



Kilmore District Health

Quality Account 2021-22

2023 Calendar



Kilmore
District Health



A/Prof Arish Naresh
Chief Executive
Officer



Mr Colin Clark
Director Finance and
Support Services



Ms Jennifer Gilham
Director Clinical and
Aged Care Services



Dr Martin Duffy
Director Medical
Services



Ms Kirrily Gilchrist
Director Development
and Improvement



Ms Kate Bishop
Director People
and Culture



A message from our Executive Team

Kilmore District Health strives to provide quality care to our communities, every time.

We are working towards increasing access to more services that can be delivered safely and effectively closer to where our communities live.

We are also on a journey to create meaningful partnerships with our consumers so that the

people that receive care from us have a say in how that care is designed and delivered.

The pandemic has been tough for everyone and people have at times missed out on healthcare so we want to reinforce the message that we are now open for care and we are strongly moving towards providing sustainable services.

In 2022-23, Kilmore District Health welcomed the following new Executives:

- Dr Campbell Miller, Director Medical Services
- Dr Sandeep Bhagat, Director Medical Services
- Rebecca van de Paverd, Acting Director Clinical and Aged Care Services
- Jennifer Gilham, Acting Deputy CEO

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 people.

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.



Help us to improve accessibility and equality for all at KDH!

We are always seeking input from our consumers and community members through membership on committees; participation in projects and feedback. If you are interested in supporting these initiatives we want to hear from you. It is through listening to our community that we can develop and improve our health service for all.

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



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

Reconciliation Action Plan



Kilmore District Health is committed to increasing Aboriginal and Torres Strait Islander people access to health, aged and wellbeing services that are culturally safe and welcoming.

We were very pleased to have had our Innovate Reconciliation Action Plan (RAP) endorsed by Reconciliation Australia in June 2021 and launched in February 2022 (due to COVID-19 restriction delays)

The implementation of our RAP is overseen by our RAP Working Group which meets on a bi-monthly basis and includes members of the local Aboriginal Community.

We are looking to build our number of community representatives from an original three members to six members to increase and strengthen the diversity of views and ideas shared in our working group.

If you identify as Aboriginal and/or Torres Strait Islander and are interested in joining our Working Group we would love to hear from you.

Please email kilmoreweb@kilmorehealth.org.au



**Scan here to view our
Reconciliation Action Plan**

“If there is no one voicing their values and culture and what is important to them, then it is not acknowledged, swept under the carpet and a silent voice. We need to speak up and talk about own cultural values so it can impact a hospital setting, and people can know how to be respectful.”

Kylie Portelli

RAP Working Group Community Member

January

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
						New Year's Day
30	21	Man, I regret that workout! - Said no one ever				1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
Chinese New Year			Australia Day			
23	24	25	26	27	28	29



Telehealth

- Telehealth is a way for health providers to connect with their consumer through the use of technology.
- As part of the response to the COVID-19 Pandemic, Kilmore District Health implemented Health Direct (a form of Telehealth) for Antenatal, Dietetics and Social Work appointments.
- The system is also used in Aged Care and for Northern Hospital Paediatric consultations.



- Health Direct is a secure system, supported by the Department of Health, that allows health services to undertake video appointments with consumers.
- Telehealth allows for reduced waiting time between appointments, consumers to feel comfortable in the environment of their own home, reduced paper trail and reduction of people in Outpatients building, which reduces potential exposure to COVID-19.

February

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Happiness is the path to health		1	2	3	4	5
6	7	8	9	10	11	12
National Apology Day						
13	14	15	16	17	18	19
World Day of Social Justice						
20	21	22	23	24	25	26
27	28					



Paediatrics

- Paediatric COVID-19 Vaccination Hub 'Enchanted Forest of Protection' launched in January 2022.
- Staff commenced providing vaccinations to 5-11-year olds.
- The walls were lined with fun animal facts, children added their names to a leaf on the vaccination tree and we provided a SmileyScope virtual reality headset to take children on an underwater adventure while they received their vaccination.
- Over 1,200 paediatric vaccinations have been administered.

Feedback

- Feedback was sought from consumers through QR codes.
- An overwhelmingly positive satisfaction rating of 4.9/5 achieved.

- Feedback led to improvements made to appointment/wait times, logistics and fun facts for consumers to read while waiting.

Community

- Positive Pathways Program introduced in September 2021.
- Our Health Service and workforce stretched even further to monitor 1,064 COVID positive members of our community.
- The program aims to identify early clinical deterioration of people who are COVID positive.
- The community was supported by experienced clinicians skilled in chronic disease management and dedicated administration staff.



March

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		Zero Discrimination Day World Compliment Day				
		1	2	3	4	5
6	7	8	9	10	11	12
Labour Day		International Equal Pay Day	Close the Gap Day			
13	14	15	16	17	18	19
	International Day for the Elimination of Racial Discrimination Harmony Day					
20	21	22	23	24	25	26
				International Transgender Day of Visibility	Behave like the person you want to be in the future	
27	28	29	30	31		



Falls

- KDH Falls Action Group meets weekly to discuss Falls that have occurred across all areas of the Health Service.
- Ideas and improvements related to reducing falls are discussed.

Improvements that have been implemented:

- New Falls alarm system in Inpatients
- Upgrade to nurse call bell system points for Inpatients and Caladenia
- Implementation of additional crash mats
- Improvement of Dignity of Risk documentation for consumers in Residential Aged Care
- Implementation of falls alarm mat checking into clinical handover process for Inpatients and Caladenia.

	2020/21	2021/22
Inpatients	56	36
Dianella	134	130
Caladenia	50	58

Communication in Inpatients

- It was identified through patient feedback that information about their care was poorly communicated or not regularly discussed at bedside.
- A review of the Communications styles and tools was completed which resulted in the implementation of new Communication Boards.
- A trial was undertaken with temporary Communication Boards, and this year, we received our new, permanent Communication Boards.
- The project was consumer led, which ensured we included elements that were most important to our consumers.



April

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Time and health are two precious assets that we don't recognise and appreciate until they have been depleted.						World Autism Awareness Day
					1	2
				Good Friday World Health Day	Easter Saturday	Easter Sunday
3	4	5	6	7	8	9
Easter Monday						
10	11	12	13	14	15	16
						Patient Experience Week
17	18	19	20	21	22	23
World Immunisation Week	ANZAC Day			World Day for Health and Safety at Work		
24	25	26	27	28	29	30



Iron Infusion Clinic

- Kilmore District Health operate an Iron Infusion Clinic.
- The Iron Infusion clinic operates every Wednesday between 8:30am – 4:00pm.
- Consumers need a referral from their General Practitioner prior to making an appointment for this service.
- Started due to the adhoc nature of providing iron infusions at KDH. The clinic enables a close, reliable and resourced service for the community.
- For further information on our Iron Infusion Clinic, please contact 5734 6200.



“Very convenient, would definitely use this service again in the future and recommend to other families and friends”

“Very accommodating, great set-up. Felt very comfortable and well looked after”

“Pleasant surroundings and pleasant nurses”

“Easy and convenient. Lovely and efficient staff”

“Staff were friendly, professional and welcoming. Procedure was carried out professionally, with informative and extremely capable manner. The whole experience has been a positive one”

“Being able to fit this in around my work schedule has made it more convenient and easier to have an infusion. I will be using this service again! Friendly and welcoming staff”

May

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Domestic and Family Violence Awareness Month 1	2	3	4	World Hand Hygiene Day 5	6	7
8	9	10	11	12	13	14
National Volunteer Week 15	16	International Day Against Homophobia, Biphobia and Transphobia (IDAHOBIT) 17	18	19	20	World Day for Cultural Diversity for Dialogue and Development 21
22	23	24	National Sorry Day 25	26	National Reconciliation Week 27	28
Wear White at Work Day (Suicide and Mental Illness) 29	30	31	Just keep moving			



Environmental Sustainability



Solar Panels

- In 2021/22 the Solar Panel Implementation project was completed.
- The project was funded through the State Government Regional Health Solar Program.
- Solar panels were installed on the main hospital, accommodation, Caladenia and Dianella buildings.
- Between July 2021 – December 2021, there was a 14% reduction in CO₂e, predominantly due to electricity consumption. This equates to saving approximately 671 trees.
- CO₂e, or carbon dioxide equivalent, is a standard unit for measuring carbon footprints.
- Between July 2021 – January 2022, there was a 17% decrease in electricity use, compared to the same period in the previous year.

Battery Recycling

- E-Waste is one of our fastest growing waste streams with only about 10% recovered or recycled.
- There are actually more unused phones in Australia than people!
- The metals in E-Waste and batteries are non-renewable and some are quite scarce. When placed in landfill, not only are these resources lost, the minerals and toxins leach into the environment.
- This Battery Tube is a highly effective way to collect small E-waste, items without contamination of the earth, for recycling.
- The use of these tubes has seen 371.62kg recycled (which includes car batteries) in the last 12 months.



June

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
A good sleep and a long laugh are the best cure there is			Bowel Cancer Awareness Month Pride Month			
			1	2	3	4
5	6	7	8	9	10	11
Kings Birthday International Men's Health Week		World Blood Donor Day	World Elder Abuse Awareness Day			
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		



Residential Aged Care



Dianella Kitchen Garden

- Opening in early 2022, the space is for residents, staff and families to enjoy.
- Raised garden beds were installed for edible flowers and vegetables.
- The Kitchen Garden allows for residents to have a sensory experience, through smell, touch and taste of herbs and vegetables.
- Residents are more engaged in the outdoor environment, with activities outside in the garden area increasing.



Caladenia Menus

- Caladenia Consumer Food Meetings commenced in March 2022.
- Consumers enjoy having a platform to raise their ideas and concerns with nursing and kitchen staff.
- This included reviewing & updating the menu, implementing the ability for consumers to have frozen foods (such as croissants) in the freezer, in case of menu dislikes.
- This involved getting a new & bigger freezer, and allowing residents to place any requests they may have regarding foods.



Pet Therapy

- Pet therapy with a staff member who would regularly bring an assistance dog into Caladenia.
- Family members regularly bring their dogs in for consumers to see.
- Our residents love pet therapy, they smile so much and it allows them to reminisce and talk about pets they've had in the past.

July

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
31	Do something that makes someone else happy				1	2 NAIDOC Week
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





Seymour Antenatal Clinic

- The Seymour outreach antenatal program, is now located at “Our Place” Stewart Street, Seymour.
- This clinic provides midwifery care for antenatal appointments and operates every Thursday from 9:00am – 12:30pm.
- If you would like to access this service, please contact KDH Outpatients on (03) 5734 2162.



On-call Paediatrician (telehealth)

- In 2021 Kilmore District Health and Northern Health partnered to provide an on-call Paediatrician telehealth service for clinician support in caring for unwell babies.
- The partnership was developed to reduce the risk of transferring to a hospital in Melbourne if care could be provided in Kilmore.

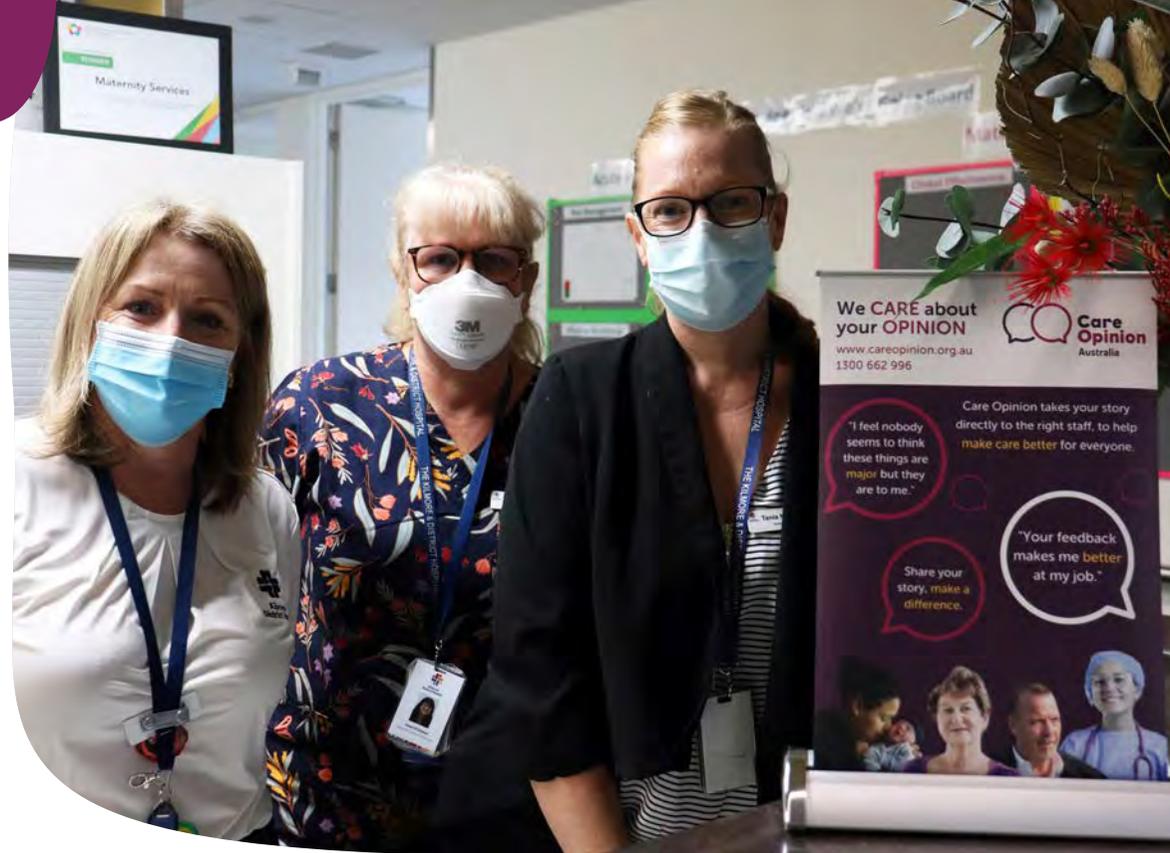
August

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	World Breastfeeding Week 1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	Wear it Purple Day 25	26	27
28	29	30	31	Positive minds, positive vibes, positive life		



Care Opinion

- Care Opinion is a website for people to publish their experiences with any Australian health service.
- You can post about your personal experiences – as a patient, a relative or even a visitor. We're interested in reading the good ones and the ones that highlight areas for improvement. All of it makes a difference.
- By telling your story you give us and others an insight into how we do things.
- You can share your stories about care and support services, see what others have to say about their experiences, and find out how we respond and improve.
- Patients of our Maternity and Theatre services will notice a QR code on their discharge form, which leads to the site to publish a story.
- You can also go to www.careopinion.org.au



“ From admission to being discharged the process was made so easy by the staff and nurses. I felt very safe and comfortable, nurses were constantly checking in and not neglecting any of my questions or requests. ”

“ I was impressed with the quality and courtesy of the staff, both medical and ancillary. I found they were very friendly, helpful, and courteous. In my opinion, the food is excellent and I believe the management should be proud of the way their hospital is operated. ”

“ The care and attention I have received, I cannot express enough the great care I have received from nurses, Dr and all staff. I feel so impressed. I can say I have never had such care given to me. I thank them from the bottom of my heart. ”

September

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Each new day is a new opportunity				Dementia Awareness Month National Asthma Week		
				1	2	3
4	5	6	7	8	9	10
11	12	13	RU OK? Day	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	



Theatre Services

Positive National Bowel Screening Result

- Thanks to the National Bowel Cancer Screening Program, people aged 50–74 will receive a Faecal Occult Blood Test (FOBT) in the mail every two years.
- An FOBT is a simple test that can be done in the privacy of your own home.
- If you have a positive result, your GP will notify you, and offer a screening colonoscopy.
- Kilmore District Health offers a Direct access referral from the GP, and have your colonoscopy performed by a specialist within 30 days.

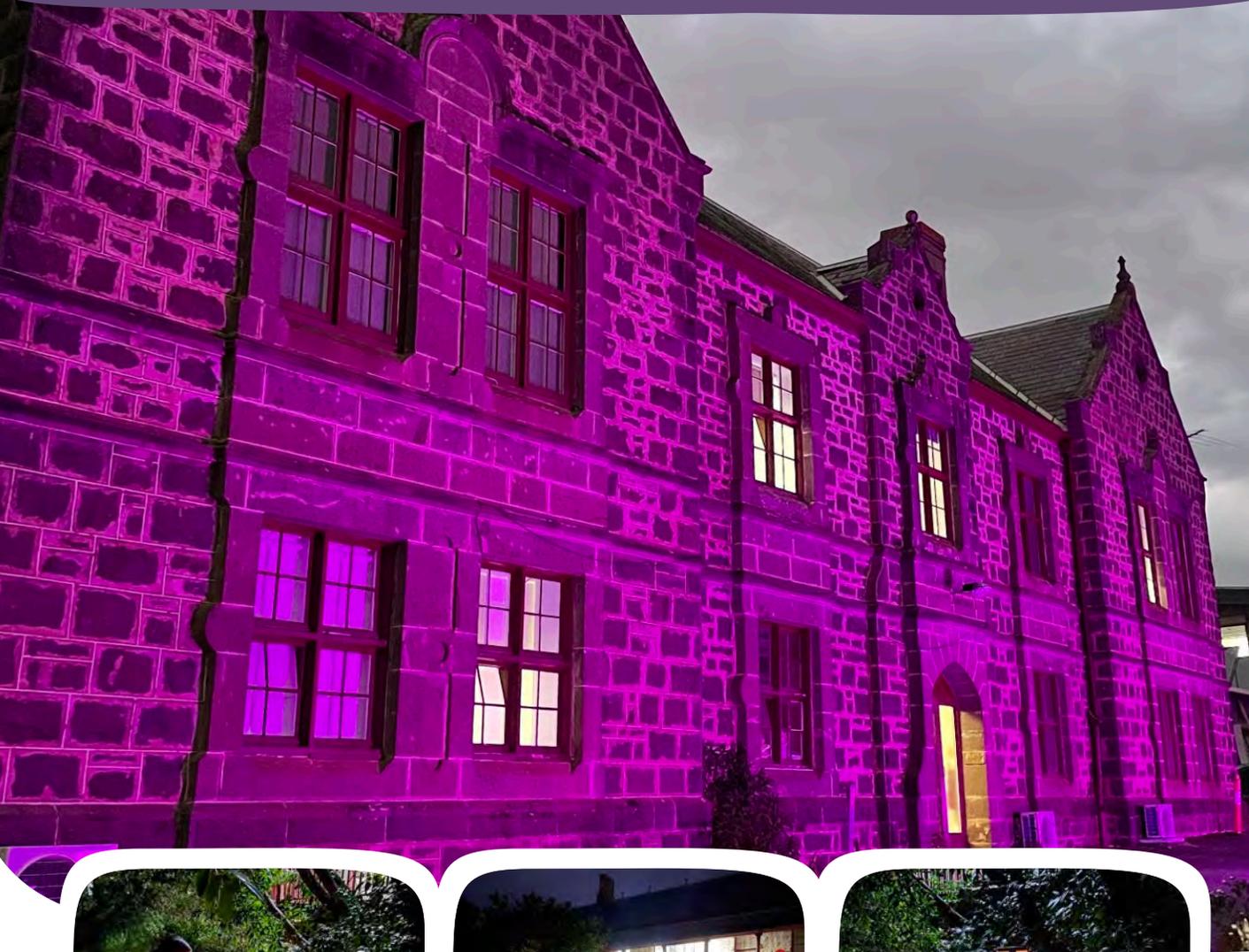
"I found the staff to be very helpful, explaining what was going on at every step as appropriate. I felt reassured and comfortable throughout the procedure. Post-operative recovery went well and the staff took their time to make sure I was going okay. I received a phone call the day after to check how I was going. All in all, I found the experience as smooth as I could have hoped for"

"I would like to express my appreciation to the exceptional care I received during my surgical stay. From the moment I came into the hospital I was treated with respect and dignity. All staff showed compassion and care and treated me like a person, not a number. Your hospital is truly amazing and all the staff should be praised for the amazing job they do. Thank you for all your support"

"From the moment I arrived at the hospital to the day of my op, the reception staff were welcoming, warm and reassuring. Went into the pre-theatre rooms with 7 or so nurses helping me get ready. I had a little anxiety and they held my hand, reassured me and talked to me to calm me down. After the op, the nurses were amazing and nothing was any trouble. The hospital was presented so well and such lovely staff. Very thankful for all the support and warmth whilst I was there!"



Strengthening Hospitals Response to Family Violence



During 2021/22 the Strengthening Hospitals Response to Family Violence (SHRFV) team was redeployed to various areas to fight the effects of COVID-19 on the health system.

At the same time research numbers started emerging worldwide, showing the devastating effects isolation and lockdowns had on victims of family violence - the shadow pandemic (*WHO 2021*).

The education around recognising the signs of family violence, raising awareness about the changed environment we were dealing with and finding processes to help our most vulnerable in the community, became our focus.

For information regarding SHRFV contact:

p: 5734 2110

e: regula.mckinlay@kilmorehealth.org.au



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.

November

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		1	2	3	4	5
6	Melbourne Cup Day 7	8	9	10	Remembrance Day 11	12
13	World Diabetes Day 14	15	16	17	18	19
20	21	22	23	24	16 Days of Activism Against Gender-Based Violence 25	26
27	28	29	30	Take care of your body, it's the only place you have to live		

Staff Professional Development

Our Education Team have been instrumental in many initiatives during the pandemic, including:

- assisting with COVID-19 swabbing,
- staff mask fit testing,
- continuing to provide vitally required student placement,
- GNP support and mentorship and
- assisting in clinical areas when needed.

Scenario Training

- Scenario training in deteriorating patient situations was implemented.
- This is the process of learning in real life scenarios to develop specific knowledge and practice skills for those situations.
- Staff are invited to attend weekly scenarios involving a deteriorating patient - real collaborators are used to promote learning and be as close to life as we can be.
- Time out may be used to guide best practice and promote appropriate management with milestones imbedded that guide this practice.
- Topics covered include Falls, Anaphylaxis, Code grey, Chest pain, Sepsis.



- The Heart of Glass project encouraged reflection on our vulnerabilities (KDH staff) and helped us remember the importance of empathy and compassion for consumers and for one another.
- The project was selected for inclusion at Giant Steps – Victoria's healthcare quality and safety improvement conference.

December

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
We do not stop exercising because we grow old, we grow old because we stop exercising						International Day of People with Disability
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
Christmas Day	Boxing Day					
25	26	27	28	29	30	31



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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