09/10
QUALITY OF CARE REPORT

Northern Health

Broadmeadows Health Service / Bundoora Extended Care Centre / Craigieburn Health Service / Panch Health Service / The Northern Hospital
Our Vision
A Healthier Northern Community

Our Mission
To apply our resources to work with our staff and partners, offering our diverse community excellence in health care and well-being through:

• Prompt access;
• A health promoting approach to quality care;
• Effective partnerships;
• Education.

Our Values
• Good patient care
• Respect
• Stewardship (responsibility)
• Kindness
• Integrity

Our Goals
Northern Health has determined six strategic goals for 2009-2012. Focusing on these goals will support us to achieve our vision and mission.
1. Deliver quality health services
2. Build corporate capability (Finances, Infrastructure, Reputation)
3. Improve consumer experience
4. Enhance access to appropriate services
5. Strengthen leadership and develop workforce
6. Grow and translate education and research
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Northern Health has five campuses located across Melbourne’s north to better serve our diverse, growing community.

During the 2009/10 financial year:

• 52,496 patient admissions across Northern Health, excluding mental health
• 66,618 patients treated in our Emergency Department
• 2,395 babies welcomed into the world
• 12,783 patients received an elective surgery procedure
• 46,921 patients discharged from our hospitals back to their home
• 195,474 patients treated in outpatients clinic
• 818 people received rehabilitation services at Broadmeadows Health Service and Bundoora Extended Care Centre to help them reach the best possible levels of ability, health and independence after a life changing experience
Welcome

I am pleased to present Northern Health’s 2009/10 Quality of Care Report, which shares how we provide accessible, safe and effective care to our expanding communities in Melbourne’s northern suburbs.

Located in one of Australia’s busiest growth corridors, we are experiencing significant increases in demand for our services. We continue to be flexible and responsive to these changes, making improvements throughout the past year to meet the health needs of our community. This report outlines these improvements and the processes we have in place to measure, review and continually improve services to make sure we provide quality services to you.

This report is available to our community through medical clinics, local government offices, libraries and in our inpatient rooms, waiting rooms and communal areas at all Northern Health campuses.

We would like to hear your comments on this report and if you wish to become more involved in achieving our vision of creating a healthier northern community.

Greg Pullen
Chief Executive Officer
We are committed to meeting the health needs of our diverse, growing community made up of residents born in more than 180 countries, who speak more than 130 languages.

**Involving our community**

We aim to meet the needs of our community through active participation at all levels of care. We do this using the Victorian Government’s *Doing it with us not for us* consumer participation policy as a guide and currently meet or exceed all policy requirements.

Community participation can happen at various levels, from being involved in your own individual care through to being involved in Northern Health’s policy development, service planning, setting new priorities and improving the services we provide.

We encourage our community to be involved in improving health outcomes in the northern suburbs by participating in one of our various community advisory committees. There is a Community Advisory Committee to the Northern Health Board and Community Participation Advisory Committees representing patients and carers at Bundoora Extended Care Centre, Broadmeadows Health Service and Craigieburn Health Service. These committees provide community members with an opportunity to provide feedback and suggestions on improving services to the Northern Health Board for consideration.

During 2009/10, our Community Advisory Committee members have:

- reviewed and provided extensive feedback on numerous brochures and information sheets, including five post surgery brochures, to make sure the content could be easily understood by our community. These brochures are now available for surgical patients.
- provided a community perspective to the Academic and Research Precinct project which will establish education and training facilities for our staff and students in the region to ensure community needs would be represented;
- participated in the Supportive Care Implementation project so the project could obtain input from a former patient and former carer;
- reviewed information for the Long Stay Older Patients initiative from a community perspective; and
- reviewed and endorsed the Northern Health Community Participation Plan 2009 – 2012 to monitor progress and ensure targets are met.

We also offer interpreter-led tours of The Northern Hospital to help our culturally and linguistically diverse communities become familiar with the services available at the Hospital. During the past year, we have given tours to Assyrian/Chaldean, Chinese and Sikh community groups. These groups all saw real value in the tours and appreciated gaining an understanding of Emergency Department waiting times by seeing first hand the high volume of behind the scenes ambulance activity.

**Understanding your cultural and linguistic needs**

We have an organisation-wide approach to cultural diversity and provide one of the most advanced language service programs in Australia. Northern Health’s Transcultural and Language Services received an Outstanding Achievement rating in 2009 by the Australian Council on Healthcare Standards.

We can arrange for an accredited interpreter to help you understand information that is provided to you by the hospital, at no cost. All information is kept confidential. Although a family member or friend may be willing to interpret for you, we recommend using an accredited interpreter as they are able to provide medically correct and impartial information.

In 2009 we received 33,478 requests for interpreters, almost 50% more than the previous year. The most requested languages were Turkish, Arabic, Italian, Greek, Macedonian, Assyrian, Vietnamese, Cantonese and Mandarin, Serbian, and Spanish.

Throughout the year more than 60 transcultural training sessions were held for our staff to further educate them on working with our diverse community.

Our Cultural and Staff Diversity Committee also raises organisational awareness through organised events during the year.
Improved services for the Aboriginal and Torres Strait Islander communities

The Aboriginal and Torres Strait Islander population in the northern suburbs has grown significantly during the last five years. Currently, Aboriginal people die on average 17 years earlier than non-Aboriginal Australians. We are committed to contributing to Closing The Health Gap in the life expectancy of Aboriginal people by actively engaging with the Aboriginal community.

The Northern Hospital participated in the Victorian Government’s Improving the Patient Experience for Aboriginal people in the Emergency Department project to improve cultural safety, promote delivery of culturally sensitive care and develop state wide resources to assist care delivery to Aboriginal patients attending our Emergency Department. There was extensive consultation with the Aboriginal community, which resulted in:

- A cultural awareness training program being implemented, including four information sheets developed and provided to all emergency department staff covering the following topics: Who are Aboriginal and Torres Strait islander people?; What is closing the Gap about?; Stolen generations and the apology; and Racism and health facts.
- Information sessions held with 110 nursing, medical and clerical staff from our Emergency Department in attendance.

Northern Health’s Aboriginal Support Unit provides equity, access and support to Aboriginal patients while in hospital and after discharge. The Aboriginal Hospital and Community Liaison Officers are valuable resources to assist the Aboriginal community and our staff. Our Aboriginal Advisory Committee provides support and advice on ways to improve interaction with the Aboriginal Community. The 15 member committee comprises of two Elders, five representatives from Aboriginal organisations, including the Victorian Aboriginal Health Service and Victorian Aboriginal Community Controlled Health Organisation (VACCHO), and staff from Community Health and Northern Health.

Aboriginal people are now represented as patients in all 76 of Northern Health’s specialty clinics with 1,527 attendances in the past year, an increase of 14% from the previous year. The growing number of Aboriginal presentations to Northern Health indicates an increasingly more positive relationship with the Aboriginal community. More Aboriginal patients are using the Emergency Department, outpatient clinics are being attended by more Aboriginal people and more Aboriginal babies are being born at The Northern Hospital.
Maternity, Children and Adolescent Health

The Northern Hospital’s Maternity Services continue to grow. We have been delighted to support more than 2,300 families in welcoming 2,395 new babies over the past year. Our antenatal services at Broadmeadows, The Northern Hospital and Craigieburn make it easier for our mothers to regularly see the midwives and obstetricians throughout their pregnancy.

Our busy paediatric department includes a Special Care Nursery for infants needing specific care for jaundice, infection or breathing difficulties.

Since the introduction of Continuous Positive Airway Pressure services in The Northern Hospital’s Special Care Nursery, approximately 75% of newborn babies needing respiratory support are now able to stay in the same hospital as their mums while receiving treatment. Previously, these babies would have been transferred to a tertiary hospital for Neonatal Intensive Care. Even if a mum is discharged from The Northern Hospital but her baby has to stay longer, being closer to home can provide a great sense of comfort to the family.

The number of Aboriginal and Torres Strait Islander identified babies, known as boorais, born at The Northern Hospital has also increased over the past few years.

This increase is due to:

- an increase in the Aboriginal population in the catchment;
- our staff being encouraged to ask mums, “Are you or the baby’s father of Aboriginal or Torres Strait Islander descent?”; and
- an increasingly positive view of the Aboriginal community towards Northern Health.

This increasingly positive view is also reflected by the gradually increasing number of Aboriginal people joining our staff, particularly in nursing.
Vitamin D Clinic at Craigieburn Health Service

The first service of its kind in the northern metropolitan area, our Paediatric Vitamin D Clinic offers ongoing assessment, administers high dose Vitamin D and provides referrals to consultant paediatricians where appropriate.

This service is aimed at women who were Vitamin D deficient during their pregnancy, babies born to women who were Vitamin D deficient during pregnancy and children up to 16 years of age that are known or suspected to be Vitamin D deficient.

The Vitamin D Clinic joins the existing Children’s Services Clinics offered at Craigieburn Health Service which supports local children with developmental, rehabilitation, continence and vision and eye services.

Bundoora Extended Care Centre Children’s Therapy

The Children’s Therapy Service relocated from Panchor Health Service to Bundoora Extended Care Centre during 2009. The Service provides developmental screening and follow-up for newborns who have experienced difficulties such as prematurity and low birth weight, and have an increased chance for developmental difficulties appearing over the next few years. The Service also provides assessment and therapy services for babies and infants up to 24 months who are experiencing difficulties with feeding, communication, movement and play skills.

Caring for our community

Division 1 Nurse Carli Wendt has been caring for sick people, including members of the Aboriginal community, in Melbourne’s north for three years. Based within The Northern Hospital’s Child and Adolescent Health Unit, Carli’s nursing experience builds on skills attained while a graduate nurse at the Hospital.

Being a nurse in her own local community is important to Carli. She is now able to provide quality care for children who need it most and has used Northern Health’s services for her own child.

Carli said, “As a nurse and an Aboriginal person, it is great to know that Aboriginal people are using the services at Northern Health more and more every year. This includes the increasing number of Aboriginal and Torres Strait Islander boorais (babies) born at The Northern Hospital.

“It means more Aboriginal families are accessing our health service and are receiving appropriate care to help lead healthier lives and move towards Closing the Health Gap.”
Northern Health is committed to taking a health promoting approach to care by encouraging people to take control of their own health. We reached a major achievement in 2010 by developing a Northern Health Promotion Policy, which acknowledges the important role health promotion and preventative action plays alongside medical treatment in the health and wellbeing of our patients, staff and community. Future planning is underway to integrate a health promoting approach into everyday practice across our organisation.

We continue to educate and build awareness in the community on the management of chronic disease conditions such as diabetes, hypertension and stroke.

During the implementation of the Improving the Patient Experience in the Emergency Department for Older People and Aboriginal Patients project, we undertook extensive community consultation with local Aboriginal community groups on improving emergency care for Aboriginal people. The project delivered a series of education sessions to our Emergency Department staff on understanding Aboriginal health, cultural awareness and providing tools and tips for improving care of Aboriginal people when they present to our Emergency Department.

At Bundoora Extended Care Centre and Broadmeadows Health Service, a major focus for the year has been the Well for Life program. The program aimed to increase physical activity, improve nutrition and increase the overall wellbeing of older clients attending the Northern Health Planned Activity Groups through a wide variety of initiatives, including art therapy, swimming and Tai Chi.

No Smoking Policy
All of our campuses became smoke free on 1 January 2010 in support of our commitment to improving the health of people in Melbourne’s northern suburbs and providing a safe, healthy environment for everyone who uses or provides our services.

Although there are issues relating to the implementation of the initiative, we continue to work to resolve these to ensure a healthy environment for everyone.

This health promoting initiative has assisted some staff, patients and visitors to cease smoking or reduce the amount they smoke. We provided our staff, tenants and contractors with access to nicotine replacement patches to assist them in quitting leading up to the implementation.

Meeting the community’s need for outpatient services
During the past year more than 195,000 patients were treated at our specialist clinics. To help meet the growing demand for outpatient services, we have developed guidelines for GPs regarding specialist referrals and the appropriate test results required for the first specialist visit to enable prompt diagnosis and treatment.

The new guidelines assist GPs to determine the best management options and identify information we require to ensure referral to the appropriate clinic.

Our trial of text message reminders for clinic appointments has reduced the number of patients who forget to attend. The continuing success of the text messaging service relies on us having your mobile phone number as part of the information you provide us.
Helping our patients with cancer

Northern Health Cancer Service Initiatives

We are working with North Eastern Metropolitan Integrated Cancer Service (NEMICS) to establish supportive care screening for all new cancer patients to ensure their physical, psychological, social, informational and spiritual needs are met.

A pilot program has commenced, with full implementation planned for early 2011.

Our patients complete a simple, one-page visual screening questionnaire and the information is used to help address their immediate and future needs. Subsequent screening checks occur to make sure that needs have been met and to also assess if further support is required.

It has been found that cancer patients who receive supportive care have lower rates of anxiety, mood disorders, nausea, vomiting and pain and they also gain better understanding and knowledge about the disease and treatment.

The Day Oncology Unit at Craigieburn Health Service provides chemotherapy treatments for approximately 20% of our cancer patients. The new Unit has proven a success with positive feedback from patients who say that the staff are friendly and helpful and that the Unit at Craigieburn Health Service is easier to access than having to attend other hospitals.
Our Cardiology Department at The Northern Hospital has seen a large increase in activity and services during the past three years. After the commencement of a 24 hour, 365 days a year service in late 2007, demand by patients in the northern suburbs for local delivery of acute and ambulatory cardiac services has continued to grow rapidly.

Our Cardiology Outpatient Department has doubled in size and now sees approximately 10,000 patients a year. We have a new dedicated cardiology clinic area that runs all day, five days a week. Our clinics include general cardiology, electrophysiology (heart rhythm), pacemakers and heart failure, as well as a rapid access chest pain clinic. Your local doctors are pleased to be able to have you seen locally and they know who our Northern Health cardiologists are.

We are delighted that our community members in Melbourne’s north no longer have to travel to inner city hospitals to access high quality outpatient cardiac services. Additional consulting suites now provide new services including syncope (dizziness, fainting) care and pre-operative assessment.

Outpatient diagnostic imaging with echocardiography

We can now undertake 3D imaging, stress echocardiography, as well as routine echocardiography, (ultrasounds of the heart). The echocardiography laboratory actively participates in the Diagnostic Imaging Accreditation scheme, and through ongoing education and internal audits achieves the latest international practice guidelines.

Procedures to treat blockages in heart arteries (but not open heart surgery) are also performed regularly at The Northern Hospital. Our Coronary Artery stenting (Percutaneous Coronary Intervention - PCI) service has seen an almost 1000% increase in volume from approximately four patients treated per month to 40 patients treated per month. Previously you would need to be transferred to other hospitals across Melbourne to have this done. We are delighted to provide these types of services here at The Northern Hospital, where you are closer to family and friends.

The huge increase in demand for our cardiac services has seen the State government allocate $7.4 million for a new cardiac precinct which will include two new cardiac catheter laboratories. This is due for completion by December 2011.

All of our cardiologists exceed the minimum requirements set by the Cardiac Society of Australia and New Zealand (CASNZ) for accreditation to perform diagnostic and invasive cardiac procedures.

The PCI service includes a state of the art primary PCI, which provides emergency 24/7 treatment for heart attack patients. Prompt time-to-treatment can save the lives of patients who have had a heart attack and new protocols developed in conjunction with the Ambulance Service and the Emergency Department have dramatically improved our response time for treating heart attack patients.

Out of hours specialist staff are now called in even before the patient arrives at The Northern Hospital. Rural hospitals including Bendigo, Kilmore, Echuca and Seymour have made use of this service, with patients being transferred directly via ambulance and even helicopter. To ensure we provide safe and appropriate quality care, the PCI service, including primary PCI, is formally monitored fortnightly with feedback provided to physicians, the Emergency Department and Ambulance staff.

We also have an entirely new electrophysiology service available at Northern Health which will help you if you have an abnormal heart rhythm. Our community has access to state of the art care locally. These services and the PCI service have been set up by cardiologists with international expertise, who undertake research at the forefront of their subspecialties. Several new technologies have been introduced at The Northern Hospital including rotational atherectomy (a diamond tipped drill used to treat calcified arteries), intravascular ultrasound, fractional flow reserve (a microcatheter that can measure whether a narrowed artery is causing reduced blood flow to heart muscle) and optical coherence tomography (microcatheters which can see inside heart arteries).

The optical coherence tomography machine was the first of its kind to image coronary arteries in Australia and is an example of how our patients are receiving the very best in cardiac care with the latest available technology.
Improving recovery after your operation for bowel surgery

We were one of the first health services in Victoria to introduce a new approach for patients undergoing bowel surgery called Enhanced Recovery After Surgery. A specialist team of doctors, nurses, dieticians and physiotherapists care for you throughout the journey from preparing for, undergoing and recovering after surgery. The program encourages you to be an active member of the treating team.

This new approach means that you fast for less time prior to surgery, have fewer tubes for a shorter period of time, are able to eat and drink sooner and are able to get out of bed and walk earlier.

As you feel better sooner, you have a shorter recovery time and are able to go home from hospital earlier. Our patients have found they are “pleasantly surprised by how well they feel after their surgery” as they were expecting to “feel very unwell after a major operation”.

In the future we will investigate into how this approach may benefit patients undergoing other types of major surgery.

Having an operation at Northern Health - how we have made it better for you

One of our improvement projects Smooth Operations was developed to make your operation and recovery even better.

Improvements we have made to our processes include:
- sending all appropriate patients to Pre-Admission Assessment Clinic to ensure patients are medically well to have their operation;
- minimising theatre delays after hours to reduce surgery waiting times;
- changes to the paperwork to make sure patient information is correct and up to date which helps us schedule your surgery; and
- introduction of a single receiving ward for elective surgery patients to improve efficiency.

Since the program commenced, there have been significant improvements in:
- the way patients are booked for operations;
- how quickly patients can go home after surgery (hip fracture patients);
- reduced time a patient can wait for their emergency operations;
- the number of patients who have their semi urgent operations postponed; and
- improved bookings and time management systems to make organising your operation easier and more efficient.
We have implemented the Victorian Government’s Well for Life program at Bundoora Extended Care Centre and Broadmeadows Health Service to help our older patients increase their physical activity, improve their nutrition and overall wellbeing.

If you are an older person or younger disabled adult, we encourage you to participate in our Planned Activity Groups, which offer therapeutic and social activities including gentle exercise, discussion and communication groups, outdoor activities, gardening and woodworking sessions.

Getting you home sooner. Good news for patients with hip or knee replacements.

A new Rehabilitation in the Home service has been introduced as part of the plan to help you return home sooner following hip or knee replacement surgery. If you are well enough, you may return home around four days after hip or knee replacement surgery and receive care by a nurse, physiotherapist and occupation therapist in the comfort of your own home.

To help get you home sooner after your hip or knee replacement surgery:

- A Risk Assessment and Prediction Tool is filled out when you come into preadmission clinic. This questionnaire helps us to determine if you will need additional care at home after your surgery or if you will need to stay in hospital for rehabilitation. Your care needs are identified before the surgery which makes planning after surgery a lot smoother.
- We have reviewed our care pathways which document the plan of care for both hip and knee replacement surgery to make sure the care is based on evidence, which help to make sure that you receive high quality care.

With each of these strategies in place there has been a large reduction in the overall number of days hip and knee replacement patients need to stay at The Northern Hospital.
Old Blokes’ Shed - from being a rehab patient to becoming a volunteer

For Bob Eunson, stroke rehabilitation at Broadmeadows Health Service has been a fulfilling journey from being a patient to becoming a volunteer. Bob’s stroke in 2003 left him unable to speak, walk or use his right arm. In addition to his occupational and speech therapy sessions, Bob participated in volunteer-led woodworking sessions with other rehabilitation patients.

Maintaining patience and perseverance throughout the following two years, Bob regained his motor skills and decided to mark his achievement by becoming a woodworking volunteer in what is now known as the Old Blokes’ Shed.

Bob said becoming a volunteer was his opportunity to give back to Broadmeadows Health Service.

“To have had a stroke and have gone through rehab, I can honestly say the service and fantastic care at Broadmeadows Health Service made my journey easier – and the meals are good,” said Bob.

Keith Challenger, a retiree and woodworking volunteer for the past eight years, played an integral part in Bob’s rehabilitation and said that volunteering had also changed his life.

“It’s wonderful to see Bob succeed and we’ve become good friends over the years. The Old Blokes’ Shed at Broadmeadows Health Service brings people together as part of their rehabilitation and it gives them a sense of achievement.

“Volunteering keeps me active and I encourage other retirees to volunteer and give back to the community that has given them so much. You’ll also make a lot of friends,” said Keith.

Old Blokes’ Shed Up and Running at Bundoora Extended Care Centre

Learning from these wonderful experiences at Broadmeadows Health Service, Bundoora Extended Care Centre, with the support of the Rotary Club of Bundoora, opened its Old Blokes’ Shed in April 2010.

Various sessions have been organised to run in the shed including occupational therapy and Planned Activity Group which are therapy related and run by our Allied Health staff. These sessions are designed to restore or maintain our patient’s ability to perform tasks used in daily living. Activities include woodwork, mosaic, card and board games and macramé.
Northern Health has implemented the *Best Care for Older People Everywhere* program which aims to improve the care of older people by reducing avoidable admissions to hospital. If you are required to be admitted to hospital we encourage you and/or your carer to be involved in setting goals for your recovery and in planning for your care.

We recognise that many older patients feel disorientated and become less capable of performing routine tasks when they are admitted to hospital for an illness. In order to reduce this likelihood we will involve you and your carer in assessing your abilities and needs in order to plan the most appropriate care.

**Looking after you as you get older**

To help your assessment a new *Admission Assessment* form has been developed. On admission to hospital you will be asked to complete this form, which has questions about your culture and language, mental and physical health, medications, personal aids and circumstances, your mobility, skin, diet, continence and any other items which may impact on your care and recovery. Patients have been very receptive to the assessment, with a June 2010 audit showing 95% of patients admitted to the general wards at The Northern Hospital had completed the form.

The form also includes a newly introduced nutrition screen in case there needs to be a referral to a dietician.

During your stay staff will also conduct daily assessments in order to closely monitor your progress and to ensure that care is adapted if circumstances change. For example, daily assessments of your mobility and the risk of you falling or developing a pressure ulcer are undertaken. Ongoing audits show that 98% of general ward patients have had these risks assessed daily.

A new cognition screen has also been introduced to detect changes in your mental health so our staff can be notified in order to review your care. In June 2010, an audit revealed 87% of general ward patients were screened daily. To keep in line with best practice, clocks were installed in all patient rooms to help you with orientation so you may maintain the ability to do routine tasks. Education brochures are now also available in all wards.

When you are ready to leave hospital, your nurse will talk with you about your *Discharge Plan* and give you a copy to take home. This form is a summary of issues you need to be aware of as you leave hospital. This may include details of community services that have been arranged for you, what to do if you have a wound dressing and any possible restrictions or things you should avoid, such as driving or eating certain foods.

Feedback was obtained from more than 140 patients and consumers on both the *Admission Assessment* and *Discharge Plan* forms. An overwhelming majority were satisfied with the type of questions asked and the language used.

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**THE NORTHERN HOSPITAL CONSUMER FEEDBACK: ADMISSION FORM**

Percentage of respondents who replied “YES”

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<th>Rates (%)</th>
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<tr>
<td>Were words clear?</td>
<td>91%</td>
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<tr>
<td>Were questions clear?</td>
<td>87%</td>
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<tr>
<td>Did you feel questions were relevant?</td>
<td>82%</td>
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<tr>
<td>Did you feel that any questions were missing?</td>
<td>1%</td>
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Improving independence for older patients

The Transition Care Program can provide care and therapy for our older patients/clients when they have been admitted into hospital and need additional time to become confident they will be able to manage again at home, or are having trouble with being as independent as they might like to be. The 12 week program aims to make them stronger, more active and confident.

Access to the Transition Care Program is by referral from the Aged Care Assessment Service. If you are in hospital and well enough to consider going home but are not confident in all aspects of your ability to manage, you should make a member of staff aware of your concerns. The social worker and medical staff will refer you to our inpatient assessment team to determine the best option for you.

The Program can assist you at home or if needed, beds are available at Bundoora Extended Care Centre and also in community residential aged care facilities.

We also have a Flexible Bed (Restorative Care) program to help older people who have had an accident or surgery to access residential care.

Taking care of Australia’s veterans

We have a dedicated Department of Veterans’ Affairs’ Liaison Officer at Bundoora Extended Care Centre and Broadmeadows Health Service to inform veterans and their families of health service entitlements during their hospital stay and following discharge.

In September 2009, an audit indicated that veterans were happy with the service, found it to be very helpful and information provided was being utilised by the veterans.

Melbourne’s first aged care nurse practitioner

In a first for metropolitan Melbourne and Northern Health, the Nurses Board of Victoria endorsed Cheryl Donohue as an Aged Care Nurse Practitioner.

Based at Broadmeadows Health Service, Cheryl’s endorsement builds on her 25 years of nursing experience to deliver high quality, specialised care to older patients.

As an Aged Care Nurse Practitioner Cheryl is able to provide a comprehensive geriatric nursing assessment to diagnose common clinical conditions in older people who don’t fit into discrete categories, such as changes in cognition (memory, understanding, thinking in order), mobility, incontinence and nutritional status.

This may include the treatment of acute health problems within her scope of practice, prescription of medications from an approved medication formulary and she can also admit and discharge patients from Northern Health campuses.

Cheryl said, “As an Aged Care Nurse Practitioner I’m able to provide a flexible approach to healthcare for our older patients to ensure the best possible outcomes are achieved. This can include supporting them from the comfort of their own home with specialist referrals, if needed.”
Clinical Governance

How are we ensuring your safety?
Clinical Governance is that business.

At Northern Health our aim is to deliver safe quality care. Clinical Governance is a term that covers a wide range of organisational activities, such as reviewing and refining clinical practice in the light of emerging evidence (clinical audit) and measuring processes and outcomes of care to help maintain and improve high standards of patient care.

Northern Health’s Board, Executives and staff are committed to making your hospital stay safe. We have a Quality and Clinical Governance Framework and structure to help us monitor the care we provide and to recommend evidence based ways of improving further.

The key components of the Quality and Clinical Governance Framework are:

- **Consumer Participation**: knowing about your experiences at our health service and involving you and your carers in improving services.
- **Risk Management**: minimising the chances of things going wrong and if they do, making sure we learn from incidents and near misses.
- **Clinical Effectiveness**: providing the right treatments and interventions for you based on scientific knowledge and refraining from providing services that are unlikely to be beneficial.

These key components together with Continuing Education, where we make sure our staff have access to scientific information to support their clinical practice, are the pillars of our Quality and Clinical Governance Framework.

**Consumer Participation**

Northern Health is committed to providing you with the best possible care and service, and we take your feedback seriously. We know we do a lot that works really well. The thank you cards and letters displayed in the wards and departments tell us that.

We have also received letters and calls telling us about things we could do better. Approximately 26% of these involve us not communicating as well as we could have.

This is what we have changed as a result of the feedback we have received over the last 12 months:

- in line with the 2010 Quality and Safety Week theme Communication, a study day was held during this time entitled Communication is the key to patient safety. Around 100 staff from across Northern Health attended and speakers included the Health Services Commissioner. A Deakin University Doctorate Nurse leader also presented evidence based information and tools to improve communication and teamwork within Northern Health;
- the height of public and taxi phones at Broadmeadows Health Service have been lowered to enable easier access for wheelchair bound patients and visitors; and
- to increase patient and staff safety in The Northern Hospital car parks, we improved parking restrictions signage and introduced a parking infringement system.

A special Northern Health medication chart has been introduced for use at Aged Care facilities as an interim measure to reduce the risk of medication related problems when patients are discharged to residential care.

To meet the needs of our community we have also implemented a new process, including documentation and an education program to make sure we are listening to patients’ end of life wishes. This program is called Advanced Care Planning in 3 Steps.

**Risk Management**

Northern Health promotes a culture that supports and encourages staff to report when things go wrong (and when things almost went wrong) so that improvements can be made to reduce the likelihood of a reoccurrence. One way we do this is by using our online reporting system for staff and patient incidents and by taking account of your feedback.

Infection monitoring is undertaken by the Infection Prevention & Surveillance Committee.

We understand patients undergoing surgical procedures are at an increased risk of developing an infection so we closely monitor you for signs of infection. This includes the surveillance of infection rates associated with hip and knee joint replacement surgery along with the targeted surveillance of
other types of surgery such as caesarean section and colorectal surgery. We report infection rates to The Department of Health by the Victorian Nosocomial Infection Surveillance Service (VICNISS) so that hospitals of a similar size can be compared. We have revised the Discharge Summary form to ensure that all the information on the care you received whilst in hospital, your test results and the ongoing care you will require post discharge is documented. This form is faxed to your GP when you leave hospital and includes any follow up appointments at the hospital. Our last audit revealed the quality of the information provided has improved by 30% with a 20% increase in the number of Discharge Summaries being faxed to GPs at the time of your discharge.

Clinical Effectiveness

Over the last few years, Northern Health has been working towards implementing the recommendations included in the Stroke Care Strategy for Victoria 2007, which is a Department of Health initiative that utilises the National Stroke Foundation Guidelines for stroke management. In 2009, we developed a stroke pathway for our Emergency Department and opened a stroke outpatient clinic in response to an audit held the previous year. The stroke outpatient clinic aims to provide you with a follow-up appointment within 14 days of your stroke episode. We have seen significant improvements in stroke care as a result of using best practice and consistency of care.

As part of our increased focus on patient care we have dedicated a four bed unit for stroke patients. Results of the stroke audit in 2010 show the significant improvements made.

The use of the Acute Pain Management Measurement Toolkit has improved our assessment of how well we manage acute pain and enables us to make improvements to our processes. Using the toolkit, our staff are able to identify your current level of pain using a rating scale with information brochures explaining the process provided to you. During the year we also reviewed all policies and forms relating to pain management.

We introduced Code STEMI at The Northern Hospital in February 2010 in collaboration with Ambulance Victoria, our Emergency Department and our Cardiology Department to help provide faster treatment for people suffering a heart attack.

Code STEMI assists the medical team in getting you from the Emergency Department to the Angiography Suite in Radiology, commonly known as the “Cath Lab”, as soon as possible. Some specialist ambulances can even send an electrocardiogram (ECG) to our Emergency Department for the doctors to review before your arrival.

This allows for faster treatment in a situation where unblocking an artery in the heart straight away can prevent the heart muscle from incurring permanent damage and makes recovery from a heart attack much quicker.

This new initiative has helped us reduce the amount of time it takes to get our patients from the Emergency Department to the Cath Lab by approximately 40 minutes and we are continuing to work to reduce this time even further.

Continuing Education - assuring a knowledgeable workforce.

We are committed to providing continuing education support to our staff to help ensure they are regularly trained and updated in skills so that they have the expertise required to deliver the best possible care to you. We have programs in place to ensure the ongoing development and education of allied health, medical and nursing staff.

Our staff are also regularly trained in no lift and manual handling procedures and new equipment to minimise risk of injury to our patients and staff.

Academic and Research

Good professional practice in health care will always change in the light of evidence from research. Northern Health has a growing community of researchers and a body of research is being undertaken across quite a wide range of clinical areas. We are planning to build a new academic and research precinct which will bring together our researchers and educators in a new state-of-the-art building. This project is being undertaken in conjunction with our partners at Latrobe and Melbourne universities and with the support of both the State and Federal governments.

As well as research, the precinct will be a focal point for the clinical education of allied health, medical and nursing students.
Health and Wellbeing at Northern Health

We continue to pursue initiatives for the health and wellbeing of our staff, patients and visitors. Recent initiatives include:

- an overhead patient hoist system installed in the Geriatric Evaluation and Management Unit at Broadmeadows Health Service which significantly helps staff from an OH&S and manual handling perspective;
- window shades installed in The Northern Hospital’s main foyer creates a comfortable environment by reducing sun glare from the large glass windows in the front entrance; and
- acoustic tiles installed at Bundoora Extended Care Centre’s Main Reception help create a quieter and more peaceful environment for patients and visitors attending treatment.

During the past year, Lifestyle and Environment Expos were held at The Northern Hospital, Bundoora Extended Care Centre and Broadmeadows Health Service to promote good health, wellbeing and the environment to all staff, tenants, contractors, visitors and patients. These Expos were a great success with over 500 people attending, an increase of 69% on the expos held in 2008.

**External Cleaning Audit Scores**

We had three independent cleaning audits in accordance with the Victorian Cleaning Standards. The audits were undertaken by a qualified Victorian cleaning standards auditor and the results were submitted to the Department of Health.

For the purposes of these audits, areas within the health service are categorised as follows:

- Very high risk – Operating theatres, Central Sterile Supply Unit, Intensive Care Unit, Level 2 and 3 nurseries, Invasive Procedure areas, special needs patient area
- High risk – Emergency Department, Pharmacy clean area, general wards, level 1 nursery, Coronary Care Unit, delivery and birthing suites
- Moderate risk – Rehabilitation area, outpatient clinics, Kitchens, Pathology, General Pharmacy
- Low risk areas - administration, non-sterile supply, record storage and archives, engineering workshops, plant rooms and external surrounds.

A facility either achieves or does not achieve the acceptable quality level (AQL) of 90 for very high risk areas or 85 for remaining areas.

Results from the external audits for Northern Health reveal we achieved higher than the acceptable quality level in all areas.

<table>
<thead>
<tr>
<th>Site</th>
<th>Very High AQL 90</th>
<th>High AQL 85</th>
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<td>91.2</td>
<td>91.7</td>
<td>92.6</td>
<td>NA</td>
</tr>
</tbody>
</table>

**Caring for the environment**

We acknowledge the importance of protecting environmental values as part of a global community and within our vision of creating a healthier northern community. Through our planning and practice, we are committed to ensuring the protection of the environment by keeping environmental impacts to a minimum in a sustainable, financially rewarding and technically feasible manner.

During 2009/10 we joined the Ecobuy program and are recognised as a leader in environmental management particularly around our work on water savings and waste management. We have reduced landfill by 33%, increased recycled waste by 32% and further reduced our water consumption by more than 30%. We have reduced our carbon footprint by 873kg by installing ‘smart trash’ meters and implemented electronic systems to replace paper based systems which in turn have reduced general office and confidential paper disposal by 34%.
Providing safe, quality care

Helping us help your loved ones

Hand washing by health care professionals remains the single most effective way to stop germs from spreading among patients. We continue to participate in the Department of Health’s Hand Hygiene program which has expanded to become Hand Hygiene Australia.

Our 82% hand washing compliance rate is greater than the Department of Health’s target of 60% compliance. These audit results are reported to the Department of Health and to Hand Hygiene Australia.

Hand washing must be performed before touching a patient, before a procedure, after a procedure or potential body fluid exposure, after touching a patient and after touching a patient’s surroundings. This is referred to as the 5 moments of hand hygiene.

We ask that if you are visiting a friend or relative, to use the antiseptic hand rub located at the end of each patient bed.

Northern Health leads the way in preventing blood clots

Venous Thromboembolism (VTE) is when blood clots form and travel through the blood stream. This can be life-threatening if a clot travels into the lungs and blocks an artery. If a blood clot in the leg is not treated, it may lead to long-term symptoms such as pain, swelling, rashes or skin ulcers.

The risk of developing a blood clot in the leg is much higher than usual among patients in hospital, particularly those who have a serious injury or illness. There are two approaches to reduce this risk: blood thinning medicines and mechanical devices to increase the pressure within the leg.

Our staff work closely with the National Institute for Clinical Studies (NICS) VTE prevention program and have been awarded the NICS VTE Evidence in Action prize.

We were involved in the development of the VTE Clinical Practice Guideline published in 2009 by the Australian National Health & Medical Research Council (NHMRC).

In February 2010 the medical officer and policy advisor from the United Kingdom VTE Prevention Program visited Northern Health. This visit and the request to learn from experts in the field demonstrates our leadership and capacity to provide best practice for our patients as well as educate others in Australia and abroad.

SUMMARY OF NORTHERN HEALTH HAND HYGIENE COMPLIANCE

<table>
<thead>
<tr>
<th>Month</th>
<th>Rates (%)</th>
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<tr>
<td>OCT-09</td>
<td>85</td>
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<tr>
<td>MAY-10</td>
<td>82</td>
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</table>

09/10 Northern Health Quality of Care Report 19
How we make sure you get the right medication - Medication Gap Project

We received a grant from the Wicking Foundation to undertake the Medication Gap Project, which aims to reduce the risk of medication related problems when patients are discharged from hospital to residential aged care. The Interim Residential Care Medication Administration Chart is written on discharge and sent with you or your loved one on transfer back to your aged care facility. This means the nursing team at the residential care facility has the most up to date medication regimen information from Northern Health and the likelihood of error is reduced.

Reducing inpatient falls and related injuries

We place a strong emphasis on preventing falls and related injuries during your stay in hospital. The risk of falling is higher when patients, particular those over 65, are unwell, frail and in an unfamiliar environment.

When admitted, we assess for your risk of falls and a plan of care is developed to reduce this risk. This plan is tailored to your individual needs. Strategies include a mobility assessment from a physiotherapist and regular nursing escorts to the bathroom. Beds that can be lowered to the floor are widely used across Northern Health for patients who have been identified as being at high risk of having a fall. Serious injuries resulting from a fall from a bed are now rare and continue to decline.

The graph above shows the number of patients who sustained a major injury after a fall, measured in occupied beddays. A bedday is a day that a patient stays in hospital.

No more than one patient per 3,000 beddays sustained a major injury from a fall during their hospital stay in 2009/2010.

A major injury includes a fracture, dislocation, head injury, death, permanent disability or any injury requiring surgical management (Victorian Quality Council). Extensive work has been done to promote falls prevention at Broadmeadows Health Service and Bundoora Extended Care Centre resulting in a significant reduction in the number of falls with major injuries in 2009/10.

Tips to help prevent falls in your home

- Have good lighting and use night-lights in your bedroom, hall and bathroom.
- Have firmly fastened non-slip rugs or mats.
- Ensure areas where you walk are clear of clutter and any spills are cleaned up promptly.
- Consider a personal safety alarm if you spend a lot of time at home alone.
- If your health professional suggests the use of a walking aid, please use it.
- Have regular checkups with your doctor and discuss any concerns you may have.
Preventing pressure injuries

Pressure injuries occur as a result of unrelieved pressure on bony parts of the body such as ankles, elbows, the back and the tailbone. They are more likely to happen when you are sick, not moving around as much as you do at home, or having specialised treatments that affect how much you eat and drink.

There are four stages of pressure injuries:
- Stage 1 is reddened skin.
- Stage 2 is where there is a break in the skin.
- Stage 3 and 4 involve full thickness skin damage.

We are most concerned about Stages 3 and 4 and data shows that we do not have many of these.

Our staff routinely undertake a pressure injury risk assessment on admission and while you are in hospital will regularly check your skin for pressure injuries, make sure you are changing positions frequently, eating and drinking as normally as possible, and will use special pressure relieving mattresses when needed.

The graphs above show the rate of pressure injury acquired as an inpatient, per 1,000 bed days for Northern Health between January 2008 and June 2010. These results are within the expected range. When the rate goes above the expected range, we undertake an in-depth investigation to determine why it occurred and make changes.

Targeted education regarding the early recognition and reporting of pressure injuries was provided to staff in June 2009. This resulted in increased reporting, it also improved the care we provide and reduced the development of more serious pressure ulcers. Newly developed pressure injuries involving full thickness skin damage (Stage 3 or 4) are now rare at Northern Health.

All pressure injuries are investigated and pressure reducing strategies put in place.

Pressure Injury rates are monitored by the Northern Health Executive Quality and Clinical Governance Committee and the Northern Health Board Quality Committee.
Credentialing – to make sure we have the right staff

Northern Health has a system in place to assess and review staff credentials to ensure they are appropriately qualified and trained to deliver first class care.

In April 2009, Northern Health improved its credentialing process by introducing a database to document the Scope of Clinical Practice of all surgeons practicing at Northern Health. Audits are conducted to ensure that the procedures being performed by the surgeons are within their Scope of Clinical Practice as documented in the database. All surgeons audited were shown to be practicing within their defined Scope of Clinical Practice.

We ensure that all staff have the right qualifications, experience, registration and professional skills to provide our patients with the highest quality care and treatment prior to their commencement at Northern Health and annually check to ensure their professional registration is current.

Accreditation

Northern Health actively participates in the Australian Council on Health Care Standards (ACHS) Accreditation program, which assesses our commitment to providing high quality care, a safe environment and a culture of continuous improvement. This is one way we measure the quality and safety of care provided across all Northern Health campuses and indicates that industry-wide, national standards are being met.

Broadmeadows Health Service, The Northern Hospital, Bundoora Extended Care Centre and Craigieburn Health Service are fully accredited with the ACHS. Northern Health became one of the first public health services in Victoria to successfully achieve the Australian Council on Healthcare Standards (ACHS) Corporate Accreditation in May 2009.

ACHS Corporate Accreditation assesses an organisation’s corporate and clinical governance structures, and compliments the Evaluation Quality Improvement Program (EQuIP) for our campuses involved in the provision of healthcare.

In November 2009 ACHS conducted an organisation wide review of all Northern Health campuses. We satisfied all the mandatory criteria and received the maximum four year accreditation status. Several of the criteria were rated to Extensive Achievement (EA) at the campuses with one example being under the 1.1.7 Criteria – Systems exist to ensure that the care of dying and deceased consumers/patients is managed with dignity and comfort. We were pleased to hear the surveyors found the care provided to the dying and deceased patient is addressed very well at a number of levels. A feature of this valuable end of life service is working together to meet the patient/client/resident needs to ensure comfort and dignity is preserved.

End of life care processes are compared both internally and externally resulting in improvements, education programs across the services, research and publication of articles.
Continuity of Care

Responding to your emergencies

The Northern Hospital’s Emergency Department is one of the busiest in Melbourne, providing care for almost 67,000 patients during the past year. Even with this high demand, we were able to treat 100% of Category 1 emergency patients immediately on arrival and for the first six months of 2010, 86% of Category 2 patients were treated within 10 minutes of arrival, exceeding the national benchmark of 80%.

We are working towards improving your experience by decreasing the time spent in the Emergency Department before being transferred to the wards.

Strategies such as the Rapid Intervention and Treatment Zone, Northern After Hours GP Clinic and Short Stay Unit are designed to ensure you receive the care you need, when you need it.

Responding to your minor injuries and illness

The Rapid Intervention and Treatment Zone (RITZ) provides care for you if you attend the Emergency Department but do not need a hospital stay. A triage nurse will assess you and if determined you have a minor illness or injury, you will be directed into this area. Approximately 40 patients are seen in the RITZ daily, with 75% of these patients going home in less than four hours. The implementation of the RITZ has seen an increase in satisfaction and a decrease in the number of people failing to wait to be seen by a doctor in the Emergency Department.

Emergency Department Nurse Practitioner

The Northern Hospital’s Emergency Department Nurse Practitioner is based in the RITZ area and helps treat patients when their illness or injury is not critical or life threatening. The Nurse Practitioner assesses and treats patients who present with specific complaints. Over 90% of the patients treated by the Nurse Practitioner are discharged home within four hours.

Short Stay Unit

The Northern Hospital’s new 14 bed Short Stay Unit meets the needs of emergency patients requiring extended emergency care and treats approximately 30% of the hospital's total admissions. You are likely to be admitted to our Short Stay Unit if you are expected to stay less than 24 hours. During your stay, you will continue to have access to comprehensive specialist medical, nursing, allied health and psychosocial services.

The Unit also has five beds dedicated to psychiatric services with a Consultation-Liaison Psychiatry Nurse available for secondary consultation to staff about psychiatric disorders.

LENGTH OF STAY IN EMERGENCY GREATER THAN 24HRS
The Northern After Hours GP Clinic

If you do not require hospital admission, The Northern After Hours GP Clinic offers prompt treatment and gives you access to GP care after hours. The Clinic helps to ease demands on our Emergency Department by giving you an alternative option to receive care.

The advantages of the Clinic include:

• co-location with the hospital means ready access to diagnostic services;
• provides care for less complex, GP-type problems;
• doctor waiting times is reduced; and
• operates after hours including weekday evenings and during the day on weekends.

Ambulance Bypass

In the past year our Emergency Department has received almost 18,000 patients by ambulance.

We continue to perform well in relation to state-wide benchmarks set for Ambulance Bypass despite an increase in the number of patients arriving by ambulance to the Emergency Department, The Northern Hospital has a monthly average of 3.5% of time spent on bypass.

We strive to create better access to emergency services for sick or injured patients arriving via ambulance.

What is Ambulance Bypass?

Ambulance Bypass is when the Emergency Department is unable to accept ambulances because all the cubicles in the department are occupied and there are still people waiting to see medical staff. It would therefore be unsafe to receive any new patients via ambulance under these circumstances.

NORTHERN HEALTH TIME ON BYPASS

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<th>SEP</th>
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<th>DEC</th>
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</table>

The Northern Hospital’s participation is part of a broader acupuncture trial funded by The National Health and Medical Research Council and is expected to conclude in August 2011.

Acupuncture trial relieving pain for patients in the Emergency Department

A three-year acupuncture trial is underway to provide pain relief for patients in The Northern Hospital’s Emergency Department. Acupuncture works by reducing pain and swelling to increase the patient’s comfort level. This makes it easier for health care professionals to perform exercises and tests.

Acupuncture is used for a variety of conditions, but for patients in the Emergency Department, the focus is to help them manage nausea, vomiting and different types of pain. The trial also includes managing pain from gastroenteritis, migraines and muscular and skeletal injuries.

Patients who may benefit from acupuncture will be offered the treatment and may receive drug therapy, acupuncture or both while waiting for the doctor’s assessment and diagnosis.

The Northern Hospital’s participation is part of a broader acupuncture trial funded by The National Health and Medical Research Council and is expected to conclude in August 2011.
The Northern Health Foundation was established on the 2nd November 2005 as a charitable fund, and provides the process for various types of donations, and philanthropic support to be allocated to programs within Northern Health. The Foundation gratefully receives from the community donations in support of:

- medicine services, being general medicine, interventional cardiology, renal dialysis, chemotherapy, radiotherapy, medical oncology, stroke and transient ischaemic attack, and gastroenterology;
- surgical services being, general surgery, orthopaedic surgery, ophthalmology and plastic and reconstruction surgery;
- obstetrics and gynaecology services;
- paediatric services;
- speciality acute services being, intensive care, emergency care, ambulatory outpatients, and endoscopy;
- mental health services; and
- continuing care being rehabilitation, palliative care, geriatric evaluation and management, and sub-acute ambulatory services.

Funds raised are used to purchase medical equipment, provide equipment to enhance the services we provide for our patients, provide equipment to assist in training of staff, and develop new patient based programs across the health service.

In Memory Donations
We are fortunate to receive donations provided in memory of loved ones. Often families ask that friends and relatives make a donation in lieu of flowers. The family has the opportunity to specify if they would like the donations to be directed to a particular program, ward or department. Families can also make a remembrance donation at the time of anniversaries. Specially designed envelopes are available through the Fundraising Department to facilitate this program.

Corporate Support
Corporate support is highly valued by the Foundation. There are various opportunities for companies to support Northern Health and specific programs. These opportunities include sponsoring events, an annual giving program, and the formation of partnerships and naming rights. Representatives are welcome to contact the Fundraising Department to discuss various programs and partnership opportunities.
Trusts & Foundations
Applications are made to corporate and community trusts and foundations to gain support for specific projects. Over the years many important pieces of surgical and medical equipment have been purchased and new programs to benefit patients have commenced as a result of receiving grants. Enhancing the quality of service we provide to our patients is a priority and these funds assist us in reaching our goals.

Special events
Through the Corporate Fundraising Committee, a calendar of events is arranged and activities are held throughout the year. These include fundraising dinners, a fun run, golf days, luncheons and locally based activities. These events attract a wide range of support, from both companies and individuals.

Support is sought for these events through sponsorship, attendance, providing a donation of goods or services or assisting with the planning and implementation of the activity.

For more information on how to become involved please contact the Fundraising Department.

Community Support
Northern Health is grateful to the Auxiliary volunteers, members of local service clubs, local schools, various community based groups and individuals within the community, who give their time freely to provide support and raise funds for a special area of interest.

We encourage service clubs and groups to arrange their own fundraising activities, or provide support to those activities which are part of the calendar of events.

Guidelines and relevant information is available from the Fundraising Department.

Leaving a legacy
Leaving a legacy through a bequest is the greatest way to invest in the future of Northern Health. Many who have experienced the care at Northern Health choose to express their appreciation by making a bequest to the Foundation. The Foundation’s Bequest Planning Manager is available to guide those wishing to leave a legacy in their Will. For more information please contact the Fundraising Department.

Donor Recognition
Acknowledging our donors is an important part of building relationships with our supporters. Acknowledgement varies from letters of appreciation, certificates, plaques, hosting morning teas, providing guest speakers, conducting tours of our facilities and listing on our donor boards. Donors who make significant contributions are invited to be acknowledged on the donor boards located at our various campuses. Those acknowledged include families and individuals, companies, groups, trusts, foundations and estates who have either made a major gift or have given regularly over a long period of time.
### How to donate

Donations to Northern Health through the Foundation may be made by mail, phone, fax or electronic transfer in the following ways:

**Mail**
Northern Health Foundation  
c/- Fundraising Department  
185 Cooper Street  
Epping VIC 3076

**Phone**  03 8405 8042  
**Fax**  03 8405 2930  
**Email** northernhealthfoundation@nh.org.au  
**Website** www.nh.org.au
Donation Form

Yes, I would like to support the Northern Health Foundation!

Name:

Address:

Telephone    w  m

Email:

For the amount of $    as a

[ ] One-off  [ ] Monthly  [ ] Quarterly  [ ] Biannual gift

For one or more of the following programs:

[ ] Medicine services  [ ] Surgical services
[ ] Obstetrics and gynaecology services  [ ] Paediatric services
[ ] Speciality acute services  [ ] Mental health services
[ ] Continuing care services  [ ] Equipment, research & training trust
[ ] Other (please specify):

[ ] Enclosed cheque made payable to Northern Health Foundation

Credit card details below for:

[ ] MasterCard  [ ] Visa  [ ] Other credit card (please specify)

Card Number

Expiry

Name on Card

Signature

Thank you for your support

Donations over $2 are tax deductible

Please return to:
Northern Health Foundation
c/- Fundraising Department
185 Cooper Street Epping VIC 3076
Phone 03 8405 8042 Fax 03 8405 2930
If you would like to know more about the Quality of Care Report, please call the Quality, Safety and Risk Unit on 8405 2515. If English is your second language, you may also call us via TIS on 131 450. You can speak your language and ask them to call the Quality, Safety and Risk Unit. Language services are free of charge.

**ARABIC**
إذا رغبت بمعرفة المزيد عن تقرير نوعية الرعاية ”Quality of Care Report“، يرجى الاتصال بخدمة الترجمة الهاتفية TIS على رقم الهاتف 131 450. بإمكانك التحدث بلغتك وإطلب منهم الاتصال بقسم النوعية على رقم الهاتف 8405 2515. الخدمات اللغوية مجانية.

**GREEK**
Αν επιθυμείτε να μάθετε περισσότερα σχετικά με την Έκθεση Για Την Ποιότητα της Περίθαλψης (Quality of Care Report), παρακαλούμε επικοινωνήστε μαζί μας μέσω της τηλεφωνικής υπηρεσίας διερμηνείας TIS στο 131 450. Μπορείτε να μιλήσετε στη γλώσσα σας, και να τους ζητήσετε να καλέσουν το Τμήμα Ποιότητας στο 8405 2515. Η υπηρεσία διερμηνείας διατίθεται δωρεάν.

**ITALIAN**
Per saperne di più sul Rapporto Qualità Assistenza Sanitaria (Quality of Care Report), siete pregati di chiamarci al 131 450 usando il servizio di interpretaário telefonico. Potrete parlare la vostra lingua e chiedere che chiamino il Dipartimento per la Qualità al 8405 2515. I servizi linguistici sono gratuiti.

**MACEDONIAN**
Ако сакате да знаете повеќе за QUALITY OF CARE REPORT, ве молиме повикајте не преку ТИС (TIS), на телефон 131 450. Можете да се јавите зборувајќи Македонски и замолете ги да го повикаат QUALITY DEPARTMENT на 8405 2515. Услугите за јазици се бесплатни.

**TURKISH**
Eğer Bakım Kalitesi Raporu hakkında daha fazla bilgi istiyorunuz TIS aracılığı ile bizi 131 450 no'lu telefondan arayınız. Kendi dilinize konuşarak KALITE DEPARTMAN  ile 8405 2515 no'lu telefondan irtibata geçmelerini isteyiniz. Dil hizmetleri ücretsizdir.

**VIETNAMESE**
Nếu muốn biết thêm chi tiết về Bản Báo Cáo Chất Lượng Chăm Sóc, xin gọi cho chúng tôi qua trung gian của TIS theo số 131 450. Quý vị có thể nói chuyện bằng ngôn ngữ của mình và nhờ họ gọi cho Quality Department (Ban Chất Lượng) theo số 8405 2515. Quý vị không phải trả chi phí dịch vụ ngôn ngữ.

**MANDARIN**
如果您想了解更多有关服务质量报告的情况，请拨打电话翻译处（TIS）的电话 131 450 和我们联系。您可以说自己的语言，请他们转接质量部 8405 2515。语言服务是 免费的。

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**We value your opinion**

We invite you to comment on the Quality of Care Report so that we can continue to improve and meet the community’s health needs. Please email your comments and suggestions to qrsunit@nh.org.au or phone 8405 2515 and speak with a member from Northern Health’s Quality, Safety and Risk Team.
Broadmeadows Health Service
35 Johnstone Street Broadmeadows Vic 3074
Telephone (03) 8345 5000 Facsimile (03) 8345 5655

Bundoora Extended Care Centre
1231 Plenty Road Bundoora Vic 3083
Telephone (03) 9495 3100 Facsimile (03) 9467 4365

Craigieburn Health Service
Craigieburn Road West Craigieburn Vic 3064
Telephone (03) 8338 3000 Facsimile (03) 8338 3110

Panch Health Service
300 Bell Street Preston Vic 3072
Telephone (03) 9485 9000 Facsimile (03) 9485 9010

The Northern Hospital
185 Cooper Street Epping Vic 3076
Telephone (03) 8405 8000 Facsimile (03) 8405 8524

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