

# QA 2020

Neerim Health - Quality Account Report

25 November 2020

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# Introduction

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**This is the third Quality Account Report issued by Neerim Health prepared and published according to the Safer Care Victoria guidelines and the National Safety and Quality Health Service Standards.**

These standards require us to demonstrate our quality and safety performance and initiatives with the aim of improving healthcare quality and protecting our consumers from harm. Our commitment to standards over recent years helped prepare Neerim Health for the COVID-19 pandemic that has challenged us as a health service provider, and the Neerim District community.

Whilst Neerim Health is not a public health service, we believe that the reporting of our performance demonstrates our commitment to our patients and residents, their families and loved ones, and the broader community.

When we commenced Quality Account reporting in 2018 it was our intention to produce this valuable document on an annual basis. By upholding this commitment as part of our Quality Improvement and Consumer Engagement strategy, we will measure and report changes, trends and improvements on a year by year basis.

We invite any questions or comments by way of feedback via email - [ceo@neerimhealth.org.au](mailto:ceo@neerimhealth.org.au)



Kate Graham **CEO**





## Our Achievements and Highlights

**Over the past year our Board, our management team and staff have maintained our focus across our entire business to meet all of our regulatory compliance and demonstrate our commitment to continuous quality improvement.**

The highlight of the year includes:

- Our Pandemic Planning and Management that ensured the safety of our residents, patients and staff
- Increased engagement and communications with our staff as part of our pandemic preparedness and operational response
- Expanded our mental health and wellbeing support for staff in recognition of their critical role as front line workers
- A record number of responses to our annual staff feedback survey, showing a 13% increase on 2019
- High level participation of Neerim Health CEO and management in state government led regional pandemic planning and coordination
- Continued improvements in our governance and business operations
- Increased levels of coordination and innovation with local community, emergency services and first responder organisations to ensure whole of community care through the pandemic

## Measuring our Performance

**Neerim Health has and continues to operate in accordance with all health and government mandated requirements. Over this past year, we have maintained our accreditation standards for our aged care, Short-Term Restorative Care, operating theatre, and hospital services. We place the highest priority on continuous quality improvement, regulatory compliance and accreditation as the public recognition of the standards, governance and stewardship under which we operate.**

The year commenced with our continuous and ongoing preparation for the Australian Council on Healthcare Standards (ACHS) on site accreditation planned for October 2020. Following the second wave of the pandemic, ACHS reviewed all health service site visits and deferred site contact and offered health services a 12-month extension to their Accreditation status. Although we were well prepared for our re-Accreditation, it is a welcome extension in an unprecedented year.

Our aged care accreditation is nearing its three year cycle and a significant amount of work has been undertaken to comply with the self-assessment process that is required to be submitted at the end of 2020.

Other regulatory requirements continue to be maintained including our Drugs, Poisons and Controlled Substances Permit and our Food Safety Plan and Permit.

During 2019, Neerim Health was assessed by WorkSafe and the CFA to ensure our dangerous goods storage and management was appropriate and met regulatory requirements. The requirements for dangerous goods management has been embedded in our five year fire safety plan and we are pleased to report a positive outcome from this major review.

We believe that accreditation and regulatory compliance is an ongoing continuous improvement cycle rather than a moment in time assessment. Our Quality and Safety committee meet on a regular basis and are guided by our organisational Quality Plan and evidence informed practice.



# Our Standards

## Infection prevention and management

**Under the current leadership at Neerim Health, the focus on infection prevention and management has been one of the highest priorities. The rigorous approach and unwavering commitment to a wide range of infection controls being in place enabled the organisation to respond with confidence to the challenges and threats associated with COVID-19.**

Our pandemic plan helped every staff member through the crisis by working together and accepting the many changes that had to put in place as the threat levels were elevated. Some of the specific measures over and above our usual procedures included:

- Major review of our pandemic and outbreak management plan
- Participation in the regional cluster plan with other health and aged care services
- Welcomed the Victorian Aged Care Response Centre team on site to review our pandemic planning and management
- Daily toolbox training for staff on the use of Personal Protective Equipment (PPE)
- Regular communication with staff regarding changes to pandemic directives
- Support to access online COVID-19 specific training for all staff

## Hand Hygiene

The Australian Commission on Safety and Quality in Health Care (ACSQHC) established the National Hand Hygiene Initiative (NHHI) in 2008 as part of a suite of initiatives to prevent and reduce healthcare-associated infections in Australian healthcare settings.

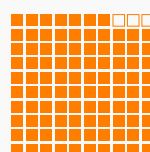
Hand hygiene is the single most important factor in reducing hospital acquired infections and with the emergence of the COVID-19 pandemic, the importance of regular, thorough hand hygiene using the correct technique as a primary infection prevention and control strategy has become a high priority issue not only within health and aged care facilities but throughout the community as well.

Neerim Health has implemented a number of NHHI strategies including providing staff with access to NHHI hand hygiene and infection prevention and control online learning modules as a component of their mandatory training program and participation in the NHHI hand hygiene auditing program.

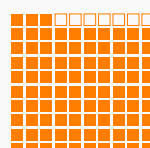
Online NHHI hand hygiene and infection prevention and control online training is also offered to our volunteers with assistance provided on an individual basis to ensure our volunteers feel supported through the process.

Neerim Health currently has a Gold Standard Hand Hygiene Auditor, who submits our hand hygiene auditing data through the online Hand Hygiene Compliance Application (HHCAApp). Neerim Health is also committed to supporting a number of additional clinical staff to complete auditor training by the end of 2020 to ensure compliance with our allocated data submission requirements.

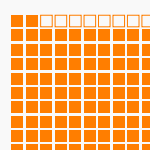
Neerim Health has continued to have access to a consistent range of hand hygiene products despite initial national/state supply issues related to the emergence of the COVID-19 pandemic in early 2020. These products are located throughout the organisation to ensure safe and easy access for all staff, residents, patients and visitors and additional products were installed at the commencement of the COVID-19 pandemic. Throughout the year, our staff have completed the following online training:



**97%** NHHI Hand Hygiene



**93%** NHHI Basics of Infection Prevention and Control



**92%** staff have completed both online modules



## Influenza Vaccination program

### Healthcare worker influenza vaccination

**Our participation in the annual healthcare worker (HCW) influenza vaccination program acknowledges our commitment to maintain the highest level of safety for our team and for our residents and patients. This program is an essential part of our overall infection prevention and management strategy. It ensures the risk of transmitting influenza across co-workers, vulnerable patients/residents and their families is significantly minimised.**

This year we offered free Influenza vaccine to all of our staff and volunteers. The importance and value of this staff health program has been vital this year more than ever. The participation of our staff and volunteers ensured we were well placed to manage through the COVID-19 pandemic and respond swiftly to the vaccination requirements for staff working in the aged care sector.

Prior to the COVID-19 pandemic, the Victorian Department of Health and Human Services announced a 2020 state-wide target of 90% for public health services staff vaccination. There is no target rate set for the private health sector. Neerim Health submits data via the Victorian Hospital Acquired Infection Surveillance System (VICNISS) HCW Influenza Vaccination module which calculates the uptake of influenza vaccination across all Victorian hospital/health services.

During the 2020 reporting period (1 April 2020 to 14 August 2020), Neerim Health exceeded the target with our combined (clinical and non-clinical) staff Influenza vaccination rate of 99% with only one staff member unable to participate in the vaccination program based on appropriate clinical criteria.

### Aged care resident influenza vaccination

Our commitment to provide high quality care to all residents of Tarago Views includes the annual aged care resident influenza vaccination program.

As is widely documented, the influenza season presents elevated health risks for the aged and vulnerable members of our community. This year was no exception with the onset of the COVID-19 pandemic creating even greater awareness of the need to reduce the risk of viral respiratory illnesses.

All residents of Tarago Views and their families/carers were provided with relevant information and the necessary consent form regarding the vaccination program. Neerim Health is pleased to report that 100% of Tarago Views residents received the Influenza vaccination during the 2020 reporting period and that all new residents have been able to provide evidence of influenza vaccination during 2020.



# Quality Benchmarking

**As part of the new Aged Care Standards introduced in 2019, Tarago Views aged care is required to report on a quarterly basis as part of the National Aged Care Quality Indicator Program on a range of clinical issues including pressure injuries, physical restraint and unplanned weight loss. This data allows us to benchmark our performance in comparison to the average performance nationally on this set of critical indicators.**

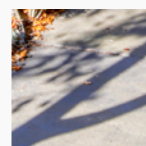
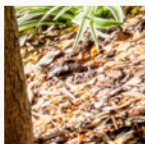
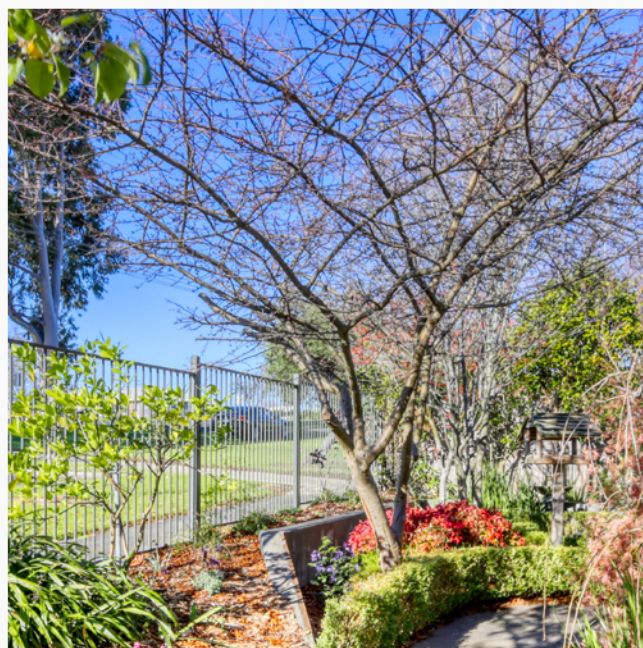
In commencing this quality benchmarking process, this year we undertook a major review to ensure that the use of both physical and chemical restraint in aged care were used in accordance to the Standards and best practice. We are extremely pleased that this review highlighted appropriate compliance and intervention only if clinically indicated.

We continued to report using the ACHS Performance Indicator Reporting Tool (PIRT) that ensures our service meets the national standard for a range of operating theatre outcomes. Data is submitted via PIRT twice per year and we are then benchmarked across a range of clinical indicators including:

- Pre-anaesthesia consultation
- Anaesthesia record compliance
- Patients who experience an adverse event
- Unplanned discharge or cancellation
- Unplanned return to operating theatre
- Appropriate clinical handover and a number of other clinical matters

Results obtained during the 2019/20 reporting periods have provided a number of exceptional highlights for Neerim Health including:

- Higher rate of pre-admission assessment in comparison to peer health services
- High level of confidence in patients requiring an unplanned return to the operating theatre on same day as initial procedure (0% patients returned)
- 0% of patients required an unplanned stay in the Recovery room
- 100% compliance with appropriate clinical documentation for cataract surgery





# Clinical Governance and Risk Management

**Appropriate and contemporary clinical governance and risk management are the foundations on which Neerim Health strives to ensure high quality services to our consumers and our staff.**

This year we undertook a major review of our organisational risk register and further strengthened our business continuity plan. Further work is underway to ensure our risk management framework is contemporary and driven by our Board of Management.

This year has seen a major review of our Board Clinical Governance and Credentialing Committee to incorporate refreshed Terms of Reference and Scope of Practice and Credentialing Policy and Procedures. Our requirement to meet the new Aged Care Standards has enabled us to ensure the implementation of an Aged Care Clinical Advisory Committee that includes internal and external stakeholders to monitor and advise on relevant aged care matters.

This year, we also finalised our organisational admission capability framework. This document articulates the clinical services and parameters that can be provided within our organisation to ensure high quality and safe services to all consumers. This process has also included the development and implementation of pre-admission information and a triage tool for sub-acute hospital admissions that strengthened the updated capability framework designed to assist in safe and efficient decision making at the time of patient admission. Beyond the patient and safety imperatives, this process has helped increase the communications and confidence between staff and treating medical officers that resulted in positive feedback from patients. It has also helped to position Neerim Health as a trusted institution at a time of great uncertainty in the community.

## Credentialed Medical Staff

Our total number of credentialed medical staff has increased and reflects the broad range of services we provide at Neerim Health and through our STRC program delivery.





# Organisational Support Improvements

This year has seen a significant review and upgrade to many of our organisational support functions in order to maintain our infrastructure, ensure contemporary systems and improve planning for major and minor capital upgrades.

## Business improvements

For some time, Neerim Health has experienced poor telecommunications services and following a review and re-negotiation of these services we have been able to complete:

- A significant upgrade to telephone services to ensure 24/7 cover and reduce all of the major disruptions previously experienced
- An upgrade and significant improvement to our internet connectivity
- Upgrades of computer hardware and software
- A transition of our web site hosting arrangements to a more secure and contemporary platform

We undertook a comprehensive audit of our payroll system that led to a broader review of other technical and IT functionality. We engaged a trusted third party provider to manage our payroll and elements of other finance functions as part of our sound risk management approach. These contracted arrangements are in place with appropriate business rules that allow us to manage sensitive functions more effectively across the organisation.

Organisational support functions in a hospital and aged care facility are crucial yet often understated in their importance. Following some changes in personnel and a subsequent review, the Board agreed to the appointment of a new 'Manager, Organisational Support Services' role to oversee catering, environmental, maintenance and administration services.

## Catering and environmental services

Our operations in catering, environmental (cleaning/laundry) and maintenance services have continued to be offered to the same high standards that are reviewed and set each year. Our catering service operates under a range of standards and assessment in the same way as every part of our health care service.

We successfully passed a food safety audit with Australian Food Hygiene Services in December 2019. We implemented all of the eight recommendations for minor administration-based document control changes from this audit.

The internal audit of our food safety program was conducted as scheduled in June 2020 as a part of this process, and catering staff continue to complete daily 'Combined Daily Monitoring Records' to ensure the quality and safety of our food handling processes.

The food safety audit was followed by a visit from the Baw Baw Shire Councils' Environmental Services Team in January 2020, who conducted a review of the cleanliness of our facilities. This audit process was also passed successfully which is a reflection of the high-quality services provided by our Catering and environmental services teams.

For many years, Neerim Health has been supplying an average of 30 meals per week to members of the local community through a sub-contracted Baw Baw Shire Council Meals on Wheels program. In mid-June, Neerim Health successfully tendered for the Baw Baw Shire's Meals on Wheels program for the Neerim and District area and again, we were successful in our submission.

A new menu for the Tarago Views aged care residents, hospital and theatre patients has also been designed this year. As required and for best practice standards, any menu changes are evaluated by a registered Dietitian to ensure they meet the nutritional requirements of the National Safety and Quality Health Standards (NSQHS), and Aged Care Quality Standards (ACQS).



## Maintenance

Both preventative and reactive maintenance are critical to the operations of Neerim Health. This year has seen major improvements to our maintenance schedules and work has been carried out in accordance with these improved schedules. The Neerim Health mechanical plant room, medical gasses, diesel generator and infectious waste areas are all maintained at a very high standard and included as part of the preventative maintenance program.

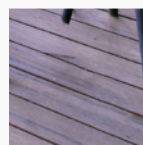
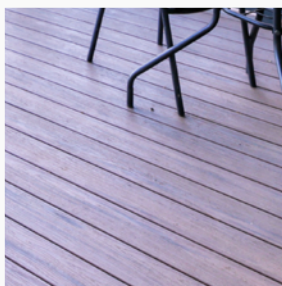
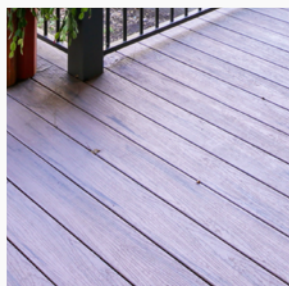
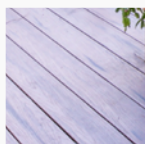
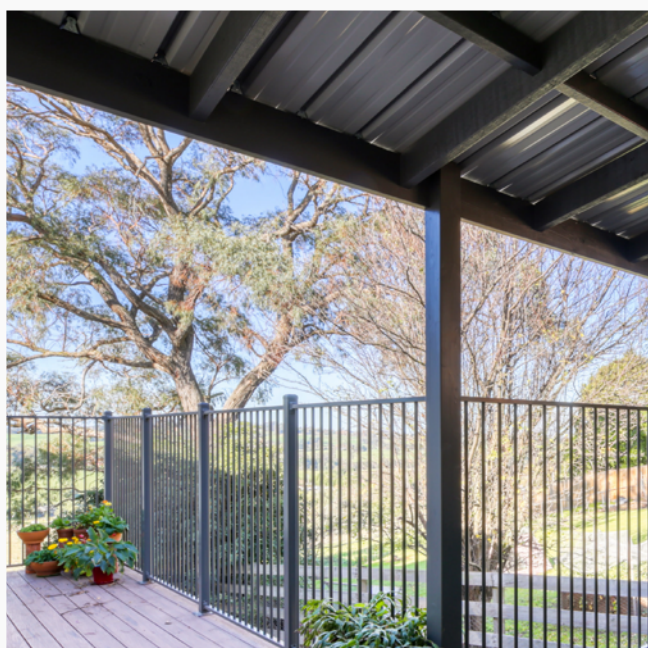
As the building infrastructure ages we continue to monitor our maintenance schedule for major items requiring repair, and this year we were able to repair a critical and significant component of our plumbing to ensure uninterrupted hot water flow.

A dangerous goods storage and management review was undertaken by WorkSafe and the CFA this past year with major improvements implemented across the organisation.

A new on-line maintenance management system has been implemented and this enables us to better manage and track reactive maintenance issues.

Other highlights for the year include:

- Our emergency management procedures continue to be reviewed on a regular basis and this includes collaboration with our local First Responders to ensure that any external emergency situation is able to be managed appropriately and in partnership with these services.
- Over the past few years, we have benefitted significantly from local volunteers and our staff who continue to assist with the upkeep of our refreshed gardens and renewed our outdoor seating and BBQ areas for Tarago Views residents.



## Our People

**Neerim Health continues to be the largest employer across the Neerim District with 92% of our staff identified as living locally. As this year has shown us, the value of our staff team being local has been essential as we worked through the pandemic conditions that posed specific risks for health services, in particular aged care facilities.**

We maintained our commitment to investing in staff training and increased our efforts to maintain close and frequent communications with our staff as part of our COVID-19 management.

### Advanced Life Support Competency Training

Neerim Health's comprehensive Advanced Life Support (ALS) competency training program was delivered in collaboration with the Clinical Educators from West Gippsland Healthcare Group (WGHG). The program supports our registered nursing (RN) staff with the development and consolidation of their knowledge and practical skills to manage patients in immediate clinical crisis. The specific training provided through the program covers the recognition, assessment and immediate management of a deteriorating patient and includes skill development managing cardiac arrest scenarios and other medical emergencies in a clinical setting.

The ALS competency training program is a requirement for Neerim Health to achieve Australian Council on Healthcare Standards (ACHS) Accreditation and ongoing state funding for emergency stabilisation services. This competency-based training program is also considered to be best practice for RN's working within an environment where direct access to medical services is not available to support the timely and appropriate management of deteriorating patients.

The COVID-19 pandemic and associated restrictions have impacted the provision of our planned ALS competency training days. We were able to facilitate a training day in February 2020 where we were able to support 6 RN's attain their annual renewal of the ALS competency though the May 2020 training day had to be postponed. Planning is in place to arrange future ALS Competency training day dates for 2020/2021.

### Student Placement Program

Neerim Health provides student clinical placement opportunities for student Registered Nurses (RN) and student Enrolled Nurses (EN) and maintains education provider partnerships with Federation University, Skills Training Australia, Chisholm Institute of TAFE and TAFE Gippsland.

Students that participate in our program have had the opportunity to gain knowledge and experience across our organisation including Aged Care, Sub-Acute hospital and Day Procedure/Theatre areas.

A number of factors including the emergence of COVID-19 and related restrictions, reduced theatre activity and low hospital inpatient occupancy impacted Neerim Health's ability to provide student clinical placements. Neerim Health is committed to resuming our student clinical placement program as soon as practicable.

During the 2019/2020 financial year, Neerim Health facilitated 3 RN student clinical placements and 4 EN student clinical placements and is in the planning process with partner Education Providers for the provision of further student clinical placements moving into 2021.





## Safe Patient Handling

A robust approach to the management of the risks associated with safe patient handling remains a priority at Neerim Health as this ensures the risk of harm or injury occurring for our staff, residents and patients is minimised if not eliminated.

Neerim Health's clinical staff are required to perform comprehensive patient and resident assessments on a regular basis and use mechanical lifting aids and other equipment to assist in the moving, transferring, mobilisation and handling of patients and residents. To support clinical staff with their ongoing professional development related to safe patient handling, Neerim Health provides access to eLearning training modules, a practical competency training program and safe patient handling policies and procedures that support the provision of safe care.

Our onsite safe patient handling competency training program provides practical skills-based training on the movement, repositioning and transferring of patients and residents in different scenarios including in and out of cars, chairs, beds and trolleys. The training also provides support for staff on how they can adapt the basic safe patient handling principles to assist patients and residents in situations for example, where an injury is suspected.

As at 1 October 2020, Neerim Health has facilitated 16 safe patient handling practical training sessions and 80% of clinical staff have achieved their annual safe patient handling practical competency with further training sessions planned.





# Consumer Engagement and Partnerships

**This year, we reviewed and updated our approach to consumer engagement as a key part of our commitment to aligning our services according to the expectations of community.**

We understand it is critical that we operate with a deep understanding of what our community of consumers expect from our health service offerings. These insights inform our planning for the future of Neerim Health and inform the partnerships we forge with a range of key stakeholders.

Through the regular feedback we receive from a range of stakeholders, we are able to consider and understand the areas where we can improve and the areas where we are performing well. One of the important ways we invite and receive feedback is from our consumer engagement representative.

## Consumer Representative

This year, we welcomed Sue Ellis into the Consumer Representative position of the Quality and Safety Committee.

Sue Ellis moved to Neerim South in 2016 and together with her husband and three children have established connections across the community. Sue runs her own bookkeeping practice and her husband runs the Neerim South Battery Service. Sue is committed to her role as the Consumer Representative for Neerim Health and will be helping to actively raise awareness of the health and aged care on offer to the community.

*"My husband's grandparents were both residents of Tarago Views aged care and they enjoyed every aspect of the facility throughout their final years. The care and attention they received was outstanding. Every staff member was so friendly and welcoming of our family at every visit. Pa especially loved the regular visits for school children and the card games they played together. Any move to assisted living for our aging relatives can be confronting but our entire family have nothing but praise and gratitude for their professional and personal approach to care shown to every resident. I was so pleased to be appointed to this role. I hope to add value and contribute as a representative of our community, and as an ambassador in community fund raising and events that raise awareness of the outstanding work of Neerim Health and all who work there."*

## Let's stay connected

**Our innovation bid to increase social connection in our community.**

Following an extraordinary year, that started with a summer of prolonged bushfire threats and the sustained impact of the COVID-19 pandemic, Neerim Health engaged with a range of peer community agencies and emergency service first responder group leaders to share insights and concerns about the impact of these events in the community. As respected leaders, we share our peers increasing concern about community members feeling isolated and unable to connect with the services that would normally bring people together. As the long-term effects of the pandemic took hold, it became apparent that the rapid shift to online and reliance on technology and digital services was challenging for people, especially the elderly, the marginalised and those who found themselves out of work.

For community organisations and first responders, the need for a whole of community effort to help people that rely on community services for day to day help, emotional support, essential services, crisis intervention and networks that build connection and resilience was the basis for the Neerim District Connecting Communities Hub Project concept.

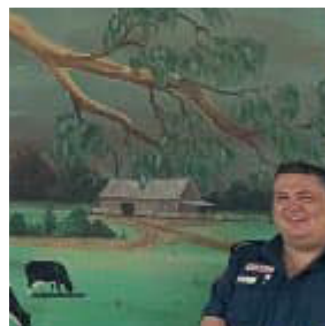
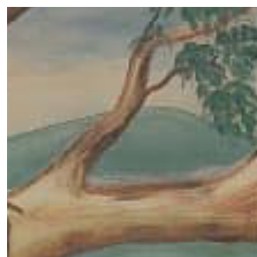


An application was lodged with Regional Development Australia seeking funding for this innovative community hub to be developed and create a 'virtual community' at a time of profound social isolation. The Hub will help the Neerim Community discover and access services available, encourage new online activities and create a safe pathway for new users of technology. The Hub will attract members via a centralised portal and promote existing services that have adapted to online, access news via a digital news bulletin, and encourage community connections by matching volunteering efforts where they are most needed.

The Hub will seek out and support people at risk of a range of issues such as social isolation, declining mental health, increased levels of family violence, greater levels of alcohol and drug dependence, and demand for food relief.

It will act as the central source of a volunteer register to help socially isolated members of the community, and a register of socially isolated persons to ensure safety during critical emergency times. It will help new users of technology access via a digital device library and establish a telephone tree register to encourage a range of different check in options for people.

The project, if the funding bid is successful, will bring together a unique partnership between Neerim Health and a range of community and first responder agencies including Neerim District Men's Shed and Community House, Ambulance Victoria, CFA, Victoria Police as the steering committee and governance group. If successful the project will support our community through current and future environmental and emergency challenges to achieve awareness, participation, broader collaboration and most of all build a more connected and resilient community.



# Consumer Feedback

**Neerim Health is an organisation that prides itself on delivering the very best in health and aged care.**

Our staff work tirelessly to provide quality care and support to our patients and residents. This year has demanded even greater levels of care and attention from our staff as they perform their day to day work. We are extremely appreciative of the feedback we receive from the people in our care and the families that rely on us to care for their loved ones.

Across all areas of our business, the feedback this year is particularly pleasing.



## Hospital patients

	Always/Mostly	Sometime	Rarely	Never	N/A
My views and concerns were listened to	80%	20%	-	-	-
My individual needs were met	90%	10%	-	-	-
I felt cared for	90%	10%	-	-	-
I was involved as much as I wanted in making decisions about my treatment and care	80%	10%	10%	-	-
I was kept informed as much as I wanted about my treatment and care	80%	20%	-	-	-
As far as I could tell, the staff involved in my care communicated with each other about my treatment	90%	-	-	-	10%
I was provided with information/education about the medications I received	80%	10%	-	-	10%
I was provided with food suitable for my special dietary requirements	90%	10%	-	-	-
	Very Good	Good	Average	Poor	Very Poor
The quality of food provided was	60%	40%	-	-	-
Overall, the quality of the treatment and care I received was	80%	-	20%	-	-
Overall the cleanliness of the facility was	80%	20%	-	-	-
	Yes	No	Not Sure	Did not wish to discuss	
My harm or distress was discussed with me by staff	50%	-	50%	-	

## Theatre patients

In a year of significant limitations on our theatre services, we were pleased with the response rates and results.

	Very Good	Good	Always	Mostly	No Response
Hospital was easy to find, and the signage adequate	91%	9%	-	-	-
Level of comfort and length of time waiting to be admitted in the waiting room	91%	9%	-	-	-
Level of cleanliness of the facility	-	-	100%	-	-
I was well informed with phone call information provided by nurse prior to my admission	100%	-	-	-	-
I was involved as much as I wanted in making decisions about my treatment and care. Availability of 'Patient Rights' information	-	-	95%	5%	-
I was kept informed as much as I wanted about my treatment and care	-	-	95%	5%	-
I felt cared for. Staff listened to my concerns	-	-	95%	-	5%
When I was in the hospital, I felt confident in the safety of my treatment and care	-	-	95%	-	5%
Discharge information provided and understood along with Medication information if required.	95%	-	-	-	5%
Overall, the quality of the treatment and care I received was	95%	-	-	-	5%



*"Very pleasant and helpful staff, great service." "Top Job, thanks." "Very friendly caring staff."*



## Aged care residents

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Staff treat me with respect.	33%	67%	-	-	-
Staff respect my cultural and religious needs.	-	33%	67%	-	-
I feel safe here.	22%	67%	-	11%	-
Staff meet my personal care needs.	11%	89%	-	-	-
Staff follow up when I raise things with them.	11%	89%	-	-	-
Staff explain things to me in ways I can understand.	11%	78%	-	11%	-
I like the food and food choices here.	45%	11%	11%	11%	-
If I'm feeling a bit sad or worried there are staff I feel comfortable talking to.	33%	56%	11%	-	-
The staff know what they are doing.	33%	45%	11%	11%	-
I have input in my health care decision making.	-	89%	-	11%	-
I am encouraged to do as much for myself as possible	22%	67%	11%	-	-
<b>Overall</b>					
Overall, I am satisfied with the care and services here.	33%	67%	-	-	-
I know what to do in the event I have an issue or complaint to raise.	11%	78%	11%	-	-



## Aged care relatives

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Staff treat my kin with respect.	100%	-	-	-	-
Staff respect my kin's cultural and religious needs.	80%	-	20%	-	-
I feel my kin is safe here.	100%	-	-	-	-
Staff meet the personal care needs of my kin.	100%	-	-	-	-
Staff follow up when we raise things with them.	100%	-	-	-	-
Staff explain things to me in ways I can understand.	80%	20%	-	-	-
We are happy with the food and food choices here.	100%	-	-	-	-
If I am concerned about my kin there are staff I feel comfortable talking to.	80%	20%	-	-	-
The staff know what they are doing.	100%	-	-	-	-
We have input in the health care decision making for my kin.	80%	20%	-	-	-
I am encouraged to visit and have conversations with care staff and managers.	100%	-	-	-	-
<b>Overall</b>					
Overall, I am satisfied with the care and services here.	100%	-	-	-	-
I know what to do in the event I have an issue or complaint to raise.	100%	-	-	-	-

### Comments

*"I am very pleased with the care and attention my mum receives and I will be happy to live there myself when the time comes. All the staff are very dedicated, friendly and caring. They are mum's new family now and I admire what they do. Thank you all so much."*

*"I wish to take this opportunity to express my appreciation of the respect and care given to [him] over the past 3 years of his respite and full-time care. Knowing he is safe and carefully monitored by his medical team gives me great comfort. Your care and compassion in the not so glamorous tasks are greatly appreciated. The amazing commitment of all the staff and dedication to the care of our loved husband and father in this trying and unknown pandemic is highly commended. We honour you all!"*

*"Anna\* is unaware of my presence, so I have kept away at this stage. You don't need extra risks for no good purpose. Anna could not be in better hands. Thank you all." \*name changed for confidentiality*



## Short-Term Restorative Care clients

The STRC client satisfaction questionnaire received a 76% response rate which is a significant improvement on last year and the program continues to receive very positive feedback overall.

The results revealed the following feedback:

Statement	Always	Mostly	Didn't Apply
My views and concerns were listened to during the care planning and service implementations process.	81%	19%	-
My individual needs were met through my STRC program.	56%	44%	-
When a need could not be met, staff explained why and provided alternatives or other options.	75%	25%	-
I felt cared for throughout my STRC program.	75%	25%	-
I was involved as much as I wanted to be in making decisions about my treatment, care and services.	63%	37%	-
I was kept informed as much as I wanted about my treatment, care and services provision.	73%	27%	-
As far as I could tell, the staff involved in my care communicated with each other about my treatment, care and services.	57%	43%	-
I was able to contact the STRC coordinator when needed throughout my STRC Program.	44%	50%	6%
I felt confident and safe in the way my treatment, care and services were provided.	80%	20%	-
I experienced unexpected harm or distress as a result of my treatment, care or services.	-	-	100%
	Very Good	Good	Poor
Overall, the quality of the services, treatment and care I received throughout my STRC program was:	94%	6%	-

### Comments

*"The program was helpful in getting me back on my feet after a long illness. I really appreciate that the program was available."*

*"Keep up the great work."*

*"I greatly appreciate the program and think that it is essential for those trying to live alone when extra care is needed. My sincere thanks."*



# Our Commitment

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**Our Quality Account demonstrates the continued commitment of the Neerim Health Board, management and staff to deliver safe and high-quality health care to our patients, residents and their carers.**

Our work as a trusted health service is a reflection of our commitment to person centred care and consumer engagement, continuous quality improvement, robust and contemporary clinical governance and appropriate risk management. We will continue to work with these principles and values as our foundation in order to grow and sustain our health service.



Address: 29-39 Main Neerim Rd, Neerim South VIC 3831

Phone: (03) 5628 1226

[www.neerimhealth.org.au](http://www.neerimhealth.org.au)