

Millicent and District Hospital and Health Service

Service Plan Implementation Update

The *Millicent and District Hospital and Health Service 2020-2023 Service Plan* was developed following community, consumer and partner consultation in late 2019.

To monitor the implementation of the Service Plan, a working group of both Limestone Coast Local Health Network (LCLHN) staff and community members has been meeting regularly. Despite the ongoing pandemic, we have been able to successfully deliver upon a number of positive outcomes, some of which are highlighted in this update.

On behalf of the Millicent Service Planning Steering Group, I would like to extend my gratitude to all of those who have helped to develop and implement our Service Plan to date. I look forward to providing you with further updates as we continue to make progress with our health service initiatives.

Michelle de Wit
Executive Officer/Director of Nursing and Midwifery

Background

The *Millicent and District Hospital and Health Service 2020-2023 Service Plan* identifies specific service priority areas for Millicent. This includes emergency services, medical inpatient services, surgery and anaesthetics, aged care, allied and community health services and mental health.

In addition to these service priority areas, opportunities to strengthen workforce and infrastructure are key enablers for this plan. The areas considered a priority for the workforce include:

- Strengthen our workforce to provide sustainable services that meet community need.
- Support the development of a regional/local plan for a sustainable surgical workforce.

NOTE: For easy reference, you will see a code in brackets next to each update which correspond to the relevant action detailed in the *Millicent and District Hospital and Health Service 2020-2023 Service Plan*. Scan the QR code above to view the *Millicent and District Hospital and Health Service 2020-2023 Service Plan* online.



- Enhance the business model and workforce opportunities to provide sustainable quality allied health and community services.
- Enhance the recruitment and retention of quality aged care workers to best meet care needs.
- Extend the skills and confidence of nursing and medical staff to manage emergency mental health presentations/admissions.

Improving the quality and safety of our services

The Service Plan identifies a range of service initiatives that will support the provision of safe and quality services. To date, we are pleased to share the following achievements:

- New carpet installed throughout the Hospital's acute ward
- A new disability access bathroom funded by the CWA group
- Upgrades to flooring, shelving, cupboards and point of care testing units in the Hospital's high acuity room
- Upgrades to window furnishings in-line with infection control requirements
- Purchase of a new pressure reducing/prevention chair with funding from Ladies Evening Auxiliary
- Purchase of a new infusion chair for day procedures, such as blood transfusions and iron infusions
- Security upgrade across the service including the installation of swipe card access, replacing pin code access doors and upgrades to CCTV security cameras to increase digital video recording capacity (E4)
- Upgrades to external lighting in car park areas
- Partial roof replacement in the main hospital building
- Purchase of cleaning equipment (floor scrubber and carpet extractor) funded by the Health Advisory Council
- Purchase of a ride-on carpet cleaner
- Purchase of a new bedroom suite for a room in Sheoak Lodge (bed, locker, overway and pressure reducing mattress) funded by a generous donation from the Seven Day Adventist Church Group.

These outcomes were funded through a combination of government investment as well as generous donations from the community.

Support the development of a regional/local plan for a sustainable surgical workforce (S2)

- The LCLHN has been working on developing a number of business plans and models of care, focusing on the hub and spoke model to ensure a sustainable surgical workforce across all of our services. In March 2021, the LHN welcomed Dr Kit Brogan to the region, who is providing orthopaedic services to Mount Gambier, Millicent and Naracoorte.
- In preparation for the reintroduction of orthopaedic services to the Millicent and District Hospital and Health Service, a significant amount of specialised equipment has been purchased.
- Staff have been supported by MGDHS to undertake placements in the theatre suite to upskill and refresh their skills in this area.
- The hospital employed physiotherapist has been supportive in pre and post-operative assessment, education and management. Dr Brogan currently provides consultation and an operating list once a month, with a view to increase in the future.

Increasing community awareness of our services (E5)

We continue to strengthen partnerships with local GP's and endeavor to meet with them via invitations to attend GP advisory meetings. By improving referral pathways to local providers, we can increase the availability of care closer to home and support local facilities and clinicians.

Improve discharge planning process (E5)

We have completed the review of our discharge planning process to ensure patients receive the best care in the most appropriate location. This has involved the reinstatement of weekly discharge planning meetings with Country Health Connect to discuss and support best practice discharge planning, improvements in the discharge process and inpatient management.

Care closer to home (E1)

MDHHS has been working in partnership with the Hospital Flow coordinator from MGDHS to increase down transfers from MGDHS with a particular focus on people who reside in the Wattle Range Council catchment areas. A suite of supporting processes has been developed and implemented including supporting early identification of patients who can return to MDHHS to support families and reduce travel.

Expert level Diabetes Nursing service for aged care (A1)

Our Diabetes Nurse Educator service has been reinvigorated, ensuring that all residents living with Diabetes have access to expert review, education and management plans on a regular basis.

Engagement in the Rural RACF Palliative Care project (A2)

The Hospice in Regional Residential Aged Care Facility (RACF) Project is funded by the federal and state government Comprehensive Palliative Care in Aged Care Initiative along with the generous support of the Hospital Research Foundation. The project aims to improve access to palliative care services and to provide training for the aged care workforce in good end of life care principles.

The project team will be working with the Sheoak Lodge team, including the General Practitioners and other agencies to:

- assess, co-design and implement models of care to improve current palliative care for residents and their families
- assess, co-design and implement models of care for partnering with GPs, the RACF workforce, Specialty Palliative Care and appropriate Non-Government Organisations (NGOs)
- assess, co-design and implement models for providing education, training, assistance and mentoring for the RACF sector workforce. Education to focus on the advance care planning and the delivery of palliative care for residents and their families
- assess, co-design and implement models of bereavement care and support for RACF staff, residents and residents' families
- liaise with contracted pharmacies to assess, co-design and implement models of care to ensure timely supply of end of life and imprest medications.

What's new at Sheoak Lodge? (A1)

Revamped outdoor area for residents

The two Admella decks at Sheoak Lodge have undergone a complete makeover to provide an accessible outdoor area for residents to enjoy more outdoor activities.

Residents have the option to take in the views of our beautiful gardens on the enclosed all-weather area of

one of the decks, complete with patio blinds, heating and cooling and new furniture. Alternatively, they can choose to spend time under the shade of a large umbrella and enjoy a BBQ using the new outdoor dining tables and chairs in the open deck area.

In addition to the outdoor area, the ensuite bathrooms in Matheson have also been upgraded and a new bedroom suite has been purchased. By upgrading our facilities and infrastructure, we aim to cement the reputation of Sheoak Lodge as a high-quality aged care provider.

New van on its way to Sheoak Lodge (A1)

Another exciting addition is on its way to Sheoak Lodge and that is the much-anticipated 12-seater van for residents.

We are pleased to confirm that the van has been ordered and will arrive in mid-2022. The van will be fitted with a specialised package to enable residents to attend outings. The van will also be accessible to accommodate wheelchair users.

The team is incredibly excited to offer this transport service which is expected to not only increase our resident's mobility but also have a positive impact on their social interaction and mental wellbeing.

Successful Aged care accreditation (A1)

Sheoak Lodge underwent accreditation under the Aged Care Quality Standards in July 2021 and was successful in gaining accreditation for three years. This is a fantastic outcome and a testament to the quality of care provided by the staff in the facility.

Improving nutrition and hydration in aged care (A3)

The aged care services across the LHN have access to an aged care specific dietetic resource, with a Dietician Service available at 0.2 FTE for the LHN aged care sites. This service will enable consistent support and review of Sheoak Lodge residents regarding their dietary needs and will allow them to access the service more consistently.

Strengthening our workforce with graduate opportunities (A4 and M2)

In line with our focus to strengthen our workforce to provide sustainable services that meet community need, we are continuing to promote Millicent Hospital as a valuable location to provide rural student training through work placements. One of these initiatives is our involvement and support of the Transition to Professional Practice Program (TPPP). The Millicent Hospital currently has three rotating graduates in acute/theatre and aged care.

The aim of the TPPP is to effectively transition nursing graduates from being a student into professional practice as a Registered Nurse. The program provides new graduates with:

- Support and guidance in their first year of practice as a Registered Nurse (RN)
- Experience working in a country setting that assists participants to become resourceful, flexible and adaptable

The LCLHN TPPP program aims to support the newly qualified Registered Nurses to consolidate and develop skills and knowledge reflected in high-quality nursing practice. The transition program is evidence-based, developed by rural nurses and midwives and informed by the practical experience of our rural and regional workforce. In addition to TPPP, we are also offering traineeships in aged care, in partnership with MEGT. At present we have recruited two trainees and look to increase this number with an ongoing recruitment process into 2022