

This year due to COVID-19 impact we will not be producing the usual annual Quality account publication, but we wanted to provide a snapshot of the key achievements and work for the year throughout the organisation.

Quality and safe care service delivery is something we take very seriously at Yea & District Memorial Hospital, we have internal committees that monitor and develop/improve on everything we do, and report up to our Board, internal checks to ensure compliance and safeguarding for staff credentialing and standards of care requirements, regular auditing and reviews and involvement in partnerships/collaborations to keep us informed and abreast of best practice.

This year has obviously been somewhat de railed by the COVID-19 impact but we have modified our service delivery to respond to the challenges and it has been a pleasure working alongside people who have such passion, compassion and commitment to their work. This year has certainly reinforced the point that we need to continue to embrace change and be innovative to evolve as a thriving organisation, to meet new challenges head on and continue to deliver a high standard of service for our community.

Throughout the past year, Yea & District Memorial Hospital was again fortunate to receive the time, skills, enthusiasm and care of a dedicated volunteer group and our community participants in our committees. YDMH would like to thank them all for the much loved and meaningful support they offer to our residents and their wisdom and input to our committees and service developments that they offer so generously and for their understanding around the postponement of their input as the Pandemic evolved this year.



Louise Sharkey - Quality, Safety & Risk, Infection Control & Education Manager

The Clinical Governance committee at the Yea and District Memorial hospital has undergone significant changes over the past 12 months to ensure that we are providing quality and safe care for the people of Yea and surrounding communities.

The establishment of Yea for Quality and increasing the reporting frequency and detail of the clinical aspects of care has ensured the Clinical Governance committee has all the information it needs to understand and review the clinical care at YDMH.

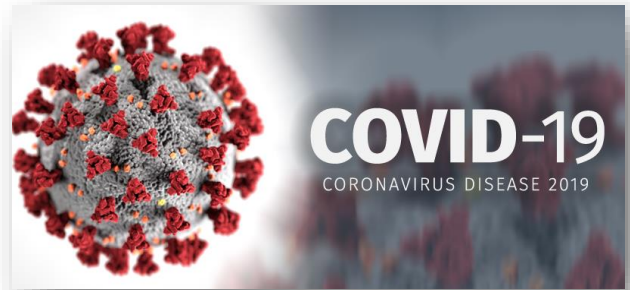


During the COVID-19 pandemic we have seen how well our people, structures and policies have been able to cope with a constantly changing and extremely challenging environment.

Dr. Sarah Anderson - Chair, Clinical Governance Committee

### Our Response to COVID-19

Along with everyone else in the world we have had to adapt since March this year to the ever-changing response requirements as the Pandemic developed to ensure YDMH was a COVID Safe environment for all.



Visiting changes and restrictions, controlled entry to our facility, social distancing requirements within the building, increased hand hygiene stations across the whole facility, wearing of masks and PPE, increased staff training, increased cleaning regime, continued monitoring of guidance from key bodies, introducing use of virtual platforms for meetings and to maintain connection to others for our residents, changes to our activities program delivery and resident meal time processes as well as introducing a COVID clinic are just some of the measures undertaken to keep everyone safe.

Our passionate and committed staff and teams continually worked together so we could continue to provide the essential services to our community by being quickly adaptive to the requirements and directions as they evolved. An incredible amount of work and organisation went into setting up new processes and procedures. and at all times our staff kept committed to adhering to the new requirements.

We know the restrictions necessary to limit the spread of COVID 19 brought new challenges and difficulties but at all times our teams focus was on keeping all of our service users, staff, visitors and our environment safe whilst attending to the service delivery requirements.

Our staff and management team from across the entire organisation worked in partnership, following our pandemic plan and guide alongside government directions and were our driving force this year to deal with this unprecedented situation. We will continue to work collaboratively and in co-operation with our service users to ensure we remain a COVID SAFE environment as this Pandemic continues.



### YDMH Improvements 2019/2020

Please see below a list of our improvements and achievements over the past year.

#### To our buildings/surrounds and fleet

- Outdoor areas have been updated with the fountain at the Aged Care Entrance being brightened up and the garden outside the Nursing Home dining room being replanted with a lovely camellia hedge.
- In partnership with the Men's Shed a new garden seat was built that is placed in the walkway down to The Grace Bennett's Centre following request from aged care residents and their family.
- Rainfall gauge instruments installed outside aged care lounge rooms
- Laundry equipment upgrade – purchase of 2 commercial washing machines
- Installation of the Wi-Fi infrastructure across facility



#### To our services

- My Emergency Doctor commencement of use within organisation
- Increase in Pain Management Programs in Aged Care facility
- Use of tele health for community health appointments in COVID restrictions
- Virtual delivery of Buds N Blossoms program due to COVID
- Purchase of a Bladder scanner
- Revised activities program during COVID
- Increased partnerships with tertiary institutions to support clinical placements



#### For our clients/patients/residents/community

- Ladies Auxiliary funded the purchase of baby scales for use by Maternal & Child Health staff on site at YDMH & by staff in Urgent Care
- Menu review by Dietitian & Chef
- Introduction of IDDSI (International Dysphagia Diet Standardisation Initiative) for residents/patients with swallowing difficulties with associated staff training
- Wi-Fi installation allowed residents and their families to use Wi-Fi to communicate more easily using I-Pads, tablets, and other devices
- Increased Hand Hygiene stations across facility
- Our Community Connection improvements with re-developed website & Organisation Facebook page launch





### For our organisation & staff

- Organisation Staff appreciation and recognition program development – Long Service & Quality award
- Recognition of staff as part of Aged Care Employee Day with certificates of appreciation.
- Nursing and care staff were recognised with a gift on International Nurses Day in May to acknowledge their professionalism and care they give and to acknowledge this year is International Year of the Nurse & Midwife.
- IT infrastructure upgrade with a focus on cyber security and ensuring our IT system meets all privacy and security requirements
- Clinical Governance Committee reporting review & schedule development
- Staff Inservice education program review & refresh
- Mandatory education program review & refresh with virtual connection addition
- OH&S training for nominated health & safety reps plus committee members
- Review of internal committee scheduling and linkages
- Quality ideas/suggestions process review & re development
- Legislative Compliance audit review conducted with external support

