# **OPERATIONAL DASHBOARD**



# **June 2023**

## **CONSUMER FEEDBACK**



**Compliments** 



**Complaints** 





**Suggestions** 



# **PARTNERING WITH CONSUMERS**

CEAG Members



**Volunteers** 

# **PEOPLE AND CULTURE**

**New staff Agency Shifts** to Service (hrs/day)

**OCCUPANCY (Beds)** 

filled each day)

Staff Left

our Service

(hrs/day) 38

**Absenteeism** (hrs/day)

# **ENERGY SAVING**

Internally Generated

Sourced from



# INCIDENTS



Last month: 12

OH&S

Last month: 1

REPORTING

Pressure Injuries



Slips, Trips & Falls

16 Last month: 18

**Serious Incidents** 

OVA

Last month: 1 Unclassified

14

Last month: 8

Lakeview

11.2 Monthly Average

34.2

Monthly Average

3.6 Acute Ward

Monthly Average

# SERVICE DELIVERY

### **PRESENTATIONS**

**Overtime** 

7 Last month 13

**Urgent Care** 

**MCHC Visits** 

Last month

**Medical Centre** Meals/Catering

### **HOSPITAL TRANSFERS**

TRANSFERRED TO THS

From Albury Wodonga

Health

TRANSFERRED FROM THS to Albury Wodonga Health

DISCHARGED FROM THS

1256



Last month: 2 Skin Tears & Wounds

Last month: 10

Last month: 0

**OTHER** 

TOTAL **INCIDENTS** 

# RESIDENTIAL POLYPHARMACY

≥9 medications

≥ 4 administration times

26

INCIDENT

Last month 13

**INCIDENTS** 64

CLINICAL

WORKER **INCIDENTS** 

**INCIDENTS** 

69

## **RESIDENTIAL ANTIPSYCHOTICS**

Currently prescribed

Decreased dose/deprescribed

27/47 57%

0

# **EXERCISE GROUP PARTICIPATION**

Community

Bolga & Lakeview

**Total Participants** 

179

108

287

Increased Dose/New Prescription

# PERFORMANCE REVIEWS COMPLETED (By Department)

**Executive** 100%

Administration 83%

**Medical Centre** 

92%

**Allied Health** 89%

**Hotel & Environmental** Services

79%



**Home and Community** 

Acute and Residential 84%

# **BOLGA COURT** CONSTRUCTION **WORK UNDERWAY**

- Community building entrance works ► Hillview for staff breaks
- ► Handover in module 6 ► Residents evening meals
- in modules ▶ Use lakeside Entrance to
- community building ▶ Altered routes for walkway use
- Fire panel access via nurse in charge





at Tallangatta Health Service