

World-class care snapshot

Providing highly
reliable and safe care

1 January 2022 - 31 December 2022

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



Government
of South Australia

Health

Central Adelaide
Local Health Network





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 Chief Executive Officer



Professor Lesley Dwyer

Chief Executive Officer,
Central Adelaide LHN

Naa Marni,

Central Adelaide Local Health Network (CALHN) continues to play an important role in the delivery of services to the South Australian community.

This 2022 World-class care snapshot presents some of the ways in which our highly skilled staff are improving how we provide safe, effective, and connected care to our consumers.

I would like to once again take this opportunity to thank all CALHN employees and volunteers for the work they do, and the enormous contribution they make on our journey to world class health care.

Ngaityalya (thank you).

A message from the Chair, Clinical Governance Committee



Professor Justin Beilby
Chair, Clinical Governance
Committee, Central
Adelaide LHN

Naa Marni,

As the Chair of the Governing Board Clinical Governance Committee, I would like to highlight several improvements we have implemented in the past 12 months.

The Board was very proud of the launch of the Listening, Caring, Healing – Aboriginal Health Framework (and Action Plan) and the Aboriginal Employment and Retention Strategy. Both these documents put CALHN in a strong position to strengthen its engagement and partnerships with Aboriginal peoples, communities, and stakeholders.

Other good news stories include the work Prison Health is undertaking in the testing and management of Hepatitis C in the prisoner population, making South Australia a leader nationally.

The significant reduction in complaints and abandoned calls to the outpatient department by streamlining the service – a great example of a strategy to improve our services.

A message from the Executive Director, Clinical Governance



A/Professor Kathryn Zeitz
Executive Director, Clinical
Governance Central Adelaide
LHN

Naa Marni,

I am very pleased to introduce the 2022 World-class care snapshot which describes some of CALHN's safety and quality highlights.

The CALHN annual World-Class Care Showcase and Awards took place in May 2022. We look forward to this event every year, as it provides us with the opportunity to celebrate the great improvement work occurring within CALHN. It is fantastic for our staff to hear what is happening in other areas of the organisation and identify innovations that may be appropriate for them to use locally. You can read more about the improvements on page 12.

We also launched a Patient Story Toolkit – “What matters to me?” to enable patients, families, and carers to have a voice, and as a way for us to find stories to use for education purposes. It is so important we connect with the people we care for and learn from their personal stories and experiences.

I would like to take this opportunity to thank the CALHN Safety and Quality team, and all the champions of Safety and Quality in CALHN who support these amazing achievements.



Introduction

World-class care snapshot celebrates our achievements throughout 2022.

This report details what we have learned, and the improvements we have made, to ensure we deliver safe care to our consumers.

Our vision

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

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

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 are able to invest in what matters



Our technology enables excellence



We are a place that attracts and grows 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 acute hospitals, as well as through a range of State-wide 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 state-wide clinical support services

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

CALHN's community services include:

DonateLife SA

- There are local DonateLife SA staff 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.

State-wide 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 primary catchment for CALHN is the central Adelaide metropolitan region (eastern and western suburbs). However, a substantial number of consumers come from outside these geographic boundaries, including from rural, remote, interstate, and overseas locations.



The Queen
Elizabeth Hospital

Hampstead Rehabilitation
Centre

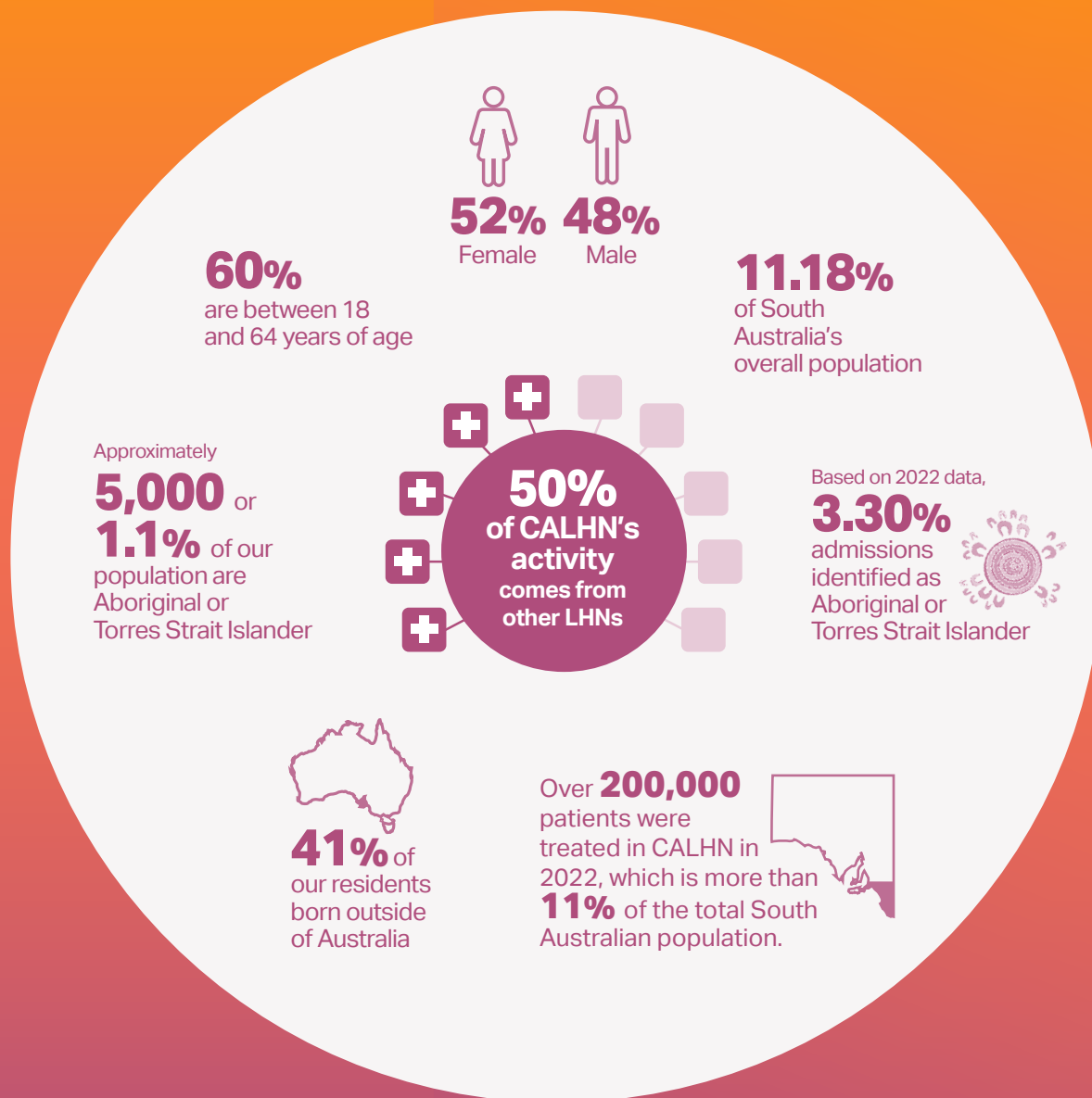
Royal Adelaide
Hospital

Glenside

Repat Health Precinct

Our community

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



Snapshot of CALHN activity

1 January 2022 – 31 December 2022



126,953

Emergency department presentations



144,510

Patients admitted



20,079

Incidents reported



533,117

Outpatient attendances



1,287

Consumer compliments received



147

Quality improvement activities registered



2,185

Consumer complaints received



3 Sentinel events

Sentinel events are a subset of adverse patient safety events that are wholly preventable and result in serious harm to, or death of, a patient. They are the most serious incidents reported through the incident reporting system.

We acknowledge and share quality improvement activities

We held our annual CALHN World Class Care Showcase and Awards in May 2022.

37

improvement projects
were submitted for the
Showcase

4

awards were
presented

The award-winning
projects all resulted in an
improvement in how we
deliver care in CALHN.



The winning improvement projects were:

Cancer and Allied Health

Implemented 8-12 weeks of twice-weekly exercise therapy for cancer patients supervised by physiotherapists. Participants' weekly activity levels increased by 600% on discharge from the service.

'Not only did the classes improve my condition but I also noticed a significant boost in confidence - it was an ideal preparation for the (stem cell) transplant.'

Heart and Lung clinical program

Embedded consumers into their program, who then contributed to and lead many patient-focused initiatives including the development of bereavement cards sent to the bereaved families of heart failure patients. – The bereavement cards are sent to express the teams' condolences, to the families of consumers who are part of the service for lengthy periods of time. The cards provide a sense of closure to the families and for the team.



Department of Thoracic Medicine with the support of the Heart and Lung program

For patients with emphysema, the teams implemented one of the first publicly funded lung volume reduction programs using valves which can be inserted without surgery.

80% of patients responded favourably to treatment.

Outpatients

Improved Emergency Department (ED) bypass systems during the COVID-19 response. ED bypass allowed patients with minor trauma to be treated in different settings, improving access for other patients attending the ED.

The project resulted in **101** patients redirected away from an ED presentation and admission.



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.

Smoking ceremonies were held at multiple CALHN sites during National Reconciliation Week 2022.



We partner with our consumers

Our community partnering team plays a vital role in helping CALHN make meaningful connections with community groups – many of whom represent our most vulnerable patients.

Gifts from The Art

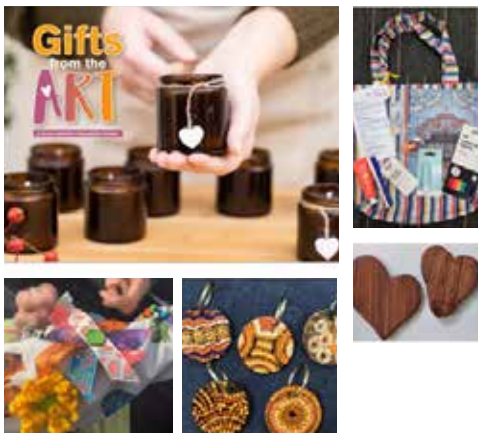
An example of a community collaboration which has led to the creation of handmade or tailored gifts for patients, including those who are vision- or hearing-impaired, and our First Nations consumers away from Country. Such gifts make a huge difference to many of our patients who may find their hospital stay challenging.

Over 200 gifts have been distributed to date.

"What matters to me?"

Our patient story toolkit was launched in 2022.

Patient stories are an opportunity to give a voice to our patients (and/or their families, or important people in their lives). These stories are being added to a library for sharing with CALHN staff to hear what our consumers are saying about their experience in hospital and how we can make improvements.



If you're worried, we're listening

We collaborated with our consumer groups to review and relaunch our consumer-initiated escalation of care strategy, *If you're worried, we're listening*.

The strategy explains the process for our patients and family members to follow if they are worried that either their condition, or that of a loved one who is in hospital is deteriorating, and staff are not responding.

If you're worried, we're listening

Are you worried about a change in how you or your loved one is feeling? Follow these steps:



Raise your concerns with a staff member

Tell your nurse or doctor "I'm worried about..."



If you're still worried, tell staff again

A senior doctor and nurse will be asked to review within 30 minutes



If you're still worried, keep talking with staff

Senior staff will speak with your senior doctor

At any time you can ask for a Medical Emergency Response call or dial

1800 111 333

to escalate your concerns.



Reviewed and endorsed by CAAR consumers



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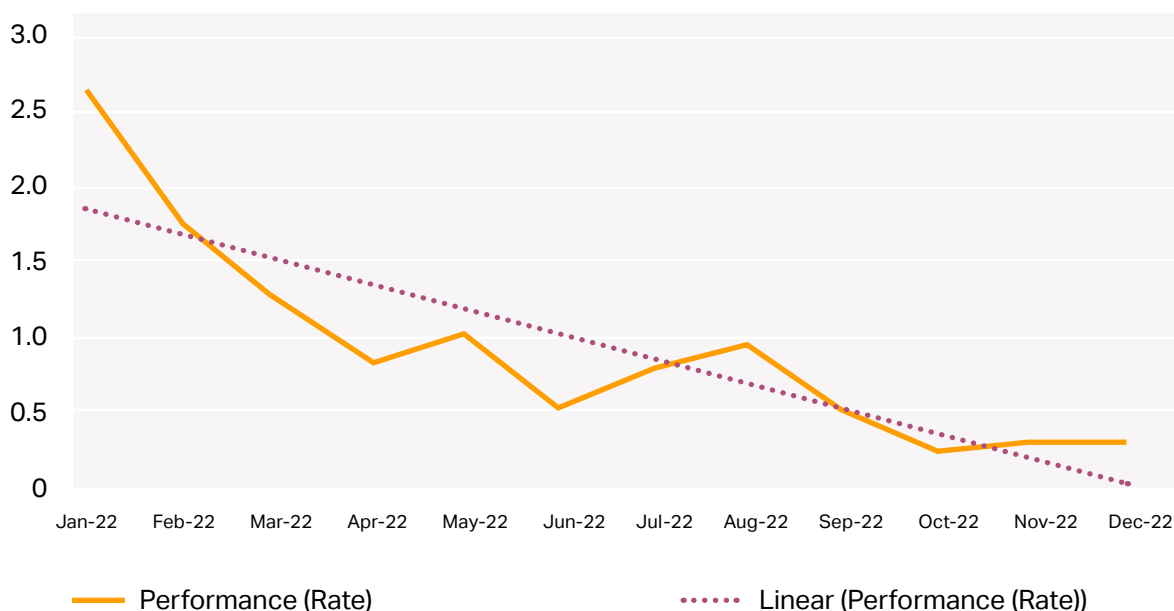




We monitor the care we provide to our consumers

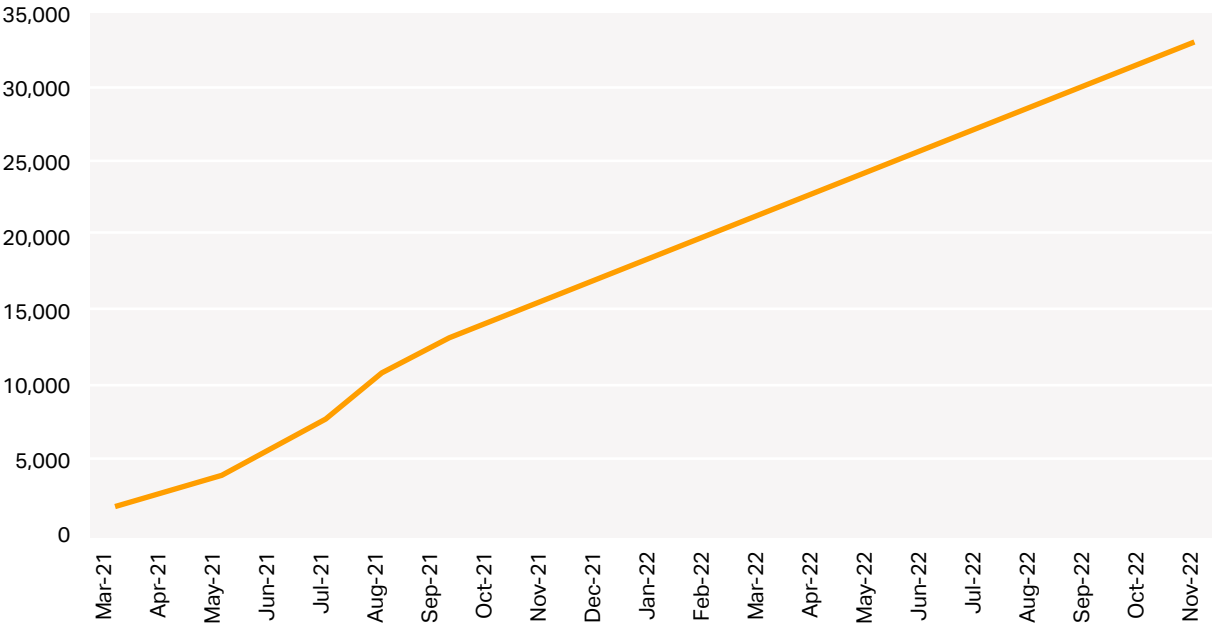
We have several safety and quality indicators we monitor on a regular basis at CALHN, including infection rates. We implemented several measures to reduce Staphylococcus aureus bloodstream (SAB) infections that occur in CALHN. As shown in the graph below, we have seen a decrease in the number of infections since putting these measures in place.

Healthcare associated infection rate (SAB)



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 **32,635** audits.

CALHN Volume of audit CARE.IQ



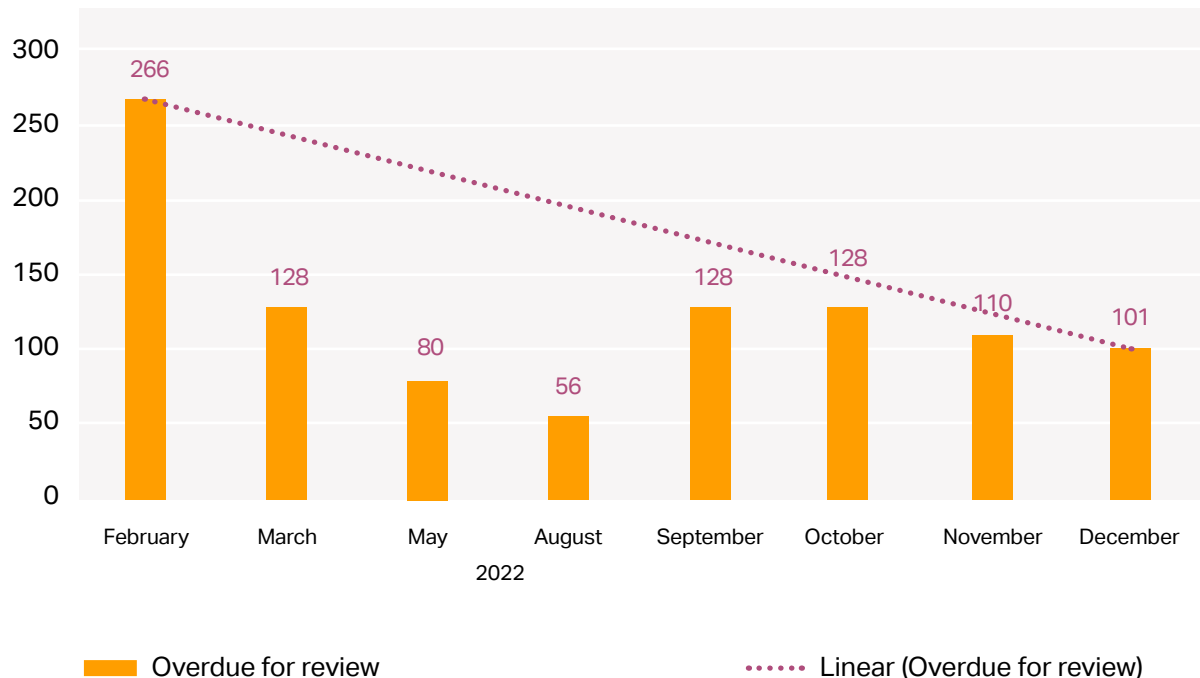
South Australian (SA) Prison Health Services ensure prisoners are tested and treated for the virus Hepatitis C. SA is on target to be the only state that is virtually Hepatitis C-free in prisons by the end of 2023. Less than **0.8%** of prisoners in SA remain untreated.

SA is a leader nationally – 5% to 15% of prisoners in other states remain untreated.

We take action when we identify issues

CALHN develops quality improvement action plans when we identify an issue. Upon identifying our procedures were overdue for review, we developed a plan and set ourselves a target to lower overdue procedures to less than 10%. In December 2022 we reached our target, with overdue procedures (101) reduced to 9% of total.

Procedures Overdue for Review 2022



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

Identification of incidents and near-misses is important to understand any system gaps and enable the implementation of improvements to reduce the likelihood of re-occurrence. When a high-level incident is reported at CALHN, it is discussed in a daily huddle meeting with safety and quality staff and clinical program quality coordinators. The daily huddle ensures correct follow up and management of the incident occurs, and that appropriate supports are in place for both patients and staff members.

Challenging behaviour, medication and falls incidents are the top three incident categories reported for the past four years at CALHN. (See the snapshot on page 23).

Actions we have taken to reduce these incidents include:

- Reviewing the wheels of the intravenous drip poles to ensure wheels roll properly when patients with a drip are walking around
- Cancer patients are provided with a medic-alert subscription if prescribed a drug with a high risk of complications.

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

In 2022 we trialled an electronic survey to find out what CALHN consumers thought of the services we provide, and whether they felt listened to, involved in decisions about their care and treatment, and whether they felt respected when they had an opinion. Results show:

almost
88%
of patients surveyed felt their views and concerns were listened to

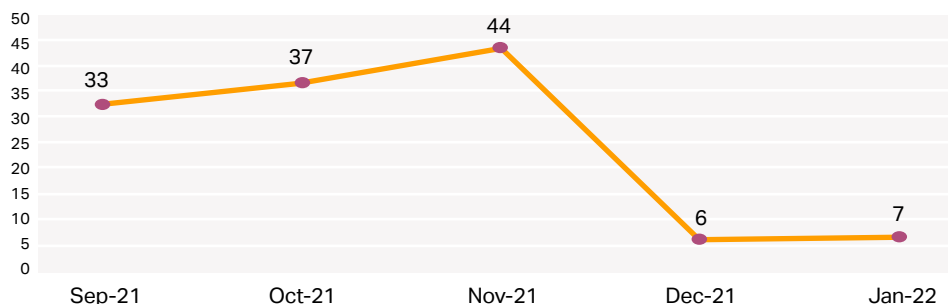
over
80%
felt they were involved in decisions about their care and treatment

over
84%
felt respected when they have an opinion.

The majority of patients said we were "amazing" and "friendly".

Previously, the outpatient department (OPD) received a large number of complaints from patients waiting a long time for their phone calls to be answered. The outpatient department implemented an Interactive Voice Recording (IVR) which directed calls from patients to one of the 7 OPD wings. Since implementation there has been a significant drop in complaints, as shown in the graph (below).

Complaints Received for Central OP (via SLS)





We involve our consumers in important decisions

We have 117 consumer representatives and consumer advocates across CALHN. These volunteers ensure there is a consumer voice in all aspects of what we do in CALHN.

Statewide Rehabilitation Services at the Repatriation Health Precinct were co-designed by CALHN staff, and past and present patients and their families to ensure the location supports patient therapy, wellbeing, and recovery.

Consumers have been active participants in the design of each clinical area in The Queen Elizabeth Hospital redevelopment. Consumers will also be involved in selecting the public furniture in the new building and in the design of the wayfinding and signage.

Snapshot of CALHN patient incidents in 2022

Total incidents recorded

2022 - 19,186

2021 - 21,132

2020 - 18,282



Of **19,186** total incidents reported,

40 (0.2%)

were ISR 1 incidents.

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

Top three incident classifications



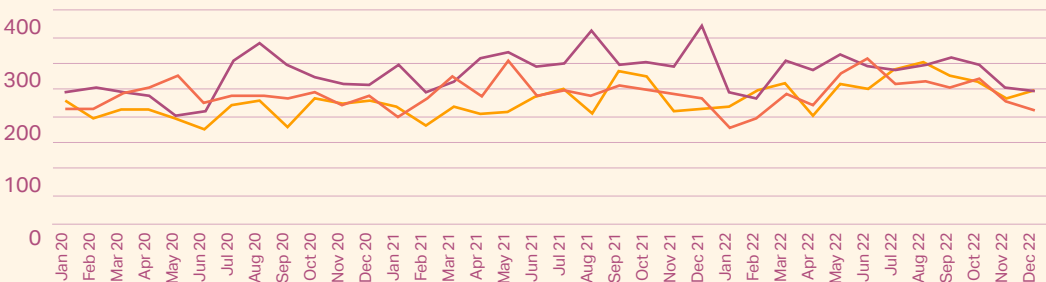
Challenging behaviour incidents



Medication incidents



Patient falls and other injuries

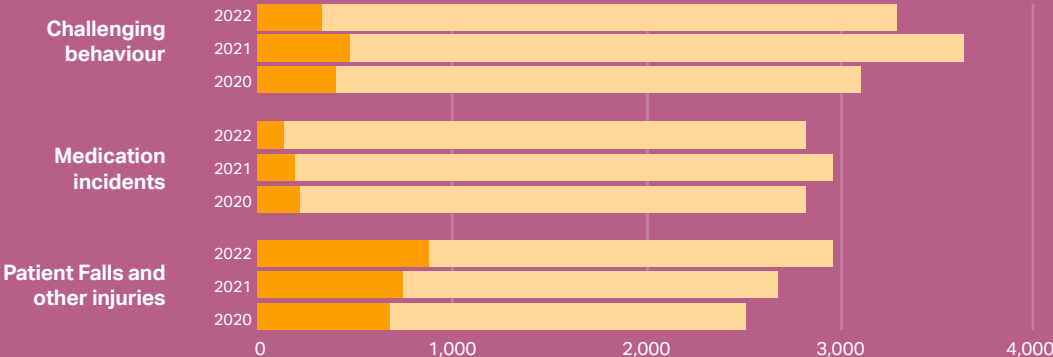


Incident rates per month 2020-2022

Pink
Challenging behaviour

Orange
Medication incidents

Yellow
Patient Falls and other injuries



Yellow
Harm caused to an individual or the organisation

Pale yellow
No harm caused to an individual or the organisation

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 centraladelaide.health.sa.gov.au



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world-class care and world-class research**



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