



Easier, Faster and Smarter

An exciting new system for managing medication administration in REDHS aged care was implemented in July.

REDHS' paper-based medication chart system was replaced by a computerised system whereby medication endorsed staff manage the whole administration episode for each resident electronically.

The staff member uses a touchscreen to view the medications list and individual administration requirements. If necessary, the screen can be removed from the trolley so that information can be entered at the bedside.

This has been a significant change to procedure, but the changeover went very smoothly because of the contributions of many staff who covered shifts, made themselves available for education sessions and embraced the change with a positive attitude. Trainers spent time with staff to make sure that they received the necessary training and to help them gain confidence with using the system. Local pharmacist, Brett Phillips, also provided valuable support for the implementation. GPs were provided with information and support as their input was also required.

The system is greatly enhancing medication safety in a number of ways including not allowing the staff member to move to the next resident until all medications have been recorded as given.

What staff are saying about the new system:

Medication rounds are now easier.

I have improved my technology skills, the tablet is easy to use.

I find it very easy to use and it is much quicker. I really like it.



Photo (Top): Trainer Sarah coaches Carol as she learns the new system in the nursing home.

Photo (Bottom): Endorsed enrolled nurse, Sunny, using the system in the hostel.

Vision

Leading our Community
to Better Health

Values

Respect

Equity

Diligence

Honesty

Service

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Message from the CEO

Welcome to the Spring edition of the REDHS newsletter.

There have been a few changes within the Board of Management with the retirement of two members, Graeme Hodgens and Alan Darbyshire, who have served the Board for five and four years respectively. The Board thanks them for their commitment during these terms of service and acknowledges their contributions to REDHS.



A new Board member, Jodie Smith was officially appointed by the Governor in Council at the July meeting, taking the total of the Board to seven. Jodie has strong local connections and brings extensive skills in finance and risk management to the table.

Our Risk Management and Planning subcommittee has introduced two "independent" members for the first time with Phillip Johnson and Frank Oliver joining the committee. Bendigo-based, Ben Devanny has been successful in his application to join the Audit Committee, also as an independent member.

The Board are delighted with the new REDHS Strategic Plan, more commonly known as "REDHS 2020". This framework sets the direction for REDHS for the next four years guided by the vision of *Leading our Community to Better Health* with further details available on our website **www.redhs.com.au**.

REDHS was very pleased to be able to celebrate NAIDOC Week (3-10 July) with a Welcome to Country ceremony. A representative from the Dja Dja Wurrung Clans (the Traditional Owners of the Country on which REDHS is situated) told a traditional story to the gathering. This was followed by the sharing of indigenous foods, many of which were prepared by a representative from the Njernda Aboriginal Corporation and an artwork designed by our Planned Activity Group clients (*refer below*).

Please enjoy this issue of our Newsletter which will also be available on our website **www.redhs.com.au**. Feedback is always welcome to our communications department on 5484 4328 or rochhosp@redhs.com.au.

A McEvoy
Anne McEvoy
Chief Executive Officer



ICE - The Snowball Effect



Over 360 people attended the *Ice – The Snowball Effect* forums held in Elmore, Rochester, Nanneella and Lockington. The forums were organised by the Rochester Ice Action Group and involved a panel of guest speakers who covered a wide range of topics including:

- What is Ice and how does it work?
- The short and long term effects of Ice (physical, psychological and social)
- The impact Ice can have on family and friends
- Strategies for families and where they can go for help and support
- The local services available for all those affected by Ice

Following on from this initiative, REDHS and the Rochester Ice Action Group organised a shire-wide art competition with the theme *Drugs and the Mind*. Community members were invited to express their opinions and share their views on the impact of Ice and other drugs by creating a two-dimensional artwork. Artworks were displayed at the Rochester Town Market in late August, where they were judged by the public and local artists. Winners have the opportunity to have their artwork displayed at Rochester and Elmore District Health Service.

New Staffing Model for Day Procedure Unit

Since the REDHS Day Procedure Unit (DPU) reopened in November 2009, surgeon availability has resulted in operating days being spread unevenly across the month. This results in many of our specialist casual staff being required twice on one week and then not required for a period. This work routine means staff are called-up to work inconsistently, making filling rosters very difficult.

As a result, we have had discussions with our staff and Echuca Regional Health (ERH) who will provide DPU staff for us on our operating days under a new staff model.

To achieve this, we went through a three month trial period under the new model earlier this year and it progressed very well. As a result, we will have data to help us plan for our DPU (theatre) lists going forward. This model will provide consistency of staffing and cover our theatre lists, ensuring that DPU is sustainable in the longer term.

We appreciate the spirit of cooperation extended by our staff, ERH staff and our surgeons who have provided input during this period of change.



Nursing Graduate Changeover

Nursing Graduates Trupti, Zoe and Stacey completed a six month rotation at REDHS as part of the Northern Rivers Graduate Program. The program gives the graduate registered nurses exposure to a wide range of clinical settings in which they can consolidate their skills with support from senior nursing staff. We wish them well in their continued learning at Echuca Regional Health (ERH) over the next six months.

REDHS would like to welcome Alyssa, Janelle and Dawn who have just completed their six month rotation at ERH in the same program.



New Menu Launched

Chefs hats could be seen everywhere for the launch of the new menu in July. Residents, Executive, staff, family members and volunteers joined in the grand launch of the new menu. The first meal consisted of grilled chicken thighs or fish with lemon and tarragon followed by pancakes and berries for dessert. Centrepieces of fresh herbs and olive leaves added to the festive feel of mealtime.

The new menu has been put together over the past twelve months. REDHS hosted two groups of final year dietetics students, during this period, who were supervised by REDHS dietitian, Katherine Watson. In consultation with the catering team, the students conducted comprehensive reviews of the existing menu to check that nutritional requirements for residential aged care were being met and meal supplements managed appropriately. Residents and patients reported on their favourite meals, likes and dislikes. All of these factors were taken into consideration as the new menu was being put together by internal and external nutrition experts.

The new menu has also been developed around the change in cooking process which has occurred in the health service over the past six months. REDHS moved to cooking more meals fresh for residents and patients with the expectation that the quality of meals and the nutritional value in meals will improve. The feedback on the change in cooking process has been overwhelmingly positive. The new menu is now available to all residents, patients, Meals on Wheels recipients and Planned Activity Group clients.



New Kitchen Floor

A new floor was put down in REDHS kitchen in mid-July. This rectifies an ongoing design issue in the original floor, which contributed to occupational health and food safety risks over the past five years. The risks were very well managed but the new floor will support ongoing safety and infection control in this area. Thanks go to catering and hotel services teams, Maintenance Supervisor, Infection Control Practitioner and occupational health and safety representatives. Their magnificent coordination minimised risks of disruption to services and resulted in a safer working environment in the kitchen.



Cleaning Services Audit

Each year REDHS is required to undertake external cleaning audits. These external cleaning audits ensure that the Health Service is meeting its requirements for maintaining expected cleaning standards and managing infection control on an annual basis. Congratulations to the Hotel Services team on the terrific results. An external cleaning audit was conducted and an overall weighted score of 95.5% was achieved. This excellent result indicates that very high cleaning standards are being maintained at REDHS.

It's All About Respect

REDHS has been successful in securing \$4000 of funding from Foundation for Rural and Regional Renewal/Gardiner Foundation to deliver a project with the Rochester Secondary College.

It's all about Respect is a health promotion initiative that it aimed at secondary school student and their families and the issues around cyber bullying, the implications of sexting and poor sexual choices. The initiative will also run a session with parents around supporting their monitoring of social media use by the teenagers.

REDHS will be working with a number of partner agencies including Rochester Secondary College, Centre for Excellence in Sexual Health, Rochester Police and the Rochester Community House. Further information will be provided to the community as soon as it becomes available.



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