

BESTCARE
@ Benalla
HEALTH

20
24
calendar





Acknowledgement

Benalla Health acknowledges the Traditional Custodians of the lands from across our region. Our commitment to improving the health and wellbeing of Aboriginal and Torres Strait Island peoples is supported by our recognition and respect for their connection to their ancestral lands.

We value our community diversity. We are committed to being an inclusive health service and work environment where people of all cultures, beliefs, abilities, genders, sexualities, and ages feel safe, accepted, affirmed, and celebrated.



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**20
24**
calendar

Quality Account welcome

On behalf of the Board of Directors and our dedicated team of staff and volunteers I am delighted to present the 2022 – 2023 edition of the Quality Account for Benalla Health Services.

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

I hope you enjoy reading about the successes and amazing outcomes we have achieved in the last twelve months and follow the stories and journeys our consumers have been on.

There is little doubt that consumer choice is most important when we deliver healthcare to our community.

The last twelve months has been very busy with COVID-19 outbreaks, however we have still been able to complete the following: our first Reconciliation Action Plan, put ourselves up to Rainbow Tick Accreditation, meet all the standards of our Aged Care – Morrie Evans Wing, and implement a Clinical Governance Framework across the organisation.

The Framework is about ensuring every person who works for our organisation gives Best Care, 'Every Person, Every time'. By analysing and determining ways in which we can decrease falls and skin tears. Ensuring we listen to our community and follow up on complaints quickly and respectfully, we can improve the services to consumers, ensuring everyone receives the best care.

We have improved our approach to Diversity and now have a dedicated Inclusion and Diversity staff role that sits in our People and Culture Team, this ensures our Organisation takes diversity seriously so that everyone feels safe and well supported through their health journey.

We would like to take the opportunity to thank our Board, staff, volunteers and students for their continued support to our Organisation and their unwavering commitment to 'Best care, Every person, Every time'.

Jackie Kelly
Chief Executive Officer

On the cover

Benalla Health staff and students from our Acute Ward celebrating International Nurses Day 2023.

During the 2022 - 2023 financial year our Urgent Care Centre had **5617 presentations** which was an increase from 5000 during 2021-2022

Need advice?

Nurse on call: 1300 606 024

Urgent Care: 03 5761 4226

In an emergency call **000**

During 2022 - 2023, Benalla Health conducted **2371 surgical or day stay procedures**

Benalla Health employs **315 Staff**

Our Values



Your Health Service

Benalla Health provides a range of clinical and non-clinical services that all combine to provide Best Care to our community.

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**
24 bed acute service, 4 bed maternity unit with labour room
- **Perioperative Services**
2 operating theatres, adjacent day procedure unit and sterilization services
- **Aged Care**
30 bed unit with capacity for respite admissions
- **Community Health**
Offering various allied health professionals and programs along with an extensive Home Based Nursing and Palliative Care service
- **Urgent Care Centre**
Supported by dedicated nursing staff with 24/7 General Practitioners on call and telehealth support
- **Onsite Team of Pharmacists**

Benalla Health would not function without the dedicated support staff including (but not limited to):

- Engineering department which entails a variety of trades including an electrician, plumber, carpenter and painter
- Food services and catering team
- Housekeeping
- Administration support
- Finance, Health Information and Executive team
- People & Culture

01

JANUARY

BESTCARE
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Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1 New Year's Day Public Holiday	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

Sun 
smart

**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



In 2022 - 2023
Benalla Health provided
2,333
placement days
for university or TAFE
students undertaking
nursing or allied
health services



Education

Best Practice Clinical Learning Environment

Our 2022 Best Practice Clinical Learning Environment (BPCLE) survey found that 100% of surveyed students reported a sense of wellbeing during their placements at Benalla Health. This is an increase from 71% in 2021.

Staff Training

In 2023, Benalla Health hosted Simon Plapp to the organisation to equip our Education Team to run Advanced Life Support accreditation for staff.

In-services known as "Smart Time" are held four days a week during the morning and afternoon staff crossover period. These half hour sessions receive attendance from clinical and non clinical staff (topic dependent) and cover a variety of clinical, non clinical and staff wellbeing topics. They can be facilitated by the Education Team, allied health professionals, external providers or anyone else willing to share their expertise.

Staff training focuses for 2022-23 have included:

- Deteriorating Patient and Escalation
- ECG and telemetry interpretation
- Aged Care
- Wound Care

Incentivising Care

Benalla Health is proud to have completed the VMIA Incentivising Better Patient Safety program during 2022-2023. This initiative ensures midwifery and medical staff attend formal training on:

- Multidisciplinary maternity emergency training
- Fetal surveillance
- Neonatal resuscitation

"The support from the education team has been perfect"

Student

"I've done lots of advanced life support courses over the years... this was one of the best ones I've done"

Benalla Health Staff Member

"Growing more confident everyday"

Student

"All preceptors are knowledgeable and willing to share their experiences"

Student

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

Our Purpose

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



\$40,000
raised in 2022

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 with the purchasing of equipment and other important items that are not funded.

The Auxiliary attend the Benalla Lakeside Market and other events, such as the Birchwood Open Garden, and Benalla's Day in the Gardens, selling plants, preserves and handmade goods. They knit "trauma teddies" for children presenting to Urgent Care Centre. They also conduct a Winter Raffle and the giant Christmas Stocking Raffle, which has been a Benalla institution, supported by local traders, for longer than anyone can remember. More recently they have hosted a High Tea event, held in April.

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

In 2023 the Auxiliary has seen a period of re-building and change, and the results have been outstanding in terms of volunteer commitment and enthusiasm.

A word from the President

Our management model is very much built on consultation and inclusion and we value the variety of skills and experience each member brings to the table. New members with a range of skills from plant care to administration, catering and practically any other talent are always welcome to join us.

In 2024 will be the 90th anniversary since a group of local women began to fundraise for the establishment of the

first Bush Nursing hospital in Benalla, and this Birthday celebration will be the theme of our next High Tea.

Raising funds for our hospital

We work closely with Benalla Health staff in relation to deciding on our fundraising goals, and engage the attention and support of the general community to achieve them. Last year we were able to hand over \$40,000.00 for various Hospital needs. In the current economic climate, we are having to work extra hard to achieve our goal of a further \$40,000.00 for new resources for Morrie Evans Wing residents. Since January this year we have raised over \$27,000.00 and with some of our major events coming up fast, are confident of success.



03

MARCH

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

International Women's Day

Let's inspire inclusion to help forge a better, more inclusive world for women!

Visit www.internationalwomensday.com for more information

Healthy Choices Directive

Benalla Health took a proactive approach in 2020 beginning the implementation of the Victorian Government Healthy Choices Guidelines, before they became policy directives in 2021. The aim is for Victorian Government health services to improve the availability and promotion of healthier food and drink options, working towards a healthier state of Victoria.

For Benalla Health this meant reviewing our Healthy Catering

Policy, in house catering options and the hospital patient menu that is available for staff to order meals.

Food and drink information is put through 'FoodChecker' from Healthy Eating Advisory Service and given a traffic light classification. Healthy Choices' requirements is at least 50% food available/displayed to be GREEN and no more than 20% to be RED (with no promotion of RED foods and no sale or provision in catering of RED drinks).

You can see from 2020 to 2023, that the RED and GREEN offerings on the staff menu have almost swapped percentages and very close to meeting the 50% GREEN target.

Benalla Health's work as leaders in this area has been presented at Dietitians Australia 2023 National Conference and Australian Health Promotion Association's National Health Promotion Symposium 2023.



Healthy Communities

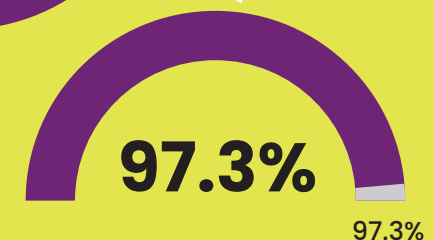
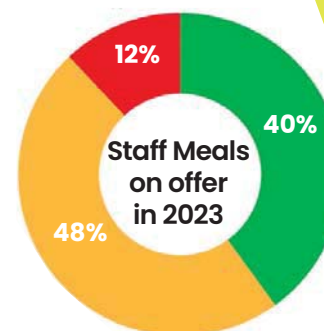
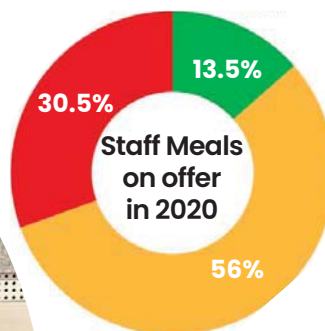
Healthy Communities Services provides support to our inpatients, residents and community clients.

In 2022-2023 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
- Falls and Balance Exercise Group

3,634
attendees
for Benalla Health
Planned Activity
Group across
the year

Overall care
received from
Community
Health



Result from the 2023 Benalla Health
Community Health Survey



04

APRIL

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

Anzac Day

Lest We Forget!

Community Advisory Committee

The Community Advisory Committee (CAC) serves to offer insights from a consumer, carer, and community standpoint on priority matters.

Operating as a sub-committee of the Board of Directors, it includes two to three Board Directors. The CAC facilitates the conveyance of consumer and community perspectives to the Board regarding significant community, consumer, and carer-related subjects.

How frequent are CAC meetings?

The CAC convenes every two months, typically in the form of a morning session lasting around 1.5 hours. It brings together community representatives, Executive members, and senior clinical staff from Benalla Health. Attendees have the option to participate virtually (via Microsoft Teams) or in person.

Are you interested in joining?

CAC membership is open to individuals residing or working within the Benalla municipality, as well as those with family members who have utilised services from Benalla Health.

To submit an Expression of Interest or for more information, please contact our Operational Director of Community Health by calling **5761 4222**.



Want to volunteer?

Contact the volunteer coordinator:
Phone: **03 5761 4500** or email
volunteer@benallahealth.org.au

994+ Hours

of volunteer work was conducted in our Planned Activities Group from July 2022 - June 2023

Our Volunteers

Volunteers form an integral and immensely valuable component of the Benalla Health team.

Their contributions elevate care quality and overall well-being at Benalla Health, spanning various roles across the organisation. Volunteers provide essential assistance in areas such as reading, consumer support, interactive activities, storytelling, engaging in discussions, transportation, meal preparation, and hospitality. A heartfelt thank you extends to our volunteers and consumer representatives for their unwavering support of Benalla Health's mission.

If you have a free day a week and are looking for something fulfilling and rewarding why not volunteer with Benalla Health.



05

MAY

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

National Volunteer Week

May 20 - 26

THANK YOU

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



“We felt so welcome at Benalla Health. Overall our experience has been nothing but amazing. We came in as strangers to the staff and left as friends”
Lili & Marcus

“Thank you so much for giving me the most beautiful experience with my baby” “You are truly amazing...and I will remember you forever”

“The midwives helped me facilitate anything I wanted and said that they would be lead by me which was very comforting”
Alyssa & Hayden

63
births
in 2023

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



06

JUNE

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

Benalla Health Values





Benalla Health is proud to be working with Reconciliation Australia in the development of our second Reconciliation Action Plan. This plan ensures Benalla Health's practices align with the advancement of reconciliation in Australia.

Aboriginal Cultural Safety

Benalla Health's Aboriginal art project was set into motion in late 2022. The call went out for an artist who could capture the essence of the community, an artist with Aboriginal or Torres Strait Islander roots. The mission was clear: to create art that would embrace the soul of the health service and grace its very heart.

In answer to this call, Dr Trehna Hamm stepped forward, a native of Benalla with a lifelong connection to its heartbeat. Her art had graced murals and public spaces before, but this was different. This was about weaving the stories of health and healing into strokes of paint, about making the walls breathe with the aspirations of the community.

Guided by the values of Benalla Health, Trehna embarked on a journey of creation. Four paintings emerged, each a canvas of hope and dedication. In the lines of those artworks lay the imprints of hands – symbols of the staff's commitment to the community they serve. These hand prints told a silent story of care, a narrative of healing that transcended words.

The artwork was also used on shirts worn by the staff. These shirts weren't just uniforms; they were a statement of unity, a pledge to carry the values of the health service in every step. The designs by Dr. Hamm weren't just patterns; they were a symbol of inclusivity, of a shared vision for better health.

**this is from an article for Partyline newsletter*

Meet Rachael Broom

Our Aboriginal Patient & Family Support Officer

Rachael assists community members to feel safe when accessing health care, by providing support with a holistic approach, cultural understanding and awareness.



NAIDOC Week Flag Raising

Artwork by Dr Trehna Hamm



07

NAIDOC Week

July 7 – 14

Celebrating and recognising 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.

JULY

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	2	3	4	5	6	7 <div>NAIDOC Week July 7 – 14</div>
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

Staff Awards 2022

Belinda Taylor
for Leadership

Kate Shepherd
for Leadership

Ashleigh Knott
for Quality Service

Lanie Wathen
for Quality Service

Stacey Devlin
for Consumer Care & Engagement

Pauline Montgomery
for Consumer Care & Engagement

Matthew Charleston
for Innovation & Sustainability

Gabrielle Robinson
for Best Care, Every Person, Every Time

Best Care by Gabrielle

Gabrielle goes above and beyond in everything she does, she shows fantastic leadership, empathy, is very well organised and puts the patients first in every decision she makes.

Gabrielle is calm under pressure and always has a smile on her face even if it is behind a mask. She is a problem solver, an ear to the problems of the world and gets the best out of her staff.

Gabrielle jumps in to help when needed, doesn't matter what task needs to be done and she gives best care, every person, every time. Congratulations Gabrielle.

"We have been so fortunate to have Gabrielle's contribution to nursing and supporting our next nursing leaders at Benalla Health. A truly wonderful nurse and leader that we have all been so privileged to work with and be inspired by."

Lisa Waite – Executive Director
of Clinical Services

Retiring on
January 28 2024
after 50 yrs dedicated to
the nursing profession

**Gabrielle you will
be missed**



08

AUGUST

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

Aged Care Employee Day

August 7th

THANK YOU

To all our Benalla Health Aged Care employees including nurses to personal care workers, allied health professionals to lifestyle coordinators, hospitality team, drivers, cooks, cleaners, administration staff and so many more. We appreciate all that you do for our health service.

Innovation

Safer Care Victoria Post Partum Haemorrhage (PPH) Collaboration

Post Partum Haemorrhage (PPH) is blood loss of more than 500ml which occurs after childbirth and is the leading cause of maternal morbidity worldwide

Over the past 10 years, there has been an increase in severe PPH rates in Victoria. During a 12 month collaboration between Safer Care Victoria (SCV), Institute of Healthcare Improvement (IHI) and 33 healthcare teams across Victoria:

- Benalla Health did not report any severe PPH (compared with 3 in previous year)
- Benalla Health successfully introduced accurate quantitative blood loss measurements
- Benalla Health staff reported being more confident with responding to PPH

Timely Management of Chest Pain Pilot (TMCP)

Benalla Health Urgent Care Centre is collaborating with SCV to ensure that the local community has access to early diagnosis, timely escalation of care and reduction of unnecessary transfers in relation to chest pain presentations. Through the establishment of a telehealth system, patients have access to medical specialists who can view electrocardiograms (ECGs) through a newly established IT system.

Since the pilot launched in January to June 30th 2023, the **TMCP program was utilised 40 times** by Benalla Health consumers

Victorian Virtual Emergency Department (VVED)

VVED is a state-wide virtual ED specialist video telehealth consultation service operating 24 hours a day, 7 days a week.

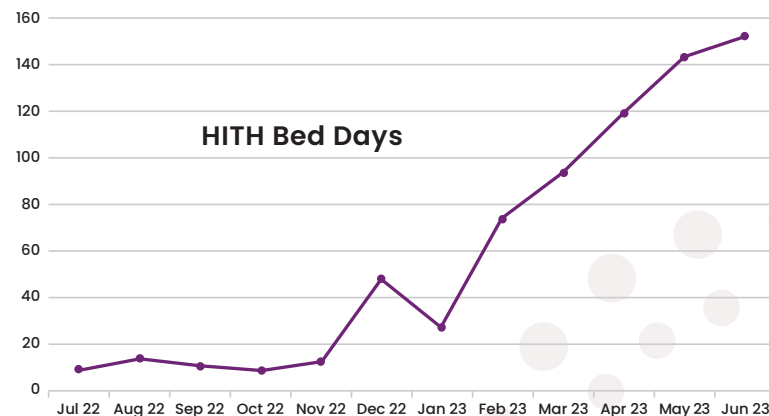
The VVED operates out of Northern Health and offers daily specialist medical cover between 8am – 11.30pm, and overnight nursing/nurse practitioner cover from 11pm – 8am. Our staff at UCC will be able to help patients gain access to emergency doctors and nurses via video call and receive medical advice free of charge.



Hospital In The Home (HITH)

HITH allows consumers to receive care in their own homes who would otherwise need to have care within a hospital inpatient setting.

Since Kylie Evans began her role as Patient Flow Coordinator for our Hospital In The Home Program back in November of 2022, we have seen a significant increase in HITH Bed Days as shown in the below graph.



Left: Kylie Brown
– Cardiac Liaison Nurse

Right: Kylie Evans
– Patient Flow Coordinator

I believe that what is most important to our consumers is receiving the best up-to-date care and awareness of all services Benalla Health can provide for future proofing.

Kylie Evans

09

SEPTEMBER

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

RUOK?TM
A conversation could change a life.

Sept 12th

RUOK? encourages you to let the people you care about know you're here, to really hear them.

Consumer Feedback Vic Health Experience

Consumer feedback is welcomed at Benalla Health and provides the organisation 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.

Did you feel listened to & understood by staff?

94%

Did you feel you were treated with respect & dignity?

98%

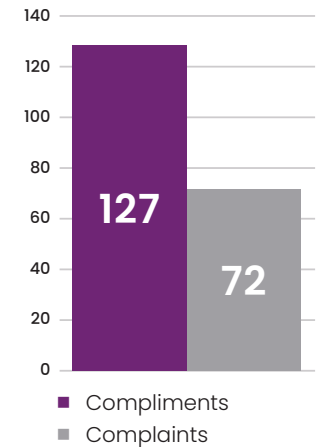
Did staff work as a team to care for you?

93%

Did you feel cared for?

99%

Compliments Vs Complaints 2022 - 2023



92% (66 out of 72) complaints were closed within 30 days.

Victorian Healthcare Experience
Survey Results 2022-23

In January - March 2023, Benalla Health scored **97.1%** for 'Overall, how would you rate the care you received from the hospital?'.
This is above the overall Victorian score of 92.3%.



*The benchmark for this question is 95.0%

"I regard it as a privilege to be admitted locally and receive such gold standard care"

Acute Ward compliment

"Thank you for getting me back on even ground and for giving me the tools to stay that way"

Community Health compliment

10

Allied Health Professions Day

October 14th

At Benalla Health, we provide a number of services designed to assist community well-being. These include:

- Physiotherapy
- Dietitian services
- High Risk Foot Clinic
- Occupational therapy
- Speech pathology
- Counselling and social work
- Diabetes Care Centre
- Health Independence Programs
- Health promotion

For more information scan the QR code.



OCTOBER

BESTCARE
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Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14 <small>Allied Health Professions Day</small>	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3

Morrie Evans Wing

Morrie Evans is Benalla Health's 30 bed aged care facility.

Since undergoing accreditation against the Aged Care Standards in 2022, Morrie Evans has been a buzz of activity and improvement implementation.

Morries Munchies

In late 2022, a small working group affectionately known as "Morries Munchies" was developed. Various staff including catering and lifestyle staff meet with residents in Morrie Evans and talk all things food. Members get to taste test new menu options and are given the opportunity to express their views on the meals. This gives our catering staff valuable information regarding portion sizes, temperatures, likes, dislike and any suggestions for improvement. There is often great discussion regarding favourite desserts!



“We all hope that if we need care ourselves one day as we grow old, that this quality of care will still be available”

Thank you letter
from family

Life is good, Physiotherapy makes it better!

That's exactly what I'm aiming with the residents here in Morrie Evans Wing – to make their life even better.

I contribute to making their lives better by helping them achieve their highest level of potential and function. To be able to achieve that I encourage residents to participate in a program of strength and conditioning exercises. I'm always telling them, "If you don't use it, you'll lose it". That's why we find that they are keen to do their very best to participate as it improves their own wellbeing. Being able to

help the residents to retain their current level of mobility, regain their strength, help with pain, manage their balance and reduce falls are also services I provide for the residents. Above all this, seeing them enjoying their lives is what truly matters the most. Physiotherapy is a rewarding profession indeed!

Erika Santos
Agestrong Physiotherapist



11

NOVEMBER

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

World Diabetes Day

November 14th

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**.



Meet Kevin

Kevin presented to our Urgent Care Centre following a fall at home. He was admitted to the Acute Ward and received analgesia and had occupational therapy, physiotherapy consults with the aim for discharge home.

During his stay Kevin voiced feeling sad to the nursing staff. Today was his grandson's wedding and he was supposed to be the signing witness. The wedding was out of town and Kevin was going to miss it. He had

bought a new suit for the event and all. Nursing staff formulated a plan to ensure Kevin was still able to be involved in his grandson's wedding and hatched a plan with his daughter. A staff member used her husband's suit and personal iPad and brought them into the hospital. Kevin was then able to livestream the wedding with the assistance of family who were in attendance at Flowerdale Estate. The iPad was taken over to the newlyweds who Kevin was able to congratulate.

Nursing notes stated Kevin's "mood lifted greatly" following the event. Kevin was discharged home following a 12 day admission. Following his discharge home, he was contacted by Benalla Health. He lives at home alone, with a supportive family close by. During a discussion with him he said the Nurse "really extended the care she had to do" and that even though he missed the wedding it "turned out real good in the end".

This is a wonderful example of the extent our dedicated staff will go to in providing Best Care to our consumers.



Best Care @ Benalla Health is based on our values, our consistency of care and on how we track our progress

Best Care @ Benalla Health

Best Care @ Benalla Health means:

- Ensuring that our team of 300+ are implementing best care into what we do every day.
- Finding better ways of giving a service and reflecting on our practise and how we may do things differently to get a better outcome for our consumers.
- Recognising and celebrating "Best Care @ Benalla Health at every opportunity.
- Speaking up when it is not best care.
- Track our progress through

feedback, surveys, and quality improvement data.

- Educate the public on what they can expect coming through our organisation.
- Listen to consumer feedback and suggestions and give an opportunity for consumers to be a part of our new approach.

This does not mean we are not giving great care now. What it does mean is that we are going to get better at being consistent with our care, so every single person who comes through this organisation gets best care, every time.

12



**Merry
Xmas &
Happy
New
Year**

DECEMBER

BESTCARE
@ Benalla
HEALTH

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
25	26	27	28	29	30	1
2	3	4	5	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 Years Eve	1 New Years Day	2	3	4	5

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. A Short Notice Assessment Period (SNAP) visit is expected anytime during the 2023-24 year.

In 2022, Morrie Evans Wing was re-accredited for three years against the Aged Care Standards and is currently preparing for the likely introduction of new standards mid 2024.

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.



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



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

Rainbow Tick Standards:

- Standard 1:** Organisational capability
Standard 2: Workforce Development
Standard 3: Consumer participation
Standard 4: A welcoming and accessible organisation
Standard 5: Disclosure and documentation
Standard 6: Culturally safe and acceptable services

Partnering with our community

RESPOND Project

Benalla Health, Benalla Rural City Council and the Tomorrow Today Foundation have partnered to lead the Deakin RESPOND project in 2023. The RESPOND project is funded by the National Health Medical Research Council and is co-led by local communities and Deakin University. It has been delivered in many areas of North East Victoria. RESPOND aims to empower the Benalla community to lead actions which improve the health of children and the wider community. The community was asked what influences children to eat healthy and be physically active in Benalla.

In January staff from the partner organisations attended Systems Training hosted by Deakin

University. Community members and organisational representatives came together in a series of three workshops in March, May and June 2023. Local factors influencing children's health were explored, with community led action ideas developed.

Workshop Outcomes:

- A systems map was made to answer the question what influences children in Benalla to eat healthy and be physically active?
- 5 key themes were identified: Environment and Infrastructure for Physical Activity, Community Connection and Support, Mental Health, Cost of Living and Food.
- Identification of 40 action ideas

Rainbow Tick Accreditation

The Rainbow Tick accreditation program is a voluntary program that aims to assist organisations to move from LGBTIQ+-friendly to LGBTIQ+-inclusive, while reassuring LGBTIQ+ consumers and staff that their organisation is aware of, responsive to and understanding of their needs. Becoming Rainbow Tick accredited supports organisations to reassure members of the LGBTIQ+ community

that they will be welcomed and provided with LGBTIQ+-inclusive care and support in a safe and quality-focused environment.

LGBTIQ+ people have the same right to access services as anyone else within the Australian community, but not all service providers understand or respond well to the needs of the LGBTIQ+ community.

For some LGBTIQ+ people, the

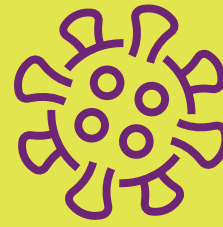
experience of exclusion and discrimination can contribute directly to poorer health and well-being, particularly mental health.

Rainbow Tick provides a benchmark for LGBTIQ+-inclusive practice throughout Australia and provides assurance to LGBTIQ+ consumers that an organisation will be responsive to their needs in a safe and inclusive environment.



**Benalla
Health
welcomes
diversity**

Protecting people from infection



Reduce spread of infection

- Standard precautions
- FIT Testing – dedicated Fit Test Registered Nurse
- Infection Prevention & Control Consultant
- Hand hygiene
- PPE
- Personal Hygiene
- Cleaning & disinfection
- Waste management
- Isolation
- Continual education
- Signage



Minimise sources of infection

- Community education
- Contractor Management
- Signage
- Immunisation
- Rapid Antigen Testing (RAT)
- Managing multi-site workers
- Dedicated COVID Corridor for patients awaiting results



Caring for people

- Resident screening
- Escalation processes
- Outbreak Management Plan
- Goals of Care
- Regional Support Cluster Plan
- Staff Contingency Plan
- Anti-microbial stewardship
- Infection Prevention & Control Committee

99%

of staff received their influenza vaccination & were triple vaccinated against COVID-19 in 2022

Our dedicated housekeeping team received a phenomenal average of

**98%
compliance**

in their environmental cleaning audits

National Hand Hygiene Audit

**88%
compliance**

(National benchmark 85%)

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: Call into reception and request to speak with one of the Executive Staff.

By phone: call 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 4226
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) 5761 4246

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

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