



CBCHS: QUALITY OF CARE REPORT 2006 - 2007

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335-337 Nepean Highway
Parkdale 3195

Telephone 8587 0200
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Dental Clinic

Telephone 8587 0350

Adult Community Options

Main Office

Telephone 8587 0250

Chelsea

3/1 The Strand
Chelsea 3196

Telephone 9781 9333
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Clarinda

58 Viney Street
Clarinda 3169

Telephone 9552 4333
Facsimile 9552 4334

Mentone

Planned Activity Groups

Main Office

31 Venice Street
Mentone 3194

Telephone 9583 6970
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groups also operate at
Parkdale, Chelsea & Clarinda

Website: www.cbchs.org.au
Email: info@cbchs.org.au

We are pleased to present the first Central Bayside
Community Health Services Inc. (CBCHS)

Quality of Care Report to the City of Kingston community.

What is the CBCHS Quality of Care Report?

It is a report that documents the quality and safety systems, processes and outcomes of CBCHS.

It is YOUR report!

As a Community Health Service we are conscious of the needs of our community and we strive to meet them. Your feedback greatly assists us in doing just this. We endeavour to work as partners with you - our community. We look forward to hearing from you about what you want us to provide.

Our Vision, Mission and Values

Last December all staff participated in CBCHS's Annual Planning Day. The outcome being the creation of a vision and changes to our mission and values to reflect our current service philosophy.

OUR VISION

Quality. Community. Wellbeing.

OUR MISSION

Our Mission is to enhance the health and wellbeing of individuals through innovative, responsive services delivered in partnership with our community.

WE VALUE

- **Respect:** for each individual, family and for the diverse cultures within our community.
- **Empowerment:** as a cornerstone of how we work; we acknowledge the potential of each person and promote client participation and contribution.
- **Collaboration:** with each other, and with members of the community and colleagues from other organisations. We recognise that together we can achieve better outcomes.
- **Quality:** in all aspects of our work. Our practice is evidence based and we continually strive to achieve excellence in all of our programs and services.
- **Transparency:** in how we operate, particularly in how we make decisions and communicate

WHO IS OUR COMMUNITY?

The City of Kingston, which is located in Melbourne's South, has 13km of beaches, natural wetlands With over 4,000 industrial sites and a workforce of around 70,000.

The City of Kingston has a population of approximately 128,000 people. Of that number 36,800 persons were born overseas, representing 28.9% of the total population. The population is diverse with people from all walks of life making up this vibrant city.

While the health needs of the community vary the prevalent conditions are:

- Diabetes complications (which was the leading cause of hospital admissions in 2003 – 2004).
- Chronic Obstructive Pulmonary Disease.
- Dehydration and Gastroenteritis.
- Pyelonephritis, and
- Angina.

Who can access the service?

To support people to access our services an Access and Equity Policy was written this year. As in writing any of CBCHS's policies, all staff had input into the process as well as Board of Management approval.

Access and Equity Policy

CBCHS is committed to providing a workplace that embraces and promotes both client and staff diversity. It will endeavour to provide accessible and equitable services that consider the impact of environmental, social, cultural, emotional and physical factors on the health of eligible individuals, families and communities.



CBCHS recognises that it must comply with all relevant state and federal legislation, as listed in its Funding and Service Agreement.

Access: Services should be available to everyone who is entitled to them and should be free from any discrimination irrespective of a person's country of birth, language, culture, race, religion, or personal circumstance.

Equity: Services should be developed and delivered on the basis of fair treatment of all people who are eligible to use them.

Discrimination: The treatment or proposed treatment of one person or group of people, less favourably than another in the same or similar circumstances. Discrimination can be direct or indirect and is unlawful under equal opportunity legislation.

Diversity: This includes the variety of backgrounds, characteristics, beliefs, attitudes, languages, social circumstances, cultural backgrounds, gender, age and educational background.

This Access and Equity policy statement underpins current CBCHS policies and procedures, as well as future policy and procedure development.

CONTINUOUS QUALITY IMPROVEMENT - OUR COMMITMENT

Accreditation

May 2007 saw our participation in an external review process. This occurs every 3 years. Four reviewers visited the centre for three days, during which they reviewed our completed Quality Journal. All levels of the organisation, from Board of Management, management and staff contributed to the Quality Journal. It is hoped that it will continue to be a "living" and relevant document, from which to base our ongoing quality initiatives.

Credentialed Diabetes Educators (CDE)

The Australian Diabetes Educators Association is the peak body in diabetes education, and actively promotes best practice diabetes education to ensure optimum health and quality of life for all people living with diabetes.

CBCHS has two CDE's working over two sites.

CDEs are required to maintain a portfolio of evidence to demonstrate continuing competence and professional development specific to their diabetes role.

CDEs work in partnership with General Practitioners, other members of the multidisciplinary team and the person with diabetes to achieve mutually agreed diabetes management goals.

CDEs integrate clinical care, disease specific and self management education to support and motivate patients to:

- understand diabetes and their personal health risks and make informed choices;
- make appropriate food choices;
- be physically active;
- use medication effectively;
- monitor blood glucose levels and use their results to improve diabetes control;
- manage high and low blood glucose levels;
- develop sick day management plans;
- reduce the risk of diabetes complications, and,
- cope with the demands of diabetes on work, family and social roles.

Frontline Management

This year CBCHS funded 11 of its middle managers to take part in a work-based Diploma of Business (Frontline Management) course. Topics included; managing work priorities, managing projects and people to ensure team effectiveness, operational planning, identifying risk and how to apply a risk management process to ensure a safe workplace.

Staff testimonial:

'I would like to thank Management for having the confidence in me to complete the course and for allowing it to occur during work hours, I have found it to be very beneficial to me at work and on a personal level as well'

Malcolm Gamble, Team Leader

SERVICES WE PROVIDE

CENTRAL INTAKE AND HOW IT MAKES IT EASIER FOR YOU TO ACCESS OUR SERVICES.

Central Intake, is a service co-ordination tool, designed to give you better access to CBCHS's services. Central Intake allows you time to discuss your health issues with trained staff who will then refer you to the relevant CBCHS service area. Your information is recorded and provided to the health professional you are to see. If you need to see more than one health professional this can also be arranged.

MANAGEMENT OF DATA

The Data Management position is regarded as an important new position within our organisation. As a non profit organisation and funded primarily from the Department of Human Services, staff are aware of the importance of accurate data collection as part of their role in monitoring services and programs.

Our New Data Person

My name is Jodi-ann and I was first employed by CBCHS almost 8 years ago as a receptionist working on a daily basis with the general community, other agencies and professional staff. Over this time I have seen the centre grow and develop into a very large and successful community health centre offering a broad range of services to the community.

Naturally as the centre continues to grow, with almost 4,000 clients attending per year, the need for accurate demographic and statistical data collection is of major importance, in order to provide a quality service to our clients.

Currently I am responsible for training of staff in data management and reporting to the Department of Human Services, ensuring all statistical data is distributed accurately on a quarterly basis and stated performance targets are met.



This brochure is available from CBCHS reception areas or go to our website!
www.CBCHS.org.au

GOOD HEALTH FOR LIFE PROGRAM

CBCHS is taking a new approach to clients accessing our services with long-term health problems. With an increase in Department of Human Services funding late last year, we have set up the program Good Health for Life. We are working with our staff to change and improve the way we deliver our services to our community. Our aim in doing this is to ensure that CBCHS health professionals and other service providers working collaboratively to coordinate your health care and services.

The Good Health for Life program will adopt a “self management” approach to your health care which means you will be able to:

- engage in activities that improve your health;
- learn how to manage the effects a chronic condition can have on you, and the effects it can also have on your family and friends;
- follow a health care plan in a partnership with your health professional that you feel comfortable with;
- and, learn to monitor the signs and symptoms of your chronic condition and respond effectively (in order to reduce the long term impacts of your condition).

The Good Health for Health for Life program will take a team approach to your health care. You become the leader of this team and we will work together to address your health issues. We will also work to link you in with other health services including your GP. Therefore, we will be asking you to teach us about what you would like to do to improve your health. We may be the experts in our various health fields, but you are the expert on yourself.

At this stage our Good Health for Life focus is on people with, or at risk of developing, diabetes, this particular service includes:

- **Diabetes Educators** - to learn more about living with and managing your diabetes.
- **Dietitians** - to assist you to confidently make healthy eating choices.
- **Podiatrists** - to learn more about the important role of foot care.
- **Counsellors** - to help you learn to cope and live with the changes to your health that a diagnosis of diabetes can bring.
- **Physiotherapists** - to assist you to manage the physical changes that may occur, and assist you to confidently make exercise a part of your life.

A new aspect of the Good Health for Life program this year is health coaching. We recognise making healthy lifestyle choices can be hard and things can get in the way. A health coach can explore these obstacles with you and help you to discover your own solutions and goals.

WE WOULD LIKE YOUR FEEDBACK ON THIS REPORT





YOUR FEEDBACK

How useful or interesting did you find this report?

1. What did you like most about the report?

2. What didn't you like?

3. What would you like to see in future reports?

4. Has it been easy for you to obtain a copy?

Yes

No

Please leave this slip at a CBCHS reception area.

Or email us on info@cbchs.org.au

This is your Community Health Service!

Do you or someone you know
need help with their:

- Diabetes
- Child's Asthma
- Arthritis
- Feet problems
- Drug or Alcohol problem
- Gambling problem
- Family member with Dementia
- Nutrition and weight issues
- Physical Wellbeing
- Communication needs
- Assessment for home independence
- Pre-school child's development



You also may be eligible to access our:

- Counselling service
- Day programs for the Aged
- Doctor
- Paediatricians
- Family Planning Service
- Dental Clinic
- Day programs for adults with a disability

We can organise an interpreter for you!

Please call us on **8587 0200**
for more information or to make an appointment

