

OPERATIONAL DASHBOARD



May 2023

CONSUMER FEEDBACK



78

Compliments



11

Complaints



7

Suggestions



11/11

Complaints Reviewed in Timeframe

PARTNERING WITH CONSUMERS

3

CEAG Members



6

Volunteers

PEOPLE AND CULTURE

New staff to Service

5

Staff Left our Service

1

Agency Shifts (hrs/day)

8.5

Absenteeism (hrs/day)

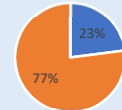
47

Overtime (hrs/day)

4.0

ENERGY SAVING

Internally Generated
Sourced from Grid



INCIDENTS



Medication Errors

12

Last month: 14



Pressure Injuries

2

Last month: 0



Slips, Trips & Falls

18

Last month: 14



OVA

1

Last month: 1



OH&S

1

Last month: 5



Skin Tears & Wounds

10

Last month: 3



Serious Incidents

0

Last month: 0



Unclassified

8

Last month: 12



CLINICAL INCIDENTS

47

WORKER INCIDENTS

1

OTHER INCIDENTS

4

TOTAL INCIDENTS

52

OCCUPANCY (Beds filled each day)

Bolga

31.4

Monthly Average

Lakeview

10.6

Monthly Average

Acute Ward

3.8

Monthly Average

SERVICE DELIVERY

PRESENTATIONS

13

Last month 7

Urgent Care

1256

Last month 1088

MCHC Visits

1403

Last month 1034

Medical Centre

6500

Last month 6154

Meals/Catering

HOSPITAL TRANSFERS

5
TRANSFERRED TO THS
From Albury Wodonga
Health

2
TRANSFERRED FROM
THS to Albury
Wodonga Health

3
DISCHARGED
FROM THS

RESIDENTIAL POLYPHARMACY

≥ 9 medications

24

Last month 22

≥ 4 administration times

13

Last month 13

RESIDENTIAL ANTIPSYCHOTICS

Currently prescribed

25/46 54%

Decreased dose/deprescribed

0

0

Increased Dose/New Prescription

EXERCISE GROUP PARTICIPATION

Community

204

Bolga & Lakeview

86

Total Participants

290

PERFORMANCE REVIEWS COMPLETED (By Department)

Executive

100%

Administration

83%

Allied Health

70%

Hotel & Environmental Services

75%

Medical Centre

100%

Home and Community

79%

Acute and Residential

80%

Bolga Court construction starting soon....



Several projects running at the same time

- Bolga Walkways- replacing 120 posts and repainting
- Bolga Walkways- Installation of screening in certain sections
- Bolga Walkways- Guttering to all areas
- Bolga Community Building- Extending the staff room, Creation of a new Airlock, New Clinical / kitchen Store extension.
- Lakeview / Laundry/ Physio area - replacing of Slatted eaves with solid material for increased fire safety – all outside.



2023 People Matter Survey is

OPEN!

May 29-June 23

Scan QR code:

