

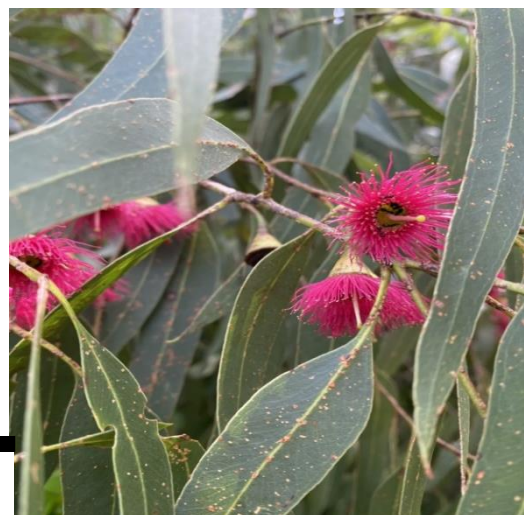
Cann Valley Bush Nursing Centre

Annual Report



2022

2023



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CVBNC Vision-

To assist the community to reach their full potential in health, wellbeing and independence, whilst acknowledging ever-changing demographics in terms of age and socioeconomic status.

CVBNC Role-

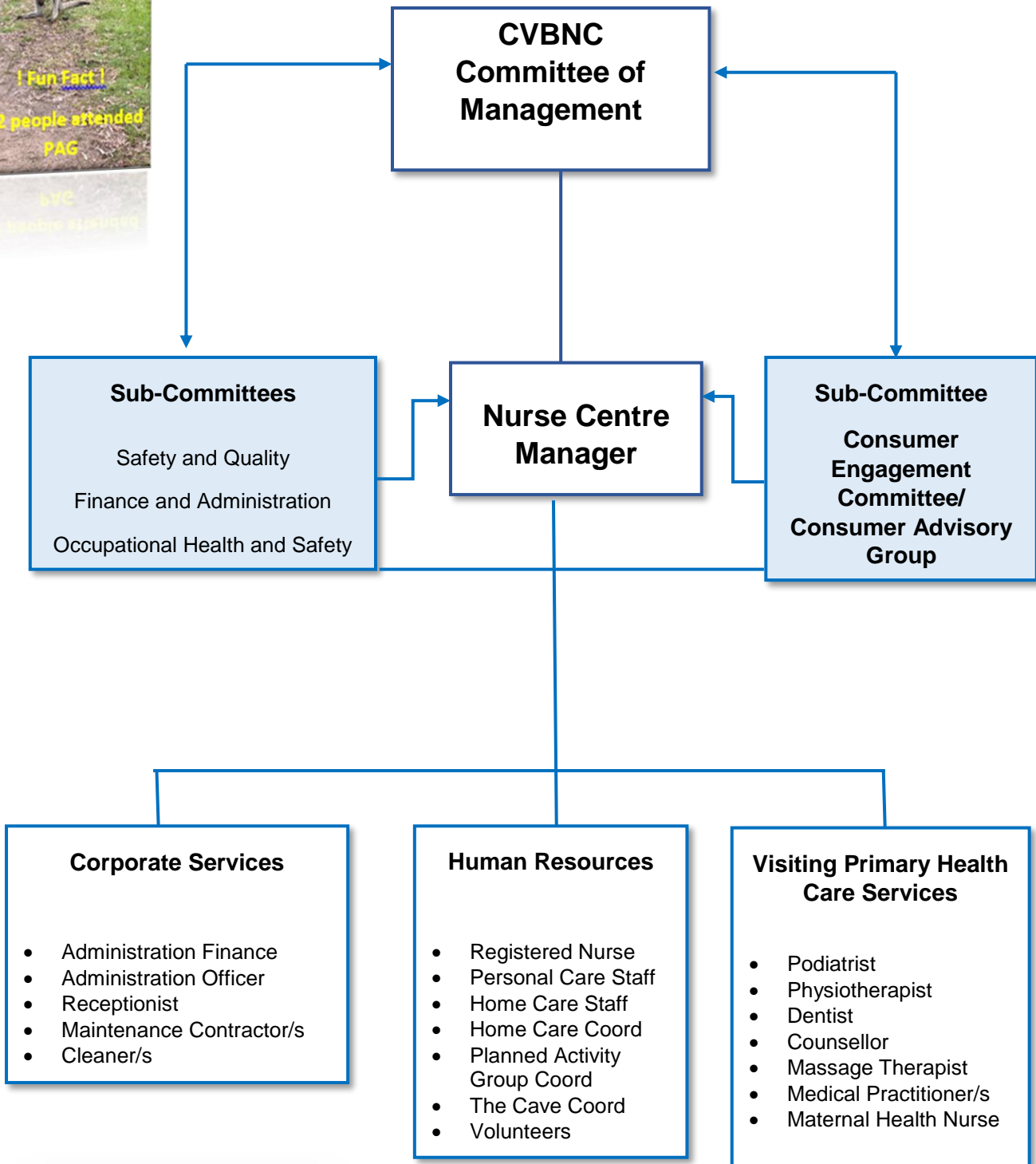
- Engaging with CVBNC community and respond to community needs
- Educate the community to live healthier and more fulfilling lives
- Care for the community and provide the best service access
- Collaborate with external organisations to enhance the health outcomes and health access of the community
- Ensure we are adaptable and flexible to meet the changing community health and demographic demands
- Strive to deliver innovative, creative, evidence-based services to the community

The Cann Valley Bush Nursing Centre respectfully acknowledge the traditional owners of the land on which we work live and recognise the continuing connection to the land, water and community.

We pay our respect to Elders past, present and emerging.



~Cann Valley Bush Nursing Centre Organisational Chart~



~Committee of Management~

President

Mr. Michael O'Brien
Elected: 2013
Dip. Furniture design, Grad Dip. Technology
Education, Cert IV Training & Assessment



Executive

Ms. Irene Birt
Vice President
Elected: 2019
ICT Programmer Public
Service, Ambulance
Community
Officer Cann River

Ms. Alison Rainey
Treasurer
Elected: 2018
Local Business Owner
Member of varies other
town committees



Committee Members

Ms. Robyn Korn
Elected: 2021
Parks Vic Employee

Ms. Tracey Trotter
Elected: 2021
Local Hospitality Employee

Ms. Amanda Ventry
Elected: 2021
Local Business Owner

Cann Valley Bush Nursing Centre Life Members:

- Gus McKinnon
- Judy McKinnon
- Ian Quick
- Tony Stephenson



~Sub-Committees~

Finance & Administration

- Mr. Michael O'Brien (President CVBNC)
- Ms. Alison Rainey (Treasurer CVBNC)
- Ms. Marija Mrsic (Nurse Centre Manager)
- Ms. Irene Birt (Committee of Management)
- Ms. Tammy Stephenson (Administration Finance)

Safety & Quality

- Ms. Marija Mrsic (NCM)
- Mrs. Chrystal Hall (Administration)
- Ms. Rebecca Downey (Safety & Quality Officer)

Occupational Health & Safety

- Ms. Marija Mrsic (NCM)
- Mr. Adrian Nation (Property Maintenance & OHS Representative)
- Ms. Chrystal Hall (Administration)



~CVBNC Staff & Contractors~



Nurse Centre Manager:

Ms. Marija Mrsic (RN, BN, RAN, Post Grad Dip. Emergency Care, Cert Advance Practice Rural Remote)

Nursing Staff:

Ms. Therese Burke (RN, RM, BHSc, Nursing Cert. A&E Cert. Stomal Therapy, Grad. Cert rural & Remote (Ad. Nursing Practice), Grad. Cert. Health Admin, Grad. Dip. Business Management)

Ms. Isobelle Slater (RN, RAN, RIPRN)

Ms. Jennifer Chatterton (RN, RAN, RIPRN)

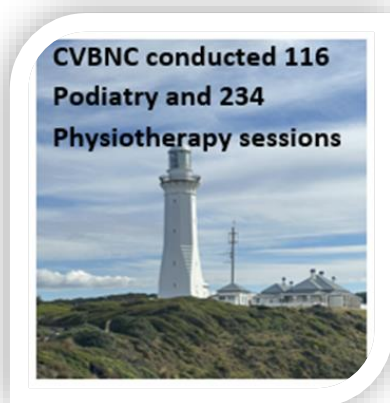
Mr. Andrew Mason (RN, RAN, Advanced Masters in Clinical Nursing Practice Speciality Emergency)

Administration:

Mrs. Chrystal Hall (Administration)

Tammy Stephenson (Administration Finance)

Bianca Findlay (Administration)



Home Care Coordinator:

Mrs. Rebecca Renaut

Home Care Workers:

Ms. Linda Laffy

Ms. Deb Taylor

Ms. Bronwyn Standfield

Planned Activity Group:

Rebecca Renaut

Property Maintenance:

Mr. Adrian Nation

Mr. Iain Godsman

Mr. Tony Trpkovic

Environmental Officer:

Ms. Maria Taylor

Volunteers

Ms. Irene Birt

Ms. Deb Taylor



Visiting Health Services:

Dr. Nadira Anis (General Practitioner)

Dr. Peter Favaloro (Dentist)

Ms. Madelaine Rosen (Physiotherapist)

Ms. Carla Zijlstra- Evans (Physiotherapist)

Ms. Katie Radic (Diabetes Educator)

~Presidents Report~



By Michael O'Brien

We have had another successful year, but we continue to find attracting people with the appropriate skills, qualifications and experience challenging. We find this for both our staff and volunteers, and especially our Committee of Management, which remains a constant challenge in a remote rural locality such as ours.

We have maintained our CoM numbers at six, but have not been able to improve on that, despite several attempts to identify and recruit appropriately skilled and experienced individuals to join our CoM. Regardless, the CoM we have, have worked hard and diligently to provide appropriate governance and stability for the centre.

Financially the centre is doing very well, with reserves over \$800k. But with funding cuts last year, we were unable to put away any further reserves. This has meant putting on hold our aspirations to provide supported living accommodation for our aging community.

Despite our funding cuts, we have been able to source various grants and through these have been able to renew our vehicle fleet with a Prado for the nurse's car which is more suitable for our remote region, and a Kia Carnival as our new people mover. We have retained the bus and Subaru as a client transport vehicle.

The Grow Swap Share was very popular whilst the 2nd bite was available but unfortunately there was insufficient food donations from the local community to justify maintaining the programme, once 2nd Bite was wound up. Regardless the CoM was of the opinion that despite its ultimate failure, it was a worthwhile trial in putting back into the community. The CoM continue to look for ways in which we can build and our support local community.

In summary, we have returned to business as usual after COVID. All systems and services are operating successfully, and well utilised by the local community, including regular Doctor visits. We continue to provide 24/7 on call nursing services. All the feedback we have is positive. Our staff and volunteers seem happy and stable, and we are in a financially stable position.

We remain a well-respected and trusted organisation that is a cornerstone institution to our remote and isolated community and have everything we need to be successful in achieving our stated mission of *"Promoting Good Health, Well-Being & Independence"*.

Yours Sincerely

Michael O'Brien
President Committee of Management,
Cann Valley Bush Nursing Centre

~CVBNC Programs & Activities~



▶ Medication & Pharmacy Services

- ▶ Dentist
- ▶ Planned Activity Group
- ▶ The Cave
- ▶ Massage Therapist
- ▶ Referral Services
- ▶ Personal Alarms
- ▶ Counselling
- ▶ Volunteer Program
- ▶ Exercise Program
- ▶ Hearing Australia
- ▶ Telehealth
- ▶ Volunteer Transport
- ▶ Personal Care
- ▶ Domestic Assistance
- ▶ District Nursing
- ▶ Optometrist (RFDS)
- ▶ Palliative Care
- ▶ Community Nursing
- ▶ Health Promotion

▶ Respite Care

- ▶ Men's Health
- ▶ Care Coordination
- ▶ Mental Health
- ▶ Physiotherapy
- ▶ Podiatry
- ▶ Maternal Child Health Nurse
- ▶ Dietician
- ▶ Support Groups
- ▶ Equipment Hire
- ▶ Wound Care Management
- ▶ Post-Acute Care
- ▶ Property Maintenance
- ▶ Homecare
- ▶ Pathology Collection
- ▶ Drug & Alcohol Support
- ▶ General Practitioner
- ▶ Occupational Therapy
- ▶ Accident & Emergency Nursing

~Nurse Centre Manager's Report~

By Marija Mrsic



Once again,

I am pleased to present to you 2022/2023 Nurse Centre Manager's Report with its achievements, improvements as well as challenges faced in the past year. It is during these times we reflect and extend our gratefulness to the supportive community as we continue to provide quality and safe care for all. We are also grateful for the support of our volunteers, our amazing team and local organisations.

Besides several significant achievements in the past year, one that stands out is the ability to support our staff well. We obtained a grant for staff wellbeing that allowed us to provide an overnight retreat/conference for all staff with an opportunity to reconnect, learn and relax. It was wonderful to have this opportunity for staff to share time and create memories. Thank you to the amazing staff for your dedication and passion, without you this service would not be what it is. We farewelled out Home Care Coordinator, Jenny Griffiths, who's experience and devotion were a valuable asset to our service. We welcomed our new Coordinator Rebecca Renaut and looking forward to working together to support our clients to remain in their own home. We also would like to welcome Bronwyn Standfield and Deborah Taylor, who joined our home care services team. We look forward to working together in providing high quality services.

Despite further funding cuts by Gippsland Primary Health Network (GPHN) supported by Federal Government, CVBNC continues to lobby and explore funding opportunities to support and secure existing services delivered. We have successfully acquired grants in the past 12 months that supported increasing services to meet the demand.

I would like to take this opportunity to thank our dedicated Committee of Management for their support of our service. I acknowledge that this is a voluntary position and the work you do is commendable.

The key focus continues to be, to increase services to meet the demand and to increase access. We acknowledge that we provide limited options to particular services, (e.g. lack of choice) however, we are extremely grateful to be able to have access to services and thank our Physiotherapists, Dentist, Podiatrist and Doctor for providing the continual services they do.

We continue to work in collaboration with other Organisations to build capacity and continue to strengthen the existing relationships by renewing our agreements and Memorandums of Understandings (MOU's). These partnerships are vital to our Organisation as we provide quality care.

In conclusion, again, I would like to thank staff, volunteers and community for your support. We look forward to working with you next year, to face challenges and celebrate achievements while supporting our vision and mission.

By Marija Mrsic

**Cann Valley Bush Nursing Centre
Nurse Centre Manager**

~Clinical Services Report~

A Snapshot of Services CVBNC has provided:

725 Medication Administrations

293 Wound Care Presentations

130 Mental Health Support

224 Social Support & Advocacy

69 Immunisations

23 Palliative Care

84 Emergency Presentations

383 Pathology Collections

682 Medication Collections

57 After Hours Nurse Support

112 Nursing Home Visits

364 General Clinical Support

394 Vital Signs Check

412 Doctor's Visits

768 Case Management Sessions

163 Health Promotion Sessions

~Clinical Services Report~



By Isobelle Slater

Cann Valley Bush Nursing Centre staff continue to provide high level of care and services to the Cann River community. Currently we have five registered nurses who each bring their own clinical nursing skills comprising of rural and remote, emergency, community health, primary health care, intensive care, midwifery, surgical, theatre and Indigenous health.

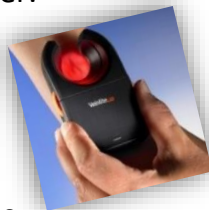
All our nurses undertake yearly 2-day intensive workshops for their Remote Area Nurse (Victoria) Emergency Care program training. Four of our nurses also have their Rural and Isolated Practice medication endorsement. This specialised training enables us to provide efficient immediate care without a doctor available immediately. These two credentials along with many other personal development courses, the staff undertake throughout the year, ensure we continue to provide safe and quality care across all nursing areas.

Over the past 12 months CVBNC nurses have responded to 84 emergency callouts and a number of acute presentations to the clinic. We have a number of home care packages that we provide support to enable clients to stay at home longer.

New Equipment

We have purchased:

- ZOLL defibrillation machine for the clinic
- IV therapy fluid pump.
- Veinlite vein finder device, to enhance cannulation skills
- A new nursing vehicle has been purchased to allow more reliable and safe access to the areas that may need to be visited by nursing staff.



Palliative Care

Our nurses continue to provide quality palliative care support both in our clinic and in our patient's homes. We strive to meet all patients wishes as best we can especially with our end of life care.

Home Visits

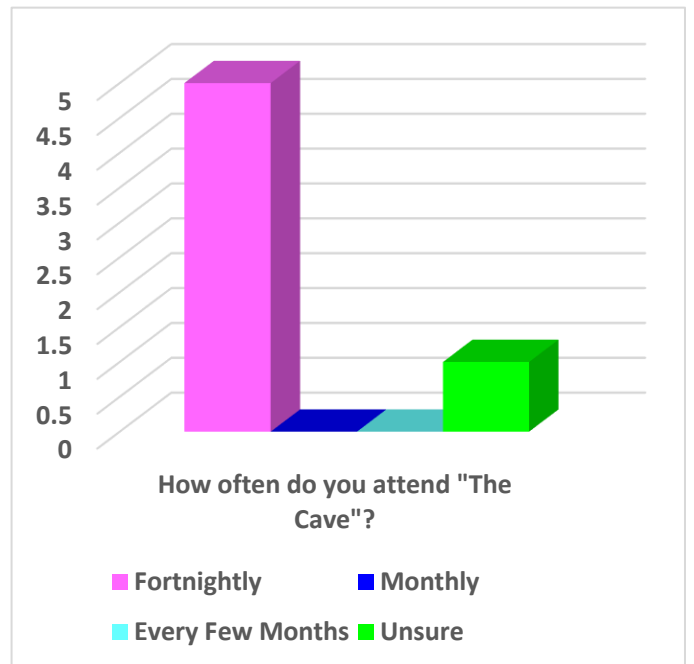
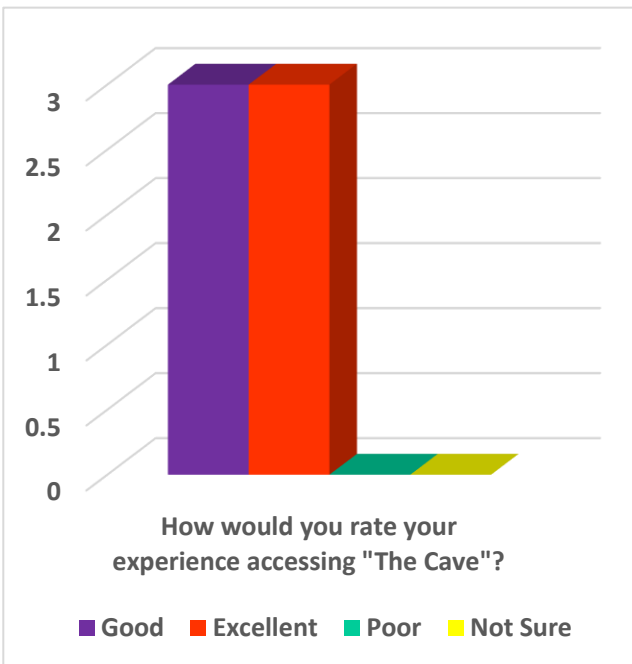
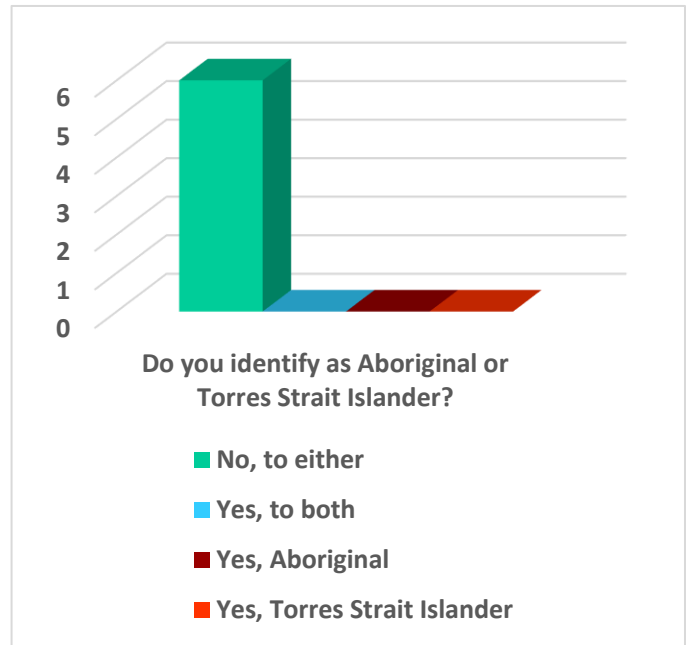
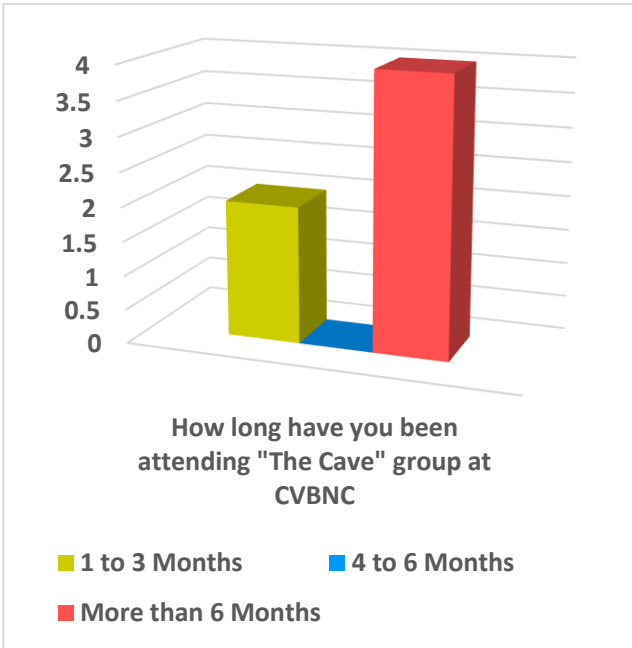
Staff undertake many home visits throughout the year, welfare checks on our vulnerable patients and administer medications for our home care package clients

By Isobelle Slater
Cann Valley Bush Nursing Centre
RN, RAN, RIPRN



~Quality & Safety Report – Survey Results~

The Cave: - 6 Surveys returned and below are the results.



~Quality & Safety Report – Client Feedback~

Below are responses to some of the questions/suggestions from the community:

You said: *CVBNC should have a brochure available outlining services available at the Centre for new residents into the area.*

Our Response: CVBNC created a new Services brochure that was sent out with our membership forms for everyone to view our services at the centre. ✓

You Said: *Could CVBNC please send their newsletters to the Bemm River Community Centre so that the Bemm River Community can see what CVBNC is offering each month?*

Our Response: CVBNC emails the Newsletter each month to the Community Centre for printing and display. The Newsletter is also posted on the CVBNC Facebook page for those that find that easier. ✓

Excellent Service.
We are very fortunate to have
such a competent,
professional team.

28.4.23

We could not manage without
the CVBNC as they all do a
terrific job of supporting our
community. Their assistance is
well and truly needed by all of
us, for various health reasons.

A thank you to all.

2.6.23

~Quality & Safety Report - Improvements~

CVBNC completed the following achievements/improvements throughout the 2022/2023 financial year: -

- ✓ Installed a new Occupational Health & Safety Board for staff to review current OHS Information
- ✓ Created a new position of Receptionist and a new desk in reception area to greet clients upon arrival
- ✓ Displayed consumer feedback on reception desk
- ✓ Purchased additional phones for transport staff to utilise when transporting clients for staff/client safety
- ✓ Purchased an iPad for nurse use in the clinic to assist patients to conduct health video conferencing
- ✓ Simplified CVBNC Service Booklet into brochure form for easier consumer understanding
- ✓ Purchased new/updated Zoll Monitor for the clinic to assist patients with more updated equipment
- ✓ Purchased a new IV pump for use in the clinic
- ✓ Purchased a new vein light for use in the clinic for pathologies
- ✓ Updated furniture in the physiotherapy/counselling room to ensure comfortability
- ✓ Commenced painting of the internal walls/ceilings of CVBNC to refresh the current paint and create a more inviting environment
- ✓ Updated Memorandums of Understanding
- ✓ Successfully completed vaccination clinics
- ✓ Regular Allied Health & Dental visits
- ✓ Completed the following Audits: -
 - Standards 2, 3, 4, 5, 6, & 8
 - HR Records Audit
 - Legal Compliance Audit
 - Environmental Safety Audit
 - Audit Register Audit
 - Medication Audit
 - Feedback Register Audit
 - Training Register Audit
 - Quality Improvement Register Audit
 - Client Health Record Audit
 - Audit of Equipment
 - Incident Register Audit
- ✓ Monthly visits to Bemm River Community by a Registered Nurse
- ✓ Purchased a bariatric chair for the waiting room



~Quality & Safety Officer Report ~



By Rebecca Downey

CVBNC has again worked hard in 2023 to achieve positive results with delivering services and support to the Cann Valley Community.

We have a scheduled accreditation in November with this being our first accreditation under the new Primary and Community Standards. These standards are more closely aligned with the usual business of CVBNC than the previous National Standards, which is relevant to hospitals and not so relevant to our service. Ensuring our practices aligned with the old standards kind of felt like putting a square peg in a round hole, so we're excited to make this change.

We undertook a mock accreditation in March 2023 to ensure we were well prepared for our accreditation in November. The results of this audit were very positive, and helped staff feel more comfortable with the auditor being onsite and observing staff members' usual practices to ensure they comply with requirements. We are anticipating a positive outcome from our upcoming accreditation.

CVBNC has a well-defined audit schedule to review our processes and practices, and ensure we are working within best practice guidelines to ensure safe, quality care for all clients.

We actively seek feedback from clients to allow us to have information that measures how we are performing against community expectations, we welcome feedback from our scheduled annual community survey, as well as by using a less formal feedback system that seeks feedback at the time that care is provided.

CVBNC continues to make continual improvements across the organisation.

The improvements that are worth noting to improve CVBNC's service provision for either staff, clients or both are-

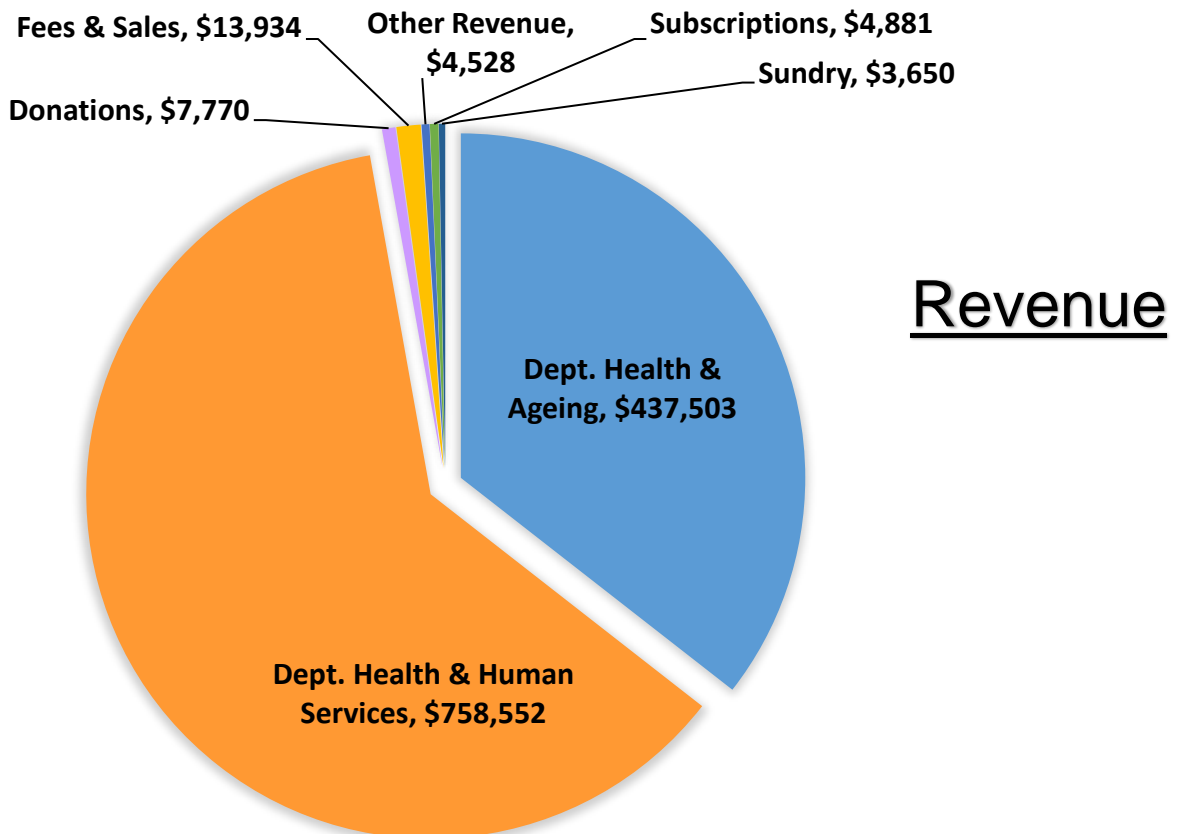
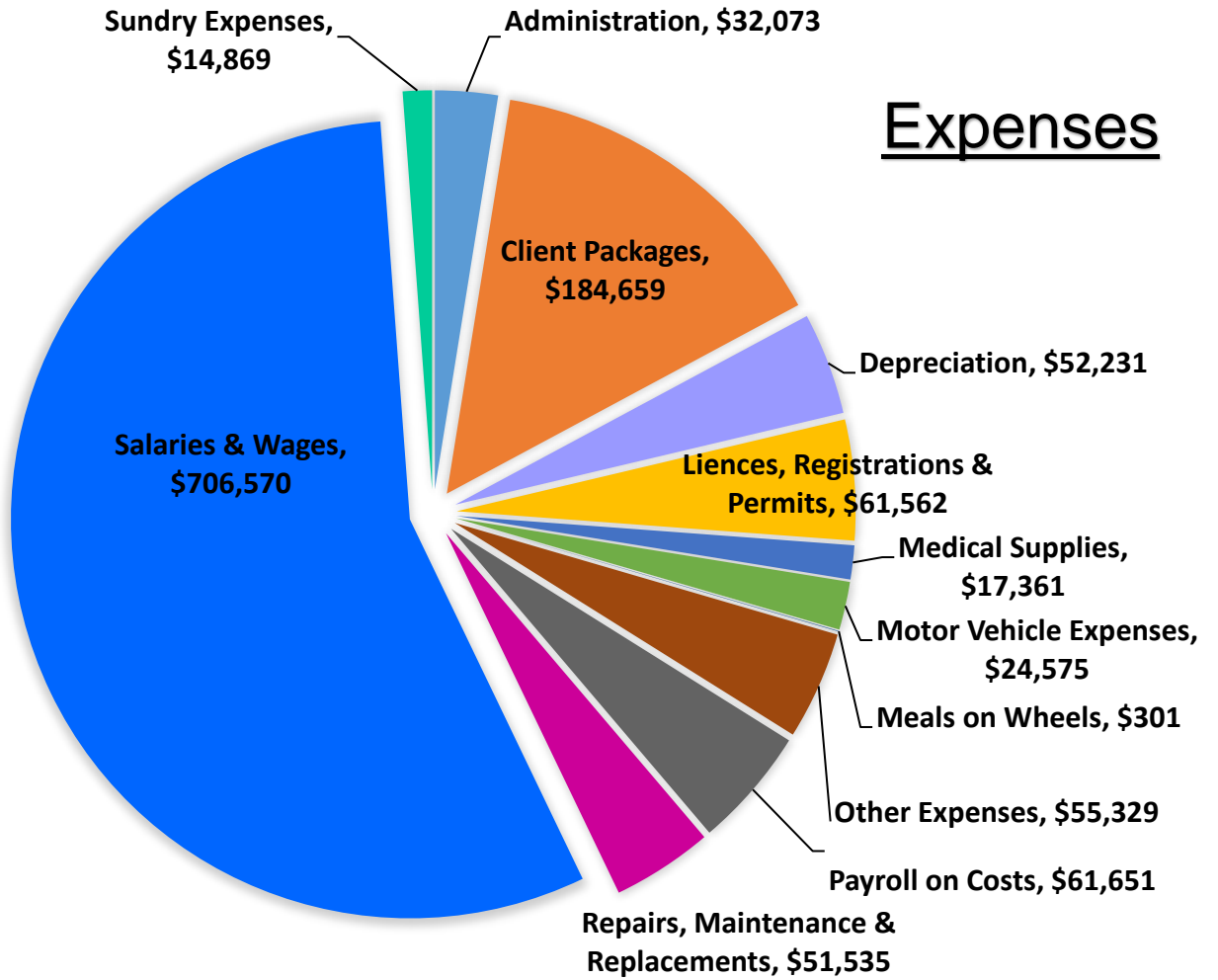
- Purchase of the nurse's vehicle
- Implementation of a receptionist role in the waiting area to support clients waiting for appointments
- Updated equipment to support the delivery of the best possible care
- Staff wellbeing equipment purchased with grant money
- Simplifying the CVBNC services brochure to reduce the risk of important information being missed by clients
- Staff phones to allow centre staff to contact remote staff at any time
- New brochure stands for clients to have easier access to information
- Purchase of equipment to allow nursing staff to assist clients to access telehealth appointments



By Rebecca Downey
Cann Valley Bush Nursing Centre
Quality & Safety Officer



~Finance Report~



~Community Services – Planned Activity Group Report~



By Rebecca Renaut

2023 has been much easier to be able to run a regular PAG program due to the releasing of COVID restrictions. We have had some new faces join us in the PAG group which is amazing.

The members of our community that attend the PAG group enjoy being able to interact with each other and be supportive to each other as well as having the opportunity to get out of town to different locations for lunch, sight-seeing and even some shopping.

Travels have taken us to Eden, Cape Conran, Marlo, Lakes Entrance, Paynesville – Raymond Island with many more adventures to come.

A trip to see the koala's on Raymond Island was popular with the attendees as many had not ever been before. Everyone loved the experience and are wanting to go again and some of us were even lucky enough to be able to see a koala on the ground walking to its next destination.

Another standout trip was to view the historic Stoney Creek Trestle Bridge located near Nowa Nowa. Local history right at our backdoor is amazing and many of the PAG group had never seen the bridge. A few of the group could tell us stories of travelling on the train that used the bridge back in the day.

While we love to have our monthly trips out of town, we also get to enjoy a catch up at CVBNC with some activities and lunch. This gives our PAG group a chance to sit and have a chat with other in the group and for some it's the only interaction they may have all week.

The feedback I have received not only from our members but also from other members of the community who have heard about our adventures is amazing. It's definitely great to hear the positive feedback.

Looking forward to some more adventures with a great group of people.



Rebecca Renaut – PAG Coordinator



~Home Care Services Report~



By Rebecca Renaut

HOME CARE PACKAGES (HCP)

The Home Care Packages (HCP) program Levels 1 to 4 continue to support people in the community. In July 2022 there were 17 community members receiving services funded by HCP. Throughout the year members receiving services increased and decreased due to changes in circumstances.

Home Care Packages are for those with greater or more complex care needs. If you need many care and support services on an ongoing basis, you could be eligible for a Home Care Package.

Access to at home programs is determined by an independent assessment conducted by an Aged Care Assessment team (ACAT) or a Regional Assessment Service (RAS). My aged care will connect individuals to the correct assessment service for their needs. To talk about your needs, contact My Aged Care on 1800 200 422.

SMALL RURAL HEALTH FUND (SRHF)

CVBNC continued to provide services to the Cann River and Surrounds community via the Small Rural Health Fund (SRHF). In the financial year of July 2022 – June 2023 the SRHF program has supported 17 community members to remain at home independently.

This program aims to help those who need a low level of support to keep living independent. Only recommended to those who need one or two services.

Home Care Packages (HCP) and Small Rural Health Fund (SRHF) can provide services such as:

- Help around the home
- Transport
- Meal Preparation
- Personal Care
- Social Support
- Planned Respite Care



Rebecca Renaut – Home Care Coordinator

~Partnerships & Alliances~



Mallacoota Medical Centre



CANN RIVER P-12 COLLEGE



BRHS



~Notes~