



Acknowledgement of Country

We acknowledge that this land we meet, work, live and play on is the traditional lands of the Kurna 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 Kurna and all Aboriginal people today.

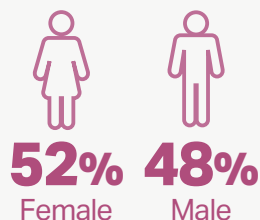
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Our community

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
- Arrrente
- Walpiri

7.63%
of CALHN consumers are non English speaking

In CALHN, **39%** 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



220

Quality improvement
activities registered



3,379

Consumer
complaints received



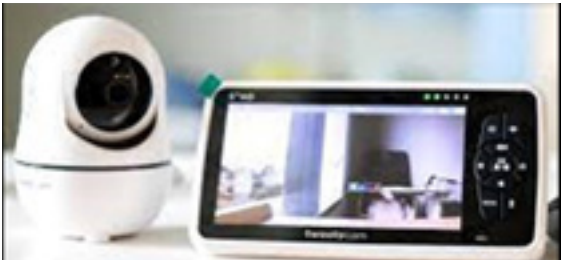
3 Sentinel
events

Sentinel events are the most serious
incidents reported.

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 yarning circles.

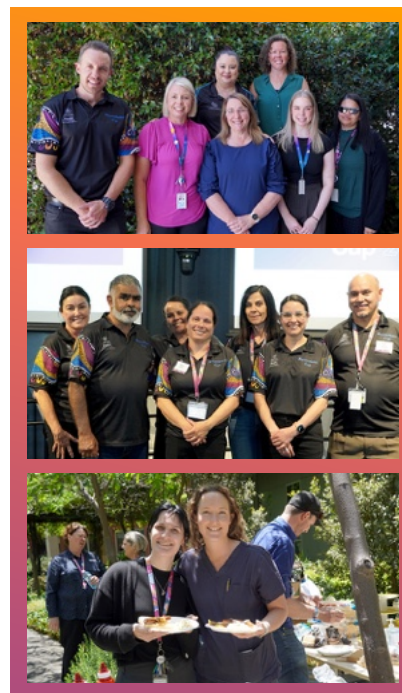
To make our environment more welcoming, we worked with Aboriginal Reference Group Members and local film makers to develop short films. These films aim to support connection to country/home and improve wellbeing through familiar images and sounds. The films are available on trolleys that can be taken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



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.

Snapshot of CALHN patient incidents in 2023 - 2024

Total incidents recorded

2023 - 22,822

2022 - 20,223

2021 - 22,391



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

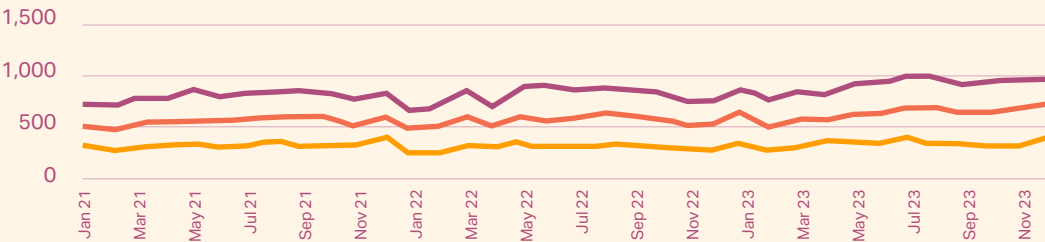


Medication incidents



Patient falls and other injuries

Incident rates per month 2021-2023



Pink

Medication incidents

Orange

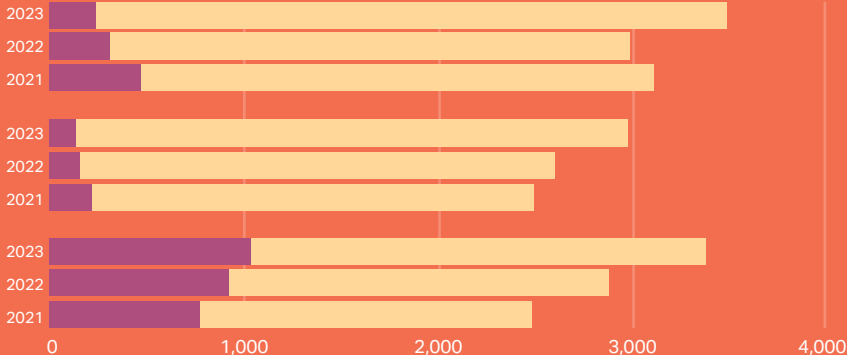
Patient Falls and other injuries

Yellow

Challenging behaviour

Challenging behaviour

2023
2022
2021



Pink

Harm caused to an individual or the organisation

Pale yellow

No harm caused to an individual or the organisation

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.

