

# MonashLink

# QUALITY OF CARE



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## Monash values:

- Quality. To provide excellent services that exceed expectations
- Accountability. To be responsive to our clients and community
- Leadership. To lead social change and innovation

## What We Do

MonashLink delivers primary care, oral health, counseling services and health promotion from four sites across the Monash area. We provide all of our services and programs according to need, but eligibility criteria and costs do apply to some services.

### Our services and programs include:

Children's Services	Oral Health
Chronic disease Self-management	Physiotherapy
Community Nursing	Podiatry
Counseling	Psychology
Diabetes Education	Speech Pathology
Drug and Alcohol Service	Volunteer Program
Family Services	Groups including Hydrotherapy, Tai Chi, Strength Training, Back Care, Stroke, Cancer and Parkinson's Support, Men's Responsibility, Shoe Shopping and Supermarket Tours, Anxiety and Depression, and many more
Health Promotion and Education	
Needle and Syringe Exchange	
Nutrition Education	
Occupational Therapy	

### Where to Find Us



- 219 High Street Road, **Ashwood**
- Level 1, 9–15 Cooke St, Clayton Community Centre, **Claydon**
- 7 Dunscombe Ave, **Glen Waverley**
- 568 Neerim Rd, **Hughesdale**

#### English

For information about any of our services or programs please ring 1300 552 509 for the cost of a local call. We use an interpreter when needed.

#### Greek

Για πληροφορίες σχετικά με οποιοσδήποτε υπηρεσίες ή προγράμμά μας, παρακαλώ καλέστε 1300 552 509 στο κόστος ενός τοπικού τηλεφωνήματος. Χρησιμοποιούμε διερμηνέα όταν χρειάζεται.

#### Italian

PER ULTERIORI INFORMAZIONI SUI NOSTRI SERVIZI E PROGRAMMI, SI PREGA DI TELEFONARE AL 1300 552 509, AL COSTO DI UNA CHIAMATA URBANA. SE NECESSARIO, VERRA' FATTO USO DI UN INTERPRETE

#### Simplified Chinese

有关我们的服务或项目的任何信息，请拨打1300 552 509，该电话收取本地电话话费。我们会在需要之时安排传译员协助沟通。

### Definitions

Some of the strange words and acronyms we may use in this issue are...

**QICSA** – Quality Improvement in Community Services Accreditation

**Accreditation** – an organization that has been examined and given a certificate to prove that it has met a set of Standards and is joining in a Program to continuously improve the quality of its services and programs

**Clinical indicator** – a measure of the clinical management and/or the outcome of health care.

**EICD** – Early Intervention in Chronic Disease.

**Primary care** – Practical, affordable health care that a person will normally use first, for all their basic health needs over time. Primary care may include screening, treatment and prevention of more serious health problems.

**Health Promotion** – the process of helping people to increase control over and improve their health

## MonashLink's Volunteer Network

MonashLink believes in the value of volunteering. In 2007–2008 we had one hundred and three volunteers from twenty-two countries, speaking twenty-five different languages. Our volunteers, both men and women, range in age from nineteen to eighty-one. Volunteers help us provide a better service to the community by assisting in driving, group activities, administration and visiting socially isolated residents in nursing homes and hostels.

Volunteers often tell us how much they get in return; this includes learning new skills, growing more confident, making new friends, and feeling good about helping the community.

We have a Volunteer Coordinator who supports our volunteers in many ways including: skills training, volunteer newsletters, the annual volunteer acknowledgement luncheon, information sessions and an awards program.

If you are interested in volunteering at MonashLink and would like more information, call **1300 552 509** and ask to speak to Linda Pocervina, Volunteer Coordinator.

### A volunteer's story... an interview with John Lewis

#### *Why did you become a Community Visitor?*

"It wasn't a conscious thing...I was invited to be a volunteer. I had never thought of such a thing...I agreed [with] trepidation I must admit, then thought 'Why not? I'll give it a go'.

*John was recently awarded a  
Caroline Chisholm award for  
volunteering*

#### *What do you get out of it?*

"I like talking to people, always have. Everyone's got a story... [and] people who have been around 90 years have a bigger story than you and me. They are all fascinating to talk with...we talk about life. I may have problems, but these people went through difficult times... how tough are these people?"



*'...one hundred and three volunteers  
from twenty-two countries, speaking  
twenty-five different languages.'*



## Welcome to Our New Centre

In May this year, MonashLink opened for business in the new Clayton Community Centre. This is an exciting opportunity for us to work with the community in this growing and vibrant area to improve people's oral and general health and wellbeing.



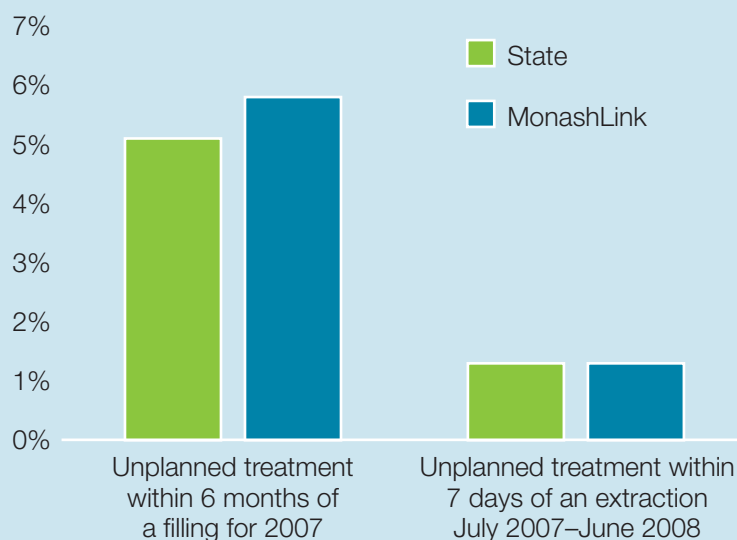
## Oral Health Service

The Oral Health Service at MonashLink has more than doubled in size since the move to the Clayton Community Care Centre in May of this year. By December, there will be 10 dental clinics and more than 120 people being treated every day. The School Dental Service has also become part of MonashLink and a new orthodontic service will also be starting once a month. Being based together with other health services also means that people are able to get more of their health needs met at the one time. The waiting time for basic dental treatment varies throughout the year, but in June of 2008 it was

12 months; this is about the same as the state average.

Every three months we get information from the Victorian Government which tells us how our service is going compared to other public dental clinics across the state. The graph below shows information about two areas or 'clinical indicators': when people have had to return for unplanned treatment within 6 months of having a filling, or within 7 days of having a tooth taken out. We perform about the same as the average for the state for both areas.

### Dental Clinical Indicators



*The new Clayton Centre is unique in its co-location with Monash Council and community services such as swimming pool, library, occasional child care and youth and family services.*

# We Are Committed to Quality

We have prepared this first Quality of Care newsletter to tell our community about our services and programs, but also to report on our progress with honesty and openness. Recently we ran focus groups with some of our clients and with other groups of people who live in the area to find out what this report should include, but also to find out what quality of care means to people.

## Here are some of their ideas:

- One-to-one care with understanding of individual needs
- Friendly professional and expert staff with good communication skills
- Acceptable waiting times
- Learning from others and each other

These ideas mirror our own values about quality of care. We strive to always improve our service to meet the needs of our clients and help them achieve better health.

## Accreditation

One of the ways we work towards improving the quality of our care is to have our services and programs reviewed every three years by an external 'accrediting' body, QICSA. We meet the standards set by QICSA and are currently accredited as a quality organization. We also have a **Quality Plan** which guides all the work we do to improve our services

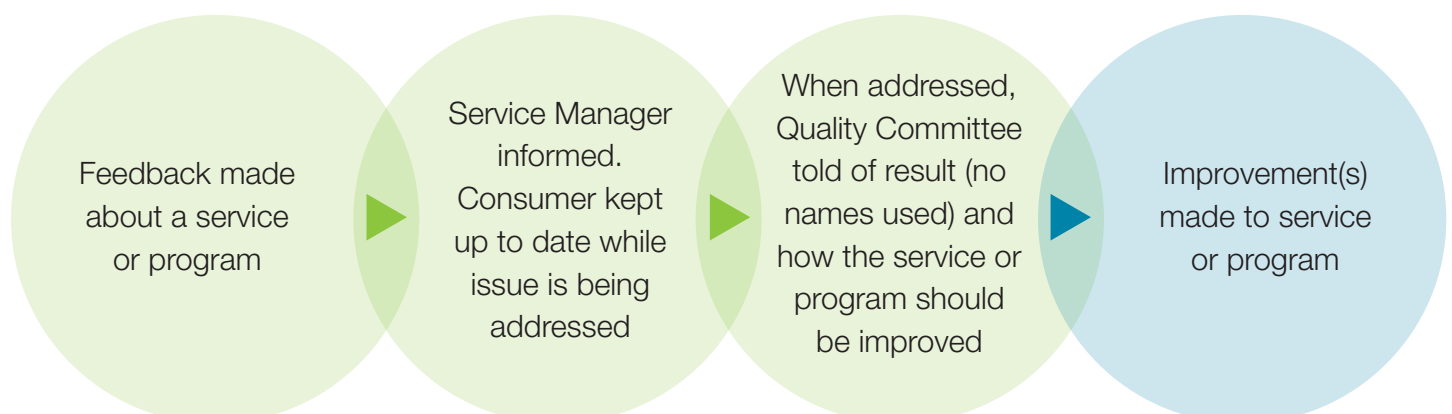
## Consumers Having Their Say

If there is anything you think we could do better, we want to know as this helps us to improve. You can give us feedback by:

- Filling in a 'We welcome your feedback' form at Reception,
- Phoning **1300 552 509** for the cost of a local call
- Emailing us at [monashlink@monashlink.org.au](mailto:monashlink@monashlink.org.au)
- Speaking to the staff member involved with your care

All feedback is treated as private and we have a policy that guides us when dealing with complaints. This flow-chart shows how feedback, complaints and compliments from our clients and the general community are managed and how they help improve our services and programs.

From July 2007 to June 2008, there were only 17 complaints made to MonashLink. These complaints were mostly about people being refused a service because they weren't eligible, not getting an appointment when they wanted it, or not being happy with the service when they received it. All of the issues raised were addressed and improvements were made to the service or program when needed.



# Managing Your Health – Keeping Active

## Early Intervention in Chronic Disease (or EICD) program

The Early Intervention in Chronic Disease (or EICD) program at MonashLink helps people with chronic health conditions like diabetes, heart disease and emphysema.

When a client starts with the program at MonashLink, they will be provided with a key worker who will be a bit like a coach for them. The key worker will start by finding out from the client what their main worries are and what things they would like to do to have better health. After that, the client and the key worker will come up with a plan of how this can be done. The plan might include some lifestyle changes, like doing more exercise. It might also mean going to see the Physiotherapist, Podiatrist or Dietician for extra help, or joining MonashLink groups like strength training.



At the start, the key worker and client will see a lot of each other. Then, as the client learns ways to manage by themselves, they will have less appointments with the key worker. The key worker is only a phone call away though, if problems come up.

At MonashLink, the EICD program has been running for about 18 months and in that time, many people have been helped along in their journey with a chronic condition.

## Tai Chi for Arthritis

Tai Chi is an ancient form of martial arts and gentle exercise that came originally from China. It uses slow, controlled movements to improve muscle strength, balance and fitness.

The Tai Chi program at MonashLink has been designed for people with arthritis. It is easy to learn as it involves only 12 movements and people of any age can join in. The movements are slow and gentle and you can work at your own pace.

People who have done the Tai Chi for Arthritis program at MonashLink have said that the program has helped them improve their balance, fitness and strength and reduced their stiffness.

## Mary's story...

*"I came to join the...program around March 2007...I wasn't that keen but I said I would go along. My Key Worker and I set some goals and one of them was to attend the Better Health Self-Management Program. I found the group a great incentive and was particularly pleased to lose 6 kilograms in the 6 weeks. Until I did this program I felt lonely and depressed and that nobody understood the pain I was feeling. My outlook on life is so much better now and I now feel motivated to get up, get dressed and get out! Chronic illness is such a hidden problem. It's good to know help and support is available"*





## Hydrotherapy



Hydrotherapy is a variety of gentle, easy to follow exercises done in the warm water pool at Monash Aquatic and Recreation Centre. A physiotherapist and helper guide a small class of about nine to ten people through ten weekly sessions of warm up and stretching exercises to improve fitness and help joints move more easily. Exercises are done close to the side of the pool wall and in shallow water, with grab rails and assistants close by.

People find that the warm water relaxes tight, aching muscles and joints and helps them stay steady on their feet. Many people continue on with the exercises themselves, together with friends made through Hydrotherapy; people such as Barrie Graham.

## Barrie's story

Barrie got involved with the hydrotherapy program after multiple operations on his back and ongoing joint and back pain. Hydrotherapy has helped him with his back pain and improved his health, flexibility, balance and strength. Barrie is now part of a self-help hydrotherapy group.

*Barrie with group facilitator, Conrad Soh who is showing him some new exercises.*



## Tips for choosing a shoe

A Podiatrist can help you with foot care and with choosing the right shoe. Here are some tips to help you.

A good shoe should:

- Be made of leather or other breathable material.
- Have laces, Velcro or buckle to hold the shoe firmly on your foot.
- Have a firm back to the shoe to support the foot and ankle.
- Have a non-slip sole (e.g. rubber).
- Have a flat and firm sole but bend across the ball of the foot, with a heel less than 2.5 cms (1 inch) high.
- Be wide, deep and long enough so as to prevent damage to your nails and toes.
- Be lightweight so your feet don't get tired.
- Have enough cushioning to make walking comfortable.

## Infection Control at MonashLink

MonashLink takes infection control very seriously. We have an Infection Control Committee that is kept busy keeping an eye on things such as hand washing and instrument sterilization. In April 2008, the Committee organized an Infection Control audit across the organization, to find out if there were any areas that needed to be improved on. One of the recommendations from this audit was that MonashLink staff should have regular training in infection control practices. The first training session was held in May and this was helpful in bringing staff up to date on current ideas. The Committee's next job will be to review and update the organization's Infection Control Manual, and to bring it together in an electronic form.

### Hand-washing tips from the Infection Control Committee:

Many infectious diseases, particularly 'gastro' and Hepatitis A, are spread from one person to another by dirty hands. Proper hand-washing can help prevent infection.

### When to wash your hands:

- Before eating or preparing food
- Between handling raw and cooked or ready-to-eat food
- After going to the toilet or changing nappies
- After smoking
- After using a tissue or handkerchief
- After handling rubbish or working in the garden
- After handling animals
- After looking after sick children or other family members.

This information was taken from a Better Health Channel fact-sheet titled 'Hand washing – why it's important'. If you want a copy of this fact sheet, go to the Better Health Channel website at [www.betterhealth.vic.gov.au](http://www.betterhealth.vic.gov.au)

## Listening to Our Community

We feel that it is very important to listen to our community and give people chances to help and be involved wherever possible. Volunteering and becoming a member of MonashLink are two ways people can do this. Recently, we held focus groups as part of a project to find out other ways that people in the community can be involved. From this project has come a 'Consumer and Community Participation Plan' to help us build more opportunities for consumers, volunteers and members to be more involved at MonashLink. To get a copy of this Plan, ring **1300 552 509** and ask to speak to the Quality Coordinator, Fran James





## Health Promotion

MonashLink believes strongly in the value of health promotion and in working with people where they live, to help them improve their health in ways that matter to them.

This past year we have supported the **'Festival for Healthy Living'** to improve the mental health of children and their families in schools in Ashwood and Chadstone through drama, dance and mime. We have also worked with these same schools to become 'Go for Your Life' award schools. This means that students are learning more about healthy eating and exercise. MonashLink has created and run a tobacco smoking prevention program with the help of Year 9 students from two secondary colleges.

We are also working with other community organizations to look at the needs of local people who are not able to buy or cook healthy food for themselves or their families.

If you want more information about any of these health promotion programs, please ring **1300 552 509** and ask to speak to the Health Promotion Coordinator, Fran James.

### Kids talk about the Festival for Healthy Living

*"We have a better attitude to school. People are friendlier. There are less fights and you want to do your school work"*

*"[School has] changed a lot. The Festival has made it fun. It has made us be healthy. It has made us think about mental health and healthy stuff"*

### The Eastern Drug and Alcohol Service

When someone has a problem with alcohol or other drugs their lives often become very complicated and difficult and no-one is sure what to do or how to react. The counsellors at the Eastern Drug and Alcohol Service (EDAS) are here to help people start to make better choices in their lives and try to stay safe from harm.

EDAS has learnt over the last ten years that there are no easy answers and no "one size fits all" solutions. That's why we're really happy to fit in with the needs of the people that use our service. We see men, women, young people, families, friends, anyone, really that's been troubled by worries with alcohol or drugs – and these

meetings can take place in lots of different places – just talk to an EDAS counsellor.

One main thing that we all agree on is that everyone needs to work together to change habits that have sometimes taken a long time to establish. At EDAS we think it's really important to support family and friends as they join with their loved ones in the journey to recovery. We have lots of programmes that include families as well and give them a chance to have a say and share the wisdom that often only experience can give.

If you, or someone you know, would like to talk to a counsellor from EDAS please give us a ring on **1300 650 705**.

## Mooncake Festival at MonashLink



On Monday 15th of September a full moon marked the Mooncake celebration at MonashLink.

This traditional Chinese “mid-Autumn” festival provided a chance to welcome the Chinese community from the City of Monash to come and see the new Clayton centre.

Eighty-five people came to the celebrations which were all conducted in Mandarin with interpreters for the English speakers in the crowd.

Mooncake was eaten; lanterns hung, traditional Chinese music and dance entertained us.

Tours of the new site were conducted explaining the services offered at MonashLink. Mandarin speaking staff members and two 4th year dietetic students planned the event to launch new diabetes resources and programs for Chinese people who are a large part of the population of surrounding suburbs and who are also at higher risk of diabetes.

### What is a Mooncake?

Mooncakes are rich, heavy, and dense compared with most Western cakes and pastries. A thick filling usually made from lotus seed or sweet bean paste is surrounded by a thin crust. The top is usually decorated with the Chinese symbols for harmony or long life.

*After English, Mandarin and Cantonese are the second and third most common languages in the City of Monash. Together, there are 17,808 people living in Monash who speak these languages at home (ABS 2006). Many Chinese people are at high risk of developing diabetes.*

# Tell Us What You Think



We would like you to tell us what you think of this Report.

Please take the time to fill out this survey and return to:

Fran James

Quality Coordinator

568 Neerim Rd

Hughesdale 3166

## How do you rate the quality of this Report? *(Please circle)*

Poor

Average

Excellent

1      2      3      4      5      6      7      8      9      10

## What did you like most?

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## What didn't you like?

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☐ **YES! I would like to be involved with developing next year's Quality Report**

Name:

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Address:

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Telephone:

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Email:

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MonashLink would like to thank the following groups for their contribution in developing this Report:

- Mulgrave Neighborhood House
- MonashLink Strength Training
- Waverly Lion's Village
- MonashLink Quality of Care Report Working Group