OPERATIONAL DASHBOARD



October 2023

Overtime

(hrs/dav)

1.65

CONSUMER FEEDBACK



Compliments



Complaints



Suggestions

Complaints Reviewed in **Timeframe**

3

CEAG Members

PARTNERING WITH CONSUMERS

Volunteers

11

New staff to Service

> 6 **Staff Left** our Service

OCCUPANCY (Beds

filled each day)

35.74

PEOPLE AND CULTURE

Agency Shifts

(hrs/day)

30.4

Monthly Average

11.45

Monthly Average

Absenteeism (hrs/day)

ENERGY SAVING

Internally Generated

Sourced from



INCIDENTS



Medication Errors

14

Last month: 13

OH&S

Last month: 4

Pressure Injuries

Last month: 3

Last month: 5

Skin Tears & Wounds

Slips, Trips & Falls

24

Last month: 13

Serious Incidents

Last month: 1

OVA

1

Last month: 3

Unclassified

Last month: 0

Acute Ward

Bolga

Lakeview

3.96 Monthly Average

SERVICE DELIVERY

PRESENTATIONS

Urgent Care

8 Last month 8

1389

MCHC Visits

Last month

804

Last month

Last month

Medical Centre

Meals/Catering

HOSPITAL TRANSFERS

4

TRANSFERRED TO THS From Albury Wodonga Health

TRANSFERRED FROM THS to Albury

Wodonga Health

DISCHARGED FROM THS

INCIDENT REPORTING

CLINICAL **INCIDENTS**

47

WORKER **INCIDENTS**

1

OTHER

INCIDENTS

52

TOTAL

INCIDENTS

RESIDENTIAL POLYPHARMACY

≥ 9 medications

≥ 4 administration times

Last month

Last month

RESIDENTIAL ANTIPSYCHOTICS

Currently prescribed

Decreased dose/deprescribed

20/42 47%

Increased Dose/New Prescription

Administration

72%

Medical Centre

75%

Community

187

EXERCISE GROUP PARTICIPATION Bolga & Lakeview

Total Participants

129

MOVEMBER 2023 MEN'S HEALTH AWARNESS MONTH.



DEREK





RAMJAUN











MEN'S HEALTH AWARENESS MONTH



grow a moustache during November and fundraise for men's health. End of month staff vote for best moustache, with prizes. Starts i November

Submit your name to Danielle People & Workforce Danielle.Brooke@ths.org.au

This is a Health & Wellbeing Committee Initiative as a result of feedback from the Staff Wellbeing Survey, to show appreciation to staff whilst also raising awareness and funds for mens health.

PERFORMANCE REVIEWS COMPLETED (By Department)

Executive

80%

Allied Health 100%

Hotel & Environmental Services 79%

Home and Community

Acute and Residential 70%