OPERATIONAL DASHBOARD

Tallangatta Health Service

November 2023

CONSUMER FEEDBACK

Compliments	Complaints	Suggestions	Complaints Reviewed in Timeframe
22	6	1	6/6

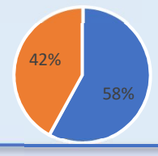
PARTNERING WITH CONSUMERS

CEAG Members	Volunteers
3	11

PEOPLE AND CULTURE

New staff to Service	Staff Left our Service	Agency Shifts (hrs/day)	Absenteeism (hrs/day)	Overtime (hrs/day)
3	4	46.23	40.92	0.93

ENERGY SAVING



INCIDENTS

Medication Errors	Pressure Injuries	Slips, Trips & Falls	OVA
14	0	18	2
Last month: 14	Last month: 0	Last month: 24	Last month: 1

OH&S	Skin Tears & Wounds	Serious Incidents	Unclassified
4	3	0	0
Last month: 1	Last month: 3	Last month: 1	Last month: 0

INCIDENT REPORTING

CLINICAL INCIDENTS	WORKER INCIDENTS	OTHER INCIDENTS	TOTAL INCIDENTS
47	3	1	51

SERVICE DELIVERY

OCCUPANCY (Beds filled each day)

Bolga	32.96 Monthly Average
Lakeview	10.8 Monthly Average
Acute Ward	5.1 Monthly Average

PRESENTATIONS

Urgent Care	MCHC Visits
6 *Last month 8*	1232 *Last month 1389*

Medical Centre	Meals/Catering
1088 *Last month 969*	6636 *Last month 6847*

HOSPITAL TRANSFERS

TRANSFERRED TO THS From Albury Wodonga Health	TRANSFERRED FROM THS to Albury Wodonga Health	DISCHARGED FROM THS
1	2	1

RESIDENTIAL POLYPHARMACY

≥ 9 medications		≥ 4 administration times	
23	Last month 23	4	Last month 6

RESIDENTIAL ANTIPSYCHOTICS

Currently prescribed	Increased Dose/New Prescription	Decreased dose/deprescribed
18/41 47%	0	0

EXERCISE GROUP PARTICIPATION

Community	Bolga & Lakeview	Total Participants
215	134	349 ↑

PERFORMANCE REVIEWS COMPLETED

(By Department)

Executive 75% ↓		
Administration 69% ↓	Allied Health 89% ↓	Hotel & Environmental Services 78% ↓
Medical Centre 50%	Home and Community 77% ↓	Acute and Residential 77% ↑