring for his mother, Dorothy* at home, however he was suffering from caregiver fatigue and needed to take some time to look after himself and have a short holiday. Harry was quite concerned about how his mother would cope whilst he was away as he normally visits her twice a day. Harry contacted our Home Care Packages team to find out what support services were available for Dorothy.*

One of our Case Managers visited Dorothy and after explaining that Harry needed a break Dorothy dubiously agreed for a care worker to attend each morning for a welfare 'check in' visit.

Dorothy found over the course of the week that she looked forward to the support worker's visit each day, and greatly enjoyed their company, chit chat and caring nature.

When Harry returned from his holiday, Dorothy contacted her Case Manager to ask if the care workers could continue to attend as they 'made her day', gave Harry a break, and she really enjoyed the company.

* Names have been changed



When Harry returned from his holiday, Dorothy contacted her Case Manager to ask if the care workers could continue to attend as they 'made her day', gave Harry a break, and she really enjoyed the company.



Quality & Safety

Accreditation

The primary aim of Health Service Standards is to protect the public from harm and improve the quality of healthcare. The standards describe the level of care that should be provided by health services across Australia and the systems that are needed to deliver such care.

MHS is fully accredited against the National Safety and Quality Health Service Standards for our Acute Ward and Urgent Care Centre and against the Commonwealth's Aged Care Accreditation Standards for both our residential aged care facilities.

Auditing for Safety & Quality

MHS aims to continuously improve performance in all areas of quality and safety of care. We conduct regular audits to assess the effectiveness of our policies and processes. Results and improvement activities are monitored at our Clinical Practices Work Group and Quality and Safety Committee.

Our auditing program includes:

- Clinical Care indicators
- Safety and Quality indicators
- Medication management
- Infection control practices
- Hand hygiene
- Staff vaccinations
- Fire and safety
- Patient Experience surveys
- Food safety compliance
- Staff education and competency

Adverse events

MHS has a solid clinical governance framework in place that ensures serious incidents or adverse events are reported to the Board of Directors through the Quality and Safety Committee. If serious incidents occur, a root cause analysis or in-depth-review is undertaken. Minor incidents and "near misses" are reviewed at relevant workgroups such as the Medication Advisory Committee or Falls Work Group to ensure issues are addressed and improvements identified and implemented where appropriate.



Aged Care Quality & Safety Standards:

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



NSQHS Standards (second edition):

- Standard 1: Clinical Governance
- Standard 2: Partnering with Consumers
- Standard 3: Preventing and Controlling Healthcare Associated Infections
- Standard 4: Medication Safety
- Standard 5: Comprehensive Care
- Standard 6: Communicating for Safety
- Standard 7: Blood Management
- Standard 8: Recognising & responding to Clinical Deterioration

Have Your Say

If you wish to provide feedback about the 2019/20 Quality Account:

✉ Send an email to sdenney@moynehealth.vic.gov.au

f Send a Facebook message to www.facebook.com/MoyneHealth

☎ or call our Quality and Risk Manager on (03) 5568 0148



C

Collaboration
Less me, more we.



A

Accountability
Own it. Do it.



R

Respect
Everyone matters.



E

Excellence
Better, best, brilliant.



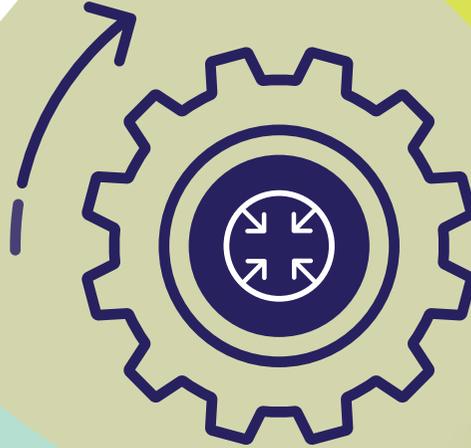
Thank You!

Best Care – Every person, every time
continues to drive the people that make
up Moyne Health Services today.

Keeping people COVID-Safe at MHS

MINIMISE SOURCES OF INFECTION

- Community education
- Visitation Policy
- Contractor Management
- Signage
- Staff & Visitor attestation
- Daily health screening
- Immunisation
- Managing multi-site workers
- COVID-19 Swabbing clinics



REDUCE SPREAD OF INFECTION

- Standard precautions
- Hand hygiene
- PPE
- Personal hygiene
- Cough etiquette
- Cleaning & disinfection
- Waste management
- Isolation
- Physical distancing
- Staff Zoning Plan
- Virtual meetings
- Continual education
- Signage



CARING FOR PEOPLE

- Resident screening
- Escalation processes
- Outbreak Management Plan
- Goals of Care
- Care Plans
- Regional Support Cluster Plan
- Staff Zoning Plan
- Staff Contingency Plan
- Maintaining connections
- Anti-microbial stewardship



Emergency service contact details

Police	000
Ambulance	000
Fire	000
SES	132 500
Nurse on Call	1300 606 024
Poisons information Centre (24 hours)	131 126
24 hour Counselling Service	136 169
Life Line 24 hours	131 114
Beyond Blue	1300 22 4636
National sexual assault domestic family violence counselling service	1800 RESPECT

IF YOU ARE IN DANGER, CALL 000

Moyne Health Services

30-36 Villiers Street,
Port Fairy, VIC 3284
Phone (03) 5568 0100
Fax (03) 5568 0158

Moyneyana House

31 College Street,
Port Fairy, VIC 3284
Phone (03) 5568 0163
Fax (03) 5568 0027

Belfast House

97 Regent Street,
Port Fairy, VIC 3284
Phone (03) 5568 0126
Fax (03) 5568 0120

Spring Park

33 Mill Street,
Koroit, VIC 3282
Phone (03) 5564 9500
Fax (03) 5564 9599

 @moynehealthservices

www.moynehealth.vic.gov.au



MOYNE HEALTH SERVICES

2021
CALENDAR