

MALDON HOSPITAL

ANNUAL REPORT 2010



MALDON HOSPITAL
Committed to care since 1859

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Our Slogan

Local health services meeting the health needs of local people.

Our Vision:

Maldon Hospital will be a leader in small rural hospitals in Australia.

Our Mission:

In the excellence of our staff, systems, processes and strategic alliances the Maldon community will always access appropriate health care locally.

Our Charter & Purpose:

August 15 1859 saw the commencement of Maldon Hospital's 150 years of service to the community of Maldon and surrounding districts and it has been operating as a Public Hospital every since.

The responsible minister for the reporting period is the Minister for Health Honourable Daniel Andrews MP and the Honourable Nicola Roxon MP Minister for Health and Ageing.

The management of Maldon Hospital is governed by the Board of Management which directs all the affairs of the health service, subject to the Health Services Act 1998, other relevant Acts and Regulations and the Hospital By Laws. The board meets on a monthly basis and is supported in its decision making by the Chief Executive Officer, DON/Manager and a number of committees which present reports and recommendations for its consideration.

Our Objectives:

Patient / Resident Care – The hospital will afford relief, including maintenance and care of, or attention to, any disease or ailment, or any injuries or conditions in the Acute Care, Day Therapy, Hostel Care and Nursing Home Care to such individuals as are entitled thereto under the Governing Acts.

Community Health – The hospital will promote, provide and assist with health education and ill health prevention for the community.

Staffing – Staff will be selected so that the hospital can maintain the highest standard of health care through working together in promoting an atmosphere of co-operation and support.

Education and Training – The hospital will promote educational and training opportunities for all staff to assist them in the future development of patient/resident care and to provide for education and training of such persons associated with the hospital as may be approved.

Facilities – The hospital will provide adequate, well maintained and safe facilities, equipment and supplies for carrying out investigations and care of ailments, disease, injuries or other conditions affecting the human body.

Improving Performance / Continuous Improvement –The hospital promote best practice and encourage an environment of continuous quality improvement throughout all areas of the organisation.

Report to the community

Maldon Hospital has seen 150 years of change come and go and yet it still remains central to its community in the provision of acute medical care, aged residential care and community support services. Maldon Hospital is by comparison on many levels one of the smallest public hospitals in Australia, with the independent oversight of a locally drawn Board. While these are important, the hospital also prides itself in providing its knowledge to the community and a commitment to community care. The hospital is also the major employer in town that engages with the community within and outside its walls.

This year we saw the awarding of a scholarship to Andrew Farrington to assist him in furthering his studies in health care and we continued projects for children in our area working collaboratively with the local primary schools.

The District Nurses, Day Centre and Allied Health Staff have again met expectations in care and in numbers of clients being attended.

Our team of volunteers are truly unsung heroes, they show their community spirit in their work in our gardens, transport of patients/residents and help in functions whenever asked. An important group of volunteers whom cannot be overlooked is the Maldon Hospital Board Members, under the Board Chairman, Stephen Wright. They have continued to review and set strategic direction, and provide governance oversight of management. Thank you to retiring members Michael Grimes and Alan Shepherd for their service to the Board - their support will be greatly missed.

In the health industry the supply of trained nurses does present issues for recruitment, but Maldon Hospital has to its credit been able to fill all vacancies. The Director of Nursing, Jan Hutchinson, leads a talented and professional team of nurses, and she provides supervision to staff contracted from Castlemaine Health: working in the kitchens, cleaning, stores and grounds.

The continuing growth in complexity of the regulatory environment has been executively managed for Maldon, under contract, through the Chief Executive Officer; Graem Kelly PSM and Director of Finance, Geoff Vendy, with support from other corporate staff of Castlemaine Health. In the use of Health Legal software they ensure Maldon is up to date in meeting

its compliance requirements. Risk management is managed under a framework consistent with Australian standards, and it is soon to be improved with the introduction of VHIMS (Victorian Health Incident Management Systems) software which will allow for greater reporting both internally and externally with the Department of Health benchmarking like services.

In the macro environment we are all still to define the implications arising from the "Rudd Reforms" so the next one to four years are expected to be telling for the future directions of this local health service. The risk of bushfire was a big issue and much clearing and engineering works had to be done to better prepare the agency for this type of risk. There is also a comprehensive plan in place for this type of emergency and for the potential threat of a pandemic flu as all Victoria Health Services have had to deal with preparedness for the Swine Influenza this year.

The actions Maldon Hospital has undertaken this last 12 months have been consistent with the strategic goals and intent of the Service Plan. Notably we have seen a move to deal with ageing in place in residential care which has led to a change in dynamics; changes in the increase of high care residents in care, and additional nursing and domestic services staffing hours have been put in place to address the increased care needs for these residents. It has also seen personal care workers introduced into the mix of staff and they have proved themselves to be an important part of this "new look" team. Staff are now in new look uniforms and feedback from all concerned is that it has made a positive difference.

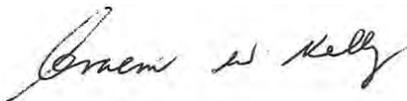
Structurally there was a change from the old Quiet Room in the nursing home to become the Nurse's Station, the DON's office being made into a waiting area and after hour's entry point. There was a change of one bedroom to an office and the extension to the hostel to make a room more accommodating for ageing in place needs.

The 150th celebrations were a great success and the 150th Committee ably lead by John Fitton must be recognised for the great work they did to make this day the success it was. Thanks must also go out to the Hardy family for all the photographs their grandfather had collected when he was a General Practitioner in Maldon from 1854 – 1863.

A thank you to Dr Chris Fowler for the expert medical support he provided throughout the year and we were pleased that the introduction of a digital system for x-rays could assist him in better servicing the needs for emergency care in Maldon and district. The staff at Maldon are to take personal thanks for their efforts because they are there throughout the 24 hour period of the day and they make it all work. Thank you all for all your support and for that effort that you make over and above that which is normally expected.

Next year will be difficult because of costs continually spiralling and the health reforms that set out new challenges and new directions. We all should however take some comfort that Maldon Hospital is financially sound and while highly exposed because of the size of its budget, has proven itself capable of making it all work and keeping itself relevant to its community's needs.

As can be seen Maldon Hospital may be a relatively small public hospital but it does not mean that it has not been active and resolute in ensuring it meets its obligations to its community. On behalf of the Board and Staff thanks to all whom have assisted us the team at Maldon Hospital.



CEO – Mr Graem Kelly PSM



Board President – Mr Stephen Wright

Board of Management

Mr Stephen Wright President	appt 31.10.2003
Mr John Fitton Vice President	appt 01.11.2004
Mr Michael Grimes Treasurer	appt 31.10.2004 ret 30.06.2010
Ms Cheryl Axell Board Member	appt 01.07.2008
Mr Gordon Carter Board Member	appt 01.07.2009
Mrs Sarah Ferguson Board Member	appt 01.11.2008
Mrs Barbara Ford Board Member	appt 01.11.2003
Dr Helen McBurney Board Member	appt 01.11.2008
Mr Clive McCann Board Member	appt 31.10. 1999
Mr Alan Sheppard Board Member	appt 01.11.2008 res 15.04.2010
Prof Rhett Hamilton Walker Board Member	appt 01.07.2009

Committee Representation

Audit Committee

Terms of Reference adopted 15th April 2010

Michael Grimes (Chair)

Cheryl Axell

Gordon Carter

Clive McCann

Clinical Governance Committee

Terms of Reference adopted 15th October 2009

Barbara Ford (Chair)

Helen McBurney

Cheryl Axell

Our Services

Acute

Inpatient care and treatment for acute medical conditions, convalescence and palliative care is provided in the 4-bed George Ray Wing. There were 77 acute admissions with acute 706 bed days, which equates to 48.4% occupancy. 258 bed days were nursing home type clients who remained in the acute wing until a suitable bed became available in either of the residential units.

Admitted patients 2009/2010	
Separations	81
Same Day	8
Multi Day	73
Total Separations	81
Total WEISS	124.08
Total Bed Days	703

Non-Inpatients

Support and assistance is provided to members of the community who present at the hospital with a medical emergency. Services are limited to basic nursing assessment and medical intervention, limited by available resources. Clients are stabilised and receive first aid and emotional support whilst waiting for transfer to another health service if required. The total number of urgent presentations for 2009 – 2010 was 122 with 82.7 hours of nursing time.

The hospital provides a registered nurse one morning a week to take blood for pathology on behalf of the medical clinic, saving members of the community the need to travel to other locations such as Castlemaine or Bendigo for blood tests.

Residential Aged Care

Long-term residential care is provided for members of the community who are no longer able to manage independently at home, with 12 places at Jessie Bowe House and 16 places at Mountview Home.

The pre-requisite for going on the waiting list for the residential homes is an assessment by the Aged Care Assessment Team (ACAT), who assess the client's capabilities and needs and allocates them to either low care or high care. The length of time a person may be on the waiting list varies greatly but every attempt is made to give Maldon residents priority.

While living in Jessie Bowe House and Mountview Home-residents continue to access allied health professionals, such as physiotherapist, podiatrist,

speech pathologist, dietician, visiting geriatrician and adult mental health services.

During the year, there was a 99.4% occupancy rate in Mountview Home and 94.9% occupancy in Jessie Bowe House.

Home and Community Care Activities (HACC)

HACC Planned Activity Groups (PAGs), and volunteer assisted Social Support activities are for frail aged and younger people with a disability. Most programs are of short duration, with an emphasis on physical activity and social connection and wellness. In line with departmental policy, the hospital is gearing up to implement the Active Service Model (ASM).

Health Promotion

Health Promotion activities include Pole Walking Groups, Tai Chi and Volunteering. We are involved in partnerships with Maldon Men's Shed, Maldon Laughter Club, and Maldon Bridge Club. Alzheimer's Australia Victoria has provided a training session on Facilitating a Carer Support Group.

District Nursing

The Maldon Hospital District Nursing Service continued delivering home based nursing support, health education and promotion seven days a week throughout the year. The hospital nurses travel from Welshmans Reef to Laanecoorie, Baringhup to Walmer and everywhere in between.

The District Nurses have upgraded their skills in many areas such as wound care, palliative care, dementia, health promotion, oncology, legal issues, emergency and assessment.

Regulatory Compliance

All health providers, whether they are acute services or residential aged care, must meet minimum standards for accreditation, and are also audited on Food Safety, Cleaning and Security Standards. The results of the Maldon Hospital audits were as follows:

Food Safety Audit

- 18th May 2010 – External Audit carried out by Catering and Hospitality Management Services Pty Ltd, showed compliance in all processes with recommended minor changes to paperwork.

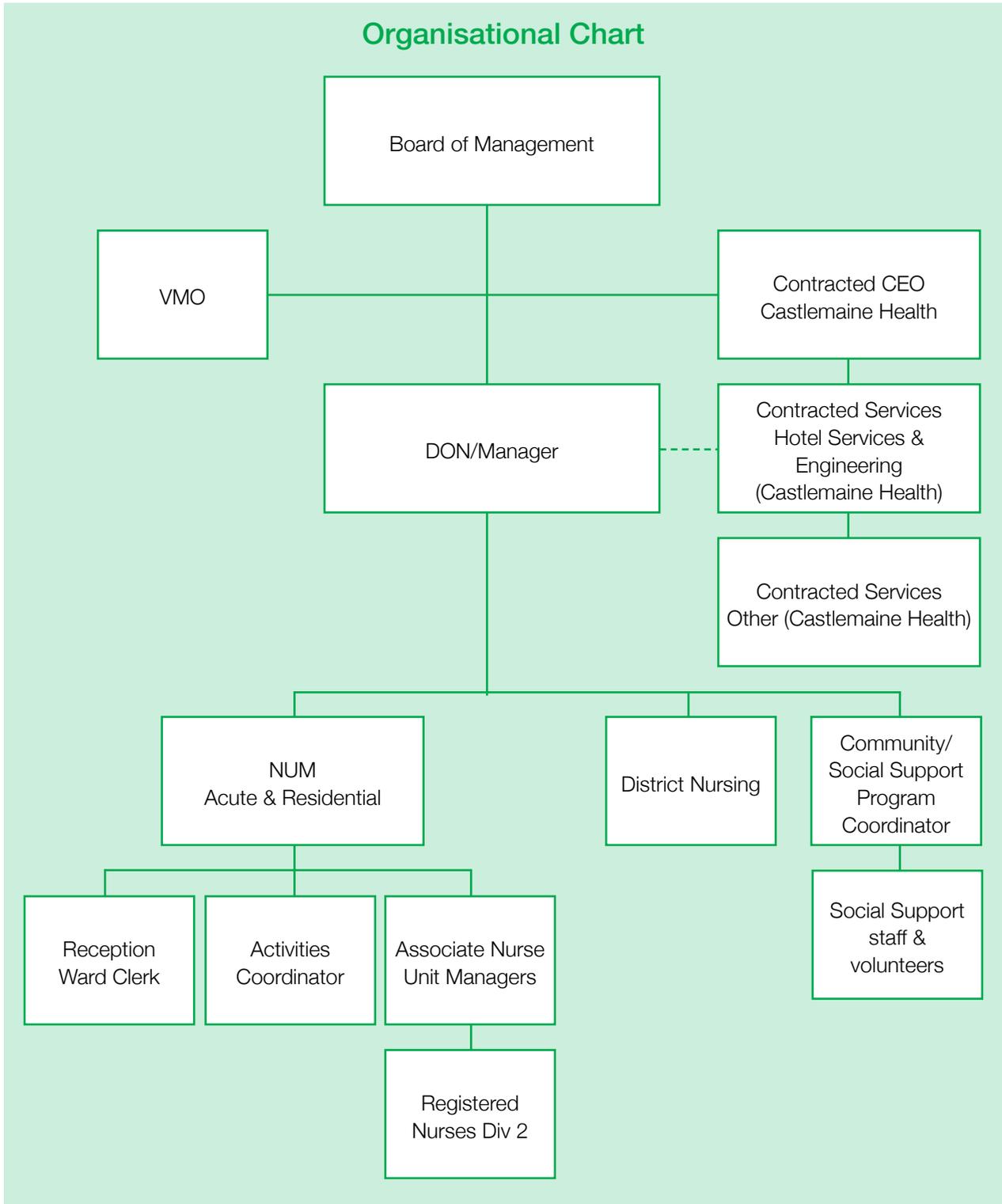
Cleaning Audit

- External Cleaning audit carried out April 2010 by Judith Roberts. The overall score was 89% with minor recommendations in relation to dust and cobwebs.

- Internal Cleaning audit carried out in May 2010 by our fully accredited cleaning auditor and infection control nurse with a score of 89.6% with minor recommendations in relation to dust and cobwebs.

Security Audit

- The hospital scored a result of 97.3% which is an improvement on last year due to the inclusion of the new after hours entrance and waiting area and the physical improvements to the environment.



Disclosure Index

The annual report of the Maldon is prepared in accordance with all relevant Victorian legislation. This index has been prepared to facilitate identification of the Department's compliance with statutory disclosure requirements.

Legislation	Requirement	Page Reference
Charter and purpose		
FRD 22B	Manner of establishment and the relevant Ministers	1
FRD 22B	Objectives, functions, powers and duties	1
FRD 22B	Nature and range of services provided	4
Management and structure		
FRD 22B	Organisational structure	5
Financial and other information		
FRD 10	Disclosure index	6
FRD 11	Disclosure of ex-gratia payments	7
FRD 21A	Responsible person and executive officer disclosures	Financial Statements
FRD 22B	Statement of merit and equity	7
FRD 22B	Workforce Data Disclosures	7
FRD 22B	Occupational health and safety	7
FRD 22B	Significant changes in financial position during the year	Financial Statements
FRD 22B	Major changes or factors affecting performance	Financial Statements
FRD 22B	Subsequent events	Financial Statements
FRD 22B	Statement on National Competition Policy	8
FRD 22B	Operational and budgetary objectives and performance against objectives	Financial Statements
FRD 22B	Statement of availability of other information	8
FRD 25	Victorian Industry Participation Policy disclosure	8
SD 4.2(j)	Report of Operations, Responsible Body Declaration	7
SD 4.5.5	Attestation on Compliance with Australian/New Zealand Risk Management Standard	7
FRD 22B	Summary of the financial results for the year	Financial Statements
Financial statements required under Part 7 of the Financial Management Act		
SD 4.2(a)	Compliance with Australian accounting standards and other authoritative pronouncements	Financial Statements
SD 4.2(b)	Operating Statement	Financial Statements
SD 4.2(b)	Balance Sheet	Financial Statements
SD 4.2(b)	Statement of Changes in Equity	Financial Statements
SD 4.2(b)	Cash Flow Statement	Financial Statements
SD 4.2(b)	Accountable officer's declaration	Financial Statements
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SD 4.2(d)	Rounding of amounts	Financial Statements
Legislation		
Freedom of Information Act 1982		8
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Financial Management Act 1994		Financial Statements

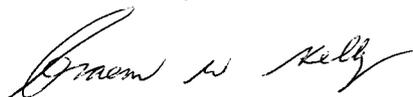
Mandatory Reporting

Attestation on Compliance with Australian / New Zealand Risk Management Standard

I, Graem Kelly, certify that Maldon Hospital has risk management processes in place consistent with the Australian / New Zealand Risk Management Standard and an internal control system is in place that enables the executives to understand, manage and satisfactorily control risk exposures. The audit committee verifies this assurance and that the risk profile of Maldon Hospital has been critically reviewed within the last 12 months.

Attestation on Data Accuracy

Certify that Maldon Hospital has put in place appropriate internal controls and processes to ensure that the Department of Human Services is provided with data that reflects actual performance. Maldon Hospital has critically reviewed these controls and processes during the year.



GRAEM W KELLY, PSM

Chief Executive Officer

Ex-gratia Payments

Maldon made no ex-gratia payments for the year ending 30 June 2010.

Statement of Merit and Equity

Maldon Hospital is committed to the employment principles that reinforce the public sector values. These principles ensure:

- Employment decisions are based on merit
- Employees are treated fairly and reasonably
- Equal employment opportunity is provided
- Human Rights are upheld in accordance with the Charter of Human Rights & Responsibilities Act 2006
- Employees have a reasonable avenue of redress against unfair or unreasonable treatment

Workforce Data Disclosure

Maldon Hospital employs 61 staff, which is 21.2 equivalent full time positions

92 % are female and 8% male

5 % of staff are full time, 95 % part time or casual

Labour Category	JUNE Current Month FTE	JUNE YTD FTE
Nursing	21.3423	21.19
Administration and Clerical	1.7513	1.82
Ancillary Staff	0.7105	0.58

Staff Analysis as at 30 June 2010

	FULL TIME	PART TIME	CASUAL	TOTAL
Medical	-	-	1	1
Nursing	3	30	24	57
Clerical	-	2	1	3
Total	3	32	26	61

Occupational Health Safety

Maldon Hospital recognises it's moral and legal responsibility, in particular to the Occupational Health and Safety Act 2004, to provide a safe and healthy work environment for employees, contractors, clients and visitors. Employees are encouraged to regard accident prevention and working safely as a collective and individual responsibility.

This year we have upgraded the main entrance of the hospital to provide a secure after hours entrance. This enables our staff to attend to after hour presentations without compromising the safety of themselves or residents and patients.

The Occupational Health and Safety (OH&S) Committee meets monthly and consists of four elected OH&S representatives, two employee representatives, two management representatives and the OH&S Officer from Castlemaine Hospital. The committee maintains an active role in the development and review of policies and safe work procedures.

Workcover

Two Workcover claims were lodged for this reporting period with nine days lost.

Whistle Blower's Act

The Whistle Blower's Protection Act 2001 provides protection for any person who would like to make a disclosure of improper or corrupt conduct by an official of a public entity. Maldon Hospital received no complaints under this Act during the year.

Mandatory Reporting (continued)

Compliance with Building and Maintenance Provisions of Building Act 1993

All building works have been designed in accordance with the Department of Human Service's Guidelines and comply with the Building Act 1993 and the Building Code of Australia 1996.

Victorian Industry Participation Policy Act 2003

There were no contracts commenced or completed at Maldon Hospital under the Victorian Industry Participation Policy Act 2003 during this year.

Statement on National Competition Policy

Maldon Hospital complied with all Government policies regarding neutrality requirements with regards to all tender applications

Consultancies for Year ended 30 June 2010

Consultancies in excess of \$100,000 – 0

Consultancies costing less than \$100,000 – Number of consultants engaged – 1

Total cost of engagements \$26,224

Statement of Availability of other Information

Freedom of Information Applications

All applications were processed in accordance with the provisions of the Freedom of Information Act 1982, which provides a legally enforceable right of access of information held by Government agencies. Maldon provides a report on these requests to the Department of Justice.

Freedom of Information requests can be submitted to the Chief Executive Officer, Maldon Hospital, Chapel Street, Maldon. 3463. Application Forms are available by phoning 5475 2000. Application fees and charges apply

One request was received under Freedom of Information in 2009/10 and the request was processed within the required timeframe.

Fees Charged for Service

All fees and charges charged by Maldon Hospital are regulated by the Commonwealth Department of Health & Ageing and the Hospitals & Charities (Fees) Regulations 1986, as amended and as otherwise determined by the Department of Human Services, Victoria.

Policies and procedures are in place for the effective collection of fees owing to the service.

Ethical Standards

The Board of Management promotes the continued maintenance of corporate governance practice and ethical conduct by the board members and employees of Maldon Hospital. The board has endorsed a code of conduct which applies to board members, officer and all employees.

Pecuniary Interests

Members of the Board of Management of Maldon Hospital are required to notify the president of the board of any pecuniary interests, which might give rise to a conflict of interest in accordance with Maldon Hospital Board's code of conduct.

Tax Deductible Gifts

Maldon Hospital is endorsed by the Australian Taxation Office as a Deductible Gift Recipient. Gifts to Maldon Hospital as a public health service qualify for a tax deduction under item 1.1.1 of section 3-BA of the Income Tax Assessment Act 1997.



MALDON HOSPITAL
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