

OPERATIONAL DASHBOARD



March 2023

CONSUMER FEEDBACK 23 22 15 22/22 Compliments Complaints Suggestions Complaints Reviewed in Timeframe				PARTNERING WITH CONSUMERS 3 5 CEAG Members Volunteers		PEOPLE AND CULTURE New staff to Service: 4 Staff Left our Service: 4 Agency Shifts (hrs/day): 11.9 Absenteeism (hrs/day): 41 Overtime (hrs/day): 5.2			ENERGY SAVING 	
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INCIDENTS

13 Last month: 11	2 Last month: 1	7 Last month: 15	3 Last month: 2
3 Last month: 2	11 Last month: 9	0 Last month: 1	19 Last month: 19
CLINICAL INCIDENTS		WORKER INCIDENTS	OTHER INCIDENTS
44		8	6
TOTAL INCIDENTS			
58			

INCIDENT REPORTING

SERVICE DELIVERY

OCCUPANCY (Beds filled each day) Bolga: 33 (Monthly Average) Lakeview: 11 (Monthly Average) Acute Ward: 4.5 (Monthly Average)		PRESENTATIONS Urgent Care: 13 (Last Month: 11) Medical Centre: 1322 (Last Month: 1158)		MCHC Visits 1348 (Last Month: 1191)	
HOSPITAL TRANSFERS TRANSFERRED TO THS From Albury Wodonga Health: 0 TRANSFERRED FROM THS to Albury Wodonga Health: 2 DISCHARGED FROM THS: 4		MEALS/CATERING 6616 (Last Month: 5961)			

RESIDENTIAL POLYPHARMACY

≥ 9 medications: **22** (Last month: 25)
 ≥ 4 administration times: **13** (Last month: 10)

RESIDENTIAL ANTIPSYCHOTICS

Currently prescribed: **25/46** (54%)
 Decreased dose/deprescribed: **0**
 Increased Dose/New Prescription: **0**

EXERCISE GROUP PARTICIPATION

Community: **239**
 Bolga & Lakeview: **83**
 Total Participants: **322**

Hand Hygiene Compliance Report 2023

National Total Moments: 709,361 Compliance: 86%	Tallangatta Health Service Total Moments: 125 Required Moments: 50 Compliance: 92.8%
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PERFORMANCE REVIEWS COMPLETED (By Department)

Executive	100%
Administration	72%
Allied Health	100%
Hotel & Environmental Services	91%
Medical Centre	100%
Home and Community	93%
Acute and Residential	79%

Expansion of Mandatory Quality Indicators

As of 1 April 2023 providers of residential aged care are required to collect and report on 6 additional quality indicators.

Activities of daily living Percentage of care recipients who experienced a decline in activities of daily living.	Incontinence care Percentage of care recipients who experienced incontinence associated dermatitis.	Hospitalisation Percentage of care recipients who had one or more emergency department presentations.
Workforce Percentage of staff turnover.	Consumer experience Percentage of care recipients who report 'good' or 'excellent' experience of the service.	Quality of life Percentage of care recipients who report 'good' or 'excellent' quality of life.