

# Our Strategic Priorities

## COVID-19

### How we maintain our COVID-19 readiness and response

- 100% compliance with all COVID-19 policy directions and Health Service facility lock down restriction requirements.
- Deliver COVID-19 testing, including drive through testing/swabbing clinic, seven days per week with capacity to flex up as required.
- COVID-19 Vaccination clinic fully operational.
- Support COVID-19 staff vaccination with education and awareness campaign.
- Ensure all Residential Aged Care (RAC) residents offered COVID-19 vaccination.
- Regular COVID-19 communications through newsletters, website and intranet updates. Flexed depending on COVID-19 status.
- Regular staff COVID-19 briefing at weekly Senior Leadership meetings.
- Ongoing working relationship with Mitchell Shire and other key partners via the Lower Hume Primary Care Partnership to deliver safe care and to support community awareness and strategies to improve access to care during the pandemic.

## Engaging with the community

### How we engage with the community, especially with those who are most vulnerable including Aboriginal communities, and those whose treatment has been delayed due to COVID-19

- Quarterly newsletter published in print, distributed internally and to local GP clinics and electronically on our website and social media.
- Share relevant social media content.
- Reconciliation Action Plan Working Group meetings with consumer and community membership.
- 82 percent of complaints were responded to within 30 days. Compliments are shared directly with managers, staff and consumers in person and on our Knowing How We Are Going boards and at committee meetings as patient stories.
- Engagement with local media through regular articles in the local paper that is delivered to all areas in our region and shared online.

## Local Partnerships with Aboriginal Community

### How we develop and foster local partnerships including with Aboriginal community controlled health organisations (ACCHOs), Traditional Owners, Registered Aboriginal Parties and local Aboriginal communities more broadly

- Department of Health Cultural safety continuum audit tool demonstrates we align between 'emerging' and 'competent' on both 'culturally safe workplace' and 'Aboriginal self determination' continuums. Plan to promote self audits with executive and senior leadership team in September 2021.
- Registration with Reconciliation Australia to complete our Reconciliation Action Plan. Plan endorsed on 6 July 2021 with the official launch and press release scheduled for late 2021.
- Actively work with Seymour Local Aboriginal Network to support community-based initiatives and advance work of the hospital.
- Work closely with Lower Hume health & Wellbeing Program Officer on improving cultural safety at Kilmore District Health.
- Developing relationships with Rumbalara Aboriginal Cooperative who provide services to consumers.
- Development of Reconciliation Action Plan Working Group with community representation.

## Response to Mental Health and Aged Care Royal Commissions

### How we will respond to the Mental Health and Aged Care Royal Commissions

- Regular attendance at the Goulburn Mental Health and Wellbeing Steering Committee.
- Supported Lower Hume Mental Health workshop (30 April 2021) regarding the Mental Health Royal Commission next steps. Promoted and supported the development of a Population Health level Mental Health service plan.
- Membership and active participation in the Hospital Outreach Post-suicide Prevention Extension (HOPE) Steering Committee (led by Goulburn Valley Health).

## 2020-21 Year in Review



## CEO and Board Message

Despite the COVID-19 pandemic challenges continuing to take precedence over other priorities, Kilmore District Health is proud that throughout this period, we have continued to focus on providing best practice care for our patients, residents and clients, whilst also supporting our staff, the broader community and our partners.

We continued to experience high demand on our services in 2020-21 and despite the restrictions and lockdowns, our activity has generally returned to pre-pandemic numbers.

In December 2020, following widespread engagement and consultation, and despite the pandemic, we progressed and published our new strategic plan. This included a change of name, with the service now known as Kilmore District Health, a name that reflects the range and scope of health services we deliver.

With the change of name, we have developed and implemented a new look for the health service that includes a new logo, updated website and style guide that reflect a modern and contemporary approach to health care delivery.

In April 2021, we rapidly developed and implemented an on-site COVID-19 vaccination clinic providing all available vaccines. We were successful in securing skilled and experienced fully credentialled clinical staff and administrative

staff to deliver the vaccination program. Our clinic is responsive to the dynamic nature of COVID-19 vaccine delivery, rapidly responding to changing demand as priorities and need changes. We have actively engaged with our community to support the push to be vaccinated.

We have continued to deliver COVID-19 testing/screening daily, flexing to match demand as required. We have also delivered a comprehensive Respiratory Protection Program and n95 mask testing ensuring maximum protection for staff, residents and patients.

Like other health services across the broader system, there has been an impact on our staff this year. Our Executive and senior leadership teams continue to explore ways to maintain a high level of positive staff culture as this is critical in providing the best possible care at all times. Our staff are to be congratulated for their professionalism, dedication and capacity to cope with much change and uncertainty, both at work and at home.

As an organisation we continue to work closely with our staff, VMOs and partner agencies to ensure we provide high quality, safe and effective care to our community.

  
David Naughton  
CEO

  
Kathryn Harris  
Board Chair

## Acknowledgements

Kilmore District Health's achievements are not possible without the commitment and professionalism of our staff, along with the outstanding support of our team of Visiting Medical Officers.

We are proud of our dedicated staff and their achievements throughout the year, especially their ability to quickly flex and respond to the dynamic space that is pandemic management. Working through the pandemic, sometimes in full personal protective equipment, has been stressful and tiring. The leadership shown by the Executive and Senior Managers has been exemplary and we acknowledge and thank them for their commitment to the Health Service.

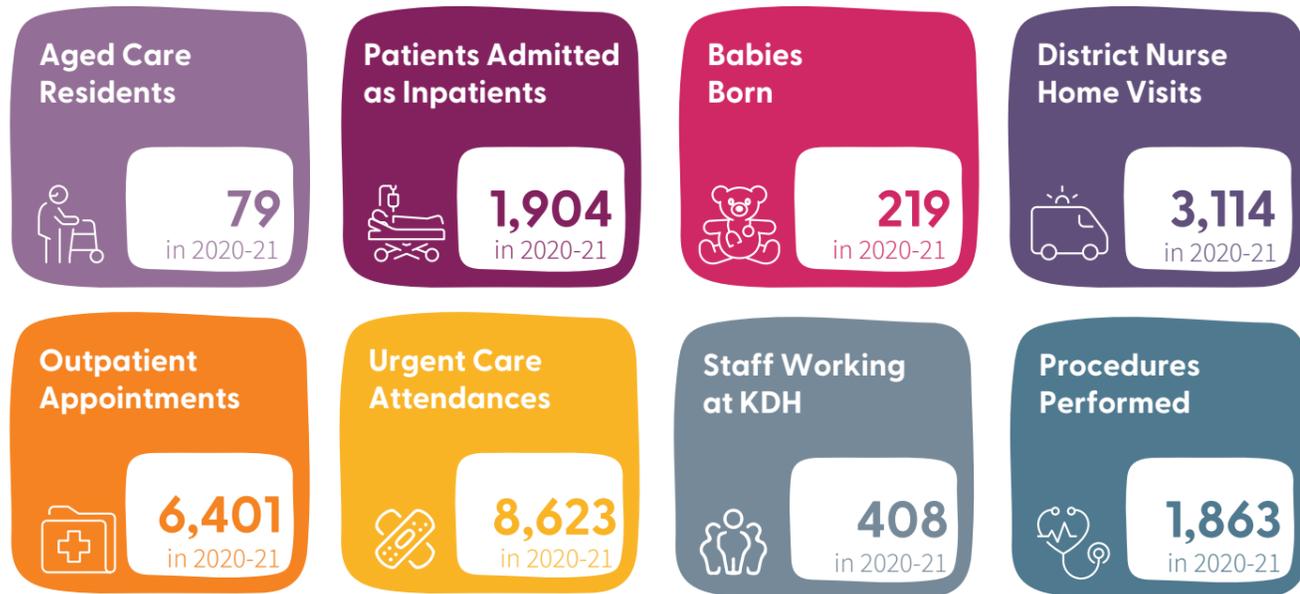
Our volunteers are the heart and soul of our health and aged care services. Like other services across the state, we had to pause our volunteer program during the pandemic and look forward to this re-starting as soon as possible. We value and recognise their dedication to our community and health service.

We recognise the vital contribution that consumers and carers make to the organisation. Our commitment to effective community consultation continues to be supported by our Community Advisory Board Subcommittee. We recognise and thank members for their support during the 2020-21 year.

A number of independent external experts sit on our governance committees and we sincerely thank these people for their willingness to share their expertise and time.

Kilmore District Health is most grateful for the generosity of its supporters and financial support from our loyal donors. We are sincerely grateful to our Hospital Auxiliary and Opportunity Shop Committee members, plus individual donors for the contribution they make year after year to Kilmore District Health.

## Care Provided from July 2020 - June 2021



## COVID-19 from July 2020 - June 2021

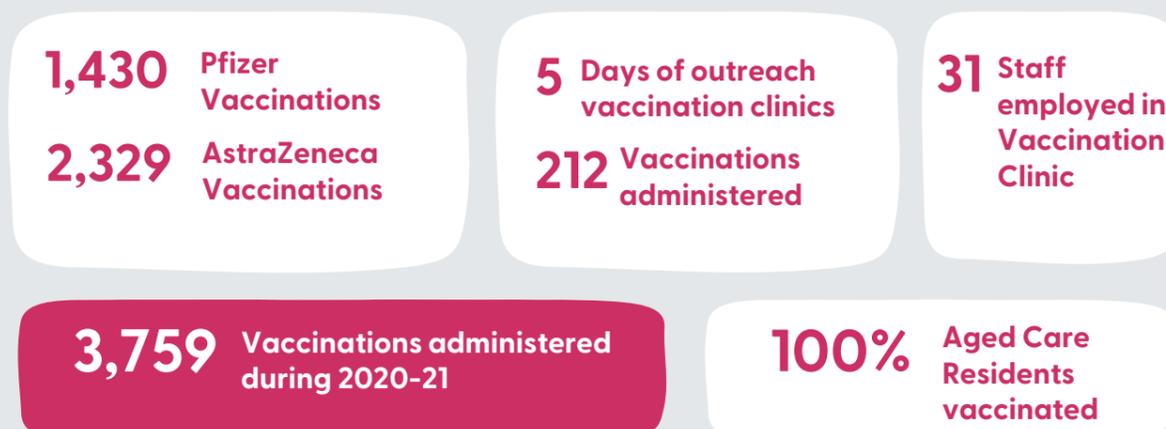
### Testing



### Fit Testing



### COVID-19 Vaccination Clinic



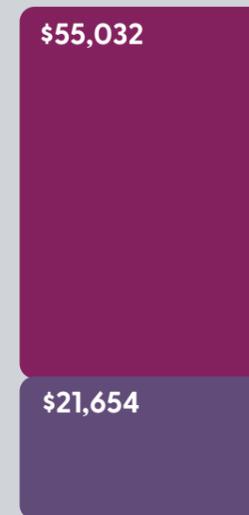
## Hand Hygiene



## Flu Vaccination



### Donations Received



Donors  
Auxiliary

### Items Purchased

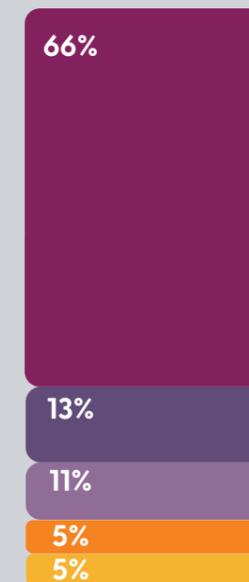


## Recognising Staff Excellence Awards

- Risk Management Award**  
Urgent Care Centre, Administration, Education & Infection Prevention  
Introduction of COVID-19 drive through testing clinic
- 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**  
Falls Prevention Project - To reduce the number and severity of falls occurring at KDH

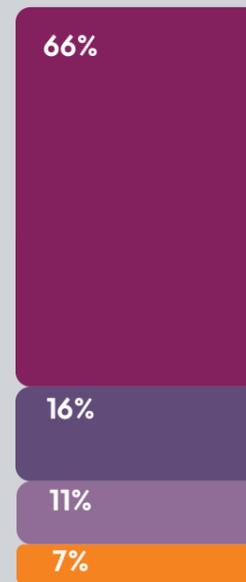
## Our Finances

### Funding sources



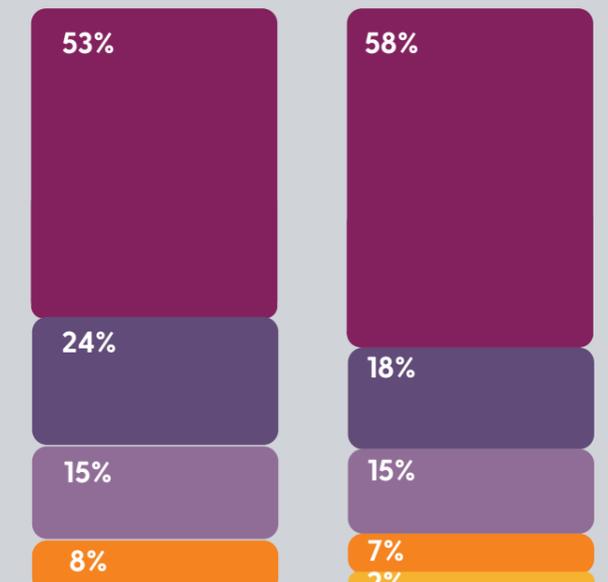
State Government  
Commonwealth  
Contracted Services  
Patient/Resident Fees  
Other

### Spent on



Salaries & Wages  
Supplies  
Visiting Medical Officers  
Depreciation

## Our Workforce



Permanent Staff  
Casual Staff  
Visiting Medical Officers  
Volunteers

Nursing  
Hotel & Allied  
Admin & Clerical  
Allied Health  
Medical Support