

QUALITY OF CARE REPORT | 2008-09



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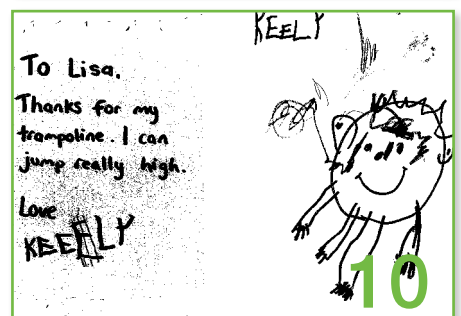
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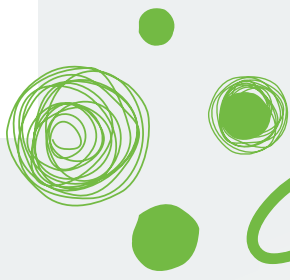
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Publication Details



bendigo Community Health services

VISION STATEMENT

Healthiest people, healthiest community, excellence in innovation and service.

MISSION

The purpose of Bendigo Community Health Services is to work to strengthen the capacity of individuals and communities to maintain and improve their health and wellness.

VALUES

Trust

We seek to act with integrity and justice.

Acceptance

We listen and are non-judgmental in understanding each other.

Innovation

We celebrate and encourage a dynamic and adaptive environment.

Learning

We foster a culture of learning that captures and creates opportunities to share knowledge.

Fairness

We promote and encourage equity of access and encourage clients and community to advocate for fair service responses.

Respect

We appreciate diversity and encourage understanding in how we relate to each other.

Unity

We create welcoming and harmonious environments and seek to build a shared vision.

CEO OVERVIEW

OUR APPROACH TO QUALITY

Bendigo Community Health Services is committed to ensuring that our clients, consumers and communities have access to high quality services. We are mindful of the responsibility to ensure our safety and quality of service delivery across the organisation through the practice of high clinical standards, identification of risks, and adherence to relevant legislative and regulatory requirements.

BCHS has developed both an organic and systematic approach to quality improvement. The Board of Directors endorsed the BCBS Quality & Safety Framework in 2006 and organised its approach across the domains of Corporate, Community and Clinical Governance through a Board sub-committee structure, supported by a set of position statements. This provides the foundation from which the organisational values can clearly link to the discrete and numerous quality and accreditation programs that are mandated for specific professions, services or programs.

The main focus of the Quality & Safety Framework is accountability and responsibility – recognising that this is a shared role, from the Board, CEO and the Executive team through to clinicians and administrative staff – ensuring high quality care provided safely in a competent and responsible manner is everyone's business.

LEADING THROUGH A QUALITY & SAFETY CYCLE

BCBS aims to demonstrate that it has a comprehensive and evidence based approach to planning and implementation of high quality services; risk management and legal and regulatory compliance, all of which is supported by the periodic cycle of accreditation and registration programs that oversee services and programs.

Within any three year period there are annual program reviews, organisational compliance checks, staffing qualification requirements, regular reporting on program and service standards and performance analyses undertaken. These may be for external probity purposes as well as providing a significant source of internal data that in turns informs organisational learning and development. This is achieved through the BCBS Learning Organisation Plan that is integral to the Quality & Safety Framework.

A range of systems and processes are used to improve quality including site, team and branch meetings; system audits; Smarter Options suggestions; and mandatory evaluation processes. Many positive outcomes however occur incidentally and opportunistically through ongoing relationships and a positive approach to problem solving.



Sue Clarke and Deputy CEO Karen Riley

ACKNOWLEDGMENTS

The past twelve months has certainly stretched us with significant change and growth. My thanks to the Board for their leadership during the year and especially to Leigh Watkins Chair of the Board, I have very much appreciated his support and encouragement. To my Deputy CEO Karen Riley - an exceptional leader and colleague, who demonstrates her continued commitment to the values of our organisation and my deepest appreciation for taking the full leadership responsibility of CEO during my extended leave earlier this year.

Thanks to the other members of the executive team, Graeme Howie and Robert Indrigo who were joined later in the year by Sue McConnachie and Kaye Graves, and to Kaye Hyett who left during the year. To our managers and staff, we have had a big year and yet, no matter how busy patients/clients and community continue to come first in our work, well done and thanks.



Our Strategic Directions

Being the first year of the new strategic plan we have chosen to use the Strategic Directions to frame the Annual Report to demonstrate our achievements, challenges and experience in each of the four areas.

I INVEST IN OUR COMMUNITY

We will work with our communities to develop service models where access and equity are fundamental, and our role as advocate is based on sound policy, practice and knowledge.

II STRENGTHEN THE FOUNDATION

We will strengthen our spirit of enterprise and work with our people to build operational excellence, foster innovation, and collaborate with our partners to build creative and sustainable futures that support the health and wellness of our communities.

III INFLUENCE THROUGH EVIDENCE

We will value and promote partnerships that support the conduct of sound research and the development of models of service that are based on accurate and contemporary evidence. This is how we will inform our practice and build knowledge to influence policy makers.

IV FOSTER LEADERSHIP

We will provide leadership in the area of health and wellness in order to foster positive change within our community. We will seek to be innovative in our service development and delivery, and responsive to the needs of our communities.

INVEST IN OUR COMMUNITY

Child Health Invest



Established in June 2006 Child Health Invest provides clinical services; secondary consultations; professional clinical education; and education & research for families of children with a disability or psychological, developmental, & emotional need.

The service has been overwhelmingly embraced by the wider community

with referrals from as far as Mildura & Gisborne, to the extent that there are over 2,500 families registered, and an average of 80 new referrals per month.

Amongst the client profile there are over 250 families with a child with an Autism Spectrum Disorder (ASD), one of the largest single cohorts within Australia. Once thought a rare condition, ASD is now recognised as being present in at least 1 in 160 people. The development of a multi-disciplinary autism diagnostic clinic and national recognition of the quality of the therapeutic service offered by the Early Intervention team resulted in CHI being successfully appointed as the Autism Panel which the Commonwealth Government. Our senior community paediatrician, Dr Ken Armstrong presented at the Autism Expo. The skill and expertise of the team in the field of ASDs has provided families with a smooth transition between diagnoses and established therapeutic interventions, as well as providing guidance and advocacy for families to ensure the best possible outcome for their child.

Dr Ken Armstrong is increasingly requested to address professional and community forums such as the Regional Autism Expo, Research Week at LaTrobe University Bendigo, the Autism Aspergers group and the Central Victorian General Practice Network both based in Bendigo.

Alcohol and other Drugs, and Needle Syringe Program

The needle syringe program (NSP) provides an invaluable service that promotes harm reduction and illness prevention to individuals and the community.

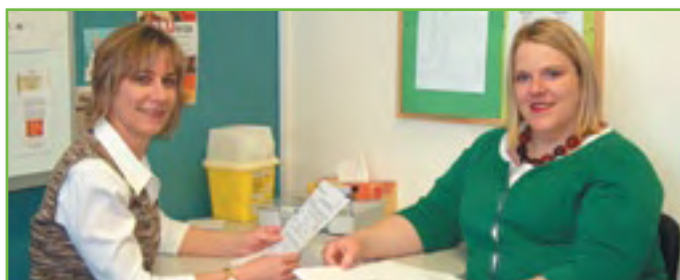
The service is often the first contact for people who use drugs intravenously have with health workers. It is their role to skilfully engage users to adopt safe using and disposal practices to protect themselves and the community. Our staff also provide valuable education and referral to other health and alcohol and drug services when appropriate.

Volunteers

Volunteers continue to bring a diverse set of skills and expertise to Bendigo Community Health Services. As a result of offering a variety of volunteer positions, BCHS has been enriched by having our community work with us to deliver programs. BCHS is committed to the ongoing professional development of volunteers, with some transitioning into paid work for the organisation.

CDM

The Chronic Disease Management (CDM) program focusing on diabetes is a client centred approach assisting in the management of health and lifestyle choices confronting people with chronic illness. Clients have remarked that the program has helped to



achieve their goals with measurable improvements in their health. The partnership of clients, care coordinators and access to innovative health wellness initiatives such as Tai Chi, Strength Training positions the CDM program to meet future needs of our community.

A client journey...

For the purpose of this piece our client will be known as Maisy

Maisy is 50yrs old, lives with her son, her mother died 18 months ago, and she works as a cleaner. Her first visit to the Health on Trak team (Early intervention in Chronic Disease Management) was August 2007. Her clinical indicators at the time were:

- Weight: 102 kg
- Blood Pressure: 154/106
- BMI: 43
- Waist 125cm
- HbA1c: 6.5%

Maisy reported that she was doing little activity, probably 10 minutes three times per week, and that she had been feeling very down and incapable of dealing with everyday circumstances. The HoT Coordinator referred Maisy to a Podiatrist.

Diabetes educator, dietitian, and health psychologist and over a period of four months she continued to provide health coaching, motivation and coordination of care, seeing her a further four times. The health psychologist assisted Maisy to deal with the loss of her mother, her disrupted family connections, and the social situation with her son. The dietitian provided advice about a diet appropriate for her diabetes and the diabetes educator assisted Maisy to identify strategies that would maintain her lifestyle adjustments and motivation to manage her blood glucose, and expand her knowledge of her diabetes results.

What did this achieve?

Maisy reports that her mood has improved and she is better able to cope with most things that come her way. She has more energy, feels in control, and happy.

Her clinical indicators demonstrate a significant improvement

- Weight: 92.7kg (- 9.3kg)
- Blood Pressure: 152/90
- BMI: 39 (- 4)
- Waist: 119 (- 6cm)
- HbA1c: 6.0% (- 0.5%)

She enjoys thirty minutes of activity three times a week, has been told by her specialist “whatever you are doing – keep doing it”, and has made a special visit back to BCHS in September 2008 to report her success. We congratulate you Maisy and keep at it – we know this approach works for many people to become healthier and happier.

STRENGTHEN THE FOUNDATION

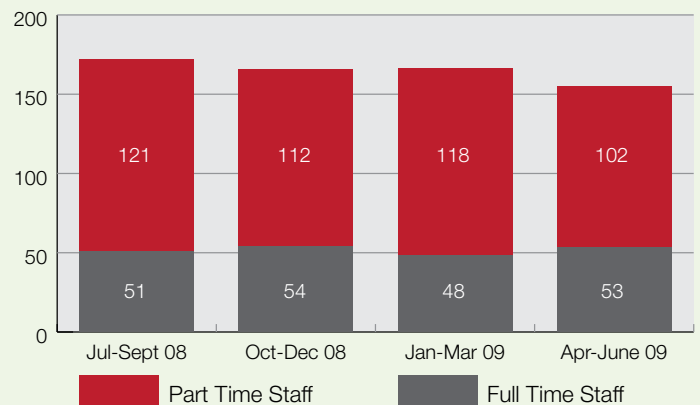
Accreditation & Governance

BCHS has multiple service delivery streams with funding through State and Commonwealth Governments, which require appropriate accreditation processes as a condition of funding. BCBS uses its Quality and Safety Framework to co-ordinate a range of activities to meet these accreditation requirements. DHS funded services are accredited through a national Quality Improvement Council sponsored process which in Victoria is governed by the Quality Improvement for Community Services Agencies (QICSA), affiliated with La Trobe University. BCBS is undergoing its three year QICSA accreditation review in October 2009. Our Family Day Care program and Medical Practices are similarly reviewed under Commonwealth Government accreditation processes every three years.

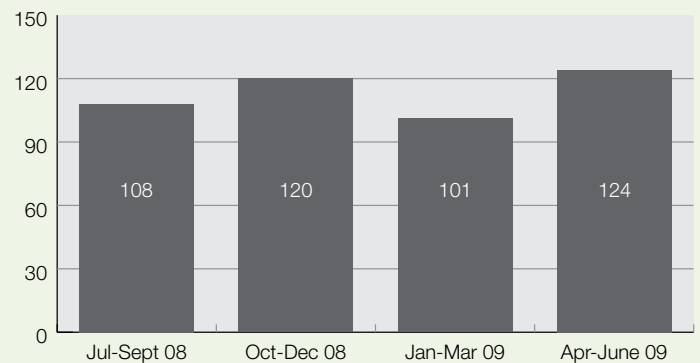
Workforce Profile

As with other health care sector providers, the shortage of skilled health workers in regional Victoria continues to challenge us. To maintain a point of difference as an employer BCBS has an established staff health and wellbeing program, flexible work arrangements, employee assistance program and other initiatives in the recruitment and retention of dedicated, qualified staff. Our workforce profile is matched to respond to the integrated health and social service requirements of our community.

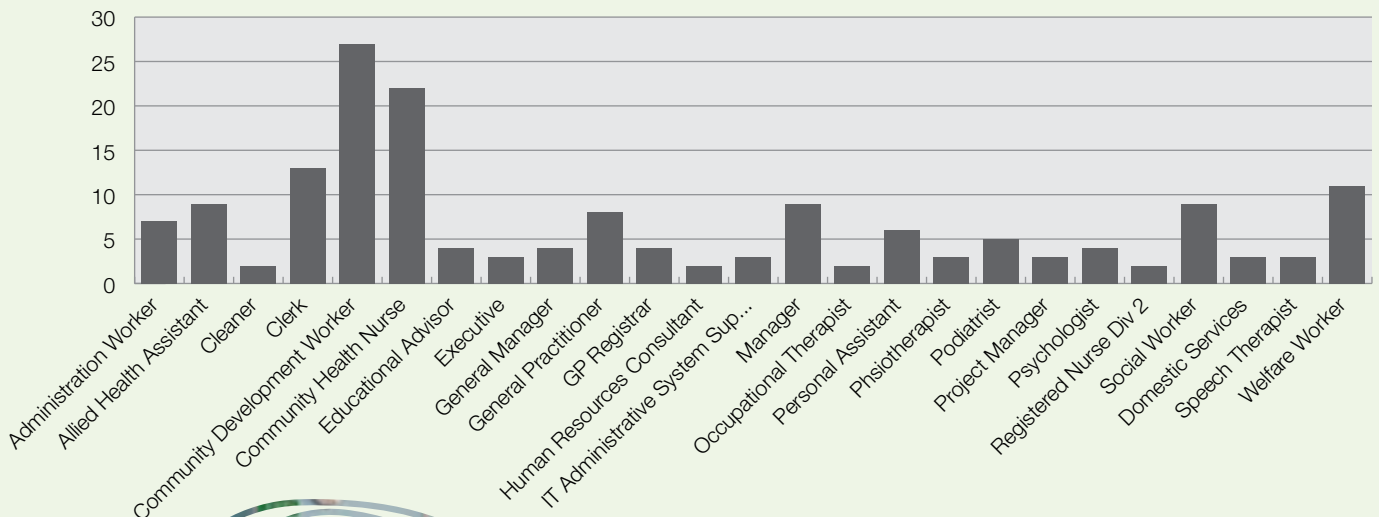
2008/2009
Full Time / Part Time Staff Per Quarter Report



2008/2009
Staff EFT Break Down



Workfore Profile



Staff health & wellbeing

BCBS is committed to being a health promoting organisation, incorporating the principles of health and wellbeing into the policy and daily work of the organisation to benefit staff, clients and community. Activities currently involve staff health assessments, immunizations, strength training, tai chi, lifestyle education session, men's health education sessions and women's health education sessions. A staff health and wellbeing reference group has been established to provide a key role in the implementation and continuous improvement of sustainable health and wellbeing initiatives which enhance the quality of life for staff.

INFLUENCE THROUGH EVIDENCE

Teaching & Learning

As a learning organization BCHS demonstrates a strong commitment to teaching and learning and the development of quality placements for students from a range of disciplines. To achieve this we ensure that our staff are appropriately prepared and supported to confidently assume their role of student placement supervisors. This occurs through capacity building sessions, matching of students to supervisors, orientation & induction, briefing and de-briefing, and a multi-faceted evaluation framework.

- We host an annual Student Information Session
- provide a comprehensive orientation to community services, branch and the team in which students undertake their placement.
- ensure that ongoing supervision and high level support is provided for both students and their supervisors.
- Maintain close relationships with education facilities
- Bi-annual training sessions for supervisors incorporating reflective practice approach to improve the investment in our student placements

What some students said

“My placement was enjoyed completely. BCHS provides a very supportive environment for students”.

“Placement was a great opportunity to put the learnt theory into practice, build confidence and begin to develop my own framework of practice”.

“This is a great learning environment”.

“I was trained as if I was a new worker – experience in all aspects of the role”.

Student Placements

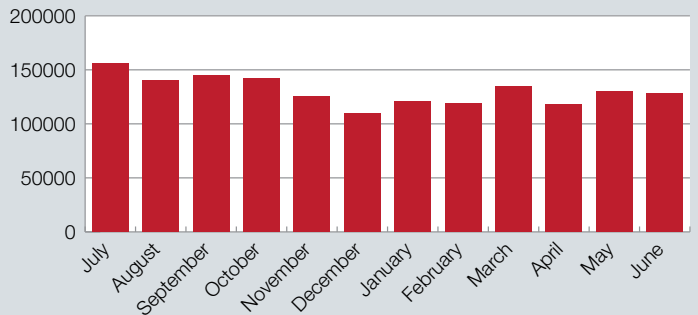
Number/type of clinical placements	Institutions	Student contact hours
Social Work	Latrobe University Victoria University	6210 hours = 831 placement days
Nursing	Latrobe University	
Public Health	Latrobe University	
Medicine	Monash University Melbourne University	
Podiatry	Latrobe University Charles Sturt University	
Occupational Therapy	Latrobe University Deakin University	
Speech Pathology	Charles Sturt University	
Community Services (Diploma)	Bendigo Regional Institute of TAFE	
Human Movement and Fitness X 5	Bendigo Regional Institute of TAFE, Ballarat University	

Service Data

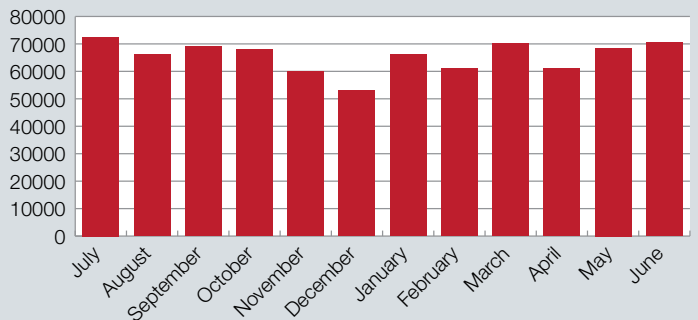
The diversity of our program and service profile enables and influences the way we deliver the programs and encourages closer linkages and relationships with local communities. Our services are offered from five main sites and we have recently upgraded telephone systems to meet increased demand. A snapshot of some of our service contacts during the past year is as follows:

Service Contacts	Number
Alcohol and Drug	4,191
Child Health Invest	2,994
Chronic Disease Management	2,986
Community Programs	3,049
Family Services	616
Healthy Communities	3,876
Podiatry	6,842
Primary Health Branch	143
Medical Practice Presentations	37695

Calls Per Month



Clients At Reception



Our clients and the community keep our reception staff very busy, with in excess of 156,000 calls being received and almost 80,000 clients presenting to reception staff during the past year.

Australian Primary Care Collaboratives

Bendigo Community Health Services is the only Community Health Service selected to participate in this national program. The objective of the program is to encourage, support and deliver rapid, measurable, systematic and sustainable improvements in the care we provide to our patients through the sound understanding and effective application of quality improvement methods and skills.

FOSTER LEADERSHIP

Greening BCBS

At BCBS we continue to Reduce, Re-use, Recycle and Re-think to maximise our resources and minimise the impact of our environmental footprint. Funding for the installation of a solar system will contribute to a pollution-free electricity supply to our Eaglehawk site. Establishing a partnership with the Bendigo Sustainability Group, means that solar system educational sessions will be delivered to staff and our community members.

Another initiative has been the vehicle fleet reducing from 38 to 33 cars with increased use of public transport and a more efficient vehicle booking system. Vehicle composition continues to shift towards 4 cylinder vehicles with a corresponding drop in carbon emissions. Further, a number of BCBS staff cycle to work each day as well as an enthusiastic group choosing to participate in the annual Ride to Work Day.

Carers' Project

The Department of Families, Community Services and Indigenous Affairs funded BCBS to facilitate a mental health carer project to deliver an innovative model for providing better outcomes for those caring for a relative with a mental illness. Now in its second year, the BCBS Mental Health Carer Health and Wellbeing model is being implemented and this exciting initiative will provide a sustainable service for those in a caring role for a relative with a mental illness. Given the range of programs across the health and well being continuum BCBS currently provides, this service will benefit many seeking support in their caring responsibilities.

Women's health over the years

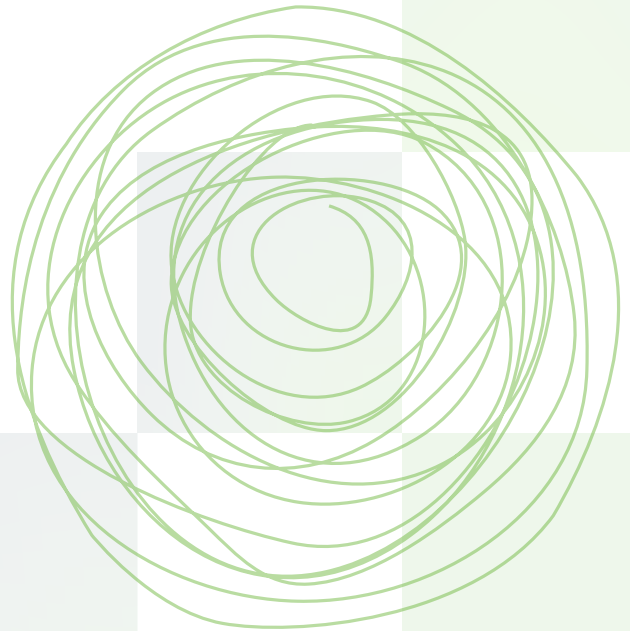
Over many decades Dr Chris Sasse and many community health staff such as Nurse Lynne Murphy have worked to improve the profile and status of women's health in our community through direct services and programs and supporting other initiatives, especially in young women's health promotion, family planning, and sexual health matters. The range of options, advice and health education being sought extends to all ages and life stages. Through a series of developments at sites, innovative programs and opportunities this work has led to BCBS establishing a dedicated women's and youth health service that provides across the lifecycle appropriate clinical care and health education. The service is staffed by Dr Christine Armstrong, Dr Chris Sasse and Nurse Louise Holland, who together are seeing in excess of 100 women and young people weekly. The service reflects the transition from hospital to community based reproductive health, and an increasing focus on disease trends such as escalating rates of Chlamydia and HPV.

Louise Holland's work is recognised as a regional and state-wide leader in preventative health performing around 3% of all Pap smears Victoria wide and screening over 20 clients weekly for Chlamydia, with positive tests comprising over 30% of the Bendigo region's total. It is in recognition of such achievements that Dr Armstrong nominated Louise for an award that much to all delight, she recently received - the Practice Nurse of the Year by the Medical Observer magazine for 2009.





Our Position



PATIENT & CLIENT SURVEYS

BCHS has collected a range of patient and client information through surveys, focus groups and more informal processes that provide an excellent source of feedback that consistently informs our future planning and service quality.

What some clients said

Thank you for all your assistance with the Nova House program. I'd be dead if I couldn't get this help.

We have let Nova House staff know and we are pleased to be here for you at the right time.

Thank you for giving me the opportunity to identify my individual needs...you have helped me enormously in my endeavours...

Great news, we wish you well in your endeavours.

Sitting here while I wait in this pleasant environment, watching the receptionist interact with staff...I am very impressed.

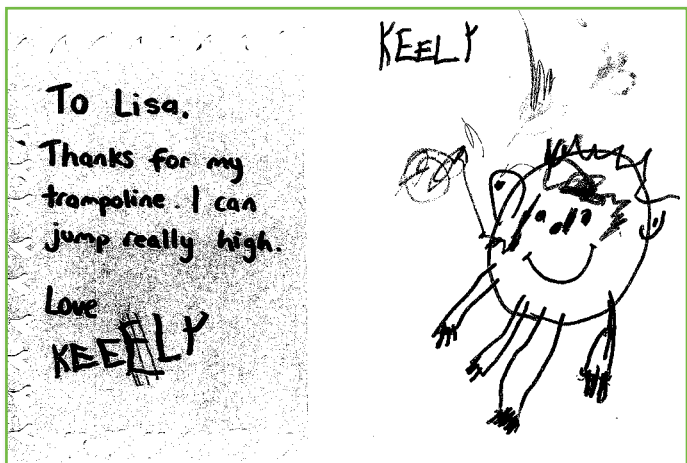
Thanks for letting us know – we have forwarded your compliment to the staff person, their manager and the CEO.

I have had no problem with anyone here, but I have one request – don't vacuum at 6 am!

We appreciate you raising this – we have since asked staff to make sure vacuuming happens after lunch time.

Before the fire I didn't know what a case worker was, and when I found out...I didn't want one. However Lisa Walklate arrived, a big smile, calm and helpful...a happy angel -thank you.

We have passed on your kind words to Lisa, and we know she is one who demonstrates the values of BCHS.



FAQs

Across the sites of BCHS reception staff receive in excess of 156,000 telephone calls per year and through these enquiries, we can gauge what some of the most frequently asked questions have been. Here is a sample list of the type of information that is often sought.

What services does BCHS offer to the community?

There are in excess of 40 different services provided by BCHS. Check our "Services At A Glance" brochure that is available at all sites, including on the website www.bchs.com.au

Are BCHS services only available in Bendigo?

We have five main service sites in the Bendigo and Elmore area. For a listing, please see our Site List in this report. Many of the services and programs are available to residents in the wider regional area.

Do I have to pay a fee for the service that I receive?

Services and programs are often provided at no cost to the service user, however there are some services that require a minimal fee. Medical services are bulk billed, attracting no additional payment from the service user.

Do you have doctors at BCHS?

BCHS employs a range of GPs, many of whom have a specialist role as well as a broad general practice one and there are other specialists such as Paediatricians available.

Do you have a female doctor that I can consult?

BCHS currently has women GPs available through each site and provides a specialist clinic with female practitioners providing for women's sexual and reproductive health needs.

What are your opening hours?

BCHS Reception Services are generally open at each site from 8.45 am to 5.30 pm. To be flexible with the community's needs some programs and services are scheduled for after hours, and some individual practitioners provide after hour appointments by arrangement.

STAFF LIST

Adam Noyce
 Aileen O'Brien
 Andrea Broughton
 Angela McKinley
 Angela Ray
 Anne Chapman
 Anne Harland
 Anne-Maree McCarthy
 Barbara Newby
 Ben Singleton
 Boska Wyatt
 Bronwyn Moore
 Bronwyn Phillips
 Bruce Thorpe
 Cameron Cail
 Carmel Muggleston
 Carole Safstrom
 Cathy Goss
 Cathy Thorpe
 Cheryl Medcalf
 Chris Daw
 Chris Sasse
 Christine Armstrong
 Christine Lewis
 Christine Schaller
 Christine Sharman
 Christine Whatley
 Claire Nankivell
 Clare Wood
 Corinne Leversha
 Cristean Tikeridis
 Dallas Coghill
 David Whitrow
 Deanne Storey
 Deborah Mellor
 Denise Flanagan
 Di Black
 Di Roberts
 Drew Reid
 Elaine Clark
 Eric Gray
 Gabrielle Cavallaro
 Gary Bourke
 Gaye White
 Gerard Scanlon
 Grace Ashleigh
 Graeme Howie
 Heather Dobie
 Heather Hinton
 Herman Oogjes
 Hua Xu
 Jan Moore
 Jan Rasmussen
 Janette Woolley
 Jasmine Maddigan
 Jeanette Grenfell
 Jennifer Hurrell
 Jess Dowsey

Jodi White
 Jodie Drummond
 Jodie McQualter
 Judy Opie
 Julie Loomes
 Julie Nickson
 Julie Priest
 Karen Riley
 Karyn Carracher
 Katie Grossman
 Katie Neander
 Kaye Graves
 Kaye Young
 Kenneth Armstrong
 Kerry Errington
 Kim Revell
 Kim Wallace
 Laith Giliana
 Lanie Kunaus
 Lara Wallace
 Lauren Butler
 Leah Wastell
 Leah Wilson
 Leanne Gibson
 Leonie Warren
 Lisa Walklate
 Liz Mertz
 Loretta Andrew
 Loretta Waters
 Louise Holland
 Loulia Turyanova
 Lyndall Blandthorn
 Lynne Murphy
 Madhavi Tembe
 Malcolm Baxter
 Maree Stow
 Marg Savy
 Mark Fitzpatrick
 Marnie Jewell
 Martine Street
 Mary Russell
 Maxine Plant
 Megan O'Keefe
 Meghan Mathews
 Melissa Harcourt
 Melissa Killen
 Michele Middlemiss
 Michelle Scott
 Mick Tenni
 Narelle Neiwand
 Nerida Hyett
 Nicole Botham
 Noelene Kennedy
 Oliver Dutton
 Oz Murphy
 Patrick Cox
 Paula May
 Peter Kennedy

Peter Strange
 Phillip Watson
 Rachel Manderson
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 Trish Shanahan
 Tully Smith
 Una Kennedy
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 Wendy Cue
 Wendy Irving
 Zhong Yu





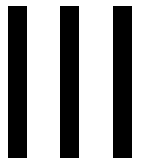
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