

AUDITING SUCCESS

Over the past few months, REDHS has been a hive of activity in preparation for two accreditation surveys and various audits. In late April, REDHS underwent an organisational wide survey for accreditation against the National Safety and Quality Health Service Standards. REDHS also elected to be assessed against a further five non-mandatory standards. A total of 367 actions were assessed by the surveyors over a two day period with only one action deemed not met. For this one action, REDHS was granted a 90 day rectification period to revise and assess the process for this standard action and provide evidence of rectification. This action was granted as met at the end of July and REDHS received full accreditation.

More recently at the end of July, our Aged Care re-accreditation process was completed for the Hostel and Nursing Home. REDHS met 44 out of 44 expected outcomes with the auditors giving particular praise to the quality of care provided at REDHS and were impressed with positive feedback received from residents and their families.



Smiles all round: from left Aged Care Manager Michele Bibby, Acute Services Nurse Unit Manager Meredith Hodder, Quality Systems Manager Lynn Wolfe, Chief Executive Anne McEvoy and Board Treasurer Alan Darbyshire.

During the same week as Aged Care accreditation, REDHS opened its doors to Kyabram District Health Service whose representatives performed several cleaning audits.

The results of the audits were:

- **Theatre** – 99.3%
- **Acute** – 97.6%
- **Nursing Home** – 96%
- **Hostel** – 98.5%
- **Overall** – 98.2%

The outcomes for the two accreditation processes and the audit results are a fantastic testament to the dedication of the staff at REDHS. REDHS would also like to thank all our volunteers, residents, patients and their families for contributing throughout these processes and we endeavour to continue working to these high standards.



Super Support Services: from left Megan Ilton, Doetje Hodson, Dave Watson, Janet Bates, Kerri McEllister, Judy Olney.



STAFF PROFILE

This month's staff profile features Kasey Rankin. Kasey is a registered nurse and has worked in our Acute and Aged Care facilities since April 2013.

Kasey's favourite part of her job is putting a smile back on the faces of patients and residents. She also loves working with her colleagues and says that all the staff in Acute and the Nursing Home are so friendly.

Kasey has a keen interest in neurological conditions after having completed her first year of nursing on a neurotrauma and neurosurgical ward in a Melbourne hospital. She hopes to one day continue her studies in this area. In her spare time Kasey plays netball for Serpentine.