# OPERATIONAL DASHBOARD



# **JULY 2024**

**Overtime** 

(hrs/day)

4.1











**Complaints Reviewed** in Timeframe

## **PARTNERING WITH CONSUMERS**





**Volunteers** 

#### **PEOPLE AND CULTURE**

New staff to Service **Agency Shifts** (hrs/day) 22.3

33.9

13

Monthly Average

Staff Left our Service

**OCCUPANCY** 

(Beds filled each day)

Bolga

36 Beds

Lakeview

15 Beds

50.16 **Absenteeism** (hrs/day)

### **ENERGY SAVING**

Internally Generated

Sourced from



### **INCIDENTS**



Medication Frrors

Last month: 6

OH&S

Last month: 7

**Pressure Injuries** 

Last month: 2

Skin Tears & Wounds

Last month: 2



Slips, Trips & Falls

11

Last month: 16

Serious Incidents

0

Last month: 0

5

OVA

UNCLASSIFIE

Last month: 0

Unclassified

Last month: 10

**Acute Ward** 10 Beds

3.06

Monthly Average

Monthly Average

## **SERVICE DELIVERY**

**PRESENTATIONS** 

10 Last month 1

1169 Last month 1029

**Urgent Care** 

**MCHC Visits** 

1299

6678

Medical Centre Meals/Catering

#### **HOSPITAL TRANSFERS**

3 TRANSFERRED TO THS

TRANSFERRED FROM THS to Albury Wodonga Health

DISCHARGED FROM THS

3

# INCIDENT REPORT REPORTING

CLINICAL **INCIDENTS** 

28

WORKER **INCIDENTS** 

**OTHER INCIDENTS** 

**TOTAL INCIDENTS** 

35

#### RESIDENTIAL POLYPHARMACY

≥ 9 medications

≥ 4 administration times

Last month 23

Last month 18 23

#### RESIDENTIAL ANTIPSYCHOTICS

Administration

86%

**Medical Centre** 

75%

Currently prescribed

Decreased dose/deprescribed

6

Increased Dose/New Prescription

## Wodonga Health **EXERCISE GROUP PARTICIPATION**

From Albury

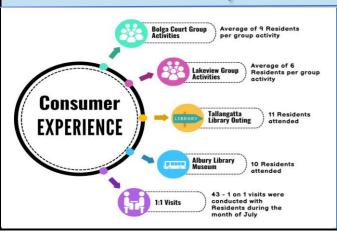
Community Bolga & Lakeview

**Total Participants** 

213

102

315





0

**Executive** 

100%

Allied Health 54%

**Hotel & Environmental** Services 80%

Home and Community 86%



### **Quality Indicator Survey Snapshot**



95% of residents reported always feeling respected by staff.



95% of residents reported always feeling they receive the care they need.



30% of residents reported always enjoying the meals & 38% of residents reported enjoying the meals most of the time.