OPERATIONAL DASHBOARD

CONSUMER FEEDBACK



October 2024

6.1



24



14 Complaints

Suggestions

14/14 Reviewed in

PARTNERING WITH CONSUMERS

CEAG Members

Volunteers

New staff to Service

4.6 Staff Left

OCCUPANCY (Beds

filled each day)

Bolga

Lakeview

Acute Ward

our Service

32.9

13.4

Monthly Average

Agency Shifts

(hrs/day)

PEOPLE AND CULTURE

55.61 (hrs/day)

ENERGY SAVING Overtime (hrs/day)

> Internally Generated Sourced from



INCIDENTS



Compliments

Medication Errors

18 Last month: 11

OH&S

6

Last month: 6

INCIDENT REPORTING INCIDENT



Pressure Injuries

Slips, Trips & Falls

16

OVA

Last month: 2

Unclassified

Last month: 1

5.0 Monthly Average

Community

Monthly Average

SERVICE DELIVERY

PRESENTATIONS

Urgent Care

16 Last month 5

1265

MCHC Visits

1208

Meals/Catering

HOSPITAL TRANSFERS

Medical Centre

TRANSFERRED TO THS From Albury Wodonga Health

TRANSFERRED FROM THS to Albury Wodonga Health

DISCHARGED FROM THS

6132



Last month: 0

Skin Tears & Wounds

Last month: 10

Timeframe

Last month: 17 Serious Incidents

Last month: 0

OTHER

INCIDENTS

TOTAL

INCIDENTS

46

CLINICAL

INCIDENTS

4

WORKER

INCIDENTS

11

61

RESIDENTIAL POLYPHARMACY

Last month

≥ 9 medications

Last month

≥ 4 administration times

RESIDENTIAL ANTIPSYCHOTICS

Currently prescribed

6

Increased Dose/New Prescription

Decreased dose/deprescribed

0

262

EXERCISE GROUP PARTICIPATION

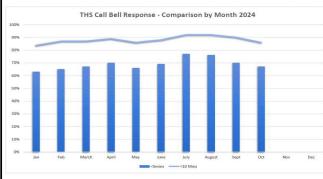
Bolga & Lakeview

Total Participants

94

356

Tallangatta Health Service - Call Bell Data Summary October 2024



PERFORMANCE REVIEWS COMPLETED

(By Department) **Executive**

100%

Administration 77%

Medical Centre

64%

Allied Health 89%

Home and Community 88%

Hotel & Environmental Services 84%

Acute and Residential 72%

October Statistics Leisure & Lifestule

October was seniors month and a number of activities included visitors such as the Tallangatta Community Singers & Fruit Flu Circus

| Total Group Activities Offered | |
|---------------------------------------|-----------------------|
| Bolga Court | 40 |
| Lakeview | 21 |
| Residents With | Individual Activities |
| Bolga Court | 19 |
| Lakeview | 15 |



