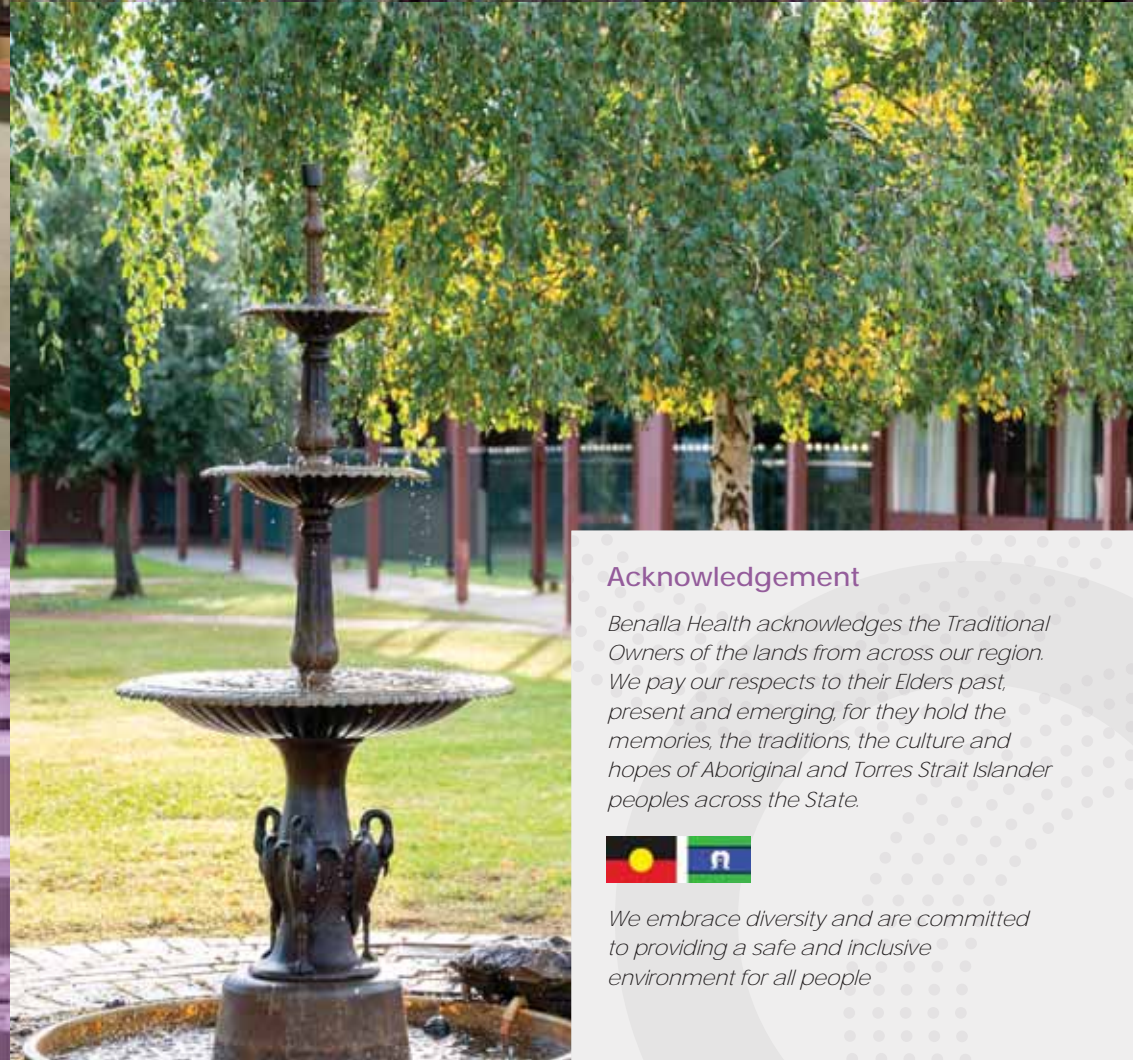




Benalla
HEALTH

2023
Calendar



Acknowledgement

Benalla Health acknowledges the Traditional Owners of the lands from across our region. We pay our respects to their Elders past, present and emerging, for they hold the memories, the traditions, the culture and hopes of Aboriginal and Torres Strait Islander peoples across the State.



We embrace diversity and are committed to providing a safe and inclusive environment for all people

2023 Calendar



Welcome to the Quality Account

On behalf of the Board of Directors and our dedicated staff and volunteers, I am delighted to present the 2021 -2022 edition of Benalla Health's Quality Account.

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

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 Benalla Health which is Best Care - Every person, every time.

This year has once again 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, patients 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. Respect, Empathy, Excellence, Compassion, Accountability.

We would like to take this opportunity to thank all Benalla Health 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 70 years.

Jackie Kelly
Chief Executive Officer

On the cover

Claudia welcomed her baby girl Lizzy in to the world on Sunday July 31, 2022 creating a family of seven. Lizzy is the youngest sibling to Emily, Billy, Evie and Jack.

Originally from Germany Claudia moved to North East Victoria in 2004, met her partner Dale and has now settled in the region working together on their farms in Tatong and Violet Town.

Claudia had both Jack and Lizzy here at Benalla Health.

"I love the private rooms, they are so quiet and not crowded. The staff are experienced and welcoming and I have built such a great connection with them
...I couldn't fault it."

Claudia



Your Health Service

Benalla Health provides a range of clinical and non-clinical services that all combine to provide excellence in health care to our community.

Our Values



Scope of Services

Benalla Health provides a range of clinical and non-clinical services that all combine to provide excellence in health care to our community.

Inpatient Services

Benalla Health has a 24-bed acute ward, with the scope to add extra beds if needed and is staffed by highly skilled Registered Nurses and Enrolled nurses with the support of GPs. The unit cares for a diverse group of consumers with a significant focus on the elderly, palliative care patients, cardiac patients, diabetes management, rehabilitation, general medical patients and those awaiting placement in other facilities, such as nursing homes.

Benalla Health is supported by highly skilled local general practitioners with a variety of expertise such as obstetrics, anaesthetics and minor surgical procedures from:

- Benalla Church Street Surgery
- Carrier Street Clinic
- Coster Street Medical Practice.

The ward has access to onsite allied health staff, such as physiotherapists, occupational therapists, dietitians, infection control nurses, podiatrists, diabetes educators, social workers, allied health assistants, pharmacists and care coordinators.

Urgent Care Centre

A 6 bed Urgent Care Centre which is staffed by skilled nurses 24 hours a day with the support of GPs and access to telehealth services. On arrival, consumers are triaged using a nationally recognised guide and then care is prioritised based on need. This ensures that the most unwell consumers are seen first. Life threatening illnesses or injuries are often stabilised and transferred to a more appropriate facility.

During the 2021 - 2022 financial year UCC had
5000 presentations
and **9381 COVID19 swabs**
attended through the
COVID Testing Clinic

Need advice?

Nurse on call: 1300 606 024
Urgent Care: 03 5761 4226

Perioperative Services

Benalla Health has a double theatre complex where minor and medium complexity procedures are undertaken. Visiting surgeons from as far away as Melbourne work closely with our highly trained GP anaesthetists and perioperative staff to provide services such as:

- Ophthalmology (cataracts)
- General surgery (hernia repair, vasectomy, removal of skin lesions)
- Endoscopy (colonoscopy, gastroscopy)
- Faciomaxillary (dental extractions)
- Gynaecology (hysterectomy, hysteroscopy)
- Urology (cystoscopy, prostate surgery)

Theatre staff are also on call 24/7 to facilitate emergency obstetric needs.

During 2021 - 2022,
Benalla Health conducted
2390 surgical procedures

Aged Care

Morrie Evans Wing is a 30 bed aged care facility which comprises of permanent and respite beds and is staffed by dedicated aged care professionals. All bedrooms are single rooms for privacy and the unit comprises of multiple indoor and outdoor communal spaces which are perfect for friends and family visiting. A dedicated lifestyle program keeps residents engaged and active in their home.

Community Health Services

Benalla Community Care – the Ray Sweeney Centre is a community hub shared between Benalla Health and Benalla Rural City Council. Benalla Health Healthy Communities offer a vast range of dedicated allied health professionals to meet the needs of the community, and also work across our inpatient and aged care facilities.



January 2023

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
26	27	28	29	30	31	1 New Year's Day
2 New Year's Day Public Holiday	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



Reduce your risk of skin cancer.

It's never too late to use all five forms of sun protection!

When you cover things, they last longer.

Same goes for you and your skin.

For more information visit www.sunsmart.com.au

NOTES

Education

The Education Team at Benalla Health is made up of a group of experienced nurses with varied health backgrounds who have a passion for education and maintaining best practice for the organisation.

Our department covers the following areas:

Staff Education

Our department manages the education needs of the staff at Benalla Health in a number of ways, some of these include:

Smart Time – daily education sessions for staff to attend on a broad range of topics. Aimed at enhancing knowledge and skill in targeted areas. Education staff are assisted with running these sessions by the amazing staff from all areas of the organisation who are willing to share their knowledge.

Theme Weeks – Stroke Week, Wound Awareness Week and Women's Health Week to name a few. During these weeks our staff focus on education and activities directly related to each theme.

Mandatory Training – Education staff deliver and manage the mandatory training requirements of all staff at Benalla Health. These include Basic Life Support, Safe Patient Handling and Aseptic Non-Touch Technique competencies.

Student Placement Programs

At Benalla Health we have a range of student placement programs that our education department manages:

Undergraduate nursing programs

Including both Registered and Enrolled Nurse placements, as well as

Undergraduate Allied Health students including Physio, Occupational Therapy and Dietitian students.

Benalla Health provided 2,374 placement days in 2021 - 2022 assisting over 150 students to complete their placements

School Based Apprenticeship Trainees and Vocational Education Training

In partnership with GoTafe, Squad and our local Secondary schools we hosted School Based Apprenticeship Trainees and Vocational Education Training in School students weekly on Wednesdays during the school terms. In 2021 - 2022 we assisted 10 local secondary school students to complete their placement hours in their chosen field.

Graduate Nurse Programs

Benalla Health employs 15 Graduate Nurses every 12 months across 2 separate programs:

Registered Nurse Graduate Program

Benalla Health is part of the Central Hume Graduate Program, partnering with 6 other health facilities within the North East region. We employ 11 RN graduates for 12 months across our Acute Ward, Day Procedure Unit, Morrie Evans Wing, Midwifery, Urgent Care and District Nursing. This program is well supported by our fabulous staff who share their knowledge and expertise with our new nurses. The Graduates receive multiple Professional Development Days that focus on a range of important topics for the novice nurse.

Enrolled Nurse Graduate Program

We run this program twice per year and employ 2 Graduate Enrolled Nurses for 6-month blocks. They undertake rotations across our Acute Ward and Morrie Evans Wing. They attend the Professional Development Days with their RN graduate colleagues.

Feedback on our Staff & Education Team

"All my nursing buddies were amazing very knowledgeable, friendly and supportive. I have learnt a lot from them"

"Thank you for guiding and assisting us in our first very big placement. Your constant concern for our wellbeing has created such a lovely and supportive environment. We will carry this experience with us into the future"



"They have been amazing helping/taking their time to help me achieve my learning objectives"

February 2023

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
30	31	1	2	3	4 <small>World Cancer Day</small>	5
6	7	8	9	10	11	12
13	14 <small>Valentine's Day</small>	15	16	17	18	19
20	21	22	23	24	25	26
27	28	1	2	3	4	5

Our Purpose

To care for our community by providing safe, high quality healthcare for everyone!

NOTES



Partnering with our community

Benalla Health conducted an Aboriginal & Torres Strait Islander Cultural Safety & Environmental Scan in March 2022.

The Environmental Scan was conducted by a local Aboriginal Elder and Benalla Health staff.

The purpose of the scan is to improve engagement with Aboriginal and Torres Strait Islander people and make it safe to enter our facilities to access services.

Suggested improvements resulting from the Environmental scan include:

- flags poles and where they were positioned at the very front at the hospital.
- Indigenous toys in the waiting area for children to play with.
- EOI for authentic Aboriginal artwork.
- Native plants in the garden.
- Aboriginal Garden for palliative care patients to have a safe place for yarning and performing smoking ceremonies.

The Benalla Grow Your Own Project (BGYO)

The Benalla Grow Your Own Project (BGYO) built 74 garden beds in Benalla families backyards, with 74 gardens installed during the last 5 years. The garden beds were built in partnership with Benalla Health, St Vincent de Paul Society of Benalla, Beechworth Correctional Centre and Benalla Men's Shed.

BGYO aims to reduce vulnerable families reliance on emergency food relief, improve community connectivity and increase peoples knowledge, confidence and skills to grow their own food.

The Benalla Men's Shed built the gardens with Beechworth Correctional Centre completing the installation. Garden beds were provided to vulnerable families living in Benalla who had accessed emergency food relief.

Most participants (85%) indicated that their life was better because of their garden.

"It has had an enormous positive impact on my family, in all areas of health."

"It's given me the chance to save money growing a variety of vegetables and I find it therapeutic spending time gardening."

"It helps people. Helps with food, but all the other things that it helps with."

"Gives me something to do. Gives me something to focus on outside. It is growing something that i can eat. Self sufficiency."

BGYO continues to show the positive impacts that gardening has on vulnerable families. The project will be extended in 2022 to smaller, portable wicking garden beds that families can take with them if they relocate.



Youth Live4Life

Over the past decade, Benalla Rural City have been proactive in addressing youth mental health concerns through implementation of MHFA training via the Youth Live4Life model.

Coordinated by Benalla Rural City Council, the Live4Life partnership involves members from local schools, North East Tracks Local Learning and Employment Network (NETracksLLEN), North East Support & Action for Youth (NESAY), North East Child & Adolescent Mental Health Service (NECAMHS), **Benalla Health**, Tomorrow Today Foundation and Victoria Police. This collaborative approach has been pivotal to the program's success and has supported over 1,000 teens and 165 adults to be trained to recognise and respond to mental health problems in young people.



For more information visit:
www.live4life.org.au/latest-news/benallachampioncommunity

March 2023

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
27	28	1	2	3	4	5
6	7	8 International Women's Day	9	10	11	12
13 Labour Day	14	15	16	17	18	19
20 Harmony Week National Advance Care Planning Week 20 - 26th	21	22	23	24	25	26
27	28	29	30	31	1	2



**National Advance Care
Planning Week**

20-26 March 2023

www.advancecareplanning.org.au

NOTES

Benalla Healthy Communities

Healthy Communities Services provides support to our inpatients, residents and community clients.

In 2021 -2022 Healthy Communities Services provided allied health services in the following areas:

- Physiotherapy
- Occupational therapy
- Speech pathology
- Podiatry
- Dietetics and nutrition
- Diabetes education
- Health promotion activities
- Care coordination
- High Risk Foot Clinic
- Counselling and Social work
- Health Independence Programs

Strength and Endurance Group

This is an activity class for people who may not be confident or able to go to a gym. It includes a mix of light weights

and aerobic activity, fully supervised by a physiotherapist.

Assessments are done before clients will be put into the group to ensure all activities are appropriate.

This has helped people improve their physical fitness and daily living in a safe and supportive environment as well as helping people make new friends.

Falls and Balance Exercise Group

The group is for people who:

- Have experienced a fall or at risk of falls.
- Do not feel confident with their own balance.
- Feel comfortable exercising in a small group.
- Need exercises to help improve balance, strength and flexibility.
- You will be assisted by a Physiotherapist or Allied Health Assistant.
- The exercise program is set for individual (personal) needs.
- Each person receives their own personal exercise program, and is encouraged to keep this up at home.



April 2023

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



NOTES

Community Advisory Committee

The purpose of the Community Advisory Committee (CAC) is to provide advice on priority areas and issues from a consumer, carer and community perspective.

The CAC is a sub-committee of the Board of Directors with two to three board directors on the committee. The CAC enables consumer and community views to go to the Board on a variety of issues of importance to the community, consumers and carers.

How often does the CAC meet?

The CAC meets every two months, usually as a morning meeting over 1.5 hours, involving community representatives, Executive members and senior members of the clinical staff at Benalla Health. There is an option to attend meetings virtually (Microsoft Teams) or in person.

Interested in becoming a member?

Membership of the CAC is open to anyone who resides or works within the Benalla municipality or who has family members who have received a service from Benalla Health.

Applicants for the CAC should reflect the diversity of the communities served by Benalla Health. However, members are not sought as "representatives" of consumer or community groups, but as independent community "consultants" and will have a role in consulting with other representative groups.

Commitment to development of consumer and community participation at Benalla Health will be the first requirement. The aim is to attract people who can reflect on and bring an understanding of community perspectives to Benalla Health.

Members will need to:

- Be approachable and available for consultation with community members and consumers;
- Have strong community links and networks;
- Be able to work as part of a team;
- Be flexible and able to step back from personal agendas;
- Be able to address a range of issues from a population/community view not partisan interests;
- Have demonstrated interest in community service;
- Be available to commit sufficient time to participate fully in the work of the committee;

Commitment to supporting improvements in the quality, appropriateness and accessibility of the services provided by Benalla Health;

Ability to communicate the needs, expectations and concerns of consumers.

Young people are encouraged to participate as the youth voice is especially important to Benalla Health.

For more information about joining, please contact Benalla Health.

Our Volunteers

Volunteers are an essential and incredibly valuable part of the team at Benalla Health.

The Volunteers improve the quality of care and life at Benalla Health, working across the organisation to bring bright smiles to all.

Volunteers support a number of teams and perform a wide range of activities at Benalla Health such as:

Reading, supporting consumers, playing games, telling stories, discussing current events, driving the bus, assisting with meal prep, assisting with tea and coffee and much much more.

The volunteer program at Benalla Health has faced many challenges in recent years due to the ongoing COVID-19 Pandemic. We are very excited and pleased for the very valued volunteers to be back with us, they do so much to support the organisation as well as going above and beyond to ensure that consumers have the best possible experience at Benalla Health.

Thank you to all our volunteers and Consumer representatives for supporting Benalla Health.

We have missed you and we are thrilled that you are back, thank you for all your ongoing support.



8932 meals on wheels delivered 2021 - 2022



31 meals delivered to police 2021 - 2022

MARG



"I have worked in aged care all my life and I find this such a rewarding experience volunteering each week"

KATE



"Would I recommend becoming a volunteer yes - 100%."

REMO



"Volunteering to me isn't a job, it's never a job to me it's getting up in the morning knowing I'm coming to the hospital, not because I have to but because I want to."

May 2023

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

**National
Volunteer
Week**
May 15 - 21

THANK YOU

To all our Benalla Health
volunteers we appreciate all that
you do for our health service

NOTES

Elizabeth's Story

Elizabeth Lusikya is one of Benalla Health's Registered Midwives and her journey to Benalla Health is extraordinary.

Elizabeth was born in the Democratic Republic of Congo and when the war came her family fled to Zambia where she remained in a refugee camp. Whilst in the Congo her mother would occasionally leave her behind with her brother and three sisters and Elizabeth would often wonder where her she was off too. She later discovered that her mother was a midwife and nurse and would be called off to help deliver newborns and help those who were injured during the war.

In Zambia Elizabeth's mother started her own foundation called Camp Mwange Mporokoso Women's Centre. "It was essentially women helping women", Elizabeth said. Elizabeth and her sister would often visit the centre to see and learn what was happening and help where needed.

After 9 years in Zambia Elizabeth and her family flew to Adelaide in Australia

where Elizabeth completed secondary school at Findon High School in 2012. It's no surprise that one of her biggest influences was her mother, so Elizabeth studied at Torrens University to become an Enrolled Nurse. She then continued her studies in Darwin and received her Bachelor of Midwifery.

Elizabeth's journey eventually landed her in Melbourne Victoria in January this year. It was here that Elizabeth saw a job opportunity at Benalla Health and decided to apply. She has now been at Benalla Health for 6 months.

"Before taking the role at Benalla Health I was told that I would be well supported and looked after and that is exactly what I have experienced. The support here for midwives is fantastic. In my previous roles I have either been allocated to just antenatal or just postnatal care. Here at Benalla Health I am able to utilise all my skills and have variety in my role with continuum of care."

"What I love most about my job is that I can support women in labour, show compassion and bring a new life in to the world", Elizabeth said.



Here at Benalla Health I am able to utilise all my skills and have variety in my role with continuum of care

Elizabeth Lusikya

Maternity Unit

Our maternity unit supports the labour of low-risk women from across the region.

Skilled midwives are available throughout the whole antenatal period with the support of local GP Obstetricians, GP Anaesthetists and theatre staff on call 24 hours a day in the event of an emergency caesarean being needed.

While women are pregnant and birthing, they are able to enjoy:

- Bulk billed antenatal clinic
- Antenatal classes
- Well equipped, spacious and beautifully furnished accommodation which allows for partners/support persons to be able to stay overnight with their loved ones
- Labour in water
- Choice of analgesia options if desired

Upon discharge home, women continue to be supported through:

- A midwife domiciliary service
- Breastfeeding support by a lactation consultant
- Strong relationships with Maternal and Child Health Service
- Ongoing support as required by the family

BENALLA HEALTH is a fully accredited "Baby Friendly" hospital which protects, promotes and supports breastfeeding as part of a global initiative by the World Health Organisation (WHO) and United Nations Children's Fund (UNICEF).



June 2023

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12 <small>King's Birthday Public Holiday</small>	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2

Benalla
Health
Values



NOTES



It's a fun place to work with a caring culture. It's possibly the first place I've ever worked where the ethos and values are seen.

I feel valued.

Gayle Else - Head Chef



Our Staff

Our People

Benalla Health is proud to have such a dedicated and innovative staffing group, who collaborate and continually provide high-quality care across acute, aged care, urgent care, maternity and community health.

With safety and best outcomes at the forefront of everything they do, our team bring diversity, skills and knowledge which excites us every day. Our staff are the reason why we are such a vibrant and unique Rural Hospital.

We deeply appreciate and thank our team for their hard and selfless work and the commitment they show to the local community which they too are a part of.

Our Culture

Benalla Health recognises and acknowledges its staff have a difficult job under challenging circumstances which is why we promote and encourage staff participation in wellbeing activities and awareness days such as Footy Colours Day, R U OK Day and Sock It To Cancer Day.

By holding these activities and awareness days it allows us to check in with each other and create a space where staff can unwind even if it's for a short time. It also allows Benalla Health to show their appreciation for what staff do.

Patient Safety & Culture Questions

The People Matter Survey is an annual employee opinion survey which helps us further create a positive workplace culture by highlighting strengths and areas for development.

Top Responses

- I can make a worthwhile contribution at work
- I achieve something important through my work

- I can use my skills and knowledge in my job
- I am able to work effectively with others outside my work group
- I get a sense of accomplishment from my work
- My organisation encourages employees to act in ways that are consistent with human rights

Areas for Development

- My organisation has made improvements based on the results from last survey
- This health service does a good job at training new and existing staff
- I believe the promotion processes in my organisation are fair
- I am satisfied with the opportunity to progress in my organisation
- I am confident if I requested a flexible work arrangement, it would be given due consideration

What our staff think

73%

believe management are driving a safety focused culture

75%

feel their suggestions about patient safety would be acted upon

85%

are encourage by their colleagues to report patient safety

95%

understand how their job helps Benalla Health achieve its goals

85%

agree Benalla Health is an inclusive place to work

July 2023

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

NAIDOC Week

July 2 -9

National NAIDOC Week celebrates and recognises the history, culture and achievements of Aboriginal and Torres Strait Islander peoples. NAIDOC Week is an opportunity for all Australians to learn about First Nations cultures and histories and participate in celebrations of the oldest, continuous living cultures on earth.

For more information visit www.naidoc.org.au

NOTES

Planned Activities Group

The day activities program is connecting a diverse range of people that come together for the social experience.

Each person has their own unique life story to share in a friendly & fun environment. Whether the preference is to keep busy or just do things at your own pace we work with you & encourage each person to connect with past interests or assist you to try new activities.

The day activities are a reminder of how important socialising is for mental health and maintaining a happy and enjoyable lifestyle with like-minded people.



"I'm really enjoying going to the Benalla Day Activities Program because I get to interact with others participate in activities that keep my mind active and go out for lunch."

Peter Tanner



August 2023

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

**Red Nose
Day** August
11th

**You can be part of something
BIG and change the world!**

On the second Friday in August Australian's
everywhere are invited to get silly for a serious
cause to raise much needed funds to help stop little
lives being cut short and support grieving families.

For more information or donate visit
www.rednoseday.org.au

NOTES

Benalla Health Better@home

The Benalla Health model will focus on a 'Step down' program.

Focusing on consumers with Heart failure as this cohort have been identified as a group that regularly represent to our health service for admission.

The Step down model will be delivered in the consumers home over 8-12 weeks with an additional monitoring period if needed.

With the ever-increasing demand on the in-hospital health system the Victorian Department of Health established the Better at home initiative to meet the increasing financial and workload burden.

Hospital In The Home (HITH) is an acute health program that substitutes admitted care to the home setting. Admission criteria is governed by the Victorian hospital admission policy, which includes the following:

Clinical stability of the patient and appropriateness of HITH treatment

- Provision of equivalent care
- Safe and appropriate environment
- Carer support
- Consent to service
- Location of care



Benalla Health Better@Home Team

Kylie Brown
Registered Nurse

Kiran Surenani
Exercise Physiologist



September 2023

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

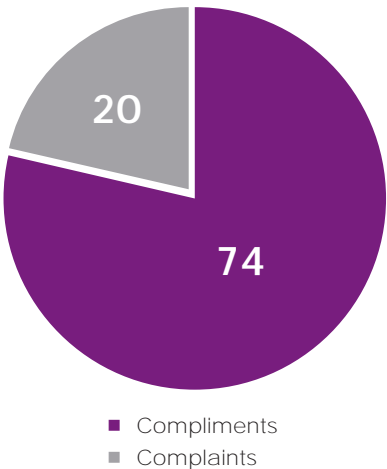


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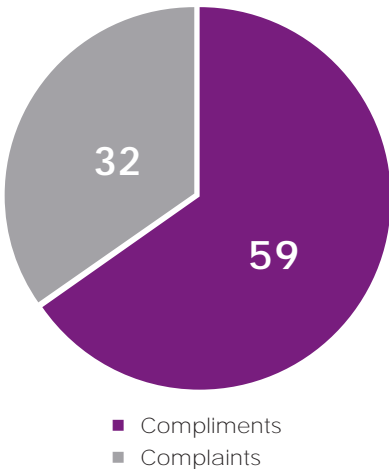
Consumer Feedback Vic Health Experience

Consumer feedback is welcomed at Benalla Health and provides the organization with valuable information and comes in the form of complaints, compliments and suggestions. All complaints and suggestions are taken seriously by senior management and are appropriately reported and investigated.

Compliments Vs Complaints
2021 - 2022

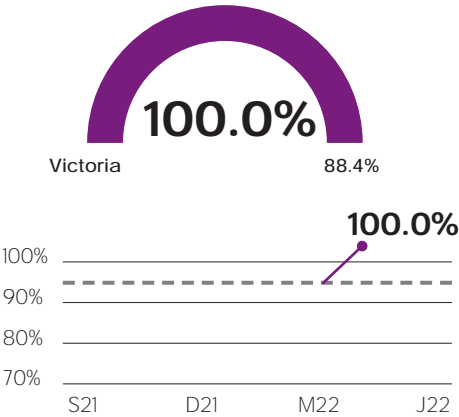


Compliments Vs Complaints
2020 - 2021



In April - June 2022, Benalla Health scored 100.00% for 'Overall, how would you rate the care you received from the hospital?'. This is similar to the overall Victorian score of 88.4%.

Overall care received from the hospital was good or very good



*The benchmark for this question is 95.0%

All responses
(April - June 2022)

Very good	100.00%
Good	0.0%
Neither good nor poor	0.0%
Poor	0.0%
Very poor	0.0%



October 2023

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
25	26	27	28	29	30	1 Daylight Savings time starts turn your clock forward
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24 Drop the Jargon Day	25	26	27	28 Benalla Festival	29
30	31	1	2	3	4	5

**Drop the
Jargon
Day**
October 24th

Drop the jargon day helps workers and organisations to practice clear, jargon-free communication.

To find out more visit
www.dropthejargon.org.au

NOTES

Morrie Evans Wing

As we are all aware catering for the needs of an ageing population presents challenges for the health and aged care services.

At Morrie Evans we strive for the best care of our consumers, ensuring that all of their individual and personal needs are met by being inclusive with the choices and decisions that need to be made around each individual's care here at Morrie Evans.

Benalla Health is required to report quarterly quality indicators. This involves reporting on pressure injuries, use of physical restraint, falls and fractures, use of nine or more medications and any unplanned weight loss. In doing this we are reporting the findings to The Quality Standards Agency and providing them and our consumers with realistic goals and best practise recommendations.

The aged care accreditation is all about how our consumers are treated and making sure that we make a difference to every consumer that calls Morrie Evans home.

Morrie Evans have a dedicated team of staff, from the cleaners to the nurses they are all involved in the day to day running of Morrie Evans.

At Morrie Evans we educate our staff around best practise and the latest pressure relieving devices available. For restraint we have individual behaviour support care plans, minimising the use of any physical restraint with our consumers. Our management of falls is taken very seriously with the latest equipment used to monitor safety and to alert staff of any high fall risk to consumers.

We pride ourself on our menu and choices, along with monitoring of unplanned weight loss providing referrals to dietic and nutritional support within the organisation.

Meet our resident, Roderick Williams

Roderick Williams is a new resident to our Morrie Evans Wing and his life story is a story worth sharing.

Throughout his childhood Roderick worked on his families farm and neighbouring properties at Upper Burringbar.

His Dad died the day he left home to join the Permanent Army at Enoggera army camp in Brisbane. Word came through and Rodericks "Swearing in" was postponed and he went home.

Roderick then went to work in Brisbane for a drainage contractor and dug up half of Chermside for the houses to be sewered. A chance meeting led to a job in Western Queensland, with Reg Cullen and his mobile saw-mill, cutting and milling Cypress pine for sheep and cattle stations in the area.

He then worked as a stockman on two jointly owned properties, alternating between "Tippendale South" and "Comilaroy", down the Barwon river from Mungindi. He played a season of rugby league for Mungindi, while working on those stations. In the league he played St. George, Dirrinbandi, two Goondiwindi teams and Boggabilla.

"Dirrinbandi field was half full of bull-dust holes and Boggabilla was a bare claypan, except for stones, and the only bit of green was some khaki burr. Seven of us were poisoned after one match and we had to have penicillin injections," said Roderick.

After recovering from Hepatitis, he entered the shearing sheds and ended up with learners pens around Glen Innes and Armidale Shearing. He then became a full-time professional shearer, beginning each year around Quilpie, Eromanga, Windorah area, then Charleville, Blackall and up to Julia Creek and Hughenden.

He had a break for 20 months, travelling the world on Scandinavian freighters working in

four different countries and part of a season on a fishing boat at Lossiemouth, Scotland.

Returning to Australia via Darwin, he spent a year shearing, beginning at Hughenden and working south. In Sydney his career took a dramatic change when he became an actor.

From 1971 to the end of 1979, he worked as a professional actor on stage and in T.V. and film. Roderick was nominated for "Male Actor in a Leading Role" in the prestigious "Victorian Greenroom Awards". This was for a one man show written by Barry Dickens, "Between Engagements". The nominees were Paul Eddington, Frank Gallacher, Bruce Myles, Geoffrey Rush and Roderick Williams.

An horrific car crash stopped everything and after 18 months of treatment and recovery, he returned to the shearing industry, mainly based around Ivanhoe-Wilcannia but also sheds around Euroa and Benalla in Victoria.

Until 1994 Roderick worked in both professions. Half the year with Dick's team and half the year as an actor.

As he grew older his worn out lower back and knees forced him to slow down.

He began writing in 1998 and worked as a regular entertainer at Middlebrook Station to tourists where he and his blue heeler dog, Jessie, would tell yarns, perform poems and sing.

His writing continued to occupy him so Roderick started his own publishing firm Bonza Bluedog Publications to publish his work.



"Seven of us were poisoned after one match and we had to have penicillin injections."

Roderick Williams



November 2023

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

World Diabetes Day

November 14th

The theme for World Diabetes Day 2021 - 2023 is
Access to Diabetes Care.

People with diabetes require ongoing care and support to manage their condition and avoid complications.

Benalla Health is an approved Diabetes Care Centre. For more information or an appointment phone **(03) 5761 4500**.

NOTES

Advance Care Planning & end of life care

Advance care planning is the process of planning for your future health care.

It relates to health care you would or would not like to receive if you were to become seriously ill or injured and are unable to communicate your preferences or make decisions. This often relates to the care you receive at the end of your life.

Advance care planning benefits everyone: you, your family, carers and health professionals.

- It helps to ensure you receive the care you actually want
- It improves ongoing and end-of-life care, along with personal and family satisfaction
- Families of people who have undertaken advance care planning have less anxiety, depression, stress and are more satisfied with care
- For healthcare professionals and organisations, it reduces unnecessary transfers to acute care and unwanted treatment

If you haven't documented your preferences or identified a substitute decision-maker, and you become seriously ill or injured, doctors will make treatment decisions based on their assessment of your best interests. This may include treatments that you would not want

For more information, or to start the process of creating your own Advance Care Directive you can:

- Contact Advance Care Planning Australia on **1300 208 582** or visit www.advancecareplanning.org.au
- Speak with your local GP

Benalla Health's Palliative Care team work as part of the Home Nursing Service and can provide care based on:

- Palliative care assessments
- Consultation and advice;
- Care coordination;
- Symptom support, advice and management;
- Practical support for everyday activities;
- Equipment loans;

- Individual and family emotional support;
- Bereavement care; and
- After hours phone advice from palliative care nurses

The service covers Rural City of Benalla, Mansfield and parts of Strathbogie Shire and can be contacted on **03 5761 4207**.

**Advance Care
Planning Australia**
BE OPEN | BE READY | BE HEARD

Palliative Care Team

Sharon Bover
HNS Supervisor

Michelle Goodley
DNS/Palliative Care RN

Kevin Clemente
Palliative Care CNS

Sheila Green
DNS/Palliative Care EN

April Betheras
Loss & Grief Coordinator



December 2023

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

**Merry Christmas
& Happy New Year**

from *Benalla*
HEALTH



NOTES

Quality & Safety

Accreditation

In 2021, Benalla Health was externally assessed and deemed fully accredited against the National Safety and Quality Health Service (NSQHS) Standards until October 2024.

In 2022, Morrie Evans Wing is expecting to be assessed against the eight Aged Care Quality Standards. This has not been finalised at the time of report.

Benalla Health is also working towards becoming Rainbow Tick accredited. Rainbow Tick Accreditation is a framework to help organisations become safe and inclusive for the LGBTQIA+ community.

Auditing for Safety & Quality

Benalla Health has a robust clinical audit program to assist all departments to continually review their processes. This ensures the safest and high quality care is being provided to our consumers. All staff have a role to play in our audit system and results and plans for improvement are reported into the Benalla Health Committee structure. Some of the clinical audits include:

- Urgent Care triage documentation audit
- Acute observations monitoring and escalation of care audit
- Perioperative temperature and humidity audit
- Morrie Evans end of life screening

Adverse Events

Adverse events are reported into the Victorian Health Incident Management System (VHIMS) which provides a standardised method for collection and classification for all clinical, occupational healthy and safety (OH&S) incidents, near misses and hazards. Examples of adverse events include:

- Falls
- Medication errors
- Pressure area
- Deterioration of consumers
- Needle stick injuries to staff

All adverse events are subjected to a thorough investigation and report by the appropriate manager. Data is analysed and trends reviewed to identify gaps in care and areas which require improvement.



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:** Organisation's 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 Infections
- Standard 4:** Medication Safety
- Standard 5:** Comprehensive Care
- Standard 6:** Communicating for Safety
- Standard 7:** Blood Management
- Standard 8:** Recognising and Responding to Acute Deterioration



Benalla & District Memorial Hospital Auxiliary

The Benalla and District Memorial Hospital Auxiliary are a group of dedicated passionate volunteers, who work tirelessly and make a huge difference to our services, assisting the purchase of equipment and other important items that are not funded.

They attend the Benalla Lakeside Market selling plants, produce and crafts. They knit "trauma teddies" for children presenting to UCC and rugs for the residents in Morrie Evans Ward.

They provide gift packs for the new mum's and donate small rugs and jumpers for newborns using our maternity services.

A recent message from a new parent read in part 'The connection that the Hospital Auxiliary forms with new parents is incredibly special. It really creates a feeling of community spirit. Special work you are doing there.' August 2021.

The Auxiliary joined us on International Midwives day along with mum's and bubs born at Benalla Health for an afternoon tea in recognition of the day. The auxiliary set up a stall on the day of their new born crafts.

A word from the President

Since the advent of COVID, we have had our successes and some challenges. Regardless, we have continued to raise funds for equipment for the hospital, and in this current financial year we have provided a **Bladder Scanner for the Urgent Care Centre**, which means they no longer have the complication of borrowing from another unit, **2 Portable Hoists** for the Morrie Evans Wing, to replace hoists

which had become unserviceable, and we also part funded **4 new Philips observation machines** to replace outdated units. All the equipment we provide is additional to the funding resources of the Hospital, and therefore of great value in assisting the provision of health care, and treating patients within their own community.

Raising funds for our hospital

In the previous 3 years we were able to pass on **\$45,000.00** to Benalla Health.

\$40,000.00 was transferred for the purchase of equipment for Urgent Care, Morrie Evans and the Acute and Maternity Units.

I acknowledge and thank our wonderful contributors of crafts, preserves and plants and our community for supporting us.

Pre-Covid our market sales generated in excess of \$9000.00 each year. This dropped to \$6551.00 during this last 12 month period, so there lies a challenge for us to re-build.

Plant sales continue to be our strongest sales item.

On-line sales of all items, especially masks during Covid's early days kept the \$ flowing in.

The support that we have from the Bendigo Bank staff & our community is humbling.

Donations keep appearing which is a reflection of community support for our hospital.

We look forward to re-establishing our presence at the lakeside market & to other activities including Birchwood Open Gardens in 2023.



What we're doing to keep people COVID-Safe at Benalla Health



REDUCE SPREAD OF INFECTION

- Standard precautions
- FIT Testing - dedicated Fit Test Registered Nurse
- Infection Prevention & Control Consultant
- Hand hygiene
- PPE
- Personal Hygiene
- Cough etiquette
- Cleaning & disinfection
- Waste management
- Isolation
- Physical distancing
- Staff Zoning Plan
- Virtual meetings
- Continual education
- Signage
- QR Codes / COVID Attestation
- Density Limits



MINIMISE SOURCES OF INFECTION

- Community education
- Visitation Policy
- Contractor Management
- Signage
- Staff & Visitor attestation
- Daily health screening
- Immunisation
- Rapid Antigen Testing (RAT)
- Managing multi-site workers
- COVID-19 Testing Clinic
- Concierges
- Dedicated COVID Corridor for patients awaiting results



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
- Infection Prevention & Control Committee



Have Your Say

At Benalla Health we are dedicated to providing quality care and service and welcome both compliments and complaints, which help us improve our service to you. Feedback of any kind can be made in the following ways:

In person: Please call into reception and arrangements will be made for you to speak with one of the Executive Staff.

By phone: If you prefer, please phone us on (03) 5761 4209 and ask to speak with one of the Executive Staff.

By email: Email the Executive Office at executive@benallahealth.org.au

By mail: The Executive Office - Benalla Health, PO Box 406, Benalla, Victoria, 3671



thank
you


Contact

Emergency service contact details

Police	000
Ambulance	000
Urgent Care	(03) 5761 4222
Fire	000
SES	132 500
Nurse On Call	1300 60 60 24
Poisons Information Centre (24 hours)	131 126
24 Hour Counselling Service	136 169
Life Line 24 Hours	131 114
Beyond Blue	1300 224 636
National Sexual Assault Domestic Family Violence Counselling Service	1800 RESPECT

IF YOU ARE IN DANGER, CALL 000

Benalla Health
45-63 Coster Street
Benalla VIC 3672
Phone: (03) 5761 4222
Fax: (03) 5568 0158

 **@benallahealth**
www.benallahealth.org.au

Benalla
HEALTH
2023
Calendar

Travel the Red Road - dare to dream

A poem by resident Roderick Williams

From the eastern shores to the opal seam—
That weaves down through the red earth deep
Out in the heart in a timeless sleep.
Below the ground or above the trees
Where the western wind at its restless ease—
Whispers the stories far and wide
From the Barcoo's banks to the big Broome tide.
Travel the Red Road, stop with me
Beneath the spread of the Wilga tree—
As night comes down, from your head to heal
Through all your body and mind you feel
The force that comes and never lies
As naked under the naked skies—
You sit till the stars burn in your soul
And lay you out in your blanket roll.

From "The Roper" down to the sweeping shores
Where the mighty Southern Ocean roars—
Where Aurora's colours change the sky
As flashing and flaming on they fly.
Then hurtled back from the dazzling sights
To the stony ground and the 'Min-Min' lights—
Where we'll not know if we can't see—
Where we belong in the mystery.

Skimming the tops of "The Great Divide"
From north to south down the eastern side—
The Gibraltar Range and Hanging Rock
To the plateau heights of Nowendoc.
Drifting above the Tumut trees
We rise with the sharp Talbingo breeze—
Through the chill of the Kosciusko night
And follow the Snowy's Southbound flight.

The sounds of the ancient ocean roar
From the caves beneath the Nullabor—
To Augusta's crystal stalactites
Then up to the dazzling floral sights.
The world's most precious flower display
Would cheer a heart on the saddest day—
Colours and styles that breed at will
It humbles me, in silence, still!

The Brolgas dance on the western land
By lakes and swamps on the coarse red sand—
The black swans glide on the Lachlan Reach
Then preen themselves on the inland beach.
The setting sun in a backdrop bright
Five hundred pelicans trail in flight—

Across the blazing western skies
It's painted forever on my eyes.

In the channel country the poppies grew
A humbling sight in that startling view—
With a man who had waited fifty years
From the saddle we saw his joy and tears.
For the rain had come and the heat was right
Creating Paradise overnight—
In silence grown men gazed in awe
To the four who dreamed it was heaven's door.

The dust blows up and in my eyes
From "The Mulga Scrub" I have seen it rise—
High in the air and it blocked the sun
And none knew why and none could run.
It lifted o'er the land so free
And drifted across the Tasman sea—
Rich red dust on a crisp white bed
It turned the snow on the mountains red.

Oh, heart of a brooding weathered land
Beating for those who understand—
But, bleeding because of those who don't

And dying because of those who won't.
Fragile, special and sacred place
If we care about her we must face
The task at hand and the cancer halt
Or watch her drown in a sea of salt.

In firelight glow at the Bulloo's bend
Where the sickest soul can heal and mend—
Like a steady flow of Muscat-wine
Where the spirits meet and their hearts entwine.
And dance with the tree-tops in the light
Like diamond tips on a moonlight night—
Bitterness gone and the anger too
With an ancient robe, it will cover you.

The 'Red Road' runs through every heart
And it beckons you to make a start—
Wondering whether you will decide
To take that long enduring ride.
Come; lay your swag by the Sandalwood,
When the air is fresh and the feeling good—
You are welcome with your heavy load
Stop and dream by the long Red Road.