OPERATIONAL DASHBOARD



January 2024

CONSUMER FEEDBACK



Compliments



Complaints



Suggestions

Complaints Reviewed in Timeframe

4/4 4

CEAG Members

CONSUMERS

PARTNERING WITH

Volunteers

New staff to Service

Staff Left

our Service

Bolga

OCCUPANCY (Beds

filled each day)

20.91 43.02 **Absenteeism** (hrs/day)

Agency Shifts

(hrs/day)

33.36

14.26

Monthly Average

Monthly Average

PEOPLE AND CULTURE

Overtime (hrs/day)

Internally Generated Sourced from Grid



INCIDENTS



INCIDENT

Last month

Medication Errors

21

Last month: 19

OH&S

Last month: 4

REPORTING



Pressure Injuries

Slips, Trips & Falls



OVA

Last month: 2





2.23 **Acute Ward**

Monthly Average

Community

116

SERVICE DELIVERY

PRESENTATIONS

20 Last month 9

Last month

1215 1226 **MCHC Visits**

Urgent Care

1017 **Medical Centre**

Meals/Catering

6906

HOSPITAL TRANSFERS

ENERGY SAVING

TRANSFERRED TO THS From Albury Wodonga Health

TRANSFERRED FROM THS to Albury Wodonga Health

DISCHARGED FROM THS

Last month

Last month



Last month: 2

Last month: 5

Skin Tears & Wounds

17 Last month: 7

Serious Incidents

Last month: 0



Last month: 9

TOTAL INCIDENTS

50

CLINICAL

INCIDENTS

6

OTHER

INCIDENTS

58

RESIDENTIAL POLYPHARMACY

≥ 9 medications

33

≥ 4 administration times

Last month

WORKER

INCIDENTS

Currently prescribed

RESIDENTIAL ANTIPSYCHOTICS

Administration

67%

Medical Centre

20%

23/42 54%

Decreased dose/deprescribed

0

EXERCISE GROUP PARTICIPATION

Bolga & Lakeview

Total Participants

195

Increased Dose/New Prescription

EDUCATION OPPORTUNITIES

13th Septembe

18th and 19th April, 21st and 22nd August.

16 April - 11 June (plus 12 June)

7th and 8th November

Nurses (FLEC)

23 July - 17th September (plus 18 September

MALALM.





PERFORMANCE REVIEWS COMPLETED (By Department)

Executive

Home and Community

Hotel & Environmental Services

93%

Acute and Residential 80% 1

THE Social City2City Walk and Talk

Join the Tallangatta Health Service team for the final City to City walk raising funds for health Sunday 18th February 2024 7.45am



Tallangatta Health Service Team Early bird prices available until January 31st (\$10



https://raceroster.com/registration/79f716a6-bba2-4a80-8d2c-39f068d70f9e/entry? team=601943 to register.