

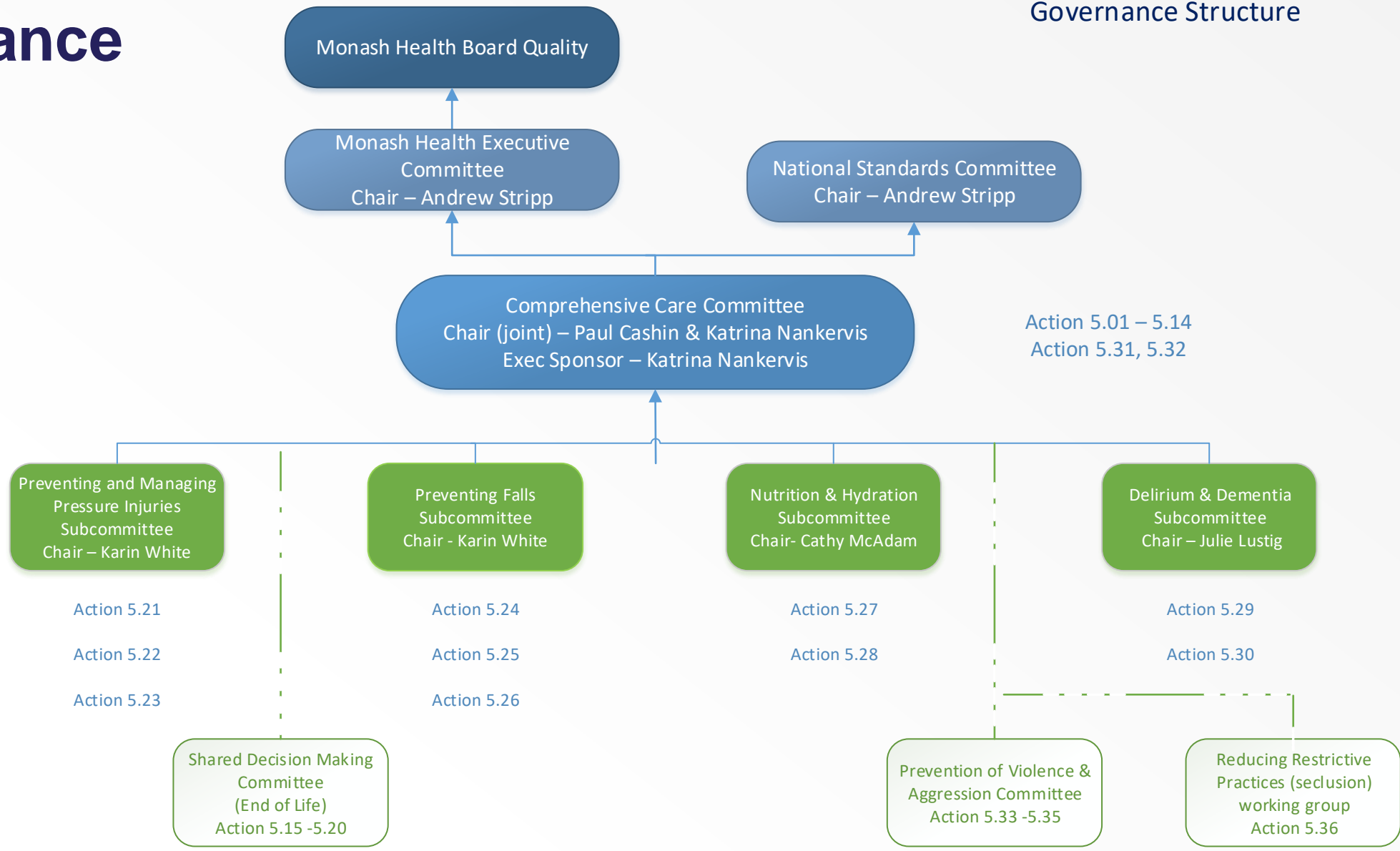
Comprehensive Care Monash Health

2022



Governance

Comprehensive Care Committee Governance Structure



EMR and Comprehensive care QRG's:

Assessors praised the guides and how EMR facilitates:

- in providing a complete picture of your patients' care, keeping you and your patient **safe**
- Connect workflows to facilitate comp care across disciplines
- Team involvement – Roles & Responsibilities
- Collaboration and team work
- Patient centred goals - progress
- Reassess as the patient's needs change
- Referrals
- End-of-life Care



NEW COMPREHENSIVE CARE PLAN

KEY IMPROVEMENTS

MENTAL HEALTH & WELLBEING

Identify Distress and person's Preferred support strategies
Appropriate escalation and referral

PREVENTING & MANAGING PRESSURE INJURIES

ICU SSKIN Bundle
Lower Limb Offloading Project
Pressure Relieving Mattress Project



DELIRIUM & DEMENTIA

4AT
Delirium Toolbox
National Standards Training

PREVENTING FALLS

#EndPIparalysis Project
Improving the Safe Use of Bed Rails
Mobility Chart Implementation Tool

NUTRITION & HYDRATION

Delegate Menu Management System
Meals Immersion Project

Minimising Risk

Identifying & Assessing

Adult Risk Assessments
Skin Inspection
Pressure (BRADEN)
Falls (FRAT)
Nutrition (MST)
Delirium & Cognition (4AT)
Dysphagia in Stroke (ASSIST)
Suicide/Self-Harming Risk
Behaviour of Concern Risk
Abbreviated Westmead PTA Scale (A-WPTAS)
Sedation Assessment Tool
Onc Trial Only Distress Thermometer
Clinician Notification
Mental Health Clinical Risk Assessment
Nutrition (MUST)

Responding

- Assessors praised use of risk assessments and connection to care plans
- Observed patient with behavioural concerns and assessment of additional care plan needed to improve care

Falls Care
<input type="checkbox"/> Educate Patient/Carer in Safe Use of Mobility Aids
<input type="checkbox"/> Toileting Regime in Place
<input checked="" type="checkbox"/> Provide Assistance/Supervision with ADL's as Required
<input checked="" type="checkbox"/> Reinforce Falls Education and Prevention Strategies with Patient/Carer
<input checked="" type="checkbox"/> Bedside Mobility Chart up to Date
<input checked="" type="checkbox"/> Ensure Appropriate Footwear
<input checked="" type="checkbox"/> Bed/Chair Suitable Height
<input type="checkbox"/> Low Low Bed/Floor Line Bed
<input type="checkbox"/> Bed/Chair/Floor Alarm/Sensors
<input type="checkbox"/> Patient Specific Intervention 1
<input type="checkbox"/> Patient Specific Intervention 2
<input type="checkbox"/> Patient Specific Intervention 3
Cognition Care
<input checked="" type="checkbox"/> Adapt Environment to Optimise Safety and Comfort
<input type="checkbox"/> Use "Getting to Know You" Tools to Provide Optimum Care (ex. Sunflower, ...
<input checked="" type="checkbox"/> Personal Items Such as Eyeglasses, Hearing Aids and Dentures are Worn
<input type="checkbox"/> Encourage Carer to Provide Familiar, Non-Valuable Objects from Home (e....
<input type="checkbox"/> Promote Day / Night routine
<input type="checkbox"/> Provide Support and Reassurance
<input type="checkbox"/> Employ De-escalation Communication Strategies
<input type="checkbox"/> Patient Specific Intervention 1
<input type="checkbox"/> Patient Specific Intervention 2
<input type="checkbox"/> Patient Specific Intervention 3



Supporting the psychological wellbeing of staff providing end-of-life care



Employee Wellbeing Program

Mental Health Training Program – Latte
Employee Wellbeing Forums
Digital wellbeing – Resilience project
External Support services -



Managers / Team Leaders

- Provide local level support to staff through supervision and support
- Team meetings



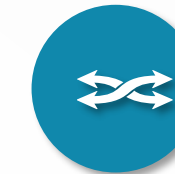
Be well initiative – Psychology Services

- Psychological First Aid
- Coaching for Team Leaders and Managers on Mental Wellbeing to support staff
- Proactive calls to individuals
- Team wellbeing sessions
- Pre and Post VAD administration sessions



Swartz Rounds

Multidiscipline forum where ALL staff can discuss the social and emotional issues that arise in caring for patients and families .



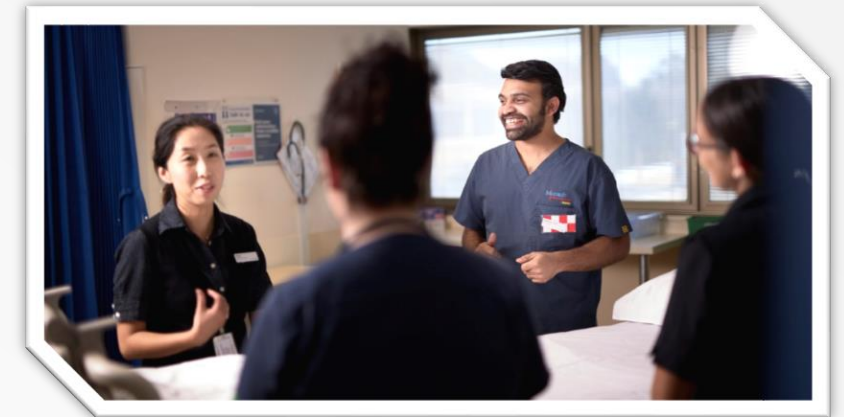
Reflective Supervision – M&M Meetings

- Proposed initiative
- Embedding reflective supervision practices in mortality and morbidity meetings



Improvements Pressure prevention

- ICU SSKIN Bundle
- Equipment related projects
 - Lower Limb Offloading Project
 - Pressure relieving mattress project
 - Cushion selection guide
 - Centralised equipment store
- Suite of education and training modules developed
- Refreshed patient infographic
- Development of paediatric patient / family / carer information
- Monash Partners Projects:
 - Standardisation of pressure injury reporting across Victorian health services
 - Development of a standardised education framework for Preventing and Managing Pressure Injuries
- Pressure injury prevention key messages delivered to employees using PPE
- EMR Documentation improvements




Key Considerations	Example
<ul style="list-style-type: none"> Consider trachea (c) (b) (c) (d) (e) (f) (g) (h) (i) (j) (k) (l) (m) (n) (o) (p) (q) (r) (s) (t) (u) (v) (w) (x) (y) (z) (aa) (ab) (ac) (ad) (ae) (af) (ag) (ah) (ai) (aj) (ak) (al) (am) (an) (ao) (ap) (aq) (ar) (as) (at) (au) (av) (aw) (ax) (ay) (az) (ba) (bb) (bc) (bd) (be) (bf) (bg) (bh) (bi) (bj) (bk) (bl) (bm) (bn) (bo) (bp) (bq) (br) (bs) (bt) (bu) (bv) (bw) (bx) (by) (bz) (ca) (cb) (cc) (cd) (ce) (cf) (cg) (ch) (ci) (cj) (ck) (cl) (cm) (cn) (co) (cp) (cq) (cr) (cs) (ct) (cu) (cv) (cw) (cx) (cy) (cz) (da) (db) (dc) (dd) (de) (df) (dg) (dh) (di) (dj) (dk) (dl) (dm) (dn) (do) (dp) (dq) (dr) (ds) (dt) (du) (dv) (dw) (dx) (dy) (dz) (ea) (eb) (ec) (ed) (ee) (ef) (eg) (eh) (ei) (ej) (ek) (el) (em) (en) (eo) (ep) (eq) (er) (es) (et) (eu) (ev) (ew) (ex) (ey) (ez) (fa) (fb) (fc) (fd) (fe) (ff) (fg) (fh) (fi) (fj) (fk) (fl) (fm) (fn) (fo) (fp) (fq) (fr) (fs) (ft) (fu) (fv) (fw) (fx) (fy) (fz) (ga) (gb) (gc) (gd) (ge) (gf) (gg) (gh) (gi) (gj) (gk) (gl) (gm) (gn) (go) (gp) (gq) (gr) (gs) (gt) (gu) (gv) (gw) (gx) (gy) (gz) (ha) (hb) (hc) (hd) (he) (hf) (hg) (hh) (hi) (hj) (hk) (hl) (hm) (hn) (ho) (hp) (hq) (hr) (hs) (ht) (hu) (hv) (hw) (hx) (hy) (hz) (ia) (ib) (ic) (id) (ie) (if) (ig) (ih) (ii) (ij) (ik) (il) (im) (in) (io) (ip) (iq) (ir) (is) (it) (iu) (iv) (iw) (ix) (iy) (iz) (ja) (jb) (jc) (jd) (je) (jf) (jg) (jh) (ji) (jj) (jk) (jl) (jm) (jn) (jo) (jp) (jq) (jr) (js) (jt) (ju) (jv) (jw) (jx) (jy) (jz) (ka) (kb) (kc) (kd) (ke) (kf) (kg) (kh) (ki) (kj) (kk) (kl) (km) (kn) (ko) (kp) (kq) (kr) (ks) (kt) (ku) (kv) (kw) (kx) (ky) (kz) (la) (lb) (lc) (ld) (le) (lf) (lg) (lh) (li) (lj) (lk) (ll) (lm) (ln) (lo) (lp) (lq) (lr) (ls) (lt) (lu) (lv) (lw) (lx) (ly) (lz) (ma) (mb) (mc) (md) (me) (mf) (mg) (mh) (mi) (mj) (mk) (ml) (mn) (mo) (mp) (mq) (mr) (ms) (mt) (mu) (mv) (mw) (mx) (my) (mz) (na) (nb) (nc) (nd) (ne) (nf) (ng) (nh) (ni) (nj) (nk) (nl) (nm) (nn) (no) (np) (nq) (nr) (ns) (nt) (nu) (nv) (nw) (nx) (ny) (nz) (oa) (ob) (oc) (od) (oe) (of) (og) (oh) (oi) (oj) (ok) (ol) (om) (on) (oo) (op) (oq) (or) (os) (ot) (ou) (ov) (ow) (ox) (oy) (oz) (pa) (pb) (pc) (pd) (pe) (pf) (pg) (ph) (pi) (pj) (pk) (pl) (pm) (pn) (po) (pp) (pq) (pr) (ps) (pt) (pu) (pv) (pw) (px) (py) (pz) (qa) (qb) (qc) (qd) (qe) (qf) (qg) (qh) (qi) (qj) (qk) (ql) (qm) (qn) (qo) (qp) (qq) (qr) (qs) (qt) (qu) (qv) (qw) (qx) (qy) (qz) (ra) (rb) (rc) (rd) (re) (rf) (rg) (rh) (ri) (rj) (rk) (rl) (rm) (rn) (ro) (rp) (rq) (rr) (rs) (rt) (ru) (rv) (rw) (rx) (ry) (rz) (sa) (sb) (sc) (sd) (se) (sf) (sg) (sh) (si) (sj) (sk) (sl) (sm) (sn) (so) (sp) (sq) (sr) (ss) (st) (su) (sv) (sw) (sx) (sy) (sz) (ta) (tb) (tc) (td) (te) (tf) (tg) (th) (ti) (tj) (tk) (tl) (tm) (tn) (to) (tp) (tq) (tr) (ts) (tt) (tu) (tv) (tw) (tx) (ty) (tz) (ua) (ub) (uc) (ud) (ue) (uf) (ug) (uh) (ui) (uj) (uk) (ul) (um) (un) (uo) (up) (uq) (ur) (us) (ut) (uu) (uv) (uw) (ux) (uy) (uz) (va) (vb) (vc) (vd) (ve) (vf) (vg) (vh) (vi) (vj) (vk) (vl) (vm) (vn) (vo) (vp) (vq) (vr) (vs) (vt) (vu) (vv) (vw) (vx) (vy) (vz) (wa) (wb) (wc) (wd) (we) (wf) (wg) (wh) (wi) (wj) (wk) (wl) (wm) (wn) (wo) (wp) (wq) (wr) (ws) (wt) (wu) (wv) (ww) (wx) (wy) (wz) (xa) (xb) (xc) (xd) (xe) (xf) (xg) (xh) (xi) (xj) (xk) (xl) (xm) (xn) (xo) (xp) (xq) (xr) (xs) (xt) (xu) (xv) (xw) (xx) (xy) (xz) (ya) (yb) (yc) (yd) (ye) (yf) (yg) (yh) (yi) (yj) (yk) (yl) (ym) (yn) (yo) (yp) (yq) (yr) (ys) (yt) (yu) (yv) (yw) (yx) (yy) (yz) (za) (zb) (zc) (zd) (ze) (zf) (zg) (zh) (zi) (zj) (zk) (zl) (zm) (zn) (zo) (zp) (zq) (zr) (zs) (zt) (zu) (zv) (zw) (zx) (zy) (zz) 	
<ul style="list-style-type: none"> Centre the device on the upper lip so the most absorbent upper lip material lightly touches the skin Allow two fingers width between the strap and the back of the patient's head - do not over tighten Regularly check the ventilation tubing weight is supported by ventilator arms 	
<ul style="list-style-type: none"> Keep stoma clean and dry Dressings change <ul style="list-style-type: none"> From dressing change every 24 hours (more often if excessive secretions) Change dressing at least once per shift or (more often if excessive secretions) Regularly check the ventilation tubing weight is supported by ventilator arms 	
<ul style="list-style-type: none"> All Patients will receive Magiles from under the NIV face mask on the nose bridge as pictured Use Magiles square or Magiles band and cut to shape as appropriate (see ICU bundle folder for how to) 	
<ul style="list-style-type: none"> All patients with an NIV must have it secured with a Nasofix and cotton tape as pictured Cotton tape must have approximately two finger widths in slack to ensure appropriate nose protection 	
<ul style="list-style-type: none"> All patients with an DC must have it appropriately secured with a Throatlock or Griplock Slack prep pad provided in the pack must be used before application Apply to the front of the thigh - there must be enough slack on the DC to ensure no pulling or discomfort Throatlock must be secured daily and changed every seven days 	



Improvements Falls Prevention

- New Safe Use of Bed Rails Clinical Guideline
- EMR Post Falls Workflows
- Improving Assessment and Care Planning for Cognitively Impaired Patients
- **New Mobility Chart Implementation Tool** – Defines supervision in relation to a patient’s mobility status
- Reinvigoration of the Falls Champions Program
- Victorian Falls Prevention Alliance – Disinvesting in falls alarms project
- Falls walk around project
- Subacute Falls projects
 - Johns Hopkins Patient Mobilisation: Attitudes and Beliefs Survey
 - End PJ Paralysis Project
- Mental Health Program projects
 - Seeds of Hope
 - Falls mapping
 - Sound of Music



Mobility Chart (Adult)

Implementation Tool

PATIENT NAME								
BED No:				FALLS RISK:		L=Low, M=Medium, H = High		
DATE & TIME UPDATED:				COMPLETED BY: NAME & DISCIPLINE				

		ASSISTANCE			STAND-BY ASSISTANCE	VISUAL SUPERVISION	INDEPENDENT	No. of Staff	Equipment to be used
		MAX	MOD	MIN					
ON BED	BED MOBILITY	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	LYING to/from SITTING	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
OFF BED	SITTING to/from STANDING	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	BED to/from CHAIR	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	WALKING	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
BATHROOM		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

See [definitions](#) for more information

WEIGHT BEARING STATUS, PRECAUTIONS & COMMENTS	e.g. endurance, impulsivity, fluctuating mental status, appropriateness to mobilise / transfer with family / carer, consider need for assistance when the patient is applying or removing clothing
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The aim of the Mobility Chart is to communicate a patient’s mobility status. This chart is not a substitute for using your clinical reasoning or the dynamic risk assessment that must be completed by all employees on every occasion when transferring or mobilising a patient, according to Monash Health procedures.

Prompt Doc No: SNH0021521 v6.0	Page 1 of 3	Last Reviewed: 23/03/2022
First Issued: 25/03/2015	Version Changed: 23/03/2022	Review By: 31/03/2024
UNCONTROLLED WHEN DOWNLOADED		

Nutrition is everyone's business

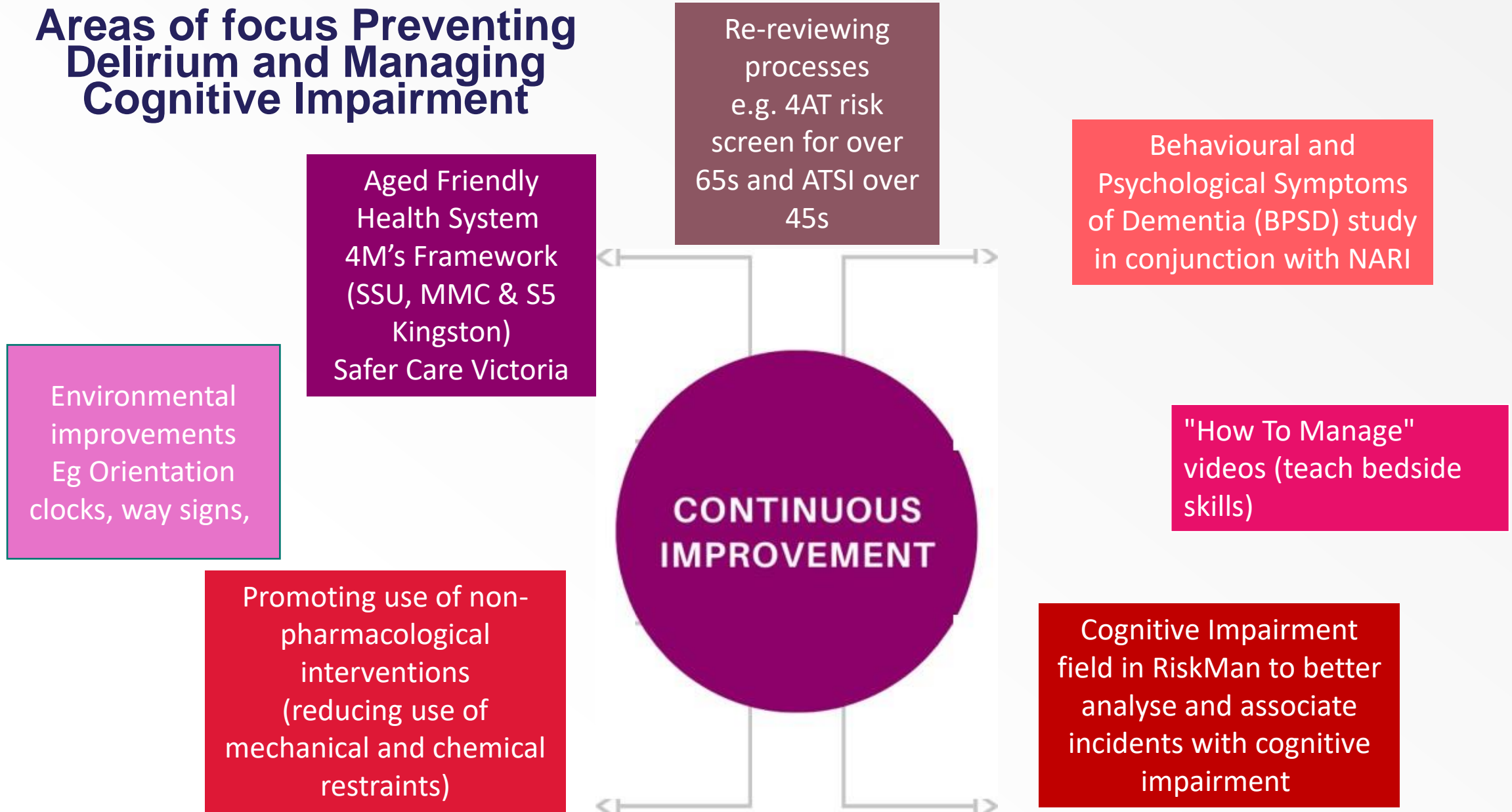


97% of patients report that our offerings meet their dietary requirement

- ✓ 45,000 meals per week
- ✓ Menu Management System → Delegate Integration with EMR
- ✓ Full traceability
- ✓ Consumer satisfaction
- ✓ Various ordering options including remote ordering
- ✓ Tableware review and reduction of disposables used



Areas of focus Preventing Delirium and Managing Cognitive Impairment



Predicting, preventing and managing aggression and violence

Key achievements

The screenshot shows a digital form titled "Aggression Risk Checklist". At the top, it says "Performed on: 25/06/2021" and "1101 AEST". On the left is a sidebar with a list of medical history categories: Primary Survey, Vital Signs, Pain Assessment, Respiratory, Cardiovascular, Cardiac Rhythm, Neurological, Gastrointestinal, Neurovascular, GU/OB, Musculoskeletal, EENT, Critical Care, Past Medical History, Problems, Diagnoses, Social History, Falls Risk, Pressure Injury Assessment, Aggression Risk Checklist (highlighted), and Valuables & Belongings. The main area contains the checklist items, each with "Yes" and "No" radio buttons. The items are: History of violence, Confused, Irritable, Boisterous, Verbal threats, Physical threats, Attacking objects, Agitated/impulsive, Paranoid/suspicious, Substance intoxication/withdrawal, Socially inappropriate/disruptive behaviour, and Body language. Below these is the "ARC SCORE" field, which is empty, and the "ARC LEVEL OF RISK" section with radio buttons for Low, Moderate, High, and Very high. At the bottom, the "ARC Prevention Approach" section shows "Low Risk, Score = 0" and a list of checkboxes: "Continue to monitor and remain alert", "Checked for past episodes of aggressive behaviour", "Offered ear plugs and eye masks", and "Other".

- Implementation of Aggression Risk Checklist (ARC) to Emergency Departments
 - Screening tool and preventative approaches matrix
 - Safety alerts
- Response to Covid 19
 - Shift to Webinars and online training
 - Revised Code Grey Responder training relaunched 2021
 - Amendments to Code Grey response team
- New OVA Risk Assessment Tool and Guideline

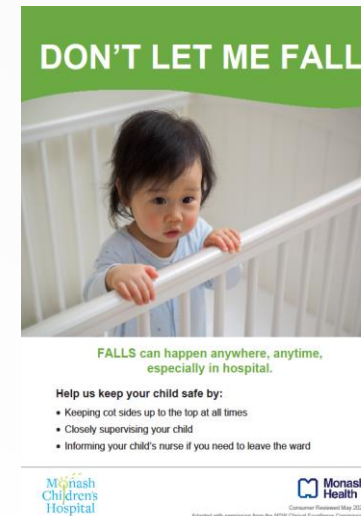
Consumer Engagement across the standard

- Consumer Representative – all committees
- Refreshed patient infographic's
- Inclusion of key messages in the Monash Children's Hospital Activity Book
- Patient and family involvement at the bedside "Getting to know you" Tools- Sunflower and TOP 5
- Consumer information translated LOTE
- Consumer reviews of procedures and guidelines

Different languages



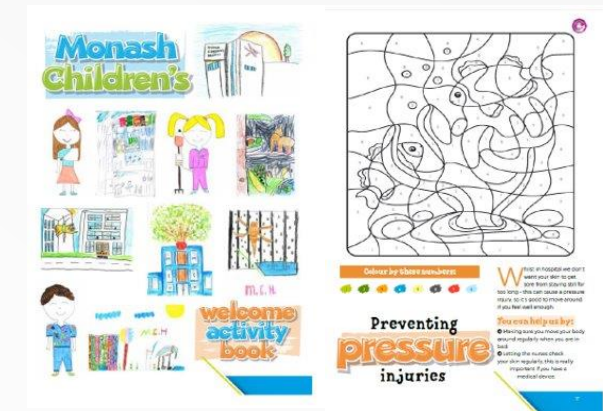
Paediatrics



Sunflower Tool



Children's Activity Book



Comprehensive Care training amazing results!



Training Module	% Completion
Falls	94%
Pressure Injury	96%
Delirium	90%
Teach Back	93%

