OPERATIONAL DASHBOARD



December 2023

Overtime

(hrs/dav)

3.54





24

Compliments





Suggestions

Complaints Reviewed in

Timeframe

6/6

CONSUMERS 4

CEAG **Volunteers** Members

New staff to Service

> **Staff Left** our Service

OCCUPANCY (Beds

filled each day)

31.83

12.77

Monthly Average

Monthly Average

Agency Shifts

(hrs/day)

PEOPLE AND CULTURE

34.34 **Absenteeism** (hrs/day)

ENERGY SAVING

- Internally
- Generated Sourced from



INCIDENTS



≥ 9 medications

Medication Errors

Last month: 14

OH&S

Last month: 4

19

Pressure Injuries

Last month: 0

Last month: 3

Skin Tears & Wounds



Slips, Trips & Falls

Last month: 18

Serious Incidents

Last month: 0



LINCI ASSIETE

Last month: 2

Unclassified



11

Last month: 0



Bolga

Lakeview

5.4 Monthly Average

SERVICE DELIVERY

PRESENTATIONS

Urgent Care

Q Last month 6

1226

MCHC Visits

855

6902

Meals/Catering

HOSPITAL TRANSFERS

0

Medical Centre

TRANSFERRED TO THS From Albury Wodonga Health

TRANSFERRED FROM THS to Albury

Wodonga Health

DISCHARGED FROM THS

Last month

1232

Last month

INCIDENT

Last month

REPORTING

RESIDENTIAL POLYPHARMACY

CLINICAL **INCIDENTS**

39

Last month

WORKER **INCIDENTS**

OTHER INCIDENTS

INCIDENTS

48

TOTAL

RESIDENTIAL ANTIPSYCHOTICS

Currently prescribed

Decreased dose/deprescribed

20/4643%

0

Community

104

EXERCISE GROUP PARTICIPATION

Bolga & Lakeview

Total Participants

97

201

≥ 4 administration times

Here's to another year of caring together!

Increased Dose/New Prescription

PERFORMANCE REVIEWS COMPLETED (By Department) **Executive** 75% **Hotel & Environmental** Administration **Allied Health Services** 62% 78% 77% **Medical Centre Home and Community Acute and Residential** 10% 70%

