



# QUALITY ACCOUNT CALENDAR **2021**



Echuca Regional Health

*Supporting everyone to be healthy and live well*





L to R: Nick Bush - Chief Executive Officer, Jackie Clingan - Executive Director of Human Resources, Cynthia Opie - Executive Director of Community Services, June Dyson - Executive Director of Nursing and Chief Nursing Officer, Darren Clark - Nursing Director Aged Care Services, Michelle Shingles - Deputy Director of Nursing, Robyn Rudge - Executive Director of Finance and Corporate Services, Dr Glenn Howlett - Executive Director of Medical Services

## HOSPITAL INCIDENT MANAGEMENT TEAM (HOIMT)

**Hospital Incident Controller/Communication**  
ED Nursing - June Dyson

**Public Affairs - Regional Coordination**  
Chief Executive - Nick Bush

**Workforce Planning**

ED Human Resources

**Acute Operations**

ED Medical Deputy DON

**Community Operations**

ED Community

**Logistics/Security**

ED Finance/Corporate Services

**Aged Care Operations**

Director Aged Care

**HOIMT** leads the health service response; delegates responsibility for planning, information, operations, logistics, and workforce relating to overall management of the hospital during the pandemic.

**LOGISTICS** ensures maintenance of security and the physical environment and ensures adequate supplies of food, medical/non-medical equipment and importantly access to Personal Protective Equipment.

## A MESSAGE FROM THE CEO

Reflecting on the previous 12 months, the global pandemic that has confronted us all has been the single greatest challenge this health service has faced in recent times.

In the International Year of the Nurse which marked 200 years since the birth of Florence Nightingale, the role of nursing and all members of the health care team has been critical in keeping our patients, colleagues and our community safe during this pandemic. As we continue to work to protect and care for our community, we have reflected on the role of our team which has been outstanding during this period. The compassion, clinical excellence and resilience shown by the team here at ERH has been very impressive. We have been challenged both personally and professionally, required to set up new services and new ways of doing business with little or no notice and we have continued to provide high quality clinical care for our community. We could not have done this without the collaboration and support of the entire ERH team!

Let us also take a moment to pay tribute to our colleagues across the country and overseas and acknowledge the ongoing support we have received from our community, neighbouring health services and the Victorian and Australian Government.

I would like to personally thank all ERH staff for the amazing job they do every day and especially for the outstanding commitment they have shown during the pandemic. I am proud and feel privileged to lead such an incredible team.

This years Quality Account has a focus on providing our community with some interesting information about ERH preparedness and activities during the COVID-19 pandemic.

Have a great year!



Chief Executive Officer

**PUBLIC AFFAIRS AND REGIONAL COORDINATION** ensures ERH responds to media enquiries and communicates with services within the local community. Regional partnerships are utilised to support a region wide response to the pandemic. Effective Communication is critical during a pandemic so that staff and the community are kept fully informed. A central point of coordination ensures information is consistent and circulated promptly to all staff.

**WORKFORCE PLANNING** is essential during a pandemic to ensure there are staff to care for patients. This includes identifying skill and training needs, staff redeployment, management of leave and, importantly, supporting staff safety and wellbeing.

**ACUTE, COMMUNITY AND AGED CARE OPERATIONS** plan and prepare for the identification and management of suspected and confirmed pandemic cases, ensuring required infection control measures are activated. They provide advice on ERH capacity, the expected impact on services and determine non time critical services that may need to be reduced/deferred/changed during the pandemic.

# Corona Virus Covid -19

On the 11th March 2020, the World Health Organisation declared the COVID-19 outbreak, a global pandemic.

ERH opened a screening clinic on 12 March. An asymptomatic testing blitz was conducted as part of a State blitz directive from the Department of Health and Human services of which 931 tests were conducted across the Echuca Moama community.

The role of Visitor Liaison (VL) was created, stationed at all entrances to ERH and commenced screening and temperature testing of all staff and visitors in April. Approximately 506 VL shifts have been filled by staff from all areas of the organisation and have provided an amazing level of support for visitors, often under very challenging circumstances.

## STAFF TRAINING



- Donning and removing PPE - 297 staff
- Infection Prevention COVID -19 training - 441 staff
- Respiratory Simulations COVID precautions - 90 staff
- Staff up-skilling to HDU - 50 staff
- Fit-checking Respirator masks - 172 staff

## SWAB TESTING



- Total swabs taken at ERH = 6,453
- Total patients screened = 5,545
- Asymptomatic testing blitz swabbed almost 1,000
- Total swabbed through statewide asymptomatic Teacher blitz in May - 260
- A team from ED visited 8 schools in Echuca & 3 schools in Rochester.

## PPE



Supplies issued from 1 April - 30 September:

- Surgical Masks 73,706
- Face Shields 560
- Gowns 8,662
- Gloves 570,000
- Hand Sanitiser 982

## CASES



- 7 positive cases in total through our clinic which is 0.1% of total number of swabs taken.
- All were connected to overseas travel or Melbourne.

## COMMUNICATION



- 120 staff bulletin updates
- 72 Facebook posts related to COVID for community
- Total Facebook reach of 359,184 people
- Total of 9,200 Likes/Comments on posts
- 126 ERH Covid articles in the Riverine Herald reaching 30,000 people a week





## VHES RESULTS

**VHES data from July 2019-June 2020 Our**



**Target of 95% on overall rating of care index.**



**Result – 98% which is an increase on 19/20 year**



**75% on transition of care index.**



**Result – 86% which well exceeds the target**

## CONSUMER EXPERIENCE

The Victorian Healthcare Experience Survey (VHES) is a Statewide survey of people's public healthcare experiences. The VHES invites a wide range of people to provide feedback on their experiences and provides specialised questionnaires for various types of services.

Overall consumer experience of community health services in the survey period of 2019 was encouraging with 98% of respondents rating the care received positively, similar to the previous year's result and above the State average of 96%.

Our clients also felt comfortable raising issues and asking questions that were important to them, with 90% of those surveyed responding positively, similar to the previous year and well above the State average of 81%.

**We continue to work to improve areas of our results, including:**

- the ease of making appointments (79% of clients responded positively to this question, which is slightly better than last year and still above the State average of 72%)
- clients experiencing a worsening in their condition whilst waiting for an appointment (69% of respondents – State average 71%)
- privacy at reception (75% of our clients responded positively compared to State average of 81%)

*Pleasingly, our clients report very good experiences with community health workers (over 95% positive responses to questions around compassionate and trustworthy workers, with State average 88%).*



L to R: Brooke Haswell, Melanie Molluso, Mel Courts, Andrea Barry (IPAC NUM), Nancy Forster, Rachel Eacott, Jodi Ford, Liz Arthur

*Planning of care is another area with positive responses – this includes involving clients in decisions about care (90% positive) and provision of care plans (88% positive). Both were well above the State average.*

# JANUARY



## NOTES

SUN	MON	TUE	WED	THU	FRI	SAT
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- Blood Donor Awareness Month
- 26 January Australia Day

# CANCER AND WELLNESS CENTRE

A long-term strategic aim of the health service has been to develop a purpose-built Cancer and Wellness Centre for Echuca and the surrounding region. With funding now secured, work is well underway to realise this aim with the Centre to be built on the corner of Service and Haverfield Streets in Echuca.

The Campaspe Shire has a higher-than-state-average incidence of cancer for both males and females and a higher-than-average rate of avoidable cancer deaths among people aged less than 75 years. Whilst ERH has expanded cancer services considerably over the previous four years, with the addition of visiting medical oncologists and haematologists, ERH provides only 37% of chemotherapy services to Campaspe residents.

The new, purpose-built Centre will address the shortfall and growing demand for services within our region.

## What will the Cancer and Wellness Centre mean for the community?

The centre will support a more comprehensive and integrated model of care as it is designed and built for this purpose, unlike the current outdated facility. The design of the centre will enable more people to access treatment close to home and improved access to highly trained cancer and dialysis health professionals. Local people will benefit from cancer care that goes beyond treatment alone. Co-located specialist consulting rooms, purpose-built treatment areas, specialist nursing staff, pharmacy and allied health staff will provide a more holistic, patient-centred approach care.

## What services will be provided at the centre?

A range of treatment options will be provided including chemotherapy, immunotherapies, renal dialysis, day medical infusions and blood transfusions. The centre will also offer cancer care coordination and support for patients pre and post-surgery, patients taking oral chemotherapy and immune therapy treatments and for those having cancer treatment at other centres such as Bendigo or Melbourne.

One of the major benefits of the new centre is that all cancer related services will be co-located in the same building which will support improved coordination of care and services for patients with our McGrath Breast Care Nurse, Prostate Specialist Nurse and Cancer Support Nurses continuing to provide supportive care and care coordination for patients living with cancer.

Wellness activities will be provided by a range of health professionals including allied health staff, volunteer and support groups. Activities will include lymphoedema care, targeted exercise and strengthening programs and counselling support. Other wellness activities include 'Look Good, Feel Better' sessions, cancer education programs, mindfulness meditation sessions and other supportive activities designed to promote health and wellbeing for people living with cancer.



12  
treatment  
chairs  
Counselling  
support

Meditation  
sessions  
'Look good,  
feel better'  
sessions

260 new  
cases of cancer  
are diagnosed  
each year in  
Campaspe

\$6M

funded by Victorian Department  
of Health

\$1M

funded by NSW Government

\$1.3M

fundraising goal of ERH to add  
to the government funded  
dollars and support the project  
to be built in totality

Contact us to find out how you can hold your  
own fundraising event to contribute to the  
Cancer and Wellness Centre.

## YOU CAN DONATE TOWARD IT TOO!

We need the help of our community to support the inclusion of the Wellness spaces for our patients. There are many ways that you can donate to ERH and our Cancer and Wellness Centre.



(03) 5485 5087



Cancer and Wellness Fundraising Coordinator  
226 Service St, ECHUCA VIC 3564



cancerandwellness@erh.org.au



erh.org.au



# FEBRUARY



## NOTES

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- Ovarian Cancer Awareness Month
- February 12 - Chinese New Year
- February 14 - Valentines Day

# We miss our Volunteers

 **9,000 HRS**

of volunteer support has been missed during the pandemic, with volunteer programs suspended from March 2020.



## CONSUMER ADVISORY COMMITTEE

Partnering with consumers, carers and the community is one of the most important ways in which we can ensure the consumer voice is integrated into everything we do at ERH. To better support this, a new Board Committee has been established to strengthen consumer engagement with the health service. The new Consumer Advisory Committee will add enormous value to our decision-making and to ongoing improvements in the quality of care provided across the health service.

The committee aims to build a partnership of trust that is responsive to consumer, carer and community input and takes into account the individual needs and preferences of consumers by listening to and responding to their experiences and expectations. It recognises the important role consumers play in providing input into the design, development, planning and delivery of care and services and supports active collaboration between ERH staff, consumers and community members.

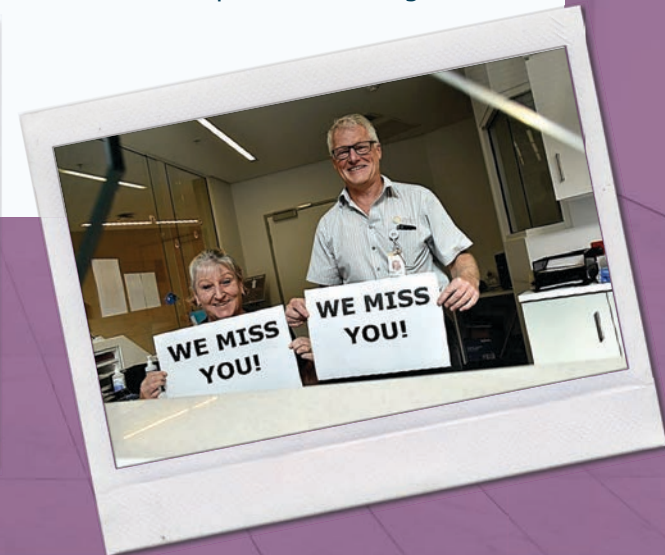
Community members with an interest in health service improvement will be invited to apply for membership on the committee. Knowledge or experience as a consumer and the ability to advocate on behalf of the community and to reflect on strategic health service issues and opportunities is ideal.

### How YOU can be involved:

As a consumer representative you can help us by:

- completing interviews or surveys
- sharing your 'patient story'
- participating in focus groups
- gathering patient feedback or audits of quality measures

Joining our Seniors Advisory Committee or the Community Advisory Committee by contacting our Volunteer and Community Engagement Officer on [enquiries@erh.org.au](mailto:enquiries@erh.org.au)



"ALONE WE CAN DO  
SO LITTLE.  
TOGETHER WE CAN DO  
SO MUCH."

Helen Keller



# MARCH



## NOTES

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- Bowel Cancer Awareness Month
- March 8 - International Women's Day/ Labour Day
- March 17 - St Patrick's Day
- March 15 - 21 - Nutrition and Hydration Week

# HOW DID OUR RESIDENTS RATE OUR MANAGEMENT OF COVID-19?

During the height of the pandemic Glanville Village (GV) implemented a range of measures to ensure the safety of residents, staff and family members. This included restricting visitors, screening and testing for COVID-19, implementation of stringent infection control measures and a comprehensive immunisation program for staff and residents. Mindful of the impact of these measures on residents, we sought feedback through 2 surveys in May and August on how our residents rated our actions...

## "to what extent do you agree with Glanville Village's response to COVID-19?"

100% of residents responded positively to the question in May and August.

## "which of the following options best describes your opinion on visitor arrangements that are being applied in residential aged care facilities during the COVID-19 pandemic?"



thought that there should be no visitors at all, except when a resident is at end of life. The priority is protecting people from COVID-19.



felt that visitors should be allowed to visit a resident if they provide support, such as providing assistance with meals.



believed that all residents should be allowed one or two visitors per day.

"I feel safe here"

"I am not concerned as I know that people entering GV are well tested and screened"

"I don't worry; I let them do their job"

"I'm happy with the way we're looked after here"

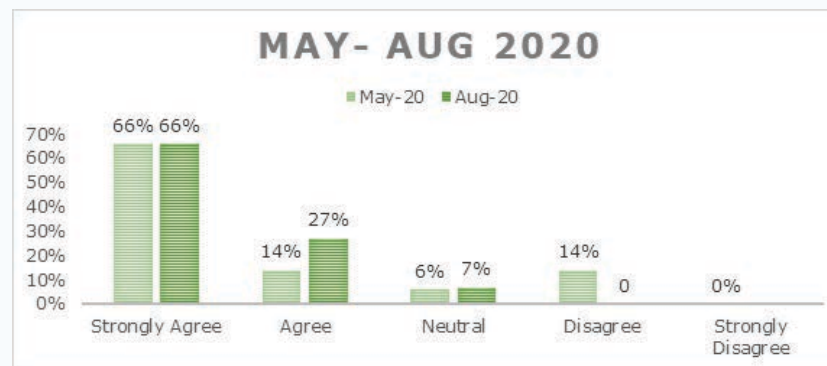
## When asked whether "there been enough communication and information provided during the COVID-19 pandemic from staff and management?"

100% of residents strongly agreed with this statement.

"My family and I are well informed"

"If I need to know anything, I know the staff will tell me"

## "do you feel that you have had enough support and interaction with other residents and Activities staff during the COVID-19 pandemic?"



# AGED CARE GLANVILLE

## PSRACS Quality Indicators

Every 3 months Glanville Village, along with all public sector residential aged care services (PSRACS) in Victoria provide a report to the Department of Health on 5 areas that may cause harm to residents. These important measures are compared with other facilities and monitored closely to ensure we continue to provide safe, high quality care for all residents.

**Pressure Injuries** are 'staged' depending on severity with stage 1 (reddened area) the least severe and stage 4 (deep tissue damage) the most severe. We are pleased to report that Glanville compares favourably with other PSRACS with no severe (stage 3 or 4) injuries recorded for 2 years.

**Falls** are very serious in the older person, particularly those that result in a fracture. Glanville has seen steady a reduction in the number falls over the past two years and no major fractures this year.

**Unplanned weight loss** and use of **physical restraint** are both only marginally above the target of zero cases and prescription of **multiple medications** remains above target.

**"100% OF GLANVILLE VILLAGE RESIDENTS WERE TESTED FOR COVID-19 DURING THE TESTING BLITZ. ALL RESIDENTS, FAMILIES AND THEIR REPRESENTATIVES HAVE BEEN EXTREMELY UNDERSTANDING AND COOPERATIVE DURING THESE DIFFICULT TIMES"**

**Darren Clark, Nursing Director Aged Care Services**



# APRIL



## NOTES

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- 2 April - Good Friday / World Autism Awareness Day
- 3 April - Walk to Work Day
- 4 April - Easter Sunday





# Keeping Spirits HIGH in Glanville

## PETTING FARM

Jennifer Ralph, who works in Glanville Food Services would normally take her petting farm to Markets. Unfortunately due to Covid-19 restrictions, she wasn't able to do this. Jennifer and her husband decided to bring the funny farm to Glanville with goslings, rabbits, guinea pigs, chickens, a parrot and two sheep. Animals bring about a warmth and calmness to residents and during times when visitors are restricted or not allowed, the animals were a very welcomed and enjoyable visit.



## HIGH TEA

Despite Covid restrictions Glanville's high tea was held in separate houses to adhere to rules. Dining rooms were a beautiful sight with lace clothes draped on tables, fine china cups and saucers in place and flowers and candelabras added to bring a touch of elegance. The high tea was ERH's way to say thank you to residents who bring joy into our lives. This past year has been particularly tough on many people and we wanted to remind them that each and every one is wonderful and unique, that they bring something special to each day, and that we are lucky to be a part of their life. We wanted them to know that they are appreciated for being who they are.



## PEN PALS

During Covid-19 residents missed the intergenerational activities which is such an important factor in aged care. Glanville Lifestyle ladies talked to Moama Grammar Kindergarten and they wanted to deliver some happiness to residents. The children's pictures and letters were so warmly received, that residents made bookmarks and wrote return letters of thanks.

# MAY



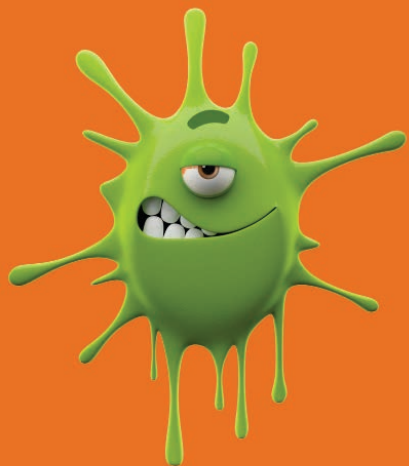
## NOTES

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- 9 May Mother's Day
- 12 May International Nurses Day
- 17 - 23 May - National Volunteers Week
- Stroke Awareness Month
- Maternal Mental Health Month



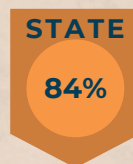
# VACCINATIONS HAND HYGIENE



## HEALTHCARE WORKER INFLUENZA IMMUNISATION

Staff health is an essential component of infection prevention and control. ERH provides an influenza immunisation program to prevent staff from getting the flu and passing it on to patients.

In this year of COVID it was especially important that as many staff as possible were immunised and the results were outstanding.



## HEALTHCARE ASSOCIATED INFECTIONS

Staphylococcus aureus bacteraemia (SAB) is a blood stream infection that can cause serious illness and death. ERH has a comprehensive infection prevention and control program to minimise healthcare-associated infections including SAB. Occurrence of SAB infection is monitored every quarter and data is reported and compared as part of the State surveillance system.

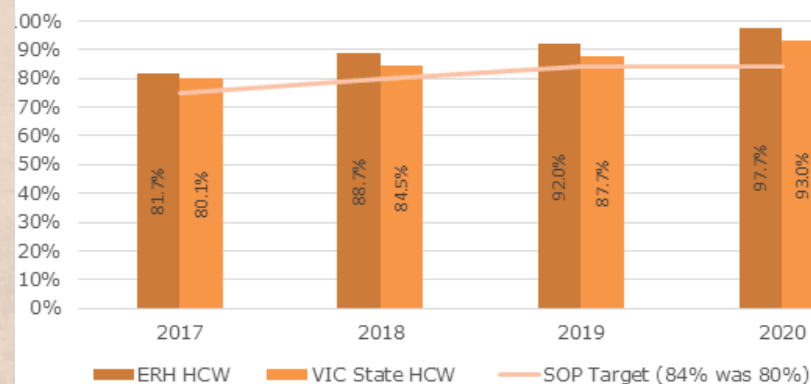
ERH has had no incidence of SAB in the final quarter of the year, after one case in each of the first three quarters. These results do place ERH slightly above the State SAB rate.

Additional staff education around aseptic technique (prevention of contamination) and hand hygiene reinforcement in particular, have been implemented as a response to the infections recorded. The effectiveness of interventions is continuously monitored by regular audits and feedback.

Pressure Injury Stage	No. of SAB infections	State Target (<1 in 10,000 bed days)	ERH SAB rate	State SAB rate
Jul - Sept 19	1.0	1.0	1.7	0.9
Oct - Dec 19	1.0	1.0	1.4	0.7
Jan - Mar 20	1.0	1.0	1.4	0.7
April - Jun 20	0.0	1.0	0.0	0.7

(SAB infection rates are measured per 10,000 patient bed days.)

## Influenza Immunisation Rates



The statement of priorities (SOP) target will progress to a 90% target over the next three years.



Colin Anderson, Laboratory Manager of Pathology ERH



# JUNE



## NOTES

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- 14 June - Queens Birthday
- 14 - 20 June Men's Health Week
- 21 - 30 June World Wellbeing Week
- LGBT Pride Celebration Month

# Local Partnerships

## NAIDOC

NAIDOC was celebrated in November 2020 with the theme, "Always was, Always will be." ERH honoured the life of Aunty Vera Cooper, a proud Yorta Yorta woman and celebrated artist in our community. Aunty Vera joined the ERH Arts Committee in 2013 with a vision to create an environment where Aboriginal people feel welcome in the health service. Aunty Vera designed the stunning artwork in ERH main entry, the mosaics in the airlock of Aboriginal women celebrating birth, the rivers meeting and the beautiful floor stencil of the long neck turtle as you enter the foyer. The long neck turtle is a local Aboriginal totem symbolising the holding of knowledge of health for survival on the land and in the water. Members of Aunty Vera's family, and community members joined us as a plaque was unveiled acknowledging Aunty Vera's amazing contribution to the health service.



## MIDWIVES VISIT CUMMERAGUNJA

ERH is very fortunate to have established partnerships with Viney Morgan Aboriginal Health Service at Cummeragunja and Njernda Aboriginal Health Service in Echuca. This year our Midwives met with the dedicated team at Cummeragunja to discuss how we can strengthen our collaboration to better support women through pregnancy, birthing and babies' early years. Our midwives were made very welcome and are looking forward to working more closely with the team in 2021, exploring ways in which we can improve our care and services for Aboriginal women.



## POP-UP CLINICS

The strength of our long-standing partnership with Njernda was evident this year when we received a request to provide COVID testing for Njernda staff and community members. Working together, our team rapidly set up a 'pop-up' testing clinic at Njernda coordinated by Njernda staff. Aunty Sonya Parsons (ALO) accompanied the team with over 30 staff and community members tested on the day.



## RECONCILIATION WEEK

Reconciliation Week was celebrated a little differently this year due to COVID-19. This year's reconciliation theme, "we're all in this together" was very relevant and it was great to see all ERH staff getting involved in the 'mandala' activities organised by Aunty Sonya Parsons in the Malka room. The sacred circle shape of the 'mandala' has been used in cultures around the world as a form of spiritual practice. The 'mandala' activities proved to be fun and inclusive activities and provided us all with the opportunity to put some words together about what reconciliation means to us which will be included in our cultural safety program.



# JULY



## NOTES

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- 28 July - World Hepatitis Awareness Day
- Dry July



# TELEHEALTH PROGRAMS

One of the exciting developments emerging from the pandemic has been the increased use of telehealth to link community clients with ERH services. During the height of the pandemic where travel was limited and safe physical distancing meant that many of our programs could not be offered in the usual way, our clinical teams had to explore how some services could continue to operate using telehealth mediums.

A number of our services continued to provide a visiting, face-to-face contact for essential services, we wanted people to have a choice regarding how they could access services during the pandemic. One area in particular where telehealth was successful was for participants of the National Disability Insurance Scheme (NDIS). Providing options for people with a disability allowed them to achieve a balance between personal safety and access to services important to them.

Participants were able to access their telehealth sessions through a 'link' sent to their email, or through the ERH website. Telehealth services were offered by Physiotherapy, Speech Pathology, Occupational Therapy, Allied Health Assistance and Home Nursing/Home Palliative Care. Participants were able to see and speak with health professionals using a screen and audio in the safety of their own home.

By working together, health professionals were able to review client progress with home exercises, share fun games with younger participants, complete clinical assessments and link clients with consulting specialists.

**DUE TO THE SUCCESS OF TELEHEALTH DURING THIS TIME, TELEHEALTH OPTIONS WILL CONTINUE TO BE OFFERED IN MANY OF OUR SERVICES INCLUDING NDIS, ALLIED HEALTH, HOME NURSING AND CONSULTING SPECIALISTS.**



ERH's Physiotherapists providing telehealth care



# AUGUST



## NOTES

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- 1 - 6 August World Breastfeeding Week
- 27 August Daffodil Day



# COVID-19 SIMULATION TRAINING

The Education Department responded quickly to provide ERH clinicians with the education and training they required to care for a patient with COVID 19.

A variety of specifically designed education and training programs were developed and rolled out to all ERH employees to ensure our staff felt prepared to care for a COVID 19 patient. With rapidly changing evidence and guidelines, the continual updating and disseminating of information was achieved through:

- New online eLearning courses on COVID 19 made available to every employee
- New donning and doffing personal protective equipment (PPE) videos
- Short and sharp (45min) simulations for teams to practice caring for COVID patients in a number of different hospital settings from emergency, to maternity, theatre and on the wards
- Full day simulation programs to prepare staff to deal with the very sick COVID patient



ERH Frontline Staff in training

"I NOW HAVE A LOT MORE CONFIDENCE IN CARING FOR A COVID PATIENT AND KNOW WHAT I NEED TO DO"

ERH Frontline Healthcare Worker



47 internal training sessions conducted by the Education Department over a 12 week period



451 Frontline Staff completed COVID Training



50 Critical Care staff completed the DHHS COVID Critical Care Upskilling Online Course



"ALL THE RESTRICTIONS WE'VE PUT IN PLACE ARE ABOUT KEEPING OUR PATIENTS, THEIR VISITORS AND THE COMMUNITY SAFE. WE'VE HAD TO DO EVERYTHING WE CAN TO REDUCE THE POTENTIAL SPREAD OF THE VIRUS. IT'S CHANGED EVERYTHING, IT HASN'T BEEN EASY."

Jess Verhey, ERH Nurse



# SEPTEMBER



## NOTES

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- 5 September Father's Day

# SAFER BABY COLLABORATIVE



In 2019-20, Safer Care Victoria (SCV) invited all Victorian health services to join the Safer Baby Collaborative aimed at reducing the number of stillbirths in Victoria. ERH was an active participant and set about raising public awareness of important safety aspects of care during pregnancy:

- the importance of women identifying changes in babies' movements
- identifying and managing babies that are not growing as expected
- improving rates of smoking cessation in pregnancy
- safe sleeping positions for pregnant women; and
- informing women of the appropriate timing of birth

Our Consultant Obstetrician, together with our midwifery team, were one of the first teams in the state to fully implement the changes and were congratulated by SCV. The ERH team were invited to share their strategies for success with other health services and received acknowledgement and praise for leading the way. The Safer Baby Collaborative has been very successful with the state recording a 27% decrease in stillbirths during this period.



Celebrating Success, the ERH Maternity Unit

**27%**  
reduction  
in stillbirths  
statewide

## Maternity Safety Indicators

ERH provides pregnancy, birthing and post-birth home care for women and for newborn babies. We closely monitor the safety of our service and collect data on a range of safety 'indicators' that are then compared with other maternity services across Victoria. This allows hospitals to compare outcomes for women and babies and where necessary make changes to improve the quality and safety of care.

### How are we performing?

ERH compares very favourably in the majority of indicators, however, there is always room for improvement.

#### Indicator 7: Rate of women ceasing smoking during pregnancy

Smoking while pregnant carries a health risk to babies and can cause complications for women and our aim is to support women to quit during pregnancy.

ERH was successful in helping 20.5% of women quit which is within the acceptable range but below the statewide rate of 28%.



#### Indicator 10: the APGAR Score

APGAR is a score used to measure how well the baby is after birth, within their first few minutes of life. It is measured at one minute and five minutes of age and if the score at five minutes is less than 7 out of 10, the baby may need extra attention. The number of babies born with a five-minute Apgar score of less than 7 should be very low.

The target measure for full term babies without complications with APGAR score <7 at 5 minutes is 1.3%. ERH is only slightly above the statewide rate at 1.4%



ERH  
State average



ERH midwife, Maddalyn Chapman

# MATERNITY SERVICES

# OCTOBER



## NOTES

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24	25	26	27	28	29	30

- Breast Cancer Awareness Month



# Wellness & People Matter

The global pandemic required ERH to mobilise and support our workforce to adjust to Covid-Safe principles. The many challenges that came with the pandemic had an impact on every person who works at ERH, and we quickly developed the “We’re all in this together” workforce wellbeing initiatives which included:

- Regular group debriefing sessions
- Individual counselling support available to staff
- Yoga and drumbeat sessions
- Scones and hot lunches ‘socially distanced’ gatherings
- Covid- 19 Special leave (more than 4,000 hours)
- Temperature checks for all staff beginning shifts

ERH worked hard to ensure our staff, patients and residents were safe during the pandemic by minimising movement across health services. We received feedback from 175 staff and contractors who work for more than one employer and put controls in place to minimise the spread of potential infection. A research study conducted via survey during June 2020 indicated that most employees who responded felt well-prepared to react to a Covid-19 outbreak, following the education and communication about plans and support that had been put in place.



## WE'RE ALL IN THIS TOGETHER

ERH's Staff Health & Wellbeing team worked hard to support everyone during the challenges of the pandemic. All ERH staff had the opportunity to attend group debrief sessions, free yoga and drumbeat classes and enjoyed yummy treats from the ERH kitchen to boost morale.



## R U OK?

R U Ok? Day is an important reminder for everyone to check in on those around them to ask R U Ok? ERH's focus on mental health has been boosted this year by our partnership with the Black Dog Institute to support our wellbeing program for staff.



## DOUGHNUTS

Doughnut Day – when Victoria reached the milestone of zero Covid-19 cases, the ERH kitchen team provided doughnuts for all ERH staff to celebrate! After the challenges of the second wave of the pandemic in Victoria, there was great celebration and relief on doughnut day.

**PEOPLE MATTER RESULTS** - An internal employee engagement survey was conducted during early 2020, which indicated that we have some areas to improve on, including a consistent approach to advertising jobs and providing training opportunities. Short surveys conducted during the pandemic indicated that staff felt well supported within ERH and their main concern was about the fair distribution of Personal Protective Equipment when there were nation-wide shortages.

# NOVEMBER



## NOTES

SUN	MON	TUE	WED	THU	FRI	SAT
	1	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	27
28	29	30				

- Men's Health Awareness Month
- 2 November - Melbourne Cup

## KEEPING UP CONNECTIONS DURING COVID-19

ERH has a small but dedicated team of Palliative Care nurse consultants who provide care at home for a large geographical area. They are experts in helping people to manage pain and other symptoms, however one of their most important qualities is their commitment to meeting the individual needs of every person as they approach end of life.

One example of this involves an elderly man referred to our team from an outlying rural area. The man, in his mid 90's, was visited by one of our nurse consultants to provide advice on how best to manage his pain and any other symptoms he may have causing discomfort or distress. During the visit, the elderly man shared his dying wish with our nurse which was to once again see his beloved family farm before he passed on. He had lived and worked on his farm for 91 years before moving to a nursing home two years previously.

The man was very frail and unable to travel in a car however our nurse was determined to help the man with his wish. She made many phone calls to see if there were transport options that would ensure the man could travel safely and comfortably on the two-hour journey. The wonderful Royal Flying Doctor Service came up trumps and offered to transport the man without charge on compassionate grounds. Two days later the man spent the day with his family on his family farm and they let us know they all had a wonderful day. The man passed away peacefully a few days later. The family expressed their thanks by sending some beautiful flowers to our nurse which was very much appreciated and more than a few tears were shed by our team.



ERH's Palliative Care Team from top: Jo Amos, Jannali Mitchell, Katherine Formica, Pam Teh, Sarah Avery, Jan Carey and Libby Bell



# DECEMBER



## NOTES

SUN	MON	TUE	WED	THU	FRI	SAT
			1	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	27	28	29	30	31	

- 5 December International Volunteers Day
- 25 December - Christmas Day
- 26 December - Boxing Day
- 31 December - New Years Eve



# WE VALUE YOUR FEEDBACK



Feedback from our community is crucial; it helps us to improve the services we provide. We receive feedback in many ways and encourage patients, carers, family members and clients to provide feedback to help us improve our care.

In 2019/20, ERH received 113 formal complaints and 303 compliments. All complaints are investigated, and unless the complaint is anonymous or there are privacy issues, feedback is provided to the complainant. For serious or complex complaints, consumers are often invited to meet with senior clinicians or management to discuss their concerns.

All complaints and compliments are reported to staff, the Executive and the Board. Departments and committees review complaints when developing their improvement activity priorities.

## YOU CAN PROVIDE FEEDBACK ON THIS CALENDAR OR YOUR EXPERIENCE AT ERH BY:



Talk to our staff



Ring main reception on 5485 5000 and tell them you'd like to provide feedback



Write a letter or send an email to: enquiries@erh.org.au or post addressed to: Executive Administration Echuca Regional Health 226 Service St, Echuca VIC 3564



Fill in an ERH Feedback Brochure, available from ERH or via the ERH website: [www.erh.org.au](http://www.erh.org.au)



Complete the Victorian Health Experience Survey if you received one after discharge or are given one at an appointment

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Echuca Regional Health

*Supporting everyone to be healthy and live well*

## WHAT DO YOU THINK ABOUT OUR CALENDAR?



**CIRCLE, CUT OUT AND DROP IT IN TO US:**

Is the information interesting?

Poor 1 2 3 4 5 Excellent

What do you think of the presentation of information?

Poor 1 2 3 4 5 Excellent

Did you use this calendar?

YES

NO

Any other comments or suggestions are welcome:

