

Kilmore District Health

Quality Account 2020-21



Kilmore
District Health

2022
Calendar

A message from our Executive Team



Mr David Naughton
Chief Executive
Officer



Ms Jennifer Gilham
Director Clinical and
Aged Care Services



Mr Colin Clark
Director Finance and
Support Services



Ms Kirrily Gilchrist
Director Development
and Improvement



Dr Martin Duffy
Director Medical
Services

Despite the COVID-19 pandemic challenges, we have continued to deliver high quality health care across all parts of the organisation, maintaining high quality infection control standards to support our residents, patients, staff, contractors and the community.

The pandemic has resulted in an increased use of virtual technology to deliver clinical care and corporate services. Work is ongoing to improve the infrastructure and technology used in house.

Our staff have pivoted quickly to all the pandemic challenges and restrictions as they evolved. This includes delivering acute and urgent care cognisant of pandemic restrictions and maintaining high quality residential aged care across our two facilities. Of note has been the challenge in our residential facilities during periods of lock down and visitor restrictions. Our staff have worked closely with residents, carers and families to maintain social contact and communication. We celebrated the mass COVID-19 vaccination of our residents in April, with the second dose vaccine delivered in late June 2021.

We have continued to deliver daily COVID-19 testing flexing to match demand as required. We have also delivered a comprehensive Respiratory Protection Program, n95 mask testing, ensuring maximum protection for our front of house staff.

In April 2021, we rapidly developed and implemented an on-site COVID-19 vaccination clinic. Our clinic is responsive to the dynamic nature of COVID-19 vaccine delivery, rapidly responding to changing demand as priorities and needs change.

We continued to experience high demand on our services in 2020-21, with the hospital caring for 1,904 inpatients, 6,401 outpatients and 8,623 patients needing urgent care. The demand on our urgent care team was significantly impacted by COVID-19 with a 47 percent increase in activity that was mainly linked to the 9,621 COVID-19 tests provided. In addition, our normal risk maternity service welcomed 219 babies.

The leadership shown by the Senior Managers, Executive and Board has been exemplary and we acknowledge and thank them for their commitment to the health service.

Strategic Plan

Our purpose is

Providing safe, quality, accessible care and a dynamic place to work and learn

Our vision is

Caring Together. Better health and wellbeing for our community

We implement these by living our REACH values



RESPECT



EXCELLENCE



ACCOUNTABILITY



COMPASSION



HONESTY

We will work together to implement our Strategic Priorities



Quality Care

Consistently providing safe, compassionate care at the highest standard



Partners in Care

Working collaboratively to deliver equitable and accessible care



People Who Care

Valuing, empowering and providing opportunities for our workforce



Sustainable Care

Securing the future of effective and affordable local care

We will achieve the outcomes of

The best care for our consumers

A talented, engaged and satisfied workforce

The best use of our resources

Partnerships that provide services to best meet care needs

Aged Care Residents



79
in 2020-21

Patients Admitted as Inpatients



1,904
in 2020-21

Babies Born



219
in 2020-21

District Nurse Home Visits



3,114
in 2020-21

Outpatient Appointments



6,401
in 2020-21

Urgent Care Attendances



8,623
in 2020-21

Staff Working at KDH



408
in 2020-21

Procedures Performed



1,863
in 2020-21

Meals on Wheels Produced



11,064
in 2020-21

Acknowledgement of Traditional Owners

Kilmore District Health acknowledges the Taungurung people, the traditional owners and custodians of the land and water on which we live, work and play. We pay respect to Elders past, present and emerging.

We affirm our commitment to reconciliation, and we make it happen by strengthening partnerships and continuing our work with Aboriginal peoples.

Kilmore District Health acknowledges that to 'Close the Gap' we need to work together with Aboriginal and Torres Strait Islander people, communities, staff and stakeholders to ensure that we meet community needs.

Child Safe Place

We comply with standards, and work to ensure that the safety of children is promoted, that child abuse is prevented, and that any allegations of child abuse are properly responded to.

Commitment Statement Against Family Violence

Our vision is a future where our community is free from family violence and where healthy, respectful relationships prevail.

All Welcome Here

Everybody matters. Kilmore District Health is committed to embracing diversity. We respect and welcome all people.

Partnering with our consumers

At KDH we partner with consumers in a number of different ways:

- Consumer Representatives on Committee's
- Feedback processes - KDH Complaints/Compliments and Victorian Healthcare Experience Survey
- Aged Care Residents and Relatives meetings and Surveys

Quality projects involving Consumers



Keeping our residents connected during COVID-19

To ensure our Aged Care residents continued to connect with family and the community through the COVID-19 lockdown, further development of virtual communication between Aged Care Residents and their family members using such things as zoom, window visits and introduction of Project Connect with Kool Kidz Kindergarten was introduced.

What was achieved:

- More than 40 Skype calls with resident's and their family
- More than 15 letters sent with regular updates to family members
- Unlimited number of phone calls made and received to and from family by resident's and staff.
- More than 100 letters, cards, drawings, paintings and gifts made by the kindergarten children for residents.

Staff Name Badges

As part of Safer Care Victoria's Partnering in Healthcare Framework, one of the identified priorities for 2020/2021 is the implementation of Staff Name Badges project at Kilmore District Health. This project is based on feedback from our consumers around the importance of good communication which to our consumers means being able to identify who they are communicating with by name.

Our consumer representative Deb Davis provided an insight into why name badges are so important in communicating with our consumer's: "You say your name but I feel unwell, anxious and nervous and as I listen to more words I forget and you're just another face in the sea of so many. I then read your name badge and feel a connection, I know who you are and can relax a little, you have a real identity and I know who to ask for if I need support or have a question."

January

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
31	Did you know - Fruit drinks can contain just as much sugar as soft drink				New Year's Day	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	Australia Day	27	28	29	30

Diversity

Our region is becoming an increasingly diverse community. Our goal is for every person accessing our hospital, aged care and community-based services to be able to access culturally-safe wellbeing and health care.

For more information: Jitka on 5734 2164 or jitka.jilich@kilmorehealth.org.au

Community wellbeing

We completed a two-year partnership with Social Innovation Research Institute Swinburne to bring together community members and organisations to identify innovative approaches to connect our community. Whilst COVID-19 impacted the nature of this project we supported two community-based projects, using digital platforms and local radio to promote conversations on mental health and wellbeing and resilient communities.

The Goulburn Mental Health and Wellbeing Steering Committee has worked to improve the access and visibility of mental health services. A key focus has been providing a regional response to the Mental Health Royal Commission and working with government, services and community for an improved mental health service response across the region. The group has developed a flyer to increase self-awareness of people's mental wellbeing and encourage them to reach out and access support.

Reconciliation Action Plan

This year we were very excited to have our Reconciliation Action Plan (RAP) endorsed by Reconciliation Australia.

Our RAP outline actions to be implemented over the next two years and is intended to embed change across all areas of operation from governance, policy development, employment, training and direct service delivery.

We recognise there are many barriers for Aboriginal and Torres Strait Islander peoples in accessing health care and that this has an impact for their health and wellbeing. Aboriginal and Torres Strait Islander peoples have been involved in the development of our RAP and a key goal is to build strong and respectful long term relationships to support the ongoing implementation of our RAP.

Our RAP Working Group includes community representation and meets bi-monthly to ensure the implementation of our plan.

Becoming LGBTIQA+ Inclusive

We continue to work on becoming a welcoming and accessible service for everyone. This included:

Building LGBTIQA+ membership on our Diversity, Inclusion and Health Literacy committee.

Training for our Senior Leadership Team, Board Directors and Consumer Representatives on 'Transgender and Gender Diverse Inclusive Care – in Health Care Settings'.

Developing a Trans and Gender Diverse Inclusive Language Guide.

Partnering with other Health Services under the banner of 'PRIDE in the North' at the annual PRIDE March in St Kilda. We also celebrated Wear it Purple Day, which works to foster supportive, empowering and inclusive environments for LGBTIQA+ young people.

Disability Action Plan

Our plan to complete a comprehensive site audit of the Health Service for accessibility and inclusion continued to be delayed by COVID-19 restrictions. The audit involves reviewing external and internal spaces and facilities. Each person who lives with a disability is impacted in different ways and can be faced with different barriers as they navigate their day.

Our plan is to include people with varying disabilities to assist us to undertake the review from different perspectives.

Alongside the physical audit it is also important that we undertake a review of our website, social media platforms, and consumer related documents against disability accessibility guidelines.

Health Literacy

Each year we collaborate with other health services through the Lower Hume Primary Care Partnership to increase awareness of health literacy for staff, consumers and community. Health literacy is about ensuring that every person can obtain information in a manner they can clearly understand and can make good health decisions for themselves. Our activities included an article in the local paper and range of awareness raising emails, screen savers, and Facebook posts.

February

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
	1	2	3	4	5	6	
7	8	9	10	11	12	13	
14	15	16	17	18	19	20	
21	22	23	24	25	26	27	
28	Did you know - It is believed that the main purpose of our eyebrows is to keep sweat out of the eyes						



Elective Surgery

With COVID-19 impacting health care across the country we were able to maintain surgical services for our community and surgical partners, completing a total of 1863 procedures for 2020/21.

Our Maternity emergency response rate remained at 90%.

Due to the number of Ear, Nose and Throat (ENT) cases, we now also respond to out of hours emergencies.



“ Can I just say, from the second that I walked in to the second I left each and every single nurse that I came across, whether it was admissions, pre op, waiting for op or post were AMAZING! Incredibly kind and caring. There was a couple of student nurses there also who were brilliant, Nurse had beautiful bedside manner and helped me while I was worried about going into surgery. ”

“ From start to finish of my stay the staff need to be highly commended for their service and for the way in which I was treated. This began from my admission but more notably with the staff in the surgical area. Nurse was my main contact and her and the rest of the staff went above and beyond to help me in any way possible and certainly helped to put me at ease. Please pass on my thanks to all members of staff that I dealt with yesterday morning during my brief stay. Words cannot express how grateful I am to be in the hands of such caring, respectful people. ”

“ Very professional services from beginning to end. Easy to follow instructions, good communication from the pre admission clinic. Quick admission process, very well structured! Lovely theatre nurses. I was treated with care and dignity. I highly recommend surgery/procedure at Kilmore. Great surgeon and lovely anaesthetist. Thanks for the post op call! Overall experience excellent!!!! ”

“ I want to give my thanks to the care team. Everyone was very kind and provided exceptional service. Thank you for your work, definitely felt pampered. Take care everyone. ”

Our Surgical Partners

Northern Health

Gynecological
Endoscopy
Ear, Nose and Throat (ENT)
General Surgery

Austin Health

Ear, Nose and Throat (ENT)
General Surgery

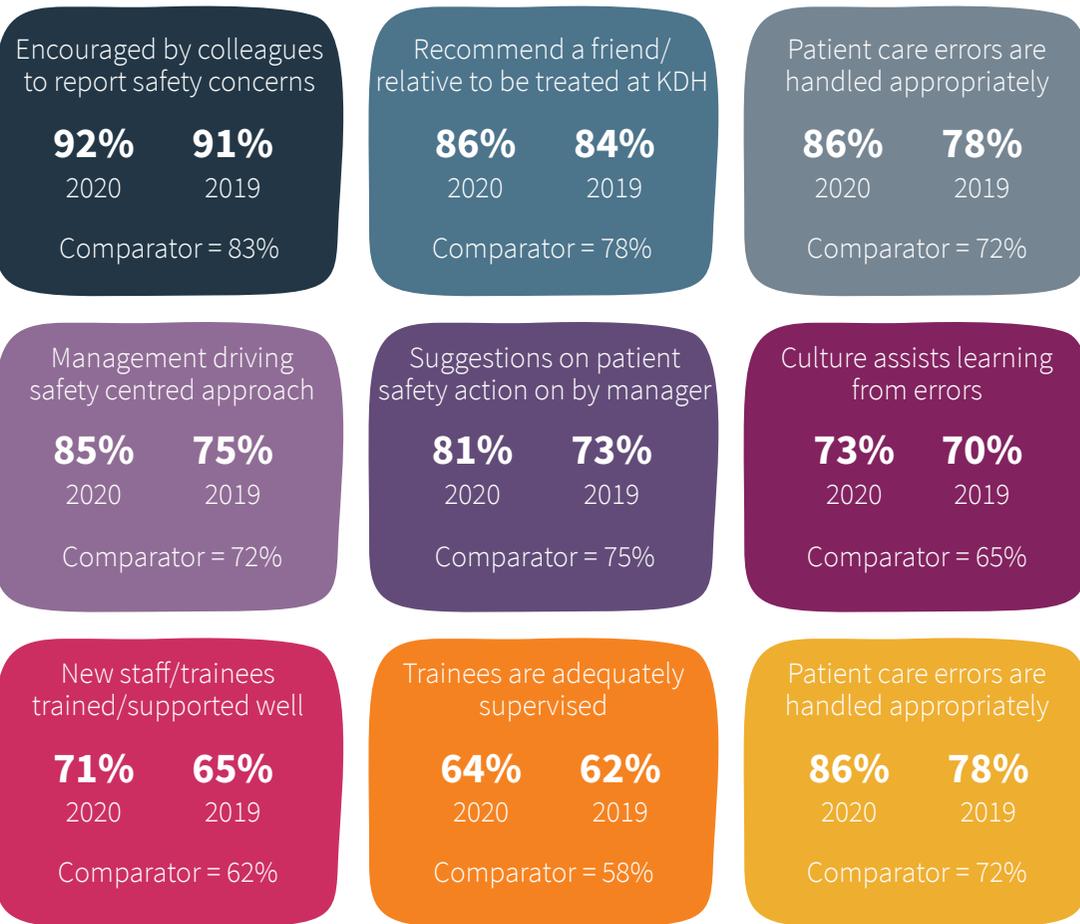
March

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	1	2	3	4	5	6
7	8	9	10	11	12	13
Labour Day						
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	Did you know - Laughing 100 times is equivalent to 15 minutes of exercise on a stationary bike		

Values at KDH

On an annual basis all staff at KDH have the opportunity to participate in the People Matter Survey. This is an independent survey run by the Victorian Public Sector Commission and gives employees an opportunity to anonymously let us know how we are going in a multitude of areas, including patient safety.

The survey results tell us how our staff see their workplace, including views on job satisfaction, career development, wellbeing, diversity and inclusion, and the workplace factors which drive these outcomes.



REACH



Action items:

- Continue to embed REACH values – above and below the line behaviours
- Continue to encourage reporting and evolve our review process
- Build on our inhouse education model
- Review is underway of our onboarding and orientation processes to streamline and bring them online. This will enable new starters to be better informed and prepared to hit the ground running on day one
- Review mentoring model

April

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Did you know - During your lifetime, you will eat about 30,000kg of food – that’s the weight of about six African elephants						
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	Good Friday	Easter Saturday	Easter Sunday
18	19	20	21	22	23	24
Easter Monday						
25	26	27	28	29	30	
ANZAC Day						

Education

The Education Team seeks to support best practice patient care in all areas of our organisation. The team is made up of the

- Clinical Education Coordinator,
- Two Clinical Support Nurses, and
- Midwifery Nurse Educator.

The Education Team provides opportunities to support the professional development of all staff at KDH, guided by response to change to support best practice care, consolidating and improving the provision of care and even responding to feedback from our consumers.

In Service Education

In-service planning involves input from managers, education portfolio leads, senior leadership team members, staff feedback, VHIHMs, clinical case review recommendation, policy review and practice change.

Inservice education is advertised on the KDH intranet: Education Calendar. A 'What's happening in Education' email is sent to clinical staff with clear invitation to target audience. The education plan for the week is displayed in all areas.

Graduate Nurse Program

KDH supports the development of the newly registered nurse by participating in The Post Graduate Medical Council of Victoria (PMCV) Graduate Program facilitation. The program runs for 12 months will all participants doing a rotation in Acute and Aged Care.

**Graduate
Nurses**

6

**Retention of
Graduate Nurses**

83%

Post Graduate Perioperative & Midwifery Support Program

The postgraduate support programs provide opportunity for career development for 3 registered nurses to undertake post graduate studies in Peri Operative Services or Midwifery.

**Post Graduate
Students**

3

**Retention of Post
Graduate Nurses**

100%

Student Clinical Placement

Undergraduate student placement positions for Registered Nurses, Enrolled Nurses, Allied Health Assistants, Social Work and Health Information Management.

**Students
placed**

117

**Placement
days**

1311

Incentivising Better Patient Safety

KDH worked within the VMIA Incentivising Better Patient Safety program to achieve training and education goals in three main areas where patient safety in the maternity setting can be improved through evidence-based skills training and education:

- Multidisciplinary maternity emergency training,
- Fetal surveillance, and
- Neonatal resuscitation.

May

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		Did you know - By 2050, around one quarter of Australians will be 65 years and over				
30	31					1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29



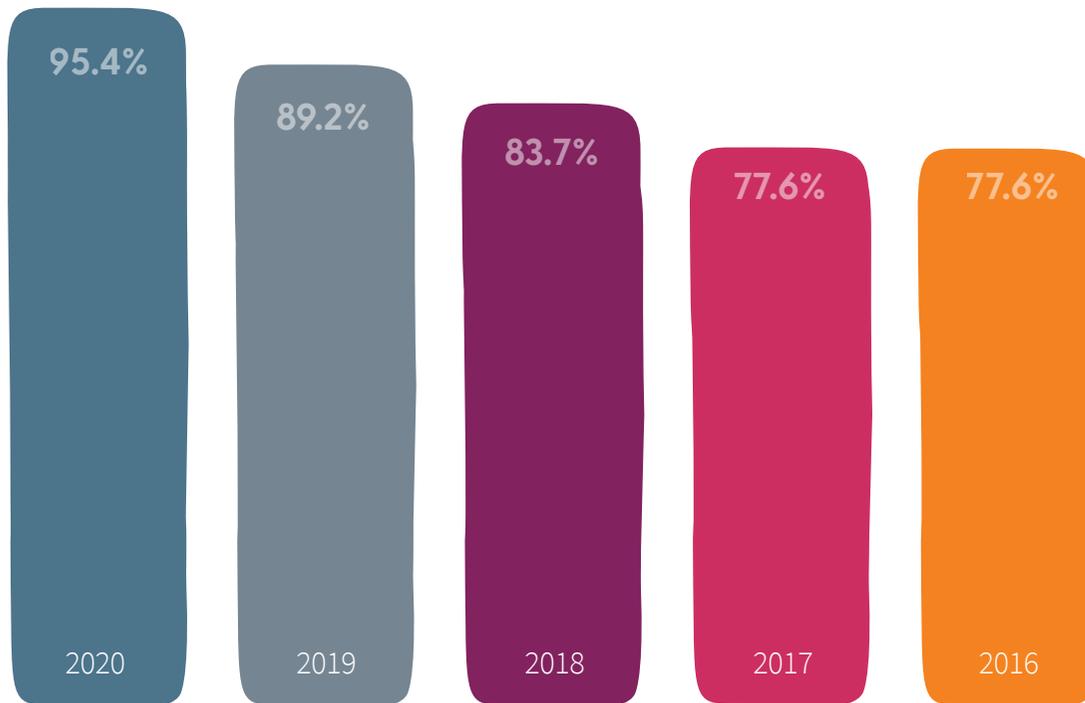
Infection Prevention and Control

Flu Vaccination Campaign

Influenza is a highly contagious virus which can cause significant illness to anyone who catches it. The most effective way to prevent flu is to receive an annual flu injection. Whilst the COVID-19 pandemic has been the focus since the beginning of 2020 and influenza numbers have been lower than previous years, influenza can still cause significant illness and complications for those who get it.

At KDH all of our staff are encouraged to participate in the annual flu vaccination program. Our staff and volunteers are offered a free flu vaccine each year, to ensure they and their families are protected and our patients, consumers (residents) and visitors to our organisation.

During the past few years we have seen an increase in the commitment of our staff to have their influenza vaccine. In 2020, 95.4% of our staff were vaccinated for flu, which is a significant increase from 2016 (77.6%). In 2021 we are on track to surpass the target set by the Department of Health.



Hand Hygiene

Hand hygiene refers to cleaning your hands with either soap and water or alcohol-based hand rub (ABHR). Hand hygiene is the most effective ways to stop the spread of infections in the healthcare setting. We use the 5 moments of hand hygiene to clean our hands before during and after caring for our patients and residents.

All of our staff are expected to complete training annually in hand hygiene and staff performance is audited monthly. Results are fed back to staff and data is submitted to the Department of Health. In 2020/2021 KDH compliance with hand hygiene is 90.1 % which is above the state target of 80%.

June

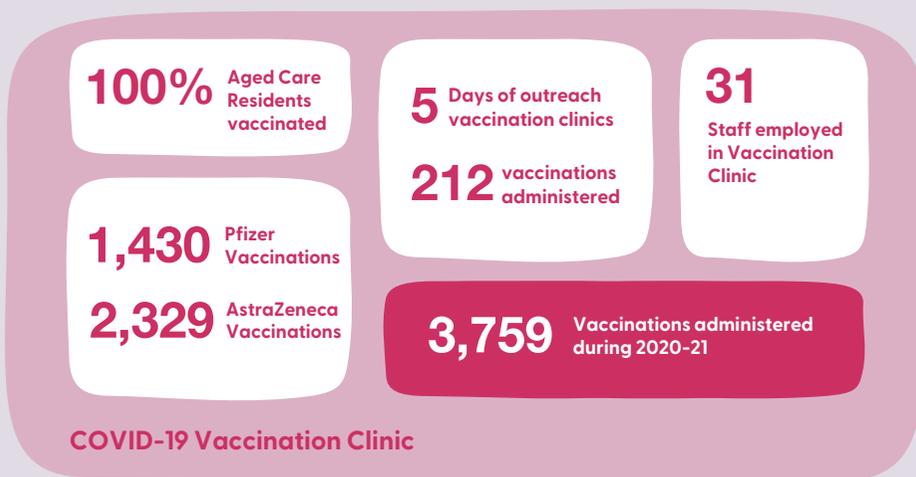
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		1	2	3	4	5
6	7	8	9	10	11	12
Queen's Birthday						
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	Did you know - Eating spinach, elk, oysters and crab have been proven to positively impact your mood		

Vaccination Clinic

Working closely with Goulburn Valley (GV) Health Public Health Unit, the vaccine hub lead, KDH were set a timeframe of two and half weeks to set up the new unit and commence delivering COVID-19 vaccinations to the Priority 1A cohort, including frontline health care staff at KDH.

The KDH Sub Hub COVID-19 Vaccination clinic has been in operation since April 15th and delivers AstraZeneca and Pfizer vaccine to people who meet the eligibility criteria.

Since clinics opened, the KDH Sub Hub has delivered 3,759 vaccines by the end of June 2021. Summary of vaccine delivery as follows:



Continuous improvement and evaluation of the KDH COVID-19 Vaccination service is ongoing through staff huddles, consumer experience surveys and collaborating with GV Health and other Health Services within the Hume Region.

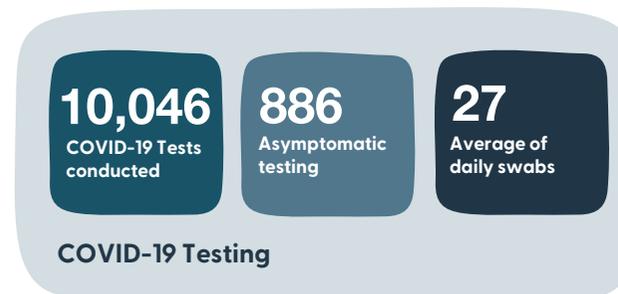
KDH is on track to reach 10,000 vaccinations by the end of August 2021 and are proud to have contributed to the state Vaccination program. More importantly, delivering COVID-19 Vaccinations to the local community is the purpose and vision of many small rural health services and is the way out of the global pandemic, which is the main priority.

Testing Clinic

To cope with the increased demand of COVID-19 testing, Kilmore District Health introduced a Drive Through Swabbing Clinic in mid-2020.

To ensure the drive through swabbing could operate to its full potential, we needed to consider the below:

- Modifications to internal phone tree
- Recruitment drive for Registered Nurses
- Introduced fit testing for staff
- Engaged with local partners to support our workforce
- Mitchell Shire supported by sending staff to assist us with traffic control
- Goulburn Valley Health supported by providing registered nurses to support our swabbing teams in times of high demand



The Drive Through Clinic has now been in operation for over 12 months.

“That was so quick thank you”

“Thank you to all the UCC staff”

“I thought I was going to be waiting for ages, that was great”

July

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Did you know - In the 1980s, the cancer survival rate was less than 50%. Today, almost seven in 10 Australians will survive for at least five years after a cancer diagnosis and in some cancers the survival is as high as 90%.						
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31



Family Violence

In 2018, Kilmore District Health (KDH) established a partnership with Northern Health to roll out the Strengthening Hospital Response to Family Violence (SHRFV) project. SHRFV was established through the lead of the Women's and Bendigo Health to develop a system-wide whole of hospital approach when responding to family violence.

COVID-19 presented some challenges for the Strengthening Hospital Response to Family Violence project team. Regular communication with staff and information sharing to the wider community has been keeping the line of communication open and avenues of support visible. These are some of the achievements we have made this year:



Candlelight Vigil

Held for victims of Family Violence. 25 people attended to light a candle. We lit up the Bluestone Building purple and our event was featured in the local paper.

Go To Resource Person Education (GTRs)

Seven staff attend Northern Health for a training day. Go To Resource buttons were approved to help identify trained staff.

Monthly meetings

Held via Microsoft Teams for Go To Resources. Each meeting had a different monthly focus.

Introducing MARAM

Multi Agency Risk Assessment and Management Framework (MARAM) is looking at how to best assess and manage risks of people experiencing family violence.

Modules for MARAM

Online modules available for the SHRFV team to complete on our Learning portal.

Child Protection Week

Used to promote an understanding of children experiencing family violence. Info packs for staff and patients. Colouring competition online with the children in the community.

16 Days of Activism

'Walking in Someone Else's Shoes Exhibition' displayed throughout KDH highlighting Family Violence and Gender-Based Violence issues.

Elder Abuse Day

Our residents enjoyed afternoon tea and purple and orange hair spray to acknowledge the day. Community awareness information was shared.

***If you or someone you know is experiencing Family Violence:
Reach out to our friendly and supportive staff or contact
1800-RESPECT (737 732) for a confidential conversation.***

For more information on our SHRFV project contact:
p: 5734 2110 **e:** regula.mckinlay@kilmorehealth.org.au

August

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
1	2	3	4	5	6	7	
8	9	10	11	12	13	14	
15	16	17	18	19	20	21	
22	23	24	25	26	27	28	
29	30	31	Did you know - Standing burns more kilojoules than sitting				



World Patient Safety Day 2020

The theme for 2020 was: “Health Worker Safety: A Priority for Patient Safety”. World Patient Safety Day recognises patient safety as a global health priority, with the aim of increasing public awareness and engagement, enhancing global understanding and to promote patient safety globally. The slogan for this year is: “Safe Health Workers, Safe Patients”.

To acknowledge this day we showcased our improvements over the last 12 months on notice boards to share with our consumers, staff, residents and relatives.

KDH acknowledged and celebrated World Patient Safety Day by lighting up the iconic bluestone building orange. The orange colour symbolises the central role patient safety places in countries’ efforts to achieve universal health coverage. Lighting up a monument in orange is the signature mark of the day. The symbolic gesture in September 2020 represented a very visible public recognition of KDH health workers’ efforts to provide safe healthcare every day for patients.



“ You have all been so supportive and it has been a warm and welcoming place to visit. (Dianella) ”



“ Thank you so much for your care and support during my labour, emergency C-Section and after care for our beautiful girl. (Maternity) ”



“ To the wonderful nursing staff, Doctors and GEM team who looked after me with such care during my several weeks here in Kilmore, my deep appreciation and gratitude. You have all made my Rehabilitation as quick and easy as possible. (Inpatients) ”

“ I really like the staff and how helpful they are and how comfortable they made me feel. (UCC) ”



September

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Did you know - Eating 5+ vegetables a day reduces the risk of Cardiovascular Disease by almost 17%						
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		



Residential Aged Care

Pressure injury per 1000 bed days

Stage 1

Stage 2

0.200 0.150

State target 0.450 State target 0.330

Residents with a physical restraint

1.46%

State target 0.39%

Residents with 9 > medications

5.35%

State target 4.47%

Falls with fractures per 1000 bed days

0.1

State target 0.18

Residents with significant unplanned weight loss

0.35%

State target 0.82%

Pressure Injury* Implementation of:

- Monitoring the repositioning of consumers at 2–4 hourly intervals for consumers who are bed bound
- Roho cushions
- Pressure injury/Air mattresses
- Wound dressings for protection of skin
- Smith and Nephew Extra protective cream, Barrier cream and cleansing solution
- Nutritional diet/ supplements additional Hydration round conducted by care staff

Physical Restraint* Implementation of:

- Consent forms completed by consumers or representative for the use of physical restraint
- Charting completed every shift for consumers with physical restraint
- Assessment and care plans reviewed for the purpose and wellbeing of consumer
- Handover tools updated to alert physical restrictive practices

Use of 9 or > medications Implementation of:

- Review by MO when a new chart is written up
- RMMR's conducted by consultant Pharmacists
- Geriatrician Reviews
- Pathology reviews

Falls with fractures Implementation of:

- KDH weekly falls meeting
- Increase supply of falls alarm devices
- Signage on doors to ensure staff are aware of which consumers are high falls risk
- Manual handling charts in rooms to ensure staff know what assistance a consumer needs
- Handover tools updated to alert high falls risks and interventions in place
- Incident reporting tool to ensure FRAT is reviewed and interventions followed up post falls
- Increase in hip protectors to reduce hip fractures from falls

Unplanned weight loss Implementation of:

- Review of supplements and working towards a standard list of supplements for use
- implementation of a onsite prepared protein drink
- Dietitian reviews on admission and regularly
- Alert for weight loss of 2kg or more for Dietitian review
- Specialist access for speech therapist, geriatricians, Dementia Australia and APATT
- Pathology reviews

* A pressure injury is a 'localised injury to the skin and/or underlying tissue usually over a bony prominence, as a result of pressure'.

* Any object or device that the individual cannot remove easily which restricts freedom of movement or normal access.

October

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	Did you know - Protect your skin from sun by – Slip, Slop, Slap, Seek and Slide					
31					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30



Maternity

The Maternity Services Team involved in the Better Births collaborative demonstrated a real commitment to delivering improved outcomes and experiences for women birthing within our community at our organisation.

Whilst the collaborative has officially concluded we are thrilled that as part of a team of 14 hospitals across Victoria we were able to prevent 155 women from having severe perineal trauma.

The rate of severe perineal tears dropped by 45% from an average rate of:

4.41%



2.44%

The highlight for us as a team and an organisation is not only the success we had in contributing to the overall drop in severe perineal tear rates, but also the learnings and implementation of changes to our everyday practice that will continue to ensure these rates continue to fall.

The practices that staff have now imbedded into the care they provide to women utilising our service from the antenatal care right through the birth journey and postnatally is incredible and will ensure that we continue to provide safe woman centered care.



How have you found the experience of going through the antenatal process with the midwives at KDH?

I cannot give enough credit to the Midwives at KDH. As a mother to be, I had a lot of questions and felt very overwhelmed during my pregnancy. At each appointment my questions were answered and my concerns were quelled with the support provided by the Midwives. I was pregnant through the COVID restrictions of 2020; the Midwives at KDH went above and beyond to give me the best possible care and overall experience during the restrictions at the time.

What's been the most important way a midwife has supported you?

The most important and also the most valuable support the Midwives at KDH provided me was during my labour, I had never been as scared or in as much pain as when I was labouring at KDH. However, the Midwives were so incredibly empathetic and eager to help me both emotionally and physically. I am so glad I decided to give birth to my daughter at KDH.

November

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	Melbourne Cup Day 1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	Did you know - Avocados and olives are full of healthy fats			



Staff Recognition

Staff REACH Awards

REACH Superheroes

Lisa Carlyon for leading her team in an exemplary manner.

Louise Hunter for managing PPE stores, on top of her multiple other roles, from the commencement of COVID.

Rebecca van de Paverd demonstrating commitment to quality, innovation and continuous improvement in Caladenia.

Emma Hoare amazing job with GEM clients, following nursing care plan and patient journey board to manage care.

ACCOUNTABILITY Heroes

Environmental Services for their ability to respond to COVID-19 pandemic with professionalism and pride.

Maintenance Team for responding to the almost daily changing landscape during the COVID-19 pandemic.

Cameron Osborne has excelled in developing clinical skills within the DNS team over the last 6 months.

Shiree Brunt & Clare Taylor for working above expectations to arrange stores in preparation for the new ordering system.

Chenoa Mullis, Deb Stavrinou & Jenn Grech for commitment to ensure their staff have their PDP completed on time.

Jo Dally for her commitment to hand hygiene auditing in 2020.

RESPECT Heroes

Gabrielle Hanson for supporting UCC staff by attending to staff screening when UCC was occupied with codes.

Lisa Keighran for changing work areas when required and always giving excellent care to patients.

Juliana Jesic shows respect and compassion when caring for residents, improving their mood.

Kim Manuel helps others with things they may not fully understand.

Lisa Carlyon supported resident in Caladenia preventing the need to transfer to Hospital.

COMPASSION Heroes

All Personal Care Assistants for supporting residents through the COVID-19 pandemic.

Dr Nicole Astley for supporting UCC and seeing a patient whilst onsite in her downtime.

Louise Fall supports her team even when she is busy with her own patient load and has a positive attitude and smile.

Georgia Bell showed compassion caring for a resident during an acute medical episode. Handled the situation to high standard.

Bronwyn Kutz for her pleasant "nothing is too hard" attitude when assisting patients to understand private health fund matters.

EXCELLENCE Heroes

Kylie Scott for mass communication work to multiple groups.

Sharon Jansen doing her job with great enthusiasm & dedication.

Flu Clinic Team for establishing and providing a fantastic service supporting over 400 people to be vaccinated.

Lucinda White for exceptional support of the COVID-19 testing clinic.

Outpatients Admin for being pro-active in finding new ways of doing tasks and dealing with infection control issues.

Jessica Renegado & Danielle Delaney for becoming Aged Care Infection Prevention and Control leads.

HONESTY Heroes

Kate Barker for being honest to patients and giving them accurate information regarding COVID-19 testing.

Wendy Pearce for contributing to the weekly falls meeting giving a honest account challenges reducing falls.

Jessica Renegado is a great team leader, honest and respectful. An outstanding RN with an amazing work ethic.

Antoinette Godinet follows all the values. Always gives 100% to her residents and staff. Supports us all.

Recognising Excellence Awards

Risk Management Award

UCC, Admin, Education & Infection Prevention
Introduction of drive through testing clinic for COVID-19.

Workforce Award

Sarah Donehue
Increase in work health and safety across the health service.

Consumer Award

Deb Davis, Helen Clancy & Alan Edwards
Co-design of discharge communication to improve consumer experience.

Effectiveness Award

Aged Care Staff Caladenia & Dianella
Improving documentation through the use of progress note macros in MANAD.

Leadership And Culture Award

All Staff
To reduce the number and severity of falls occurring at KDH.

How can you provide us with feedback?



Face to face:
Interviews and surveys



Send an email:
kilmoreweb@kilmorehealth.org.au



Feedback form:
Available in ward areas
and reception



Complete our online feedback form:
www.kilmoredistricthealth.org.au



Phone:
03 5734 2000



Social media:
www.facebook.com/Kilmore-District-Health-540274112690158



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