World-class care snapshot

1 January 2023 - 30 June 2024

Shaping the future of health with world-class care and world-class research





Acknowledgement of Country

We acknowledge that this land we meet, work, live and play on is the traditional lands of the Kaurna people, and we respect their spiritual relationship with this country.

We pay our respects to their leaders, past, present, and emerging and acknowledge that their language, cultural and traditional beliefs held for over 60,000 years are still as important and relevant to the living Kaurna and all Aboriginal people today.

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A message from the former Executive **Director, Clinical Governance**



A/Professor Kathryn Zeitz Executive Director. Clinical Governance Central Adelaide Local Health Network

Naa Marni.

I am very pleased to introduce the 2023-2024 World **Class Care Snapshot describing important work** undertaken in CALHN.

One of the areas I am proud of is consumer and community engagement.

Our Consumer Strategy reflects the value our service places on meaningful engagement and interaction with our communities. This strategy builds on work already undertaken by consumer representatives, advocates and consumer partnering and experience teams.

We started our Patient Story Library in November 2023. Collecting patient stories is an important way to learn about how we can improve the way we deliver care. We use these stories in our online learning modules for staff. Some of our patient stories include families sharing their experiences, people receiving care through the Refugee Health Service and the experience of Aboriginal and Torres Strait persons.

We have a range of safety and quality data that allow us to identify opportunities for improvement. We started using our clinical audit database in 2021 now have over 3200 staff using the system. The audit results show us how well we are performing, identify opportunities for improvement, and showcase our best performance.

I would like to take this opportunity to thank all the champions of Safety and Quality, including our consumer representatives and advocates who support these amazing achievements.

Ngaityala (thank you).



Introduction

The World Class Care Snapshot celebrates our achievements from 1 January 2023 to 30 June 2024.

This report details what we have learned, and the improvements we have made.

Our vision

To shape the future of health with world-class care and worldclass research.

To become one of the top five performing health services in Australia and one of the top 50 performing health services in the world within 5 years.

Our strategic ambitions



Our care is connected and revolves around the patient in their (and our) community.



Our curiosity compels us to always do better – research and innovation drives everything.



We invest in what matters.



Our technology enables excellence.



We attract and foster world-class talent.

Our values

Our values outline who we are, what we stand for and what people can expect from us.

We are committed to the following values:



People first



Future focused



Ideas driven



Community minded

These values, together with our vision and ambitions, provide direction for everything that happens across CALHN.



Our network

Central Adelaide Local Health Network (CALHN) is South Australia's largest public health service, providing acute and continuing care to the community across five hospitals, as well as through a range of Statewide Clinical Support Services (SCSS) and community services.

Our hospitals

- The Royal Adelaide Hospital (RAH)
- The Queen Elizabeth Hospital (TQEH)
- Statewide Rehabilitation Services (Repat)
- Hampstead Rehabilitation Centre (HRC)
- Glenside Health Services

Our clinical support services

- SA Dental
- Breast Screen SA
- SA Medical Imaging
- SA Pathology
- SA Pharmacy

CALHN's community services include:

DonateLife SA

DonateLife SA staff are located in each acute hospital to ensure a coordinated approach to organ and tissue donation for transplantation. In 2022 there were 1,800 people on the waitlist for a transplant in Australia.

Integrated Care

Integrated Care (IC) focuses on reducing patient length of stay in acute hospital settings, preventing hospital presentations, and bridging the gap between primary and acute care.

SA Prison Health Services

SA Prison Health Services (SAPHS) provides a range of primary health care services to people in custody in state-managed adult prisons in South Australia.

Statewide Rehabilitation Services

This service is based at the new Repatriation Health Precinct and provides specialised rehabilitation for patients across the state with brain injury and spinal cord injury.

The Queen Elizabeth Hospital Hampstead Rehabilitation Centre

Henley Beach

Royal Adelaide Hospital

Adelaide

Glenside

Central Adelaide Local Health Network Community

Consumers mainly come from the central Adelaide area, including the eastern and western suburbs. However, a significant number of consumers come from outside these areas. This includes rural, remote, interstate, and overseas locations.

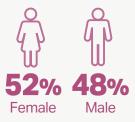
In 2023 over 500,000 people were treated at Central Adelaide Local Health Network. This is over 29% of the total population of South Australia.

Repat Health Precinct



Our community

We are the **most densely** populated and diverse of all the health networks in South Australia



79,006 65 yo and over

49,306 31-50 yo

44,339 51-64 yo

28,334 18-30 yo

2,682 17 yo and under



7,290 of CALHN consumers are Aboriginal and/or Torres Strait Islander

3.8% of CALHN admissions identified as Aboriginal and/or Torres Strait Islander

Consumer health

19% have diabetes

16%

have cardiology concerns

15% have experienced mental distress

21% have high blood pressure

Top 5 Languages in interpreter bookings

- Arabic
- Cantonese
- Dari
- Greek
- Hazaragi



Top 3 Aboriginal Languages

- Pitjantjatara
- Arrente
- Walpiri

7.63%

of CALHN consumers are non English speaking

In CALHN.

of residents were born outside of Australia, the greatest cultural diversity being in the Queen Elizabeth Hospital area

Snapshot of CALHN activity in 2023 - 2024

1 January 2023 – 30 June 2024



191,279 Emergency department presentations



210,861 **Patients** admitted



32,815 Incidents reported



1,567,184 Outpatient attendances



2,530 Consumer compliments received



Quality improvement activities registered



complaints received



Sentinel Sentinel events are the most serious incidents reported.

We acknowledge and share quality improvement activities

We held our annual CALHN World Class Care Showcase and Awards in February 2023 and May 2024.

36

improvement projects were nominated for the Showcase in 2024 4

awards were presented

The award-winning projects

all resulted in an improvement in how we deliver care in CALHN



The 2024 winning improvement projects were:

Acute and Urgent Care

used video monitoring to reduce falls occurring at night in the Geriatric Medicine Unit. There were no falls during the trial.



Surgery partnered with consumers to develop a program to improve a person's health before surgery. Consumers enrolled in the My PreHab program had a shorter time in hospital for hip and knee joint replacement surgery. They had fewer hospital complications. The program has expanded out to six more areas. Over 2000 consumers have been invited to register for My PreHab.

'The program has outlined areas that I need to focus on which will help me to achieve a better pre op and rehabilitation journey.'

Cancer services asked survivors of donor stem. cell transplants to report on outcomes to improve standard of care after transplant.

Specialty Medicine 2 introduced a single use alcohol impregnated disinfection cap for PICC lines (Catheter) for patients with blood cancer. This has reduced health care acquired blood stream infections by 70%.

Other local Quality Improvement

The **PREVENT** program supports consumers to access allied health services to improve their physical and overall health during cancer treatment

Allocation of a dietician to conduct nutritional assessments for all cancer consumers enabling early access to dietary support.



We provide a welcoming environment for **Aboriginal and Torres Strait Islander people**

Every year CALHN recognises culturally important dates for Aboriginal and Torres Strait Islanders including National Close the Gap Day, National Reconciliation Week and NAIDOC week. Cultural support, healing and therapies are available for Aboriginal consumers and staff including Cleansing Ceremonies and the use of varning circles.

To make our environment more welcoming, we worked with Aboriginal Reference Group Members and local film makers to develop short films. These films aim to support connection to country/home and improve wellbeing through familiar images and sounds. The films are available on trolleys that can be taken to a patients/family's room.

In May 2023, the Reconciliation Cup was launched. This involved activities and events centered around reconciliation and learning about Aboriginal and Torres Strait Islander people and culture.

The Aboriginal and Torres Strait Islander Health and Wellbeing Hub introduced:

- Art therapy and weaving sessions as part of cultural care
- Ngangkari Clinic to provide traditional healing practices to Aboriginal and Torres Strait Islander patients

A cultural reflection welcoming environment audit has been added to their suite of clinical audits. This will allow services to assess their environment and identify opportunities to improve. 84 audits were undertaken in wards and unit areas in November 2023-June 2024.



We partner with our consumers

Our Consumer Partnering and Community Engagement Team play an important role in helping CALHN make connections with community groups, many representing our most vulnerable patients.

Through Community Connector Forums, CALHN is working with more than 20 community groups. Improvements include:

- Development and distribution of Deaf/ Hard of Hearing Patient Packs and Deaf Awareness Training for staff
- Development and distribution of carers packs
- Adaptive technology to improve the experience of consumers with vision loss or blindness while in hospital and

- Development of a Patient Reported
 Experience Measure survey for Refugee
 Health Service
- Additional documents translated into new arrival languages



Consumers on Interview Panels

Consumer representatives on interview panels bring a consumer-focused perspective when hiring new staff.

Consumer representatives may be involved in any stage of the process to hire new staff, including the early stages of the recruitment process, right through to interview stage.

Patient Story Library

Patient stories are an opportunity to give a voice to our patients (and/or their families, or important people in their lives). They are an important way to learn about how we can improve care. Stories are presented at committees and in staff education. These include two stories of Aboriginal consumers to support cultural awareness.

If you're worried, we're listening

We collaborated with our consumer groups to review and relaunch our consumer-initiated escalation of care, If you're worried, we're listening. This included translating the poster into four languages.

If you're worried, we're listening explains the process for our patients and family members to follow if they are worried that their clinical condition, (or that of a loved one) in hospital is deteriorating.

Data over the past two years has shown a significant increase in the number of consumer escalations at the Royal Adelaide Hospital.



Consumer involvement in incident reviews

We learn from patient incidents (when things go wrong) through incident reviews. We then put changes in place to reduce the chance of the incident happening again to another person. CALHN values the contributions consumers bring to incident investigations. A trial to include consumer representatives in incident reviews resulted in positive feedback. A protocol was introduced in April 2023 outlining the process of selection for consumers in incident review teams. Three consumers received training in Root Cause Analysis (incident review) methodology.

Consumer partnership in education

A framework was developed in March 2023 to outline how consumer representatives participate in the co-design, delivery, and evaluation of education. When we partner in learning we have a better understanding of the consumer experience and educational requirements.

Partnering in their own care

My Health Care Plan for Today boards are communication tools for patients and health care staff. This includes goals of care, health care team names and roles, and any questions the patient/families may have about care.

An Aboriginal version has been developed with input from Aboriginal consumers and health staff.



We monitor the care we provide to our consumers

At CALHN we undertake regular audits of the care we provide to patients.

We rolled out an electronic audit tool (CARE.IQ) in January 2021 and since then have conducted more than 130,000 audits.

64 new audit tools have been introduced to evaluate care and

more than **150** audit tools are in use across CALHN.



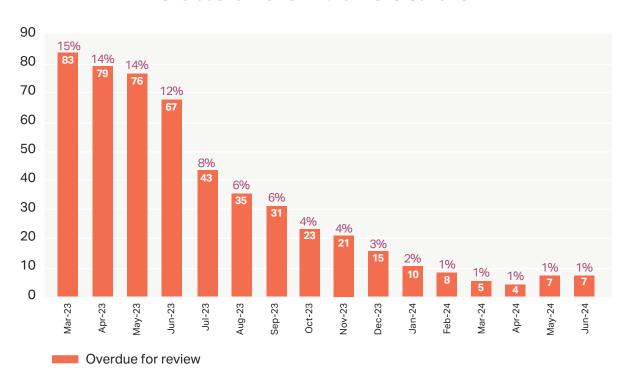


We take action when we identify issues

CALHN develops action plans when we identify an issue. We noted our procedures were overdue for review. We developed a plan and set a target to lower overdue procedures. Procedures overdue for review have now remained below 10%.

In March 2023 we put in place a plan to address the number of overdue consumer information sheets. As a result there has been a significant reduction in overdue consumer information sheets, currently less than 1% are awaiting review.

Consumer Information published vs Consumer Information Overdue for Review March 2023-June 2024



Reducing Hepatitis C Rate from South Australian Prisons

A significant reduction in the percentage of patients with untreated Hepatitis C in prison occurred following an initiative to improve the testing and treatment of Hepatitis C. This is now less than 1% and well below national percentages.

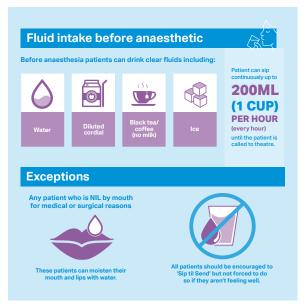


Sip till send

The average fasting time for patients waiting for an emergency procedure was over eleven hours. For elective patients this was over seven hours.

An initiative called Sip Till Send was introduced to reduce fasting times and improve patient comfort. This resulted in a 70% reduction in fasting times to under four hours for emergency procedures and two hours for elective procedures.

Sip til Send



Snapshot of CALHN patient incidents in 2023 - 2024

Total incidents recorded

2023 - 22,822

2022 - 20,223

2021 - 22,391

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In 2023 there were

22,822

total incidents reported

32 (0.14%)

were ISR1 incidents (The most serious incidents are rated as incident severity rating (ISR) 1 based on the outcome to the patient).

Top three incident classifications





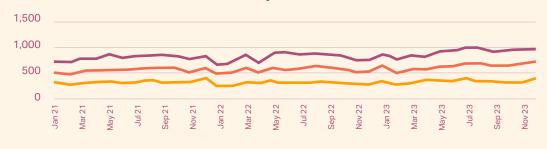


Challenging behaviour incidents

Medication incidents

Patient falls and other injuries

Incident rates per month 2021-2023



Pink

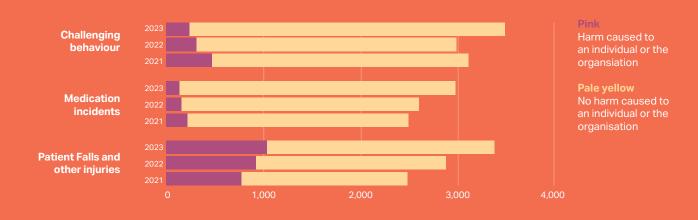
Medication incidents

Orange

Patient Falls and other injuries

Yellow

Challenging behaviour





We monitor and act when an incident or near-miss occurs

Identification of incidents and nearmisses is important to understand any system gaps and enable the implementation of improvements to reduce the likelihood of re-occurrence.

We discuss incidents in a daily huddle meeting to make sure that appropriate supports are in place for both patients and staff members and that there is a plan made to investigate the incident.

Challenging behaviour, falls and medication incidents are the top three incident categories reported at CALHN.

Actions we have taken to reduce these incidents include:

- Highlighting patient allergies in red text in the Electronic Medical Record banner
- Improved the method for labelling medications and fluids
- Extended pharmacy service hours in the RAH Emergency Department
- Changed pharmacy process leading to faster delivery of medication prescriptions
- Several strategies have been initiated to reduce falls including the use of sensor mats and coded icons to identify the level of assistance required.

We listen to what our patients are saying and take any necessary action required

In October 2023, an electronic consumer experience survey tool was introduced. Staff use this data at local level. 2062 survey responses show that we were above the 85% target for the following statements:

- my individual needs were met
- I felt cared for
- I was involved in as much as I wanted in the decisions about my treatment

A pathway has been developed to enable aboriginal patients and families to confidently and safely share their feedback. This occurs through a dedicated "Yarn Up" Aboriginal survey.

Patient feedback provides another opportunity to improve services.

We have taken the following actions in response to what our patients are saying:

- A Patient Discharge Experience Survey was developed in 2024 to understand the discharge process and identify areas for improvement
- The Queen Elizabeth Hospital meal ordering system was introduced to improve patient access to ordering of meals using their bedside monitors.



We involve our consumers in important decisions

We have 139 consumer representatives and consumer advocates. This provides a consumer voice in all aspects of what we do in CALHN.

Consumers contribute to planning, changes, resources, or redevelopment.

Consumers contributed to room design, interior design, landscaping, furniture selection and signage in the new Kangkanthi building at TQEH. Consumers were engaged in the relocation of the Pregnancy Advisory Centre in February 2024.

Consumers are involved in co-designing a new 24 bed mental health rehabilitation unit.



Sustainable Health Care

We are committed to environmental responsibility and reducing risks that climate change has on health care delivery.

Recycling and environmentally friendly initiatives address the environmental impact of healthcare. These include reducing expired stock and levels of plastic in sterile packs.

Royal Adelaide Hospital dry waste is sent to Adelaide Brighton Cement to create Processed Engineered Fuel as a replacement for fossil fuels.

The new Kangkanthi building at The Queen Elizabeth Hospital achieved a six star Environmentally Sustainable Design rating.

Summary

The annual World-class care snapshot is a small collection of the actions being taking to improve the patient experience in CALHN.

CALHN is proud to share this information with consumers.

For more information and news about our world-class care, please visit <u>centraladelaide.health.sa.gov.au</u>



