

## Mission Statement

Ensay Bush Nursing Centre will contribute to the health and wellbeing of Community Members by providing accessible primary healthcare services and health promotion

## Vision

Delivering appropriate and evidence based remote and rural healthcare to the residents of Ensay and Tambo Crossing through collaborative practice with other healthcare providers, health promotion, preventative medicine strategies and community input.

## Goals

- To enhance and acknowledge advanced nursing practice roles
- Improve service productivity
- Maintain quality services
- Respond to the needs of the community
- Promote individual and community health and well being

## Values

- Quality care
- Collaborative Practice
- Open Communication and Respect for All Individuals
- Accountability
- Facilitate Clients' Rights and Interests

## Strategic Plan

### Ensay Bush Nursing Centre

The 2020-2023 strategic plan for Ensay Bush Nursing Centre continues on from the 2008-2011 2011-2014, 2014-2017 and 2017-2020 Strategic plans with the continuation of the same objectives. Although achieved or achieved in part the objectives remain current and provide direction for Ensay BNC to grow as an organization and therefore provide ongoing quality care and quality services to the community it serves.

**Background:** Ensay Bush Nursing Centre is a Remote Rural Health Care Provider in East Gippsland.

The district covered by Ensay BNC is bounded by Double Bridges to the south, Connor's Hill to the North West, as far as Nunniong to the North, Holston's/Timbarra to the East, the west boundary follows the Ensay –Doctors Flat road although coverage beyond these boundaries is undertaken should the need arise. The area covered by Ensay BNC is large but the population is small. The Australian Bureau of Statistics 2016 Census identified Ensay as having a population of 109, with a median age of 54 years, 47.7% of the population identified as male and 52.3% identified as female. It is noted that Ensay BNC services a population that is higher than the number identified in the 2016 census. The primary area of employment is in primary industry mostly farming. The notable disease burdens that exist within this population are, hypertension, hypercholesterolemia, diabetes type 2, asthma, heart failure, thyroid problems and haemochromatosis.

The Bush Nursing Centre undertakes a holistic approach to client care and services, reflecting a social model of healthcare focusing on prevention and health promotion.

The Centre offers a range of services to the community including:

- Assessment and management of minor illnesses and injury
- Assisting with emergency situations
- Advocacy
- Home based care
- Health education
- Health promotion
- Telehealth
- Welfare issues
- Access to purchase some medications
- Internet access and photocopying

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- A venue for community group meetings
- Provides loan equipment
- Provides support for Ambulance Community Officers
- Provides advanced nursing practice, specialist trained nurses can provide medication to clients if they are unable to contact a medical officer
- Offer support for people with mental health issues

## Collaborative Practice

Ensay BNC works collaboratively with other organisations and has Memorandums of Understanding with several organisations, which include;

### **OMEIO DISTRICT HOSPITAL (ODH):**

ODH provides vital services including;

- A weekly General Practitioner Clinic
- Foot Care
- Social Worker
- Health Promotion
- HACC services/Assessment Services

### **BAIRNSDALE REGIONAL HEALTH SERVICE (BRHS):**

BRHS provides services that are delivered by Ensay BNC, including;

- Post-acute care
- Hospital in the Home
- Clinical Governance assistance in the form of GBNCGP

BRHS also acts as a supply agency to Ensay BNC for pharmacy and product supplies. Traditionally, BRHS has also provided payroll services to Ensay BNC.

### **AMBULANCE VICTORIA (AV):**

Ensay BNC works with AV to enable the deployment of Remote Area Nurses (RAN) to emergency situations resulting in timely response in geographically resource challenged areas.



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## **ROYAL FLYING DOCTORS SERVICE (RFDS):**

The RFDS provides services and support to bring much needed services to small rural communities including;

- Free eye check clinic and either free or discounted eyewear
- Commencing in the second half of 2017 provide psychological services both face-to-face and via teleconferencing.
- Telehealth Specialist consultations including endocrinologist, respiratory, pain management, psychiatric.

## **EASTERN VICTORIAN BUSH NURSING NETWORK (EVBNN):**

Ensay BNC works with the other Eastern Victorian Bush Nurse Centres:

- Buchan
- Cann Valley
- Dargo
- Gelantipy
- Swifts Creek
- Walwa

To collaborate on common objectives, share information and support the Bush Nurse Model of Care.

## **GIPPSLAND BUSH NURSING CLINICAL GOVERNANCE PARTNERSHIP (GBNCGP):**

Ensay Bush Nursing Centre is a member of the Clinical Governance Committee, which is a multidisciplinary team working;



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1. To provide a multidisciplinary approach in reviewing, monitoring and providing feedback on clinical risk issues that relate to the Bush Nursing Model of Care
2. To ensure clinical models identified within the Bush Nursing Model:
  - Remote Area Nurse (RAN)
  - Immunisation Accredited Nurse
  - Registered Nurse - Advanced Life Support (ALS)
  - Registered Nurse
  - Rural and Isolated Practice Registered Nurse
3. Are being reviewed and monitored. The committee will provide recommendations to assist Committees' of Management to make informed decisions to improve clinical practice and reduce risk to the client, staff and the organization.
4. Identify and monitor quality and risk indicators, including external indicators from accreditation agencies.
5. This committee is now supported by Bairnsdale Regional Health Service who provide a meeting venue and uses of resources to support clinical governance.

### Strengths, Opportunities and Challenges

The identified strengths, opportunities and challenges that apply to Ensay BNC will give direction to the Strategic plan.



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## Strengths:

- Community orientated
- Responsive to community needs
- Is easy to access
- Financially viable

## Challenges:

- Threat of closure
- Amalgamation
- Difficulty to recruit staff
- Difficulty to recruit Committee of Management (COM)
- Ageing COM
- Environmental disasters
- Major capital works
- Loss of GP service

## Opportunities:

- Health Promotion
- Collaboration with other organisations to increase and improve services
- Telehealth

## Vision

Delivering appropriate quality and evidence based remote area healthcare to residents of Ensay and Tambo Crossing through collaborative practice with other healthcare providers, health promotion, preventative medicine strategies and community input.

## Mission Statement

Ensay Bush Nursing Centre will contribute to the health and wellbeing of community members by providing accessible primary health care services and health promotion programs

## Core Values

The values governing Ensay Bush Nursing Centre's are:

Quality Care

Collaborative Practice

Open Communication

Respect for All Individuals

Accountability

Facilitate Clients' Rights and Interests

## Organisational Objectives

**The Objectives of Ensay BNC for the 2020-2023 Strategic Plan are:**

**1. To enhance and acknowledge the Advanced Nursing Practice role that is undertaken by the Ensay Bush Nurse by:**

- Continuing to support Remote Area Nurse Training. ✓
- Identifying new collaborative models that increase the Nurse's scope of practice, such as the rural and isolated practice endorsement. *Implemented*
- Being receptive to the Nurse Practitioner Model of Care. *COM proactive*
- Ensuring the organisation and Committee of Management are aware of the necessity of good clinical governance. ✓

**2. Improve service productivity by:**

- Supporting Advanced Nursing Practice by reviewing models of care ✓
- Supporting Continual Professional Development. ✓
- Promoting the existence of Ensay BNC to other service providers such as through our FaceBook Page (<https://www.facebook.com/EnsayBushNursingCentre>)
- Using Information Technology to develop better data collection.
- Ensuring that an Information and Communication Technology plan is in place, so equipment and programs are replaced using a planned system. - *Needs reviewing not well applied*

**3. Maintain quality service delivery by:**

- Developing a robust recruiting system. *Not currently applicable*
- Supporting ongoing Professional Development ✓
- Ensuring the Committee of Management has appropriate Governance training and capability.
- Working with other organisations to bring services to the community.

**4. Respond to the needs of the community through community consultation such as;**



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- Community surveys✓
- Client satisfaction surveys.✓
- Promoting Ensay BNC as a client friendly organisation.✓
- Supporting a person centred care model of care.✓

## 5. To promote Individual and Community wellbeing through;

- Health promotion programs✓
- Health Education✓
- Identifying community concerns with appropriate assessment tools✓
- Working in collaborative practice with other healthcare professionals.✓
- A commitment to the Person Centred Care model✓

## 6. To assist with the prevention of illness, injury and social isolation by;

- Monitoring, detection and early identification of risks.✓
- Continuing monthly luncheons to reduce social isolation.✓
- Early referral to appropriate healthcare professionals or organisations✓

## 7. To ensure Ensay BNC maintains a high standard of clinical governance by;

- Ensuring all clinical staff have appropriate registration with AHPRA✓
- Ensuring all clinical staff undertake annual remote area nurse training✓
- Supporting new staff to undertake remote area nurse training - *In place but not needed.*
- Ensuring and supporting nurse immunisers to maintain appropriate continuous professional development points.✓
- Ensuring all staff have current police checks.✓
- Encourage relevant staff to obtain and retain working with children checks.✓
- Maintaining an appropriate incident reporting system and ensure a review process remains in place to identify causes of incidents, engage processes to prevent or reduce the risk of reoccurrence and to provide feedback.✓
- Supporting Committee of Management members to undertake Clinical Governance training.

## 8. To have Ensay Bush Nursing Centre recognised as a viable and essential Health Care Provider in a remote area by;



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- Developing a financial plan and budget – *Not well established but improved financial information being presented to COM*
- Improved data collection - *Improving*
- Offering payment choices to individuals✓
- A more autonomous role✓
- Recognition of Ensay BNC as an independent organisation.✓

### 9. Ensure services are accessible to all members of the community by.

- Maintaining affordable services.✓
- Maintaining both clinic and home nursing services.✓
- Ensuring strategies are in place for clients of culturally and Linguistically Diverse Background.✓
- Maintaining the building to allow access for all clients.
- Seeking extra ordinary funding to allow for upgrades of the building and essential equipment. *Ongoing but successful carport painting RHIF 4*

### 10. Ensure Ensay BNC has a strong, knowledgeable and proactive Committee of Management;

- Committee of Management will be supported to undertake Governance training
- Implement a succession planning process for Executive positions on the committee. *New members recruited to COM*
- Encourage rotational terms in executive positions. *This has happened.*

## Major Goal

The major goals for Ensay BNC to achieve for 2020-2023 are:

- To ensure Ensay BNC obtains the best outcome during future enterprise bargaining agreements. *Back to being current.*
- Assess the need for Ensay BNC to provide or have available accommodation for employees to help retain staff and provide capability to employee locum staff in times of need. *This remains relevant given no appropriate accommodation in area, also subject to environmental disasters and road closures.*

## Long Term Goals Beyond Current Strategic Plan

Ensay Bush Nursing Centre supports to retain the presence and vital services of Ambulance Victoria in Ensay.