

2012

MALDON HOSPITAL Annual Report

Keeping active



MALDON HOSPITAL
Committed to care since 1859

Contents

Report to the Community	1	Disclosure Index	6
Board of Management	2	Mandatory Reporting	7
Our Services	3	Statement of Availability of other Information	8
Organisational Chart	5		

PHILOSOPHY OF CARE

Maldon Hospital - Committed to care since 1859.

VISION:

Maldon Hospital is the leader of small rural hospitals in Australia.

MISSION:

By ensuring the excellence of our staff, systems, processes and strategic alliances the Maldon community has access to appropriate health care in Maldon.

OBJECTIVES:

- *Client and Resident Care* – The Hospital is responsive to the health needs of the community and ensures that its medical, nursing and other services provide quality care for the individual needs of clients and residents;
- *Community Health* – The Hospital promotes, provides and assists with health education to improve the health of the community and it enables people to live with dignity in their community and homes;
- *Staffing* – The Hospital is staffed to ensure that it can maintain the highest standard of health care;
- *Culture* – The Hospital ensures that each staff member works in a safe environment, is recognised for their contribution to the organisation, and is able to use and develop their skills and abilities;
- *Education and Training* – The Hospital promotes educational and training opportunities for all staff to assist them in the continuing development of patient, resident, client care;

- *Facilities* – The Hospital provides a safe environment and ensures facilities and equipment are appropriate, safe and well maintained;
- *Performance and Continuous Improvement* – The Hospital promotes best practice and encourages an environment of continuous improvement through all areas of the organisation;
- *Sustainability* – The Hospital will ensure its long term sustainability with best practice management and financial management, and will ensure by good governance that it complies with all external regulations.

VALUES:

Maldon Hospital embraces the following values:

Our Clients and Residents:

- We value integrity, credibility and respect for the individual
- We strive to be responsive to clients and residents changing needs
- We ensure that our medical, nursing and other services provide quality care

Our Staff:

- We believe that success is based on the recognition that our staff are our greatest asset and we encourage them to grow and to enjoy their work
- We ensure that each staff member works in a safe environment and is recognised for their contribution to the organisation

- We take pride in our work and actively seek new ways of doing things better
- We encourage a culture of team work and mutual responsibility in the workplace
- We value the diversity of our different staff members
- We promote educational and training opportunities for all staff

Our Hospital:

- We provide a safe environment and ensure facilities and equipment are appropriate, safe and well maintained
- We promote best practice and encourage an environment of continuous improvement.

Our Community:

- We will be responsive to the health needs of the community
- We encourage involvement in, and support of, a range of community development activities
- We believe that it is only through dynamic consultation with our community that we will be able to provide appropriate and responsive services of the highest standard.

Our Business:

- We manage our hospital within a culture of honesty, integrity, accountability and transparency
- We believe that an efficiently run hospital will ensure long term sustainability
- We value sound governance principles.

Report to the community

The Maldon Hospital Board and Staff are pleased to present the 2011-2012 annual report. We can again report a small surplus and this is most satisfying given that we have not had to make any cuts to services. We have continued to support our staff in their professional development through access to the Aged Care Channel, internet training as part of the Loddon Mallee Health Alliance network, and via direct attendance to in-house and external training, seminars and conferences. We have remained vigilant in making continuous improvement in processes, systems changes and enhancements.

We would like to acknowledge the continuing excellent work of our Director of Nursing, Jan Hutchinson, and are very pleased to welcome our new Clinical Nurse Coordinator, Dallas Coghill, to the small management team at Maldon. Both are to be congratulated for their management oversight and diligence in making the day-to-day care a reality.

This year the Board conducted a review of the 2009 - 2014 Strategic Plan. We have a significant responsibility as custodians of the health service as we are appointed by the Governor in Council (Health Minister David Davis) and are charged with a responsibility of stewardship which is to determine strategic goals, review operational management and engage with local health consumers to ensure relevance in the day-to-day operations of this local rural hospital. The outcome of the review has been published and will be diligently worked on by the Board of Management over the next three years.

This year for the first time we will be required to report against the Victorian State Priorities in a document called a "Statement of Priorities". This will allow Government to ensure our endeavours align with the State's strategic goals, and at the same time allow us to carry out some valuable benchmarking to identify where we can make improvements in services.

A lot has been going on in and around the hospital this last year. In the kitchen we have purchased a new oven that will help address maintenance issues, carried out extensive works in the Board room to repair rising damp, and completed remedial works on the site to minimise fuel in case of bush fire. Again, the Board awarded tertiary scholarships as part of our commitment to help the younger members of our community. We are considering the introduction of a Community Health Nurse dependent on a review of the community's needs. We have also increased the variety and number of activities for our aged care

residents, and we will continue to review their needs - after all Maldon Hospital is home for most of them.

As you are aware, Castlemaine Health provides the majority of our services and I would like to thank Graem Kelly as CEO for his ongoing dedication to ensuring Maldon Hospital is in such good shape both clinically and financially. Welcome and thanks also go to Rick Munari, recently appointed Financial Director, for his willingness to engage and help us get through some financial hurdles.

Thanks also must be accorded to Chris Fowler as the Visiting Medical Officer. His professionalism and commitment to his role and to his patients and residents alike, is a critical element of the continued success of this hospital. He attends local Board meetings and offers insight into the issues he faces when the Board needs to consider change.

We thank Clive McCann for thirteen years of service on the Hospital Board including a period as Board President, and Kaye McCann for her professionalism in producing the Maldon Hospital newsletter. We also thank Tony Norris for his time with us. Barb Ford and Megan Purcell have been reappointed for another term and along with Cheryl Axel, John Fitton, Helen McBurney and Colin Thornton we are a smaller team this year, but a hard working dedicated team nonetheless.

The dedication, professionalism and commitment of the Board and staff at Maldon does the community proud as they do work with a focus on ensuring high quality care which is person-centred at all times. In looking to staff we must not forget our cleaners, our kitchen staff and the maintenance and contracted staff from Castlemaine Health.

A hospital is more than just Doctors and Nurses - it's an entity inclusive of contributors, all of whom are equally important in delivering the best of care. The same can be said for the volunteers that service many areas in and outside the hospital, in the gardens, in visiting residents, helping with day activities etc. They are a tireless group whom have our full respect and gratitude for their labours. Thanks to you all, Board Members, staff and volunteers and not least our community for continued support. Maldon Hospital may be a small rural hospital but it is important to the community it services. It provides first-stage emergency stabilisation, acute medical care and aged residential services as well as District Nursing and Adult Day Activities coordination.

The Board, Management and staff are proud to present this annual report and look forward to great achievements and continued care of the local community.



Board President – Mr Gordon Carter



CEO – Mr Graem Kelly PSM

Acknowledgements

We wish to thank everyone who contributed to the writing and production of this year's annual report. This includes staff, members of the community, volunteers and clients.

Printing and Design

Bendigo Modern Press

Cover and Page Layout

Jane Prideaux, Graphic Designer

Collation & Editing

Laura Keogh, Jan Hutchinson

Support Data

Regional Office, Department of Health

Banker

Bendigo Bank

Auditors

Auditor-General, Victoria

External Auditor's Agents

Richmond Sinnott & Delahunt

Internal Auditor

Accounting & Audit Solutions, Bendigo

Board of Management

Mr Gordon Carter appt 01.07.2009

President

Ms Cheryl Axell appt 01.07.2008

Vice President

John Fitton appt 01.11.2004

Treasurer

Mrs Barbara Ford appt 01.11.2003

Board Member

Dr Helen McBurney appt 01.11.2008

Board Member

Mr Clive McCann appt 31.10.1999

Board Member (Resigned August 2011)

Tony Norris appt 01.07.2011

Board Member

Megan Purcell appt 01.07.2011

Board Member

Colin Thornton appt 01.07.2011

Board Member

Committee Representation

Audit Committee

John Fitton (2011) (Chair)

Michael Grimes (2012) (Chair)

Tony Norris (Board)

Colin Thornton (Board)

Geoff McLean (Community Representative)

Gary Johnstone (Community Representative)

Clinical Governance Committee

Helen McBurney (Chair)

Cheryl Axell

Megan Purcell

Continuous Improvement & Risk

Management Committee Meeting

Helen McBurney (Chair)

Cheryl Axell

Megan Purcell

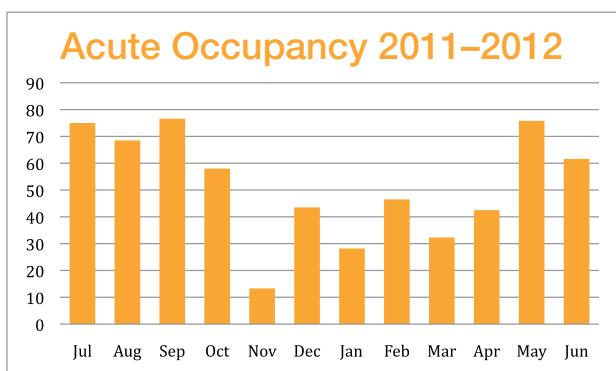
Our Services

Acute

The four bed George Ray Wing provides inpatient care and treatment for acute medical conditions, convalescence and palliative care. Occupancy varies throughout the year and although we do not meet 100% at year's end, we do provide a vital service to those members of the community who prefer to be managed by their local doctor. This allows them to remain close to family and friends whilst being treated for chronic conditions or receiving palliative care.

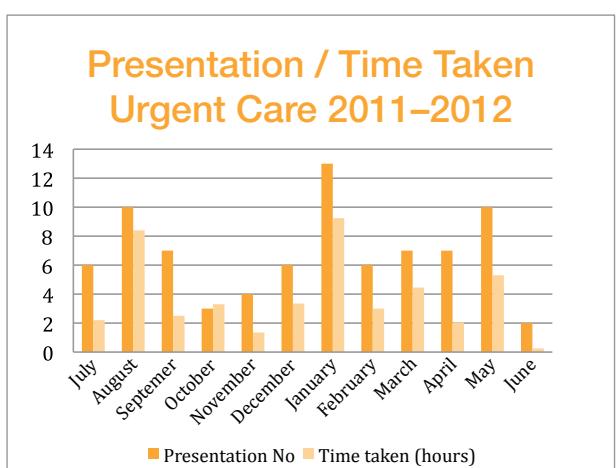
ACTIVITY	2011-2012 Activity Achievement
WIES Public	65.33*
WIES Private	28.25
TOTAL WIES (Public and Private)	118.40*
WIES DVA	28.82
WIES TAC	0
WIES TOTAL	147.22
Aged Care	
Residential Aged Care	9962

* estimate as June not completed



Non-Inpatients

Although the hospital does not have a funded Emergency Department, 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 2011 - 2012 was 81 with 46 hours and 39 minutes of nursing time.

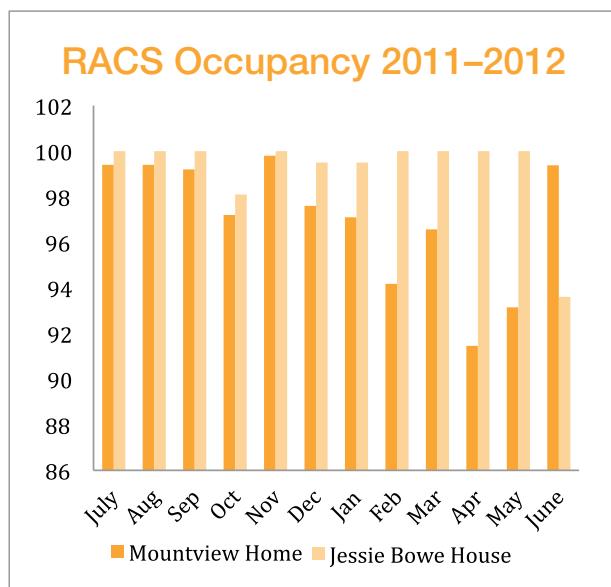
Residential Aged Care

Maldon Hospital provides two long-term residential care units, with 12 low care (hostel) places at Jessie Bowe House and 16 high care (nursing home) places at Mountview Home. Members of the wider community who are no longer able to manage independently at home receive personal and nursing care within a pleasant, homelike environment.

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 allocate 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.

Whilst 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 2011 - 2012 the average occupancy rate for Mountview Home was 97.03% and Jessie Bowe House 99.23%.



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).

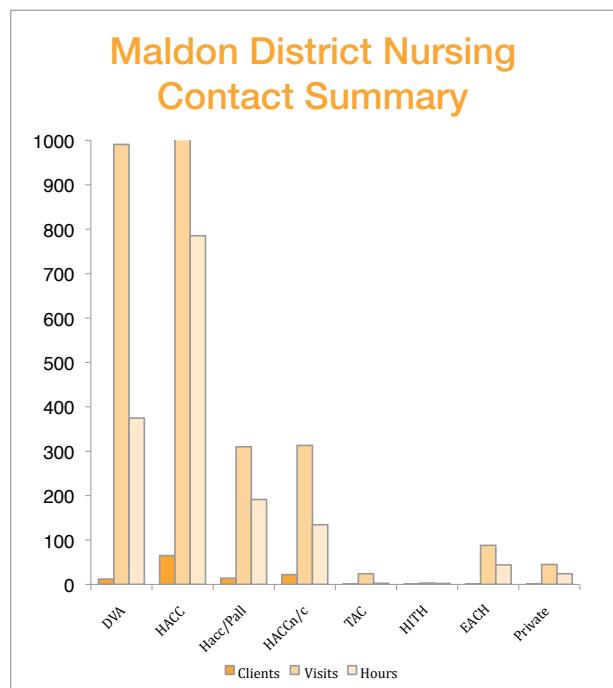
Health Promotion

Health Promotion activities include Pole Walking Groups, Strength Training, Tai Chi and Volunteering. We are involved in partnerships with Maldon Men's Shed, Maldon Laughter Club, and Maldon Bridge Club.

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 Welshman's Reef to Laanecoorie, Baringup 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.



DVA – Department of Veteran Affairs

HACC – Home and Community Care

Hacc/Pall – Home and Community Care / Palliative

TAC – Traffic Accident

HITH – Hospital in the Home

EACH – Extended Aged Care in the Home

Regulatory Compliance

All health providers, whether they are acute services or residential aged care, must meet minimum standards for accreditation. At Maldon Hospital we have full accreditation with Australian Council on Healthcare Standards (ACHS). Both residential facilities received a further three years accreditation with Aged Care Standards Agency - Mountview Home to 13th June 2013 and Jessie Bowe House until June 2012. The Hospital is also audited on Food Safety and Cleaning Standards. The results of the Maldon Hospital audits were as follows:

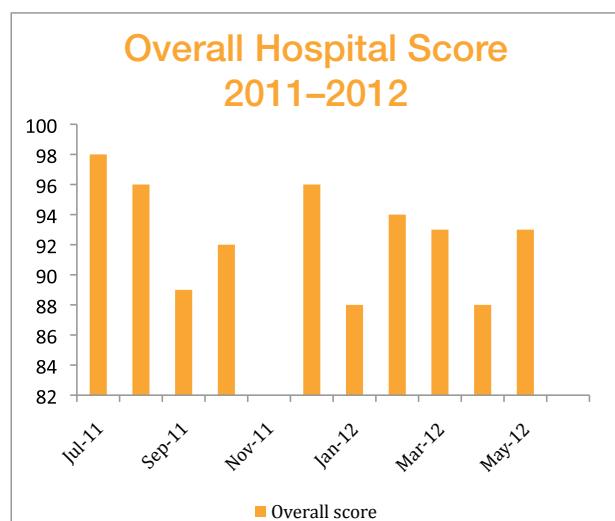
Food Safety Audit

External Food Safety Audit carried out by Derek Wilson Audit Services Pty Ltd on 22nd May 2012, showed compliance in all processes with no recommendations.

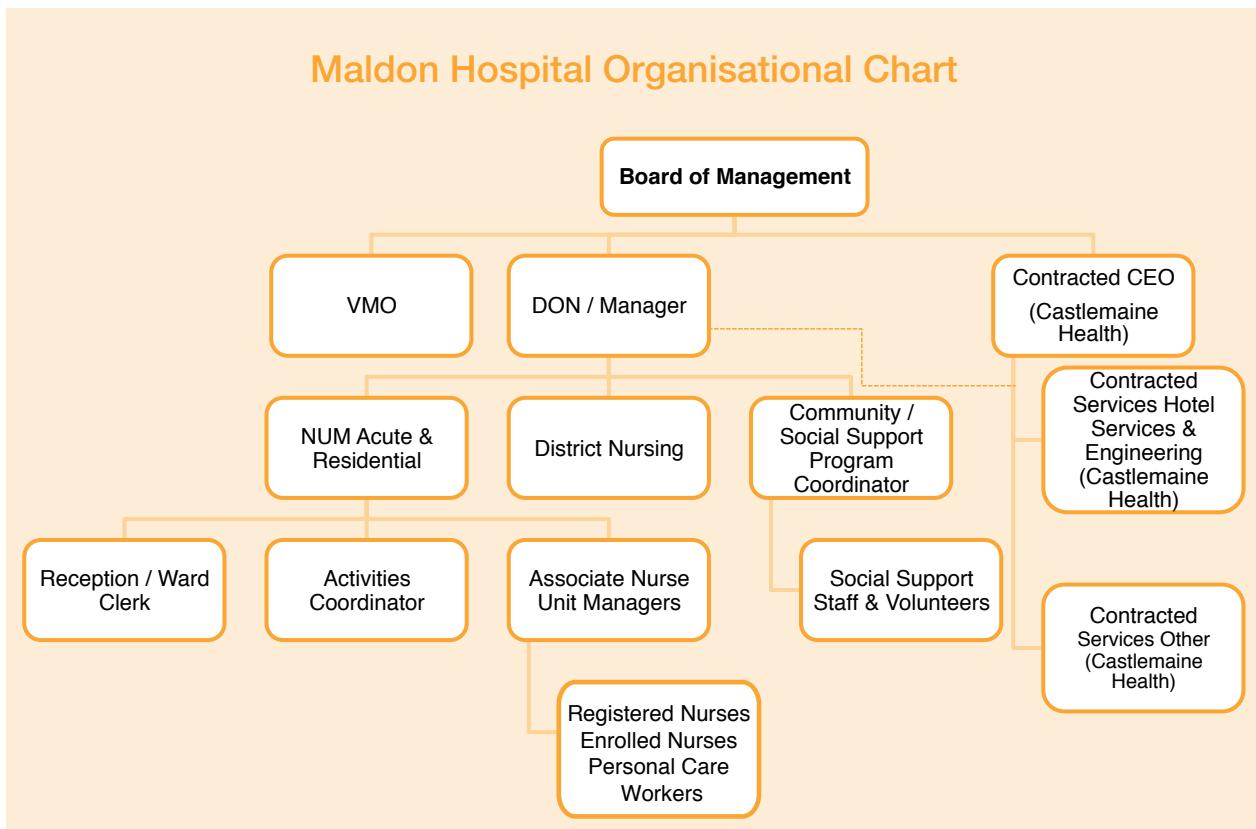
Cleaning Audit

External Cleaning audit carried out 17th August 2011 by 'Infection Prevention Australia'. The score for High Risk was 96% and Moderate Risk 100% with minor recommendations in relation to dust and cobwebs.

Internal Cleaning audits are carried out by our fully accredited cleaning auditor and infection control nurse, who aims at covering a different area of the hospital and aged care units on a monthly basis with results ranging between 88% to 98%.



Organisational Chart



Finance, Supply, Information Technology, Human Resources, Laundry, Food and Catering, Environmental and Security

Profile

Corporate Services at Maldon are administered under contract by Castlemaine Health. The contract covers the financial management of the hospital, as well as procurement and supply of materials (including new equipment), information technology services, human resources, linen and laundry services, food preparation and catering, vehicle management, and cleaning, waste disposal and security services.

Achievements and outcomes

During the past year, EFTPOS facilities were introduced for the convenience of our residents and visitors, and allowing payment of bills using a credit card.

A number of financial areas have been streamlined, and more efficient and rigorous processes put in place.

The quality of residents' meals was maintained at very high levels, as our customer satisfaction surveys

consistently report excellent results. An external Food Safety Audit was conducted during the year, again with excellent results.

New processes have been implemented for the supply of materials from Castlemaine Health. Requisitions for product and materials are submitted online for Castlemaine staff to process and arrange delivery.

It was a big year for us in terms of IT. A new network server was installed this year, along with the upgrade of several network switches. Approximately 50% of staff PC's were also replaced.

A new automated, off-site backup system was implemented, providing vastly improved security of our critical data in the case of a disaster.

Finally, all staff now have network logons and individual email addresses.

Hospital cleaning standards are very demanding and our externally facilitated cleaning audits again returned excellent results.

Disclosure Index

The annual report of Maldon Hospital 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
Ministerial Directions		
Report of Operations		
Charter and purpose		
FRD 22C	Manner of establishment and the relevant Ministers	1
FRD 22C	Objectives, functions, powers and duties	Inside Front Cover
FRD 22C	Nature and range of services provided	3-4
Management and structure		
FRD 22C	Organisational structure	5
Financial and other information		
FRD 10	Disclosure index	6
FRD 11	Disclosure of ex-gratia payments	7
FRD 15B	Executive officer disclosures	AFS
FRD 21A	Responsible person and executive officer disclosures	AFS
FRD 22C	Application and operation of <i>Freedom of Information Act 1982</i>	8
FRD 22C	Application and operation of the <i>Whistleblowers Protection Act 2001</i>	7
FRD 22C	Compliance with building and maintenance provisions of <i>Building Act 1993</i>	7
FRD 22C	Details of consultancies over \$10,000	7
FRD 22C	Details of consultancies under \$10,000	7
FRD 22C	Major changes or factors affecting performance	AFS
FRD 22C	Occupational health and safety	8
FRD 22C	Operational and budgetary objectives and performance against objectives	AFS
FRD 22C	Significant changes in financial position during the year	AFS
FRD 22C	Statement of availability of other information	8
FRD 22C	Statement on National Competition Policy	7
FRD 22C	Subsequent events	AFS
FRD 22C	Summary of the financial results for the year	AFS
FRD 22C	Workforce Data Disclosures including a statement on the application of employment and conduct principles	7
FRD 25	Victorian Industry Participation Policy disclosures	7
SD 4.2(j)	Sign off requirements	7
SD 3.4.13	Attestation on Data Integrity	7
SD 4.5.5	Attestation on Compliance with Australian/New Zealand Risk Management Standard	7
Financial Statements		
Financial statements required under Part 7 of the Financial Management Act		
SD 4.2(a)	Statement of changes in equity	AFS
SD 4.2(b)	Operating Statement	AFS
SD 4.2(b)	Balance Sheet	AFS
SD 4.2(b)	Cash Flow Statement	AFS
Other requirements under Standing Directions 4.2		
SD 4.2(a)	Compliance with Australian accounting standards and other authoritative pronouncements	AFS
SD 4.2(b)	Accountable officer's declaration	AFS
SD 4.2(c)	Compliance with Ministerial Directions	AFS
SD 4.2(d)	Rounding of amounts	AFS
Legislation		
Freedom of Information Act 1982		8
Whistleblowers Protection Act 2001		7
Victorian Industry Participation Policy Act 2003		7
Building Act 1993		7
Financial Management Act 1994		3

Key: AFS – Audited Financial Statements

Mandatory Reporting

Statutory Compliance

Attestation on Compliance with Australian/New Zealand Risk Management Standards

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.

GRAEM W KELLY, PSM

Chief Executive Officer

16 July 2012

Attestation on Data Accuracy

I, Graem Kelly, certify that Maldon Hospital has put in place appropriate internal controls and processes to ensure that the Department of Health is provided with data that reflects actual performance. Maldon Hospital has critically reviewed these controls and process during the year.

GRAEM W KELLY, PSM

Chief Executive Officer

16 July 2012

Ex-gratia Payments

Maldon Hospital made zero ex-gratia payments for the year ending 30 June 2012.

Whistleblowers Act 2001

The Whistle Blowers 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.

Compliance with Building and Maintenance Provisions of Buildings Act 1993

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

Victorian Industry Participation Policy Act 2003 (FRD 25)

During the year there were nil contracts completed at Maldon Hospital which VIPP applied.

Statement on National Competition Policy (FRD 22C)

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

Workforce Data Disclosure

Maldon Hospital employs 55 staff, which is 25.05 equivalent full time positions

96.4% are female and 3.6% male

8% of staff are full time, with 92% working part time or casual

Consultancies

Staff Analysis as at 30 June 2012

	FULL TIME	PART TIME	CASUAL	TOTAL
Medical	-	-	1	1
Nursing	3	30	18	51
Clerical	-	2	1	3
Total	3	32	20	55

Staff Profile as at 30 June 2012

Labour Category	JUNE Current Month FTE*		JUNE YTD FTE*	
	2012	2011	2012	2011
Nursing Services	21.98	23.3	21.35	23.9
Administration and Clerical	0.92	0.9	0.91	1.1
Hotel & Allied	1.74	-	1.56	-
Medical support	0.41	-	0.37	-
Total	25.05	24.2	24.19	25.0

Consultancies in excess of \$10,000 – none.

In 2011-12, Maldon Hospital engaged one consultant where the total fees payable to the consultant were less than \$10,000 with a total expenditure of \$6,698.20 (excluding GST).

Workcover

No Workcover claims were lodged for this reporting period, with no days of compensation paid.

WorkCover Premiums		
Year	Premium	% of Remuneration
11/12	\$49,463	0.77%

Statement of Availability of other Information

Freedom of Information Applications

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

Freedom of Information requests can be submitted to the Chief Executive Officer, Castlemaine Health, PO Box 50, Castlemaine 3450. Application forms are available on the website www.castlemainehealth.org.au, or by phoning 5471 1555. Application charges and fees apply (\$24.40).

No requests were received under Freedom of Information in 2011/12. All requests were processed within the required timeframes.

Fees Charged for Service

All fees and charges charged by Castlemaine Health on behalf of 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, officers 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 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.

Disability Act 2006

Maldon Hospital has completed an Access and Inclusion Plan that incorporates requirements of the Disability Act 2006.

Occupational Health and Safety

Maldon Hospital recognises its 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.

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. As a result of their work, we have reviewed many of our policies and procedures, installed ceiling hoists to help staff lift residents, and made many minor improvements.

Financial Statement attached.

If the statement is not
attached please contact

Janet Hutchinson
on (P) 03 54752000



MALDON HOSPITAL
Committed to care since 1859

Chapel Street Maldon Victoria 3463 Telephone 03 5475 2000 Facsimile 03 5475 2029 Email admin@maldhosp.vic.gov.au