

QUALITY ACCOUNT REPORT

2016-17





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WELCOME

Welcome to the account of Nexus activities for the 2016/17 financial year.



In this fast changing environment for health and community services, Nexus staff have been proactively providing services to our communities, and innovative and responsive to the varying demands of our clients.

We have worked hard to ensure that we continue the grass roots work that led to our establishment almost 40 years ago.

Our strong community connections are demonstrated by our diverse services and client groups, as well as our representation on committees and working parties ranging from “Early Years” to “Ageing”.

All our community and client work is to ensure we hold true to our core belief that healthy people are those able to live, work and play in their community.

WELCOME

This year, our staff numbers grew to 190 and we worked with around 12,000 clients.



In the period between Christmas and New Year alone, our GPs kept some 500 people out of hospital Emergency Departments, and meant that families didn't have to travel long distances for urgent care.

We would like to take this opportunity to thank all our staff and volunteers, who make such a difference to the lives of people every day. Whether it be delivering a meal, responding to a phone call, or delivering a health service; all your work matters to the individuals that make up our communities.

Finally, we would like to thank the Board of Directors who continue to donate their time and skills to enable Nexus to strategically operate within our complex environment.



Suzanne Miller
Chief Executive



Dr. Paul Scown
Chair, Board of Directors

WHO ARE WE?



Nexus Primary Health is the “go to” organisation for primary health information and person centered services in our communities.

Our Mission

To provide the highest quality integrated person centered health services, support and advocacy based on best available evidence.

To work collaboratively with all stakeholders to effectively plan for and deliver the continuum of prevention to intervention activities to maximise the health outcomes for our communities.

To be innovative in our use of technology and in the provision of sustainable and accessible services.

We are a not-for-profit organisation dedicated to maximising your health and wellbeing.

We have provided cost-effective health services for almost 40 years across the Mitchell, Murrindindi and Strathbogie Shires.



Our services range from prevention to treatment and are confidential and respectful of individual needs, circumstances and culture.

Our Services



Allied
Health



Community
Support



Health
Promotion



Medical
and Nursing



Mental Health
and Wellbeing

We are committed to working collaboratively with local people to build safe, supportive and sustainable places where people live, work, learn and socialise for everyone in the community to enjoy.



"The Nexus story began over thirty years ago with a small local health service employing a Physiotherapist and District Nurse. Today we are a fully integrated primary health service with 190 employees."

- Suzanne Miller,
Nexus Chief Executive

Section 1

STATEWIDE PLANS AND STATUTORY REQUIREMENTS

Victoria has a number of state-wide plans in place to support the Health and Wellbeing of everyone.

Nexus works within these guidelines to make sure that all members of the community receive high levels of care that meet their individual needs and circumstances.

The Victorian Government has identified priority population who:

- Experience poorer overall health outcomes,
- Have barriers to accessing adequate healthcare,
- Are economically or socially disadvantaged,
- Have complex health needs.

As part of our commitment to continuous quality improvement Nexus has plans in place to build an inclusive, accessible and equitable service that supports access for:

Aboriginal people,
LGBTI communities,
People affected by Family Violence,
Children in out of Home Care,
People with a serious mental illness,
People with a disability.

WE ARE LGBTI INCLUSIVE

We understand that those who identify as Lesbian, Gay, Bisexual, Transgender and Intersex may experience poorer health outcomes due to stigma and discrimination.

Nexus works with the local LGBTI community to ensure that current and future services, groups and events are accessible and appropriate.

We are a preferred provider for people aged 65 years and over (50 years and over for Aboriginal and Torres Strait Islander) in our community



**We hosted
12 LGBTI Events**



**Working towards
the Rainbow Tick**



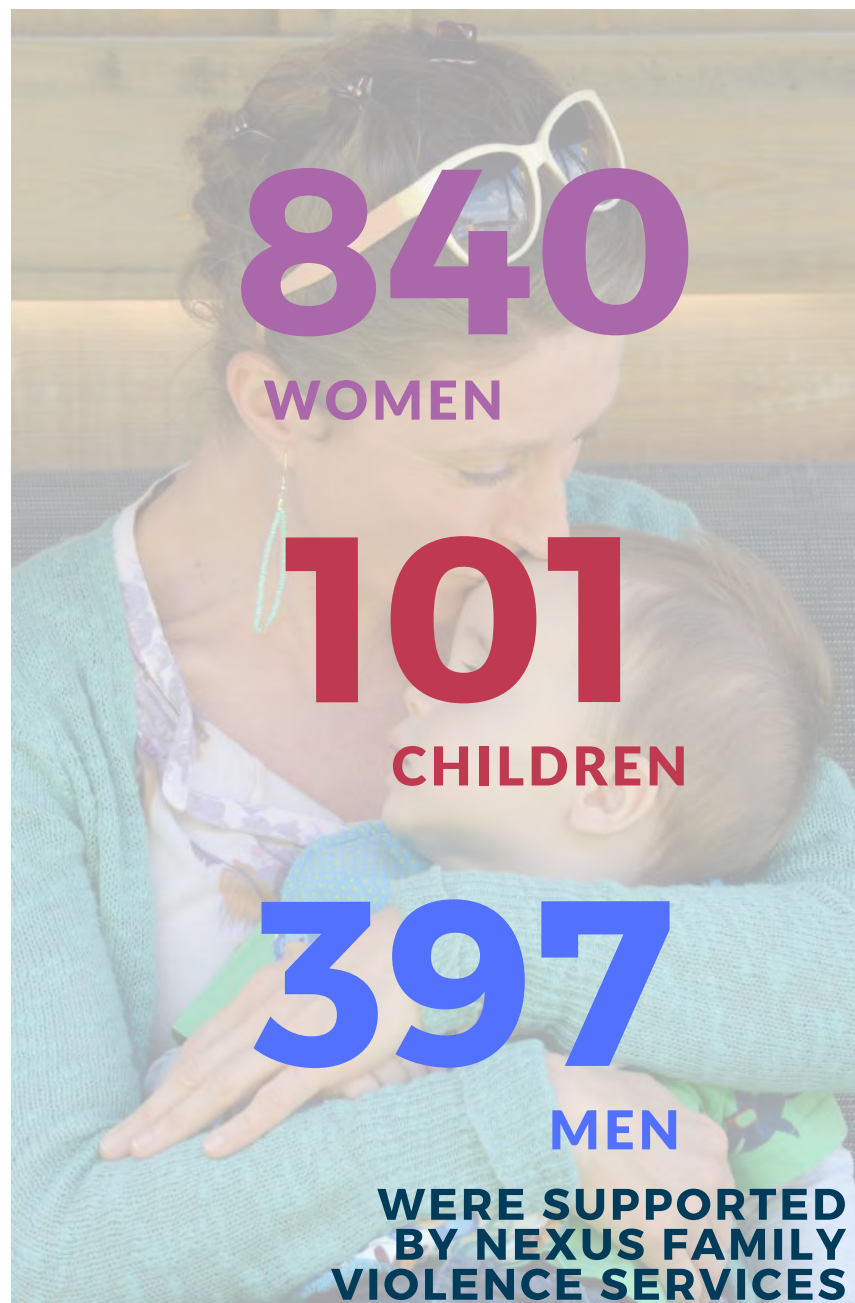
**My Aged Care
preferred provider**

WE SUPPORT PEOPLE AFFECTED BY FAMILY VIOLENCE

We are the local provider of Family Violence Support for Women, Children and Men within the Mitchell and Murrindindi Shire Council areas.

Key to providing effective support are strong partnerships. We proudly work along side Victoria police, ChildFIRST, Child Protection and the Victims Assistance Program.

We equip our community with relevant skills to empower action, and so build community resilience, cohesion and strength. By working across our communities in places where people live, work, learn and socialise, we can drive positive change.



FEATURE STORY: FAMILY VIOLENCE

Family Violence Therapeutic Interventions Project (FV-TIP) to support women, children and their families.

Nexus secured Victorian Government funding to provide intensive therapeutic support to women, children and their families experiencing family violence.

Nexus FV-TIP is one of 26 funded throughout Victoria to improve accessibility and transform the service system.

Nexus FV-TIP can provide the following therapeutic interventions:

1. Allied Health: for children with developmental delays,
2. Theraplay®: a trauma-informed attachment-based therapy for children and women,
3. Nexus Horses Assisting You (HAY): Equine Therapy Program for children and women.



WE ARE CHILD SAFE



15%
of our clients are
Under 18 years of age.

We have processes in place to respond to, and report all allegations of child abuse to ensure children are safe.

Our Health and Wellbeing needs change and evolve over our lifetime. Nexus understands that supporting the health and wellbeing of children, young people and the families that nurture them is vital.

The Child Safe Standards guide and monitor our progress and actions to ensure our services are appropriate and effective.

To be child safe we:

1. Ensure all relevant staff have current Working With Children Checks, and Police Checks,
2. Ensure all clinical spaces and waiting areas are safe for children,
3. Meet the Latching onto Breastfeeding Program standards,
4. Provide regular staff training across all teams.

Section 2

CONSUMER, CARER AND COMMUNITY PARTICIPATION

There are strong links between low health literacy, unhealthy behaviours and health outcomes.

Navigating health services can often be stressful and difficult. We understand that in rural communities, the places where people live work and play are extremely influential, and have the potential to positively impact and influence wellbeing.

Understanding local health needs is key to ensuring our services are relevant and accessible.

As part of our commitment to continuous quality improvement Nexus proactively engages with the local community.

We work closely with:

Schools

Workplaces

Neighbourhood Houses

Sports Clubs

Mens Shed

Volunteer Groups

Local Councils

WE EMBRACE COMMUNITY

Nexus is committed to empowering everyone in our communities to develop the skills, knowledge and confidence to shape their own health care journey. To ensure Nexus remains part of our community, we:

1. Promote and use the Victorian Interpreting and Translating Services (VITS),
2. Provide training, education and support to local sports clubs, Men's Sheds, Neighbourhood Houses,
3. Develop community-led health information to raise awareness and empower action,
4. Participate in local community events to raise brand awareness

6 different languages

Victorian Interpreting and Translating Service (VITS) was accessed 16 times, for 8 people,

35 community led health messages

Over 2,000 young people developed sexual health, drugs, disability and family violence prevention messages with us.

15 local events

8 local sporting clubs supported

FEATURE STORY: ACCESS FOR YOU

Our Client Engagement Team handle all calls and referrals into Nexus. They ensure that client details are accurately entered into our database, and make appointments for services. They work every day except Christmas Day



The health and community sector is complex, and Nexus must account for services provided under dozens of different funding streams, agreements and options. Although we have worked hard to create workflows to manage these processes, you have identified areas for improvement.

A LEAN organisation understands client value and focuses its key processes to continuously improve it

We began working with LEAN consultants to review, streamline and fine-tune our processes. After working with them, we have recruited more Client Engagement staff, and modified our phone system to be more responsive.

Your feedback about the Client Engagement Team has helped us to improve our service to you, and we will continue to refine our LEAN approach to ensure we respond appropriately to your service requests.

WE BUILD INCLUSIVE COMMUNITIES

Inclusive and accessible communities promote good health and wellbeing for everybody to enjoy.

Nexus can support people with a disability and their carers to explore and build their lives by providing a range of groups, services and events.

We are registered with NDIS so that we can continue to meet the needs of people with a disability.

We are passionate about supporting people to live well, in their own homes and communities for as long as possible.

We understand that it is important for people with a disability to have the skills and confidence to participate fully in, and contribute to their community.



FEATURE STORY: DISABILITY

We support people with a disability and their carers to explore and build their lives by providing a range of groups, services and events.

Ali's Story

Ali is a thirty four year old living with Down Syndrome who recently moved into the local area. Ali lives independently, with a great social circle that includes friends and family to have fun with.

Ali wanted to make a few changes to the services we were providing. We met with Ali to listen and assist with service changes to make the most out of the hours of support we were providing.

This meant that Ali could focus on all of the things that she wanted - like going to community activities and clubs.

Nexus worked with Ali to develop a job advertisement to find a bubbly, enthusiastic and creative support worker. Ali interviewed a shortlist of applicants, and so was able to find exactly the right person to help her fit her new goals into her regular services.



FEATURE STORY: TARGETED CARE PACKAGES

QAR 2016-17



Jay's Story

Jay is a nine year old boy who has been in Out of Home Care since he was an infant. He has lived with many different carers, both family members and foster carers.

Jay has a mild intellectual disability and has trauma related behaviours. He is in school for four hours a day and his carers both work full time. Jay is behind at school and needs support.

Targeted Care Packages (TCP), provide funding to support home based placements for children in residential care, or at risk of going into residential care.

The TCP meant that Jay now has the support of a key worker and has participated in cognitive, educational and occupational therapy assessments. He receives Community Support Services, Theraplay and Nexus HAY.

Theraplay assisted Jay with behavioural and emotional wellbeing whilst Nexus HAY was able to assist with developing personal boundaries, interpersonal communication and problem solving skills.

The Key Worker helps coordinate all the services that Jay needs, and will act as a contact point for the family, child protection workers, the school, and other agencies.

A Care Meeting is held monthly when Jay's TCP is reviewed to ensure his needs are being met.



Section 3

QUALITY AND SAFETY

Quality improvement is a continuous cycle of using feedback and evidence to make improvements.

We actively encourage our clients and community to tell us about their experience with us. All input helps us to improve, learn and grow.

We have processes in place to embed and monitor organisational and cultural change in our everyday behaviour.

Everything we do meets or exceeds industry accreditation standards.

As part of our commitment to continuous quality improvement Nexus has processes and systems in place to ensure our services are high quality, accessible and reflect the community voice:

**Achieving industry
accreditation standards,
Customised planning process,
Proactive feedback system.**

WE ARE PROFESSIONAL

Providing high quality services is important to us. We are committed to exceeding industry standards.

We are fully accredited with all:

1. Quality Improvement Council (QIC) Standards
2. Human Services Standards (HSS)
3. Home Care Standards: Commonwealth Home Support Program (CHSP)

We are working towards:

1. Rainbow Tick Accreditation for Inclusive Practice



WE ARE ACCOUNTABLE

To ensure we retain our accreditation we are regularly reviewed.

As a result of QIC and HSS feedback in 2016-17, we:

1. Developed a staff learning and development framework
2. Improved office safety through more storage for chemicals and equipment
3. Provided Incident reporting training to staff.
4. Ensure all clients have signed and completed care plans on file.



WE ARE ACCOUNTABLE

Continued.

Following feedback from the Australian Aged Care Quality Survey we:

1. Refined food safety procedures in particular monitoring food and refrigeration temperatures
2. Improved our processes for when we visit for you and you're not home
3. Conduct and report on fire drills every six months at all Nexus Sites
4. Ensure regular Feedback System Reports are provided to Nexus Management and Committees.





WE LISTEN AND LEARN

We understand that people communicate differently.

We put processes in place to embed cultural change in our everyday behaviour. All input you provide helps us to improve, learn and grow.

If you would like to tell us about your experience with us, there are several ways you can do this:

1. Tell a staff member,
2. Submit a paper form - available at all our locations,
3. Send a message via social media,
4. Via our website.


[ABOUT](#)
[SERVICES](#)
[GP CLINICS](#)
[GROUPS & EVENTS](#)
[NEWS](#)

We log all your feedback, and we use it to help us plan to better meet your needs. We report back to internal committees and to the Nexus Board of Directors.

If you request a response, we aim to be in touch with you within 5 working days of receiving your feedback.

We encourage clients and community to make comment on our services in the form of a complaint, suggestion, or compliment.

Feedback, which could be a complaint, suggestion or compliment about a specific service we provide or the broader organisation – feedback can be provided anonymously.

[Download](#)
[Nexus Feedback Form](#)

WE HEAR WHAT YOU SAY

COMPLIMENTS AND SUGGESTIONS

14

NEXUS MATERIALS ARE
EASY TO UNDERSTAND,
YOUR STAFF ARE
APPROACHABLE AND FRIENDLY,
GROUPS AND EVENTS ARE GREAT.

COMPLAINTS

28

WE CANCEL YOUR
APPOINTMENTS AND HAVE
TOO FEW AVAILABLE,
YOU CAN'T GET THROUGH
ON THE PHONE.

**AS A RESULT OF WHAT YOU TOLD US,
WE HAVE MADE CHANGES TO HOW WE DO THINGS.
THIS MEANT THAT WE:**

PROVIDED MORE APPOINTMENTS

495

INC. PODIATRY, SPEECH PATHOLOGY,
OCCUPATIONAL THERAPY,
PHYSIOTHERAPY, COUNSELLING



FEATURE STORY: IMPROVING US

We also actively seek feedback from our staff about quality and processes within Nexus, and how we can support them to provide the best service possible.



We have 50 Community Support Workers and 5 Property Maintenance Contractors that supported 1500 members of the community across Mitchell and Strathbogie Shires in 2016-17.

Service delivery of this size presents logistical issues, and these are handled by a team of administrators based at our Broadford Office.

Our team was keen to improve service delivery, and so LEAN consultants worked with them to determine the various key functions required, and to develop more responsive processes.

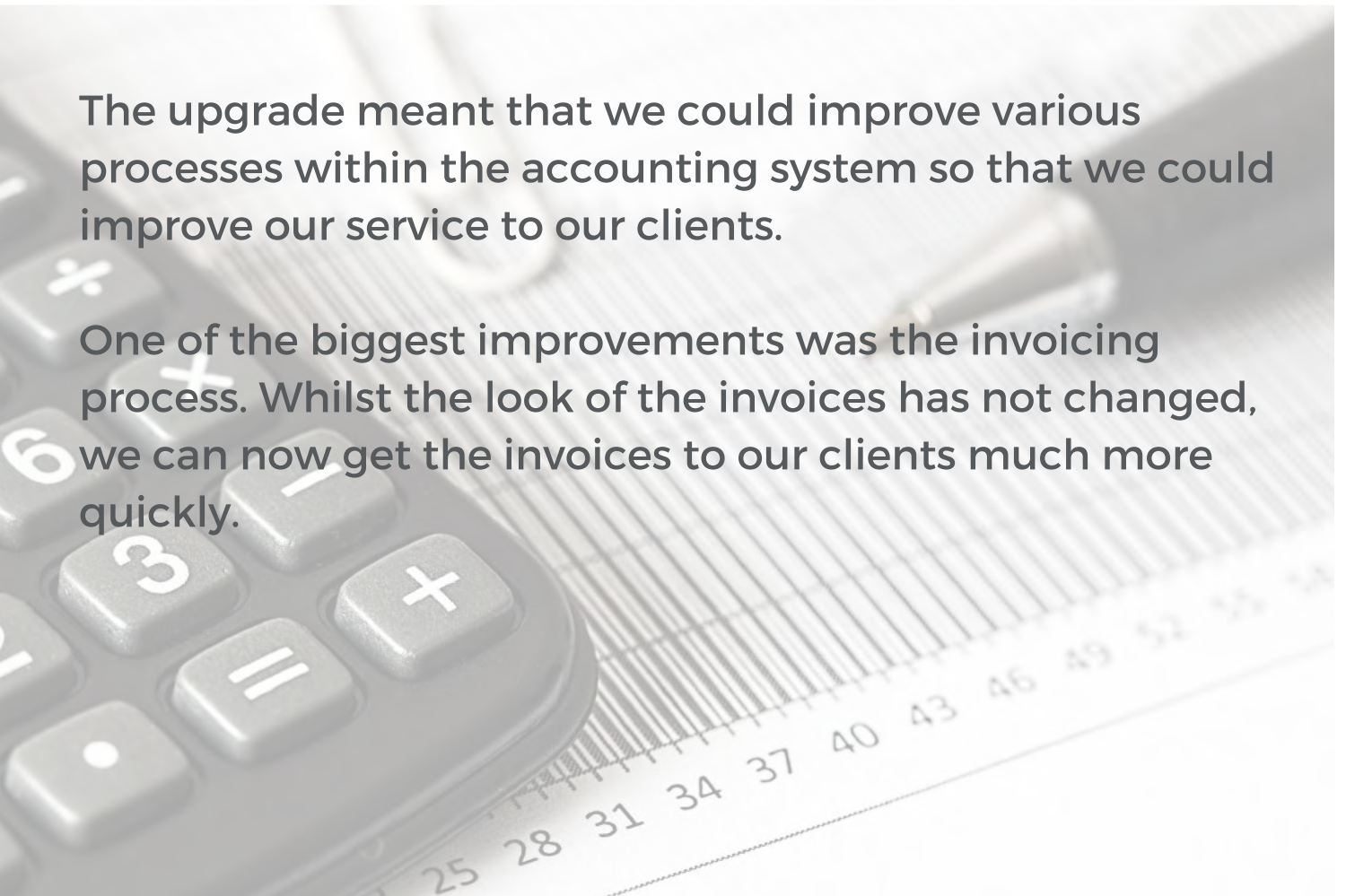
As a result, we created a triage role that would answer all calls and emails sent to the team. This has led to more efficient use of everyone's time.

FEATURE STORY: IMPROVING US

We also asked our Finance Team to review their computer programs. After an extensive review, they recommended that we upgrade the accounting software. The upgrade took place in November 2016.

The upgrade meant that we could improve various processes within the accounting system so that we could improve our service to our clients.

One of the biggest improvements was the invoicing process. Whilst the look of the invoices has not changed, we can now get the invoices to our clients much more quickly.



Section 4

CONTINUITY OF CARE

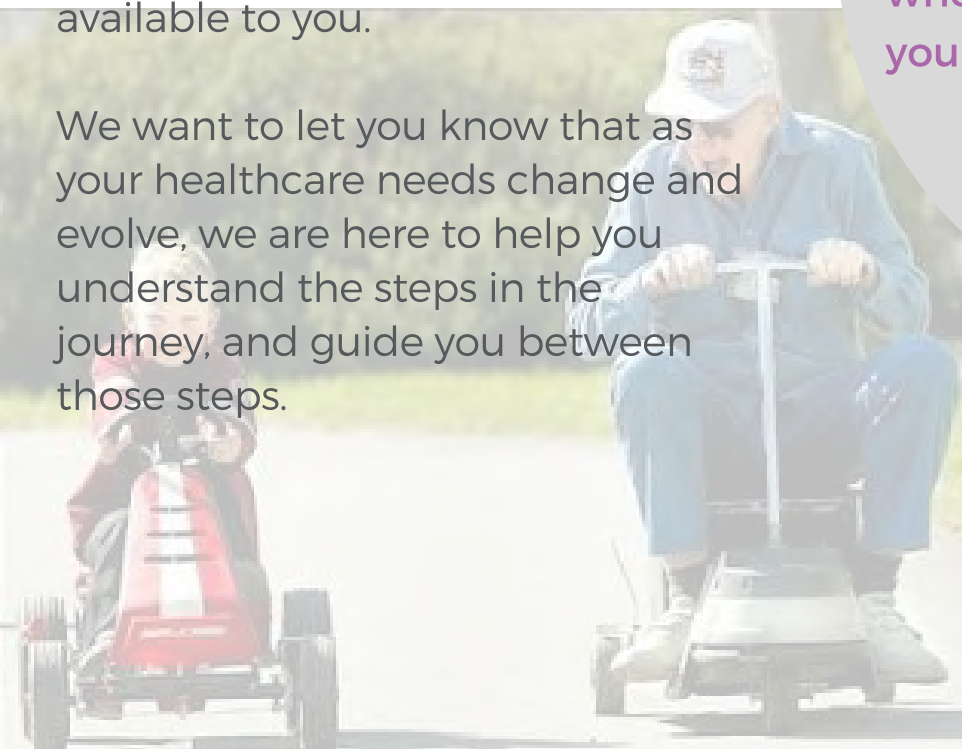
Person Centered care is about helping you understand your health needs, and how you can best use all of the services available to you.

It can be difficult to make effective choices about your healthcare if you don't fully understand your health condition or the services available to you.

We want to let you know that as your healthcare needs change and evolve, we are here to help you understand the steps in the journey, and guide you between those steps.

As part of our commitment to provide you with the best possible care for as long as possible, we provide a range of person-centered services.

These services work together where necessary to improve your health outcomes.



FEATURE STORY: TEAM CARE

John's story

John is forty five years old and has had Type 1 Diabetes since he was a child. He has occasionally seen a Diabetes Educator as an adult, but does not want to use a service that he doesn't think will benefit him.

John was referred to the Diabetes Educator at Nexus by his GP, after having some trouble controlling his blood glucose levels.

The Diabetes Educator worked together with him to identify some issues with the management of his diabetes, such as injection technique, injection site care, and recognising and treating hypoglycaemia.

After monitoring John's blood glucose levels over a period of time, we were able to show that John responded well to certain foods and exercise. As a consequence, John was referred to a Nexus Dietician and Exercise Physiologist.

As a result of the team approach and integrating several services, John reported that he is feeling better. There have been several improvements in different aspects of his health and wellbeing. He maintains better control of his diabetes and regularly participates in exercise groups.





FEATURE STORY: PALLIATIVE CARE

Jane's story

Jane is seventy years old, living in a small rural town, well connected to her community and her family. In 2014, Jane was diagnosed with Oesophageal Cancer and referred to Nexus through the Hospital in the Home program.

Jane created a health plan that included a variety of services including Nexus District Nursing and Home Support Services.

Despite Jane's positive attitude and care, the cancer progressed and her care transitioned from curative to palliative care. Nexus was able to provide more services through the Commonwealth Home Support Program (CHSP). As eating became more difficult, Dietetics, Meals on Wheels and Domestic Assistance services were delivered. Nexus was also able to offer Respite services to Jane's husband.

Jane remained in control of her own care, and worked with Nexus staff to make an Advanced Care Plan. The Advanced Care Plan clearly stated and included all her decisions around medical treatment and deciding not to be resuscitated, so all the health professionals involved in Jane's care understood those decisions.

Jane had wished to plan her own death, and remain in control of as much of her own health care as she could, and Nexus was able to support her in these wishes.

When Jane passed away peacefully in her home with her husband by her side, Nexus supported Bob through his grief.

FEATURE STORY: SUPPORTING STRONG FAMILIES

QAR 2016-17



When two young Aboriginal children moved into the local area to be with their kinship carer, they came to Nexus for Early Childhood Intervention Services. (ECIS).

There were already many organisations involved with the children when they moved, including a Case Manager from Victorian Aboriginal Child Care Agency, Department of Human Services, a Paediatrician, and a Speech Pathologist from the Victorian Aboriginal Health Service.



Our staff attended training from the Murrindindi Shire, coordinated by an Aboriginal Project Officer so we can provide appropriate, quality services. This helped increase our understanding of historical issues and cultural importance. We also learned ways in which we could be more culturally sensitive. Staff were then able to share this knowledge with the rest of the organisation.

The ECIS Key Worker was able to help the youngest child transition into a Kindergarten with a commitment to acknowledging and educating about Aboriginal and Torres Strait Islander cultures. They also worked with the local Koori Engagement Support Officer to support the older child in their transition to Primary School.

Nexus was able to support the family to connect with the local Aboriginal community, and also to meet new people at a health awareness day. The family was referred to Rumbalara for Theraplay, and to the Nexus HAY program.

The ECIS worker also supported the guardian to access services through Housing, Centrelink, and to access Dental, and Maternal and Child Health Services. The ECIS worker will continue to support the children and liaise with all the services involved in their lives..