



20

2019/20
Quality Account

20

WE CARE
about creating a healthy community

Omeo District Health

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We hope you enjoy reading this Quality Account. It provides us an opportunity to showcase how we are working to improve the health and wellbeing outcomes for the people of the East Gippsland High Country.

Welcome

In late May, in light of the extra load placed on health services responding to the threat of Covid-19, Safer Care Victoria suspended the requirement for public health services to prepare a Quality account for 2019-20. ODH decided to create this Quality Account because, despite all the challenges, we still have much to celebrate and share.

This last year certainly has been challenging for both our community and our organisation.

In late 2019, while we were trying to support our community struggling with the impacts of the drought, the Gippsland Health Alliance ransomware cyberattack shut down many of our IT systems. The aged care accreditors, who visited during this time were impressed that our business continuity plans ensured that resident care was not negatively affected.

Thankfully, whilst the cyberattack had a significant effect on our day to day management the security of patient information was not compromised.

Next, our catchment was impacted by the 2019-20 bush fires. The fires directly impacted many but indirectly impacted everyone, including our staff. It was an opportunity for us to reflect on the importance of our people and their vital role in our service. We are thankful for the assistance of community members during that time. Long after the immediate response directed at safety and support, the service is planning for the long term effects of the fires especially mental health.

Healthcare quality improvement involves designing, implementing and learning about the system changes necessary to respond to the dynamic health needs of our community. Rapid learning cycles are challenging but they can result

in significant quality improvement. The Covid-19 pandemic certainly gave us an opportunity to undertake a number of rapid learning cycles and embed changes that support the continued safety of our Residents, staff and consumers.

We would not have been able to complete this journey without the support of our Board of Directors, members of our Committees, Staff, Patients, Volunteers, Consumers and their Families. We are a team focused on the same goal. At this time, especially, we would like to thank them for their ongoing commitment to providing outstanding health care for our community.

While we were not obligated to produce this report during this very busy time, we thought it would be an affirming opportunity for staff and community members to celebrate our quality journey. We asked staff to present the quality improvements of which they were proudest and we have aligned them against the pillars of our Strategic Plan. With that in mind, we are very pleased to present to you the 2020 Omeo District Health Quality Account.

On behalf of Board Directors and CEO we would like to acknowledge the organisation for the hard work and commitment to Quality and Safety in what has been a challenging year for all communities.

Our Vision

Better Health – Better Access – Better Care

Our Values – WE CARE about creating a healthy community

W ellbeing

Maintain a healthy balance of work, rest and play

E mpathy

Show compassion and understanding for the perspectives and experiences of others

C reativity

Encourage new ideas, explore ways to innovate

A ccountability

Act with integrity. Take responsibility for our decisions and actions

R esourcefulness

Be responsive in overcoming challenges and changing circumstances

E xcellence

Expect, recognise and reward excellence

Our Mission

To promote and enhance the health and wellbeing of the people of East Gippsland High Country.

Acknowledgment of Country

Omeo District Health acknowledges the traditional owners of the lands on which we operate. We recognise and respect their cultural heritage, beliefs and relationship with the lands. We pay our respects to Elders both past and present and thank them for their contribution to our health service.

Our Strategic Pillars

1. Healthy Community

Reach out to our local rural community in the planning and delivery of our services

2. Quality Care & Safety

Deliver first class care to our clients, community and key stakeholders

3. People & Culture

Build a highly engaged and skilled team of health care professionals and volunteers with a commitment to creating a culture of achievement and service excellence

4. Sustainable Services

Develop a fully sustainable health care service model to fund future growth and investment in new markets and emerging technologies

5. Effective Governance

Create a comprehensive and accessible governance framework that ensures compliance with our legislative, ethical and statutory obligations

6. Collaborative Partnerships

Invest in strategic partnerships and alliances that allow us to achieve better outcomes for our service

Accreditation standard and scope	Accrediting agency	ODH status as at 30 June 2020
<i>National Safety and Quality Healthcare Standards (NSQHS) - Hospital</i>	Australian Council on Healthcare Standards	Accredited to 1st August 2022
<i>Aged Care Standards Residential Aged Care – Lewington House</i>	Aged Care Quality and Safety Commission	Accredited to 4 th December 2022
<i>Royal Australian College of General Practitioners (RACGP) Standards – Medical Centre</i>	Australian General Practice Accreditation Ltd	Accredited to 4 th May 2021
<i>Community Care Common Standards – Community Health</i>	Australian Aged care Quality Agency	Accredited to 26 th October 2020
<i>Department of Human Services Standards – Disability Services</i>	Department of Health and Human Services	Approved Provider

Strategic Pillar Healthy Community

iPads

Home and Community Care

In June we were able to purchase six iPads through our Commonwealth Home Support Program (CHSP) funding. This has allowed us to loan out the iPads to clients who are socially isolated or disconnected during these trying times.

In this short space of time we have been able to help clients connect with Specialists and Doctors in Melbourne from the safety and comfort of their own homes. As well as connect with family, grandchildren and friends via FaceTime and Zoom.

We have received such great feedback from clients, not only are they learning new technology but also seeing family

and grandchildren interstate and overseas whom they haven't seen in months, and potentially won't be able to see for a long time yet.

We look forward to continuing to work with more of our clients in improving the way that they can communicate and access things online.

Mobility Scooter Charging Point

Under our Disability Action Plan 2019-2022 we committed to providing accessible services and facilities to people with a disability.

One of our targets was to maintain a charging point for people with mobility scooters. Our charging point is now in place and being well utilised.



This information will be available on our website for Consumers to see, as well as informing staff of this new feature.

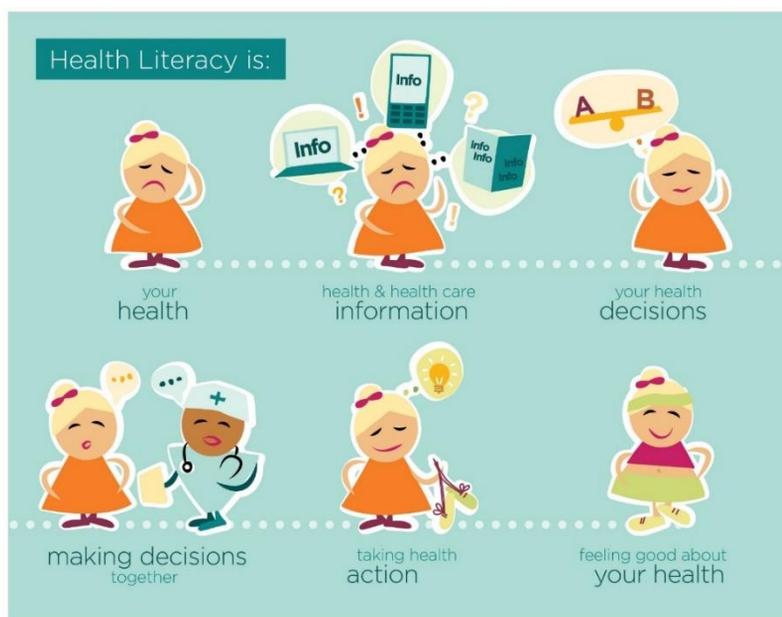
Health literacy is about how people understand information concerning health and health care, and how they apply that information to their lives, use it to make decisions and act on it. Health literacy is important because it shapes people's health and the safety and quality of health care.

Omeo was celebrated in Health Literacy News, a quarterly newsletter for members of the Gippsland Health Literacy Champions Network and anyone who is interested in embedding health literacy in their organisation. Omeo featured because we completed a self-assessment with Liz Meggetto of Central West Gippsland Primary Care Partnership and have already commenced addressing the gaps we identified.

We have:

- ✓ Embedded online training into our staff mandatory training schedule, along with training with the Board of Management
- ✓ Formed a Health Literacy and Communication Working Group which includes Leadership Team representatives and key Health Literacy Champions (including consumers) that is developing a list of key priority actions

This is an exciting space for ODH and we look forward to celebrating more of our achievements in next year's Quality Account.



Clinical risk management is specifically concerned with improving the quality and safety of healthcare services by identifying the circumstances and opportunities that put patients at risk of harm and then acting to prevent or control those risks. (WHO).

Effective risk management involves every level of the health service, so it is essential that all healthcare workers understand the objectives of risk management strategies and their relevance to their own workplace.

The nursing staff at our hospital have proved their commitment to clinical risk management by consistently and increasingly using the risk management systems to report risks.

Of the average 14.5 incidences reported per month the vast majority

were identified by nursing staff. The end of the reporting period saw an increase in reporting from other departments which is promising.

There were no sentinel events during 2019/20. A sentinel event is an adverse patient safety event that results in serious harm, or death of any patient while in our care.

Most of our incidents were at the lower end of the scale, being category 3 (31%) or 4 (31%) Incident Severity Rating or near misses (21%). It is by reporting near misses that we can fix problems before they have a chance to affect consumers.

Reporting

Safety and Quality

As part of the increase in near miss reporting at ODH, it was raised that the speed at which cars were being driven into our facility was a real concern, especially for our Residents and the children using the Family Day Care.

In response we have installed speedbumps and new signage.

This is great evidence that when near misses, risks or incidents are reported, they will be followed up and acted upon as necessary.



Strategic Pillar

Quality Care & Safety

Consumer and staff experience

Quality and Safety

We welcome all feedback from patients, clients, residents, visitors, staff and community members. You can give us your feedback via:

- Our Quick Survey forms, available in both Reception areas at ODH;
- The 'blue box' in the Lewington House Lounge, for aged care residents, family and friends;
- Our Lewington House Residents' Satisfaction Survey and the quarterly Residents, Family and Friend's meeting ;
- The annual Victorian Healthcare Experience Survey;
- Our biennial Community Needs Surveys; or
- Direct communication by mail, email, phone or in person to our CEO or managers.



On 11th Feb 2020 the World Health Organisation (WHO) named the new coronavirus SARS-CoV-2 and the disease it causes COVID-19. One month later, the WHO declared COVID-19 a pandemic.

So the world as we know it has changed, for the time being at least. There have been many changes implemented here at Omeo District Health in response to this pandemic. These changes have been made with the sole purpose of protecting the residents of Lewington House, acute patients, community members and staff. All the changes made have been informed by the Victorian Department of Health (DHHS) and the Commonwealth Department of Health.

Visitation restrictions for aged care and acute care were brought in early on and have restricted the number of visitors allowed as well as placing time limits on those visits. A discussion with the receptionist or nursing staff about COVID-19 symptoms every time prior to stepping into ODH, be it visiting a relative, an appointment at the medical Centre, or requiring urgent care attention is required and will be for some time.

Staff are required to sign in daily answering similar questions. There has been increased staff training on the multiple changes to procedure and process, the use of personal protective equipment (PPE) and COVID-19 disease as the WHO gains more understanding of this new virus.



The target set by the DHHS for seasonal influenza vaccination was 90% and ODH achieved a rate of 94%. The Commonwealth Department of Health required that all staff working in aged care must be immunised against seasonal influenza and ODH achieved 100% vaccination of all ODH staff who work with Lewington House residents.

ODH has continued to report monthly to Victorian Hospital Acquired Infection Surveillance System (VICNISS) on high priority infections, of which ODH has had none in 2019-2020. Also reported to VICNISS were the rates of pneumococcal and influenza vaccination in residents of Lewington house.

ODH participated in the Aged Care National Antimicrobial Prescribing Survey, ensuring ODH continues its involvement in good antimicrobial stewardship.

We love hearing from our community

"... the staff at Omeo have been very welcoming and helpful. I'd particularly like to pass on my appreciation of the help Kelly has given me..... In fact she has been unfailingly friendly and helpful and made things a lot easier for me than they could have been....."

"Thank you to everyone for making me feel so welcome at ODH"

"We truly appreciate and acknowledge the exceptional care that was given to [our relative] during her residence in Lewington House"

"I would like to acknowledge the support offered to Omeo Primary School by Omeo District Health. Our school is grateful for the work of both Teri [Pleydell] and Toni [Seiler] in supporting our students with a caring ear, guidance and speech. Both ladies are a wonderful help to staff and parents and offer us a wealth of knowledge and guidance, different perspectives assisting us in working with the children. I hope that this continues into the future and by working together we are also supporting ODH with its focus and outcomes"

"To all the wonderful nurses! Thank you for putting time, effort and patience into teaching me. I appreciate it more than you will ever know. This has been such a wonderful placement which I will never forget"

"Once again you have shown that the staff of ODH go above and beyond expectation"

"Thank you all for what I saw to be outstanding care for my beloved aunt....Whenever I visited her I was always impressed by the care and attention your facility and staff offered.. True community staff!"

"Our many thanks to you for the wonderful care [our relative]. She was so happy with your care and we are grateful that she could be comfortable the last part of her life.."

"Thank you all the ODH staff who helped us through our placement. We had a good experience and learned a lot"

Resident Centered Care

Safety & Quality

Our Diversional Therapist plays a key role in improving the quality of care within Lewington House. She provides resident-centred leisure and recreational experiences that are designed to support, challenge and enhance the psychological, spiritual, social, emotional; and physical well-being of our residents. She enthusiastically supports positive personhood and provides opportunities for participation in activities that promote self-esteem and personal fulfilment.



Resident, David Bock (pictured) with his strawberries in the garden.



Lewington House annual "Snail Cup".



Strategic Pillar People & Culture

Implementation of an Employee Assistance Program (EAP)

People, Culture and Business

Omeo District Health had identified a gap where it was decided by the Leadership Management that staff could benefit from an external Employee Assistant Program (EAP). The organisation has had a long running internal Peer Support Program that is still available to staff, not now we can offer another option for staff to seek professional counselling, with no cost to them for the first 6 sessions.

The EAP Program is to help staff to feel supported when facing challenges, concerns or issues that may be affecting them at work or home. The program is made available to all Staff, Volunteers and their immediate family members.

Our EAP Provider offers a confidential, personal coaching and counselling service that provides support for a variety of short-term, personal or work issues. This service gives access to qualified professionals including psychologists, social workers and management coaches.

This service is available 24 hours a day, 7 days a week. Staff, volunteers and immediate family members can either arrange to speak with a consultant over the phone or meet face-to-face. Consultations can be conducted at several different locations throughout metropolitan and regional Australia.

Staff can access programs such as Employee Assist, Manager Assist, Career Assist, Conflict Assist, Nutrition & Lifestyle Assist, Money Assist, Family Assist and Legal Assist. Staff confidentiality is assured.

This proved to be a very timely decision as shortly after the implementation of this Program, staff, volunteers and family members at Omeo District Health were faced with a number large challenges.

Not only was the ongoing drought taking its toll on the community, in October 2019 many of Victorian Hospitals we faced with a cyberattack which lasted 6 weeks, Omeo District Health was one of the hospitals affected.

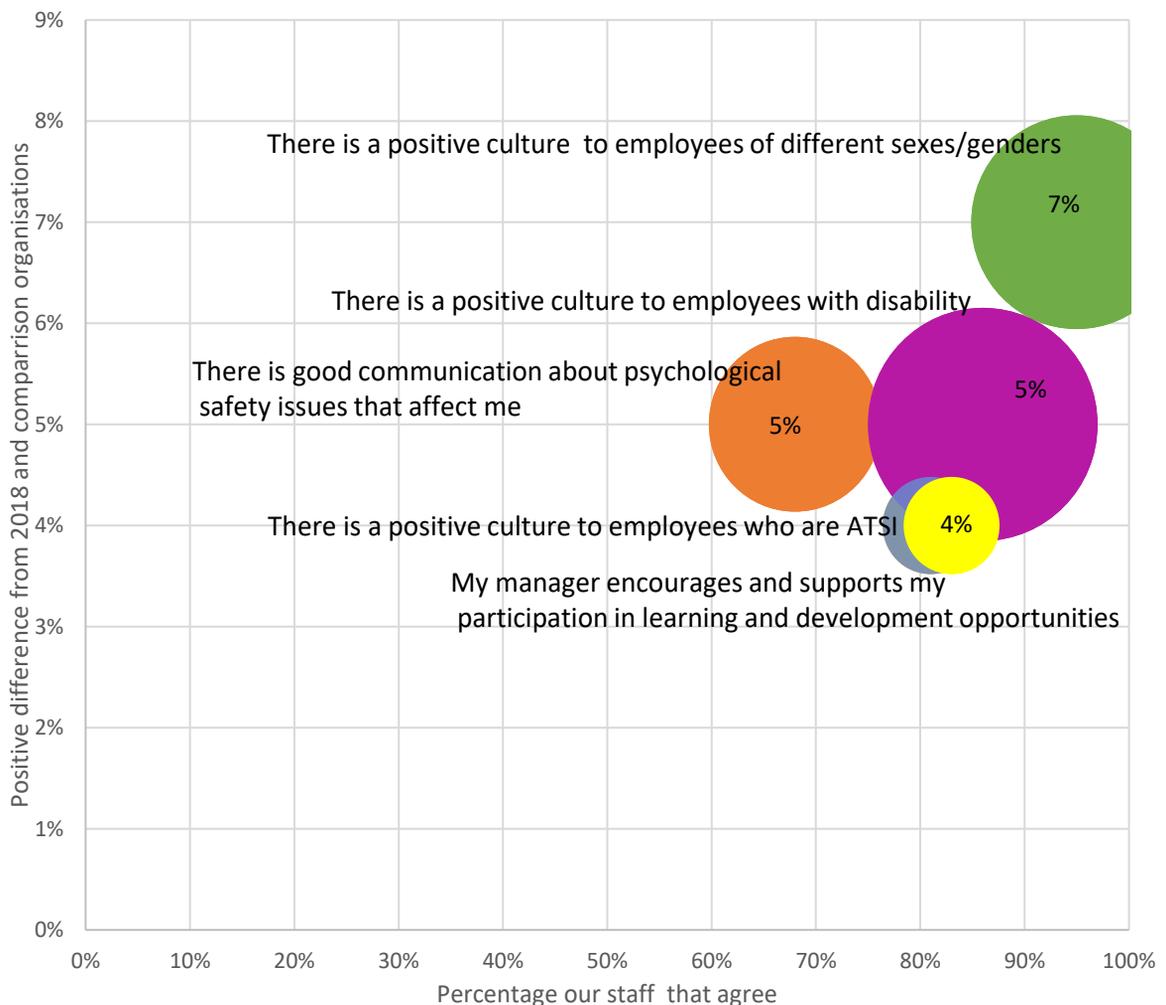
Shortly after the cyberattack was over, Omeo and surrounding towns were faced with the massive threat of the Bushfires that impacted the district for 4 months.

Once the threat of the bushfires had gone, the staff and our rural community are faced with the Covid-19 pandemic, bring high stress levels to many staff as a small Health Service and potentially being on the front line in treating patients.

Each year staff are given the opportunity to provide their views about their experience of working at ODH via the Victorian public sector annual 'People Matter' Survey. Our completion rate of 74% is well above our comparator groups result of 56%, which is fabulous.

ODH celebrated its commitment to cultural safety and inclusion in last year's Quality Account and it is fabulous to see that staff are feeling the benefits of these improvement priorities. Our 2019 People Matter Survey showed the most improvement from last year's results in Organisational Climate around diversity and inclusion.

Largest movements from 2018 to 2019 People Matter Survey



I love working in aged care because...

We have continuity of care with both residents and acute patients. The staff I work with are caring, courteous and respect each other. It's a "family". Our facility is small so we know each other and therefore are able to support each others needs.

I get to meet incredible, inspiring people who I would not normally cross paths with. I feel really appreciated by the clients who reside here and that gives me so much pleasure.

I have an amazing group of co-workers who I now call friends. Our work is highly regarded by the rest of the work force and I take great pride in that.

It is a pleasure to come to work each day to see the residents in their home; enjoying activities, dining together and reminiscing. They are a tight knit community. My favourite days are the theme days. I always make an effort to dress up and have fun with the residents. The most recent was the lead up to the AFL Grand Final, I am a keen Richmond Tigers supporter and attempted to convert all residents to jump ship from their footy team to mine, the conversations around that were extremely amusing, the girls turned out to be more feisty than the boys. It was a great day and is fondly spoken about to this day.

After transitioning from emergency I was pleasantly surprised by how rewarding aged care nursing has been. I have the privilege of building relationships with older people and their families. These relationships have enriched ones life immeasurably. Caring for people at the end of their lives promoting dignity and choice has forever transformed my approach to nursing.

I work for some really wonderful people (residents), who rely on me to give them nice food. I have a great team to work with and a pleasant work environment.

Being around older people is a joy. They have all led full and interesting lives and its so nice to see them still learning and trying new things, even in their 80s and 90s. Some of our residents are sweet, some are feisty and all are important members of our local community. That makes the job of helping to maintain a safe and high quality care environment fulfilling and worthwhile.

Celebrating our Values

Administration

Each year all staff are required to undertake a performance review. One of our key performance indicators is to exhibit behaviours and communication that embody the ODH WE CARE values. We think that our Executive Assistant celebrating 'Frock -up Friday' in order to keep everyone's spirits up in this stressful time has demonstrated a fun way to show that we care.



Most Likes- Food and Domestic Services

Health Promotion

As part of our Covid -19 response we have increased our communication to the community through social media. This has been led by our Health Promotion Officer.

We have been providing a diverse range of information to the community promoting health and promoting our service's role in in our community.

The Food and Domestic Service Staff were shown a great appreciation of support from the wider community earlier in the year with our most liked post.

They deserve praise. Our external food audit was conducted in March 2020, achieved with high compliance, clearly demonstrating the continued delivery of excellent catering services and compliance with regulations.

We maintain a continuous quality improvement approach to all aspects of operations, as evidenced by food quality and safety initiatives. With an annual menu review with help from a Nutritionist, we encourage the residents and patients input into the menu services to include them in their own choices of health and wellbeing.

This year the Food Services staff provided food from other cultures to resident's meals providing enjoyment and participation in our meals service. Has shown a positive impact.



Strategic Pillar

Sustainable Services

New Physiotherapist for Omeo District Health *Allied Health*

Omeo District Health welcomed physiotherapist Roslyn Petroff to the Allied Health team in June 2020.

Ros completed her physiotherapy qualifications in recent years after training as a mature age student. She has previously worked at the Gippsland Physiotherapy Group and in a variety of health care roles at Orbost Regional Health.

The Physiotherapy position at Omeo District Health was vacant for much of 2019 and it is great to be able to again offer physiotherapy services to the local community.

With Ros available to work four days per week, this has allowed Omeo District Health to again offer an outreach program one day per week from the Swifts Creek Bush Nursing Centre, making the service more accessible for community members in Swifts Creek and Ensay.

A more streamlined intake system has been developed with Allied Health Assistant, Maureen Lord managing appointment bookings and initial documentation.

Ros is able to assess and treat individuals with acute and chronic conditions and work to prevent disease and disability through movement and exercise, education and advice and provide a range of manual therapies.

People who may benefit from physiotherapy services are those who:

- Have been injured and need rehabilitation
- Have had joint replacement or other surgery
- Have mobility and balance issues
- Have arthritic conditions
- Have chronic illnesses such as or heart or respiratory disease

It has been pleasing to see the enthusiastic uptake of the available appointments by community members demonstrating a real community need for this physiotherapy service in the local area.

We welcome Ros to the team here at ODH!



The maintenance team at ODH has been busy in recent months. Substantial funding received as a result of the bushfires was unexpected yet gratefully accepted. The management and distribution of these monies has been a massive undertaking for our department and has seen numerous improvements to enhance our response and meet new standards. In preparation for the fires all vegetation abutting the building was removed and stages 1 and 2 of landscape refurbishment are almost completed. This has included new gardens whereas pine-bark has been replaced with decorative gravel and low maintenance and less fire prone plants. The area around the dental unit has been refurbished to be a feature upon entry. A new colorbond fence will be erected around the pink palace, since the removal of the established foliage.

The ring-main that supplies our fire hydrant and sprinkler system is now compliant and extra water storage options are being sought. A new up to date, Fire Indicator Panel (F.I.P.) has been fitted by Valley Fire Services and is interfaced with all facets of our fire protection system. Our manual drench system has been extended to take in the remainder of the North side of the building and now covers the West side including the meeting room, HACC offices and the student nurse's quarters. There has also been two additional Fire Hydrants and two additional hose reels added to the West side adjacent to the Medical Centre carpark.

An automatic door with keypad has been installed between the Medical Centre waiting room and the consulting rooms. This is for the purpose of audible privacy and security reasons. There is also the addition of an intercom system at the Medical Centre Entrance. The Medical Centre and Emergency waiting rooms are now installed with chilled and room temperature drink fountains.

The two medical fridges and all fridges and freezers in the main kitchen are now remotely monitored and a daily log is accessible to nursing

and kitchen management.

It was identified that even though we had vehicle speed limit signage; it was not always adhered to; therefore, maintenance has fitted speed humps and extra signage to reduce risk. This will ensure the safety of residents, parents and children accessing the childcare facility and the general public.

The Doctors' residence adjoining the hospital is undergoing a major refurbishment. This will include a modern kitchen with new benchtops, oven, cooktop, range-hood and splashbacks; a complete bathroom refit will be undertaken; double glazed windows throughout with blinds and new carpet in all rooms. The decking and sub-frame has been replaced as it was rotting and presented a safety issue. New furniture will be added in due course.

Maintenance continues to provide home care assistance in the form of bushfire preparedness, mowing, cleaning of spouting, up keep of smoke alarms and general tidying up. We also install grab rails, stairs and access ramps for the elderly in the community.



Strategic Pillar

Effective Governance

Aged Care Accreditation

What the Accreditors said...



“Consumers interviewed said they are treated with respect, confirmed they are encouraged to do as much as possible for themselves and said staff explain things to them most of the time or always. Consumers described the ways their social connections are supported both inside and outside the service.”



“Consumers and representatives said their direct engagement in the initial and ongoing assessment and planning of their care helps them to get the care and services they need. Consumers and representatives report feeling safe and confident that staff listen to their goals and preferences, and that the organisation gets input from other professionals when required, to ensure consumers get the right care and services to meet their needs.”



“Of consumers and representatives interviewed, all strongly agreed that staff meet consumer care needs most of the time or always and all report feeling safe and confident that consumers are receiving quality care.”



“Of consumers and representatives interviewed the majority said they were encouraged to do as much as possible for themselves most of the time or always with a small proportion responding ‘never’ saying they are unable to do anything for themselves and are dependent on staff. All consumers interviewed like the meals always or most of the time.”



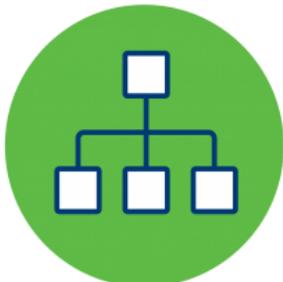
“The service demonstrates it provides a welcoming and easy to understand environment that optimises each consumer’s sense of belonging, independence, interaction and function and also monitors and reviews its performance.”



“The service demonstrates that it encourages and supports stakeholders to provide feedback or make complaints in various ways and monitors and reviews its performance.”



“The service demonstrated they ensure staff interactions with consumers are kind, caring and respectful of each consumer’s identity, care and relationship needs and cultural and social significance.”



“Management said, and documentation reviewed identified there are systems and processes in place to ensure there are enough skilled and qualified staff to deliver safe, quality care and services.”

Strategic Pillar

Collaborative Partnerships

Tackling COVID-19 Restrictions through Telehealth

Allied Health

The implementation of COVID-19 restrictions in March 2020 prompted a move to introduce different ways to provide Allied Health services.

For a period of time Speech Pathology services and the Physiotherapy services provided to the local region operated via videoconferencing, also known as telehealth or teletherapy.

Visiting Physiotherapist, Parivesh Kumar and Allied Health Assistant, Maureen Lord were proactive in setting up a telehealth clinic space at Omeo District Health. Clients could attend appointments on site and Maureen would assist them to access their physiotherapy consultation with Parivesh, who remained located at Gippsland Lakes Complete Health in Lakes Entrance; via the Zoom video platform.

After overcoming some early teething problems, the format was able to operate in an effective way and ensure that local clients continued to receive the care they required.

Speech Pathologist Toni Seiler is no stranger to the use of teletherapy, and has together with her husband Rob Seiler developed some specific programs that can be used to provide targeted speech pathology interventions over a videoconferencing format. In addition to

those, her use of teletherapy enabled effective adjustment to the speech pathology service model used in the schools. Under normal circumstances, a language/literacy support teacher at the school delivers regular speech, language, and literacy intervention under guidance of the speech pathologist. This approach was able to be continued during COVID-19 restrictions using frequent teletherapy meetings with the language/literacy support teacher. During these sessions, students' specific programs were reviewed and updated, ensuring continuity of service during periods when on-site schooling is suspended.

The valuable experience gained during the first COVID-19 lock down period will help to ensure that ODH will be able to continue to provide essential allied health services using the latest technologies, even if face to face services are restricted in future times.



Pictured - Toni Seiler working from home.

The Omeo Medical Centre, with the support of the Gippsland Primary Health Network is now receiving reports from Outcome Health's Population Level Analysis and Reporting Tool (POLAR). POLAR reports enables OMC to use health analytics to understand and respond to our communities' health trends. Via the web based analysis portal, the Practice Manager and her team are able to conduct self-directed data analysis across a large range of de-identified data sets for population health planning, program development, and evaluation.

Omeo Medical Centre is using this valuable data, measured against the Royal Australian College of General Practice Standards and the Gippsland Primary Health Network (calculated upon the average of the 10 highest performing practices for each measure) to drive Practice Incentives Program Quality Improvements (PIP QI).

This data enables the practice team to identify issues early and put in place timely and targeted improvement measures and evaluate their effectiveness. Our improvement cycle is driven by our own real time data, focusing on Health Promotion and Preventative Health.



Omeo District Health aims to provide youth in our region with recreational entertainment and promote positive mental and physical health. Our goal is to provide a space for youth to access support for their problems outside of home or school spaces. And what better way to do that than by starting a youth group called Teen Club! The Teen Club program is a weekly after school activity at the Swifts Creek Community Centre. The program is for young people to join in, have fun, engage with their Youth Worker and learn new stuff.

The Teen Club program is supported by the East Gippsland Shire Council Drought Fund and the Mountains Project, Drought Relief program. Without generous support from organisations like these, our activities

during each session would be very limited. So thank you for all you have done for our youth in the Omeo Region!

At Teen Club we promote kindness and positive mental health. Young people are able to talk with their Youth Worker and the group about anything that is on their mind.

The youth can have discussions with their Youth Worker in a private room if they need to. This may be simple questions, or a referral for further help.



To promote these values even more we open each session with warm fuzzies! These are written for each attendee, starting each session on a friendly note. This encourages positivity throughout the session by helping members to think of things they like about the others in the room.

Members who join our FREE Teen Club will be able to show up as they please. We are able to do this because we do a different activity each week. These activities range from making arts and crafts, playing team games, watching movies or listening to key stakeholders in the community discuss topics, such as mental health, disaster support, bullying and more.

Due to the COVID-19 pandemic Teen Club was unfortunately brought to a halt a few times during 2020. But the handful of sessions we have already run have been a great success! The youth have created group paintings, magazine collages, dream catchers and character designs. These all turned out amazing! The awesome creations and encouraging feedback from group members shows us that Teen Club is a big step towards achieving Omeo District Health's goal of providing accessible and inviting support to the Young people in our region.

Watch this space to see how this program develops!

Check out our YouTube channel @TeenClub for content about art, news and mental health to enjoy during Quarantine!

Follow us on Facebook @ODHYouth and Instagram @o_d_h_youth for information about excursions and events, photos from our activities, funny memes, and of course Teen Club updates!

Elisha Airts

Youth Worker



Look at Us!

Health Victoria vol. 12 – no 1 February 2020; “A dog day in Omeo”

Former Lewington House resident Jean Wilcox, with Thelma Langshaw’s dog Jenna, made it onto the front page of the Health Victoria Newsletter in an article celebrating how we weathered the fire threat of Saturday 4th January.



Laerdal - helping save lives

In collaboration with our local ambulance branch we entered a photo into the Laerdal calendar competition and we got in with snow mannequins!



How to access this Quality Account

You can access this Quality Account:

Electronically via the ODH website - www.odh.net.au

or

In hard copy at:

- Omeo District Health, 12 Easton Street, Omeo;
- Benambra Neighbourhood House;
- Benambra General Store;
- East Gippsland Shire Council Office, Day Street, Omeo
- Swifts Creek Community Centre
- Swifts Creek Bush Nursing Centre;
- Ensay Bush Nursing Centre.

For further copies, contact ODH Reception on (03) 5159 0100

Donations

All donations of \$2 and over made to Omeo District Health are tax deductible.

SCAN ME



Quality Account Survey

We are accountable to you as our community and we want to hear what you have to say. Please tell us what you liked and didn't like about this Quality Account.

Please help us by completing the survey below, removing this page and returning it to:
Omeo District Health
PO Box 42 Omeo 3898
Fax: (03) 5159 0194

Where did you access this Quality Account?

- At ODH
- At a Community Centre/Neighbourhood House
- Online
- Somewhere else _____



What did you like most about this Quality Account?

What did you like least about this Quality Account?

Do you think this Quality Account is...

- Easy to understand?
- Difficult to understand?
- Somewhere in the middle?

Any other comments?

Thank you. Your answers will help us improve our Quality Account format.

OR access online : <https://www.surveymonkey.com/r/H887C83>

OR scan the QR code at the top of this page.