OPERATIONAL DASHBOARD

CONSUMER FEEDBACK



September 2023



Compliments



Complaints





Suggestions

8/8 **Complaints Reviewed in Timeframe**

PARTNERING WITH CONSUMERS

3 **CEAG**

Members

Volunteers

New staff

to Service

Staff Left

our Service

OCCUPANCY (Beds

filled each day)

PEOPLE AND CULTURE

Agency Shifts (hrs/day)

Overtime (hrs/day)

39

Absenteeism

(hrs/day)

Generated Sourced from

Internally



INCIDENTS



Medication Errors

Last month: 18

OH&S

4

Last month: 6

REPORTING

Pressure Injuries

Last month: 0

Last month: 6

Skin Tears & Wounds



Slips, Trips & Falls

13

Last month: 8



Last month: 1 Unclassified



Last month: 6



Bolga

2.56

Community

189

11

Monthly Average

Monthly Average

Monthly Average

SERVICE DELIVERY

PRESENTATIONS

R Last month 2

Last month 804

Urgent Care

Last month

MCHC Visits

Medical Centre Meals/Catering

HOSPITAL TRANSFERS

1431

TRANSFERRED TO THS From Albury Wodonga Health

TRANSFERRED FROM THS to Albury Wodonga Health

DISCHARGED **FROM THS**

5

1307

Serious Incidents

Last month: 0

OTHER

INCIDENTS

4

TOTAL INCIDENTS

49

42

CLINICAL

INCIDENTS

≥ 9 medications ≥ 4 administration times

RESIDENTIAL POLYPHARMACY

23

INCIDENT REPORT

Last month 6

Currently prescribed

WORKER

INCIDENTS

RESIDENTIAL ANTIPSYCHOTICS

20/42 47%

Decreased dose/deprescribed

0

EXERCISE GROUP PARTICIPATION

Bolga & Lakeview

Total Participants

99

288

Increased Dose/New Prescription

PERFORMANCE REVIEWS COMPLETED (By Department)

Executive 100%

80%

Hotel & Environmental Services

80%

Acute and Residential

65%



Administration 71%

> **Medical Centre** 91%

Allied Health

Home and Community 88%

