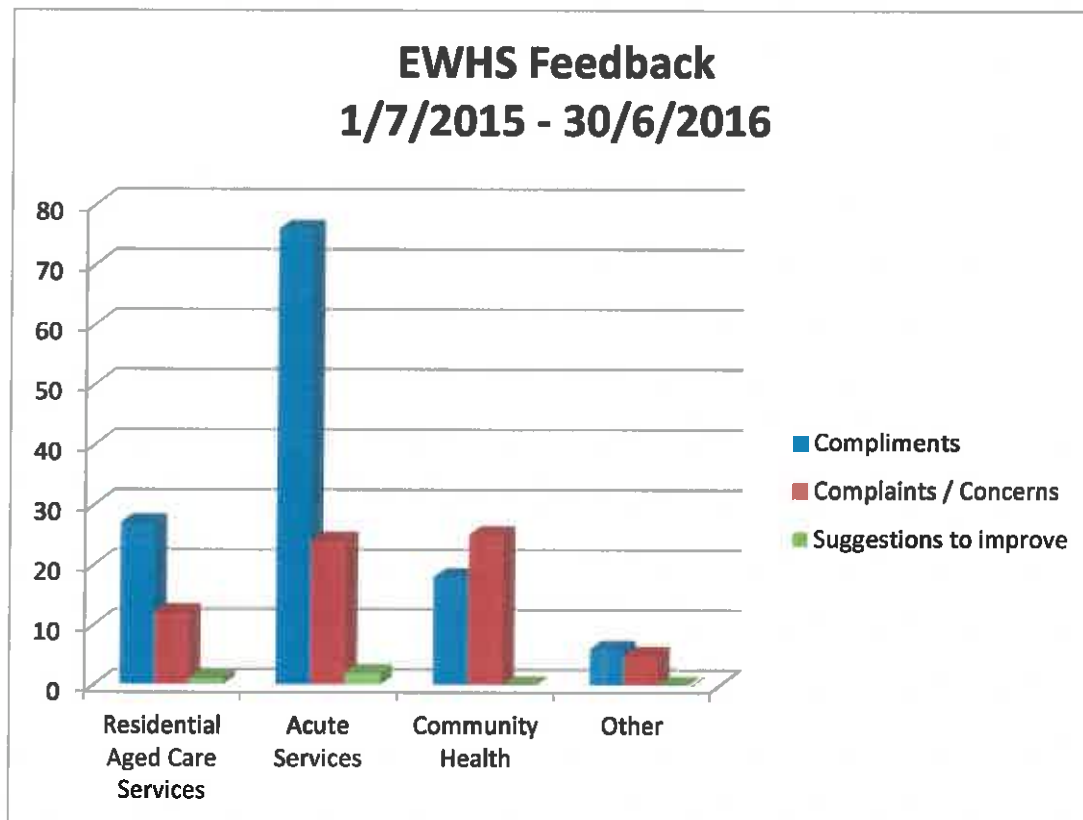


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Evaluation of Consumer Feedback: (Compliments, Complaints/Concerns)

At EWHS, we are committed to continuously improving care and services that are provided. Consumer feedback is vital to achieving this outcome. Suggestions, comments, compliments and complaints are all strongly encouraged. Consumers can register their comment / complaint / concern / suggestion by using our Feedback form, electronically via our website, telephone, letter, fax, email or in person. All concerns/complaints reported are investigated thoroughly by a Manager, and the consumer, if identified, is notified of the outcome.

Three monthly Feedback Reports are reported to BOM and staff and annually to consumers.



Total feedback received in 2015/2016 = 196 comprising of the following:

- Compliments 53
- Concerns 13
- Suggestions 3
- Compliments 127

How we have responded to feedback from our community

- Complaint received about confusion on where resident signs on the Permanent Residential Agreement
 - Software Provider for Permanent Residential Agreement contacted and will amend signing form to make clearer where resident is to sign
- A number of complaints received regarding recently purchased people mover vehicles for Planned Activity Groups use. Complaints were regarding entry and exit for elderly clients and step being too high, too narrow and dangerous
 - Risk assessment undertaken
 - Aides to assist client into and out of the vehicles being trialled

Community Engagement Forum: November 2016.

- Trialling various steps to assist with entry and exit process
- Complaint about offensive smell in carpets in two wards
 - Carpets replaced with vinyl
- Two complaints received regarding state of Wycheproof gardens
 - Gardens mowed as per mowing strategy
 - Poisoning plan implemented
 - Lawns not watered as per EWHS summer drought guidelines
 - Staged beautification works commenced December 2015
- Complaints received that residents unhappy with standard of meals and not getting what ordered
 - Staff trained in taking meals orders from residents
 - Meals monitored and more sauce provided as requested
- Complaint received about noise disturbance at night from annunciator board for nurse call system
 - Discussed with company and level of noise adjusted – had been set at the highest level so could be heard throughout the facility. Nursing staff instructed how to adjust noise level as required
- Lack of cot for child in acute services
 - New cots purchased to meet updated standards
- Complaint re lack of timely service for a community client
 - Staff education on equipment required during palliative care
 - Appointment of a Community Nursing - Nurse Unit Manager who oversees District Nurse Service provision.
 - Resulted in improved service provision
 - Complainant received apology from the health service

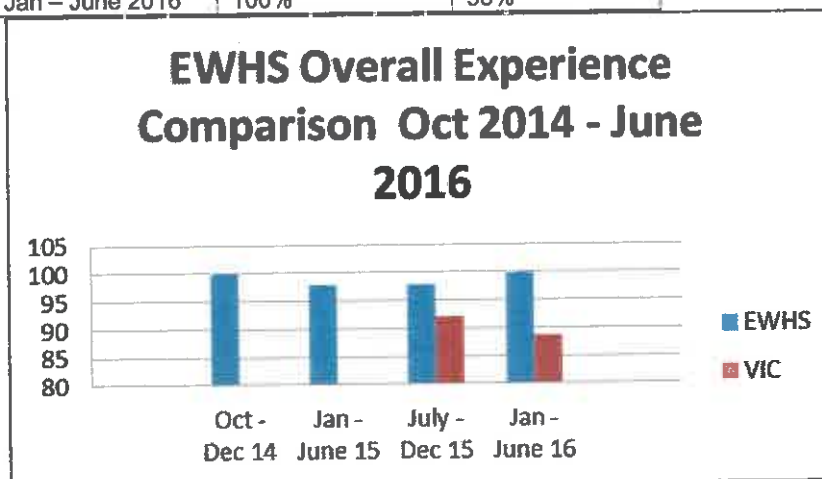
Victorian Health Experience Survey (VHES)

The VHES is a state wide survey of people's healthcare experiences which asks people who have been discharged from hospital a range of questions about their stay while receiving healthcare at EWHS.

Overall EWHS is very pleased with the results of the three monthly survey and continues to aim to deliver excellent, consumer focused care and service.

Over all Patient Experience Score.

	EWHS	EWHS Target
July – Dec 2014	99%	
Jan – June 2015	98%	
July – Dec 2015	97 %	95%
Jan – June 2016	100%	95%



Community Engagement Forum: November 2016.

EWHS performed strongly in:

Overall, how would you rate the care you received while in hospital?

	EWHS	Peer Group	State
Jan – June 2015	98 %	97%	91%
Jan – June 2016	100%	98%	91%

Overall, did you feel you were treated with respect and dignity while you were in hospital?

	EWHS	Peer Group	State
Jan – June 2015	95 %	96 %	78%
Jan – June 2016	99%	96%	88%

Overall, how would you rate the discharge process?

	EWHS	Peer Group	State
Jan – June 2015	91 %	94%	84%
Jan – June 2016	99%	97%	84%

Hospital food good/very good?

	EWHS	Peer Group	State
Jan – June 2015	86%	87%	68%
Jan – June 2016	96%	88%	65%

Areas EWHS needs to focus on Improving:

	EWHS 2014	EWHS 2015	EWHS 2016	Actions:
Sometimes students accompany health professionals. If this happened was your permission sought?	63%	90%	72 %	Discussed at EWHS & staff meetings raising awareness of issue.
Always received enough help from staff to eat meals	92%	100%	81%	Discussed at EWHS & staff meetings raising awareness of issue.

Feedback and comments made by consumers:

- The care of nurses, domestic and office staff
- All staff bright and happy
- No complaints about hospital care, care excellent
- The nurses were lovely. Always kind and explained things if needed
- Home town hospital
- Very comfortable and meals excellent.

Community Engagement Forum: November 2016.

Action taken to improve care and services:

You told us:	What we did:
The quality of meals could be improved.	A review of the meals was undertaken. Staff training was held focusing on a range of areas including regeneration of meals. This has resulted in a great improvement in meals and food quality and positive feedback from consumers.
Air conditioning is totally inadequate.	A review of air conditioning has been performed resulting in the installation of a number of air conditioners at two Campuses.
The nurse call system is extremely noisy.	This was investigated and the nurse call system has been re set on the lowest level.
More nurses and name tags to say who they are. I spend more time asking their name than anything else.	Followed up by Campus Manger. Raised issue at staff meetings to remind staff to wear name tags.

2016/CommunityEngagmentForum1116

Energy and water performance report

2015-16

East Wimmera Health Service

Expenditure

	2014-15 (\$ thousand)	2015-16 (\$ thousand)	Change from previous year
Electricity	\$309	\$299	-3.1%
Liquefied Petroleum Gas	\$118	\$95	-19.5%
Potable Water	\$43	\$30	-30.8%
TOTAL	\$470	\$424	-9.8%

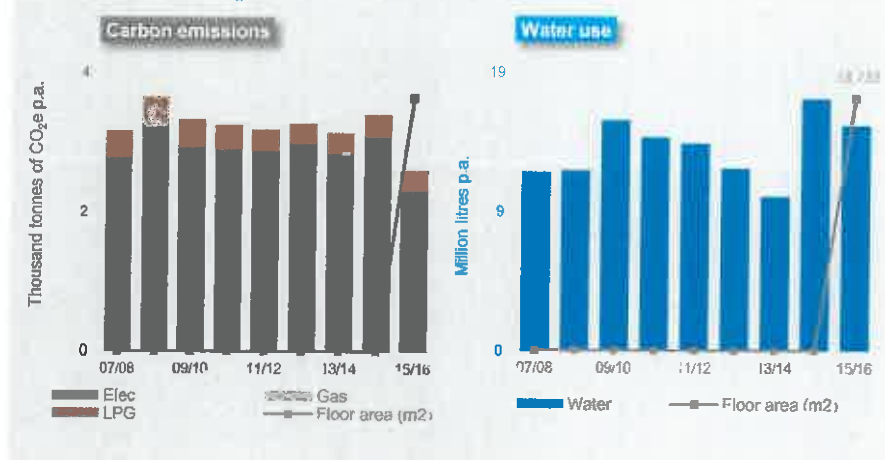
Questions?

For assistance with the interpretation of this report please contact the Department at sustainability@dhhs.vic.gov.au.

GST

All values are GST exclusive.

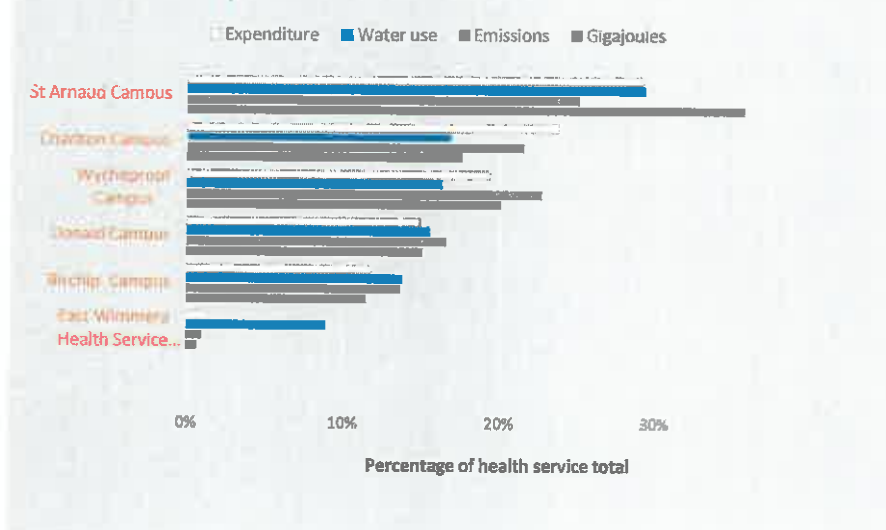
Environmental impacts



Carbon emissions

Carbon emission values represent total Scope 1 and 2 carbon emission from stationary energy (energy used in buildings).

Site contribution | 2015-16



Detailed Information

Information on individual hospitals and values used in charts is available on separate site specific performance reports.

