

Maldon Hospital



Annual Report 2013

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Mission

Building community health and wellbeing.

Vision

Our vision is to be a thriving health service contributing to a happy and healthy community.

Values and principles

Responsiveness - We listen to each other, to our residents and community and respond to their needs.

Compassion - We empathise with and care for the people with whom we come into contact.

Strength and reliability - We are trustworthy and give confidence to our community and people in the quality and viability of the service.

Respect - We embrace every individual as valuable, invite their different views and experiences and protect their dignity.

Integrity - We are open, honest and fair with our dealings, doing what is ethical and right for the people who rely on Maldon Hospital for services and employment.

Team and people - We support those around us to be the best they can be, and help each other out.

Excellence - We continually strive to improve ourselves, our practices and processes to excel and be the best at everything we do.

Courage - We lead, take action and calculated risks to achieve our vision.

Stewardship - We govern transparently, building a better, more vibrant and viable Maldon Hospital.

Human Rights - We actively implement, promote and support the human rights set out in the Charter of Human Rights and Responsibilities Act 2006.

Report to the Community

Once again the Maldon Hospital Board and staff are proud to present the 2012/2013 Annual Report to the community. We are pleased that our standard of care, the warm and friendly country environment and the professional pride our staff displays in their work is appreciated by the community. This is confirmed in the positive feedback that we have had from those who have experienced our care, those residents currently in our care, relatives, visitors and other third party audits. The community has also enjoyed good access to health services as and when they are required.

Maldon Hospital has maintained its accredited status for aged, acute and community services. We aim to continually seek improvement in the way we manage and deliver services. This can only be achieved through the leadership of the Board and the combined efforts and commitments of staff. With the introduction of the new national quality standards it is critical that we embrace the changes and ensure that we can clearly demonstrate compliance to the new standards.

The organisation has faced significant challenges to ensure the current mix of services remain sustainable; these challenges will continue as we respond to our community's ever changing health and welfare needs. We acknowledge that it is only through engaging with other service providers that we can in reality meet the increasing demand for health services in our community. Our mission is to ensure that community members, not agencies, remain the focus and drivers of how, when and where their health needs are delivered. To help with that focus, Maldon Hospital has commenced a process to establish a Community Consultation Committee which will be an avenue for staff to hear and act on the views expressed by its members.

A clear demonstration of the Board's proactive approach to identifying and acting on its Vision "to be a thriving health service contributing to a happy and healthy community" and Mission of "Building community health and wellbeing" is the pending engagement of a Health Promotion Officer in partnership with the Castlemaine and District Community Health Service.

We are extremely grateful to the important group of volunteers that assist us in so many ways. They undertake a significant range of activities for our residents and community based clients to complement the care and help create a homelike environment, including maintaining the gardens and chicken pen that give our residents so much pleasure. They are also a valuable group to obtain feedback about our community needs and the delivery of our services.

Over the last 12 months we have experienced an unexpected decline in our occupancy for our low aged care beds as increased support services enable older members of our community to stay at home longer. The lower occupancy has in turn put pressure on our finances resulting in a deficit for the first time in many years. As we expect that funding will again be tight in 2013/2014, we will seek opportunities to increase our revenue and control costs without adversely impacting on our services.

We would like to express our appreciation to the Board of Management for the knowledge, expertise and experience they bring to the governance of the organisation. Vice President Cheryl Axel, Treasurer John Fitton and Board members Barbara Ford, Dr Helen McBurney, Megan Purcell and Colin Thornton willingly volunteer their time to attend Board and sub board committee

meetings and make themselves available for activities aimed at improving our governance. We also acknowledge the leadership and assistance that Graem Kelly provided to the development of the Maldon Hospital during his time as CEO and wish Graem and his family all the best in their new adventure up north. We thank Director of Nursing Janet Hutchinson and Nurse Unit Manager Dallas Coghill who have again worked hard and provided strong leadership, and our staff for their loyal and valued contribution.

As we have in past years we would also like to acknowledge the services of Dr Chris Fowler as the sole medical practitioner at Maldon Hospital, not only for his ongoing medical services to the community and the Hospital but his support to the Board and staff.

We would like to acknowledge the Department of Health Loddon Mallee Region for their support and assistance throughout the year.

We can confidently look forward to a new year and as we strive to further advance our Vision and Mission goals the community can continue to have pride in the Maldon Hospital.

In accordance with the Financial Management Act 2012, we are pleased to present the Report of Operations for Maldon Hospital for the year ending 30 June 2013.



Mr Gordon Carter
Board President



Mr Ian Fisher
CEO



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 photography

Geoff Palmer

Collation and 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 & Delahunty

Internal auditor

Accounting & Audit Solutions, Bendigo



Maldon Hospital acknowledges the support of the Victorian Government.

Board of Management

Mr Gordon Carter, **President** – appointed 01.07.2009

Ms Cheryl Axell, **Vice President** – appointed 01.07.2008

Mr John Fitton, **Treasurer** – appointed 01.11.2004

Mrs Barbara Ford, **Board member** – appointed 01.11.2003

Dr Helen McBurney, **Board member** – appointed 01.11.2008

Ms Megan Purcell, **Board member** – appointed 01.07.2011

Mr Colin Thornton, **Board member** – appointed 01.07.2011

Mr Tony Norris, **Board member** – appointed 01.07.2011 (resigned July 2012)

Committee Representation

Audit committee:

Mr Michael Grimes (**Chair**)

Mr Gordon Carter (**Board**)

Mr John Fitton (**Board**)

Mr Colin Thornton (**Board**)

Mr Geoff McLean (**community representative**)

Mr Gary Johnstone (**community representative**)

Mr Tony Norris (resigned)

Clinical governance committee:

Dr Helen McBurney (**Chair**)

Ms Cheryl Axell

Ms Megan Purcell

Continuous Improvement and Risk Management Committee:

Dr Helen McBurney (**Chair**)

Ms Cheryl Axell

Ms Megan Purcell

Maldon Hospital is a public hospital incorporated under the Health Services Act 1998 and has a variety of programs and services funded by:

Department of Health and Ageing (Federal) Ministers

Minister for Health - The Hon Tanya Plibersek MP

Minister for Mental Health and Ageing, Minister for Social Inclusion, Minister Assisting the Prime Minister on Mental Health Reform, Minister for Housing and Homelessness - The Hon Mark Butler MP

Minister for Indigenous Health - The Hon Warren Snowdon MP

The Department of Health (Victoria)

Minister for Health and Ageing – The Hon David Davis MP

Minister for Mental Health – The Hon Mary Wooldridge MP

The Department of Human Services (Victoria)

Minister for Community Services, Minister for Disability Services & Reform - The Hon Mary Wooldridge MP

The Department of Education & Early Childhood Development (Victoria)

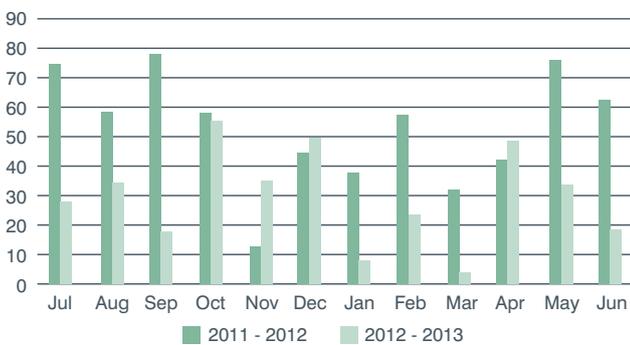
Minister for Education – The Hon Martin Dixon MP

Our Services

Acute

The four bed George Ray Wing continues to provide acute inpatient services to the Maldon community. The hospital has the capacity to offer care to patients with low acuity medical conditions, palliative care and convalescence. The availability of the acute beds has allowed members of the community to remain close to family and friends while still receiving appropriate medical and nursing care.

Acute Occupancy



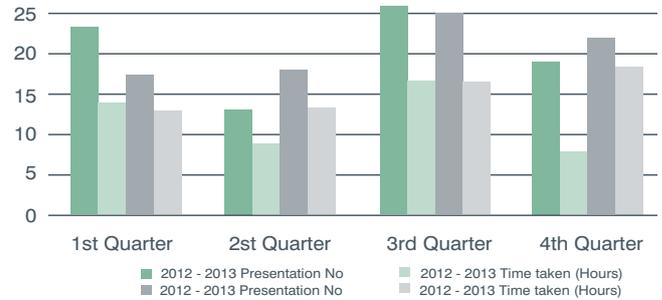
ACTIVITY	2012-2013 ACTIVITY ACHIEVEMENT
WIES Public	45.68
WIES Private	13.59
TOTAL WIES (Public and Private)	76.11
WIES DVA	8.57
WIES TAC	0
WIES TOTAL	67.85
Aged Care	
Jesse Bowe House	4,169
Mountview House	5,665
Residential Aged Care (bed days)	9,834

Non Inpatients

The Urgent Care Department at the hospital provides care to patients presenting with a range of conditions such as falls, lacerations, migraine and chest pain to name a few. The majority of presentations receive immediate treatment from Nursing staff and/or the Visiting Medical Officer; patients with more complex needs are referred to Bendigo Health and are monitored and supported until an ambulance arrives to transfer them.

The total number of urgent presentations for 2012 - 2013 was 73 with 53 hours of nursing time.

Presentations/Time taken Urgent Care



Residential Aged Care

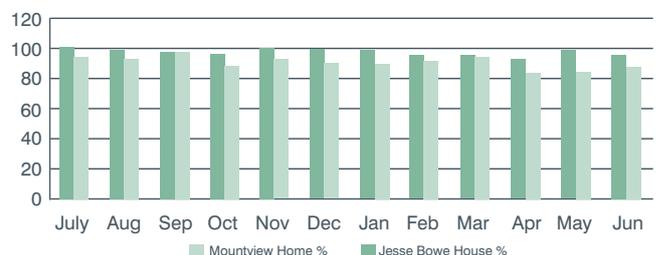
Maldon Hospital provides two long-term residential care units, 12 low care (hostel) places in Jesse Bowe House and 16 high care (nursing home) places in Mountview Home. The residents are well supported by family, friends and volunteers who work with the hospital staff to ensure the residents can maintain contact with the general community and continue to participate in activities they had enjoyed prior to coming to live at Maldon Hospital.

Whilst living in Jesse 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. The two residential facilities are well supported by visiting Allied Health Professionals from Castlemaine Health and staff is supported through specialist departments and the Professional Development department to ensure residents receive appropriate clinical care.

An extensive Health and Wellbeing Program is in place to support residents socially and emotionally with activities covering chair exercises, gardening, brain gym, arts and craft, word games, group reading, musical entertainment, bus outings, ecumenical church service, meditation and many more. The Health and Wellbeing Co-ordinator Jacinta Onans is well supported by volunteers from the Maldon community who generously offer their time to ensure our residents receive these activities to maintain physical functioning, emotional support and to meet their spiritual needs.

During the year 2012 - 2013 the average occupancy rate for Jesse Bowe House was 90.47% and Mountview Home 97.00%. Occupancy has been down in comparison to the previous financial year partly due to some rooms being refurbished in the way of repainting and replacing floor coverings.

RACS Occupancy 2012 - 2013





Our Services continued

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, 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. At Maldon Hospital we have full accreditation with Australian Council on Healthcare Standards (ACHS) until 30th November 2016. Both residential facilities received a further three years accreditation with Aged Care Standards Agency - Mountview Home to 13th June 2016 and Jesse Bowe House until June 2015.

The Hospital is also audited on Food Safety, Cleaning Standards and WorkSafe inspectors. 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’, 30th May 2013, showed compliance in all 43 processes audited with no recommendations for improvement made. This is a reflection of the high standard of work produced by the Hotel Service Staff contracted from Castlemaine Health under the supervision of Mr Shane Renfrey.

Cleaning Audit

An External Cleaning audit was carried out on 30th July 2012 by ‘Reliance Hospitality Consulting’. The overall score for High Risk areas was 90.5% and Moderate Risk 94% with a comment from the auditor “the overall standard of cleaning is high and the facility presents as a clean, safe environment for patients, staff and the general public alike”.

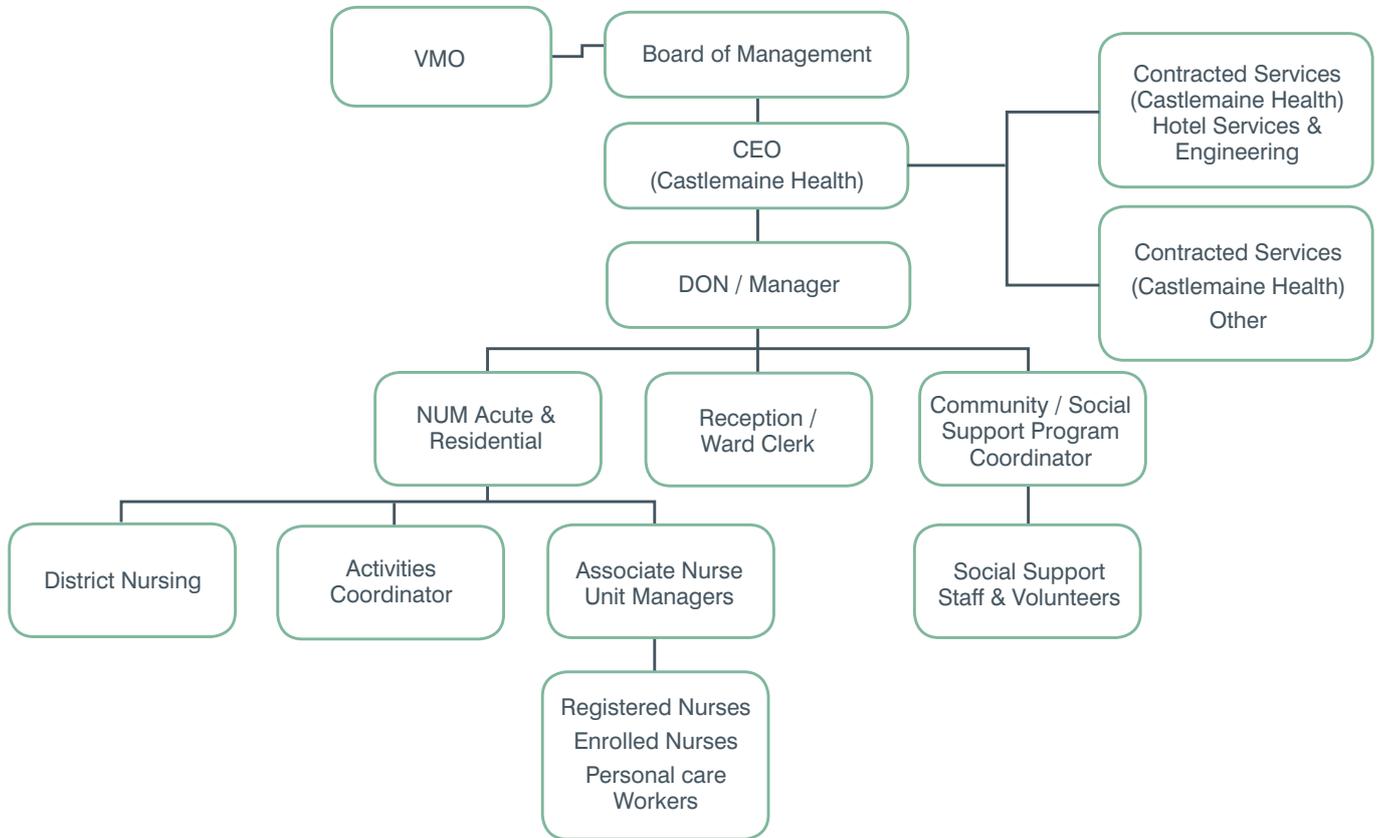
WorkSafe

A WorkSafe Inspector visited the Maldon Hospital on the 19th June 2013; in the report the inspector writes: “I observed a high level of housekeeping, patient safety protocols and plant maintenance”. A recommendation to increase the number of warning signs for dangerous or flammable liquids around the plant area has been completed.



Reading Group; volunteers come weekly to share a story with residents from Mountview Home and Jesse Bowe House

Organisational Chart



Finance, Supply, Information Technology, 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, linen and laundry services, food preparation and catering, vehicle management, and cleaning, waste disposal and security services.

Achievements and outcomes

The ordering and supply of materials is administered from Castlemaine Health; Maldon staff raise purchase requisitions for products and materials online to Castlemaine where orders are processed and delivery arranged, as well as receiving prompt advice and resolution of purchasing and supply issues.

During the past year Maldon Hospital's budget benefited from savings made in being increasingly compliant with the State Government's requirements to procure goods wherever possible via Health Purchasing Victoria (HPV).

The IT Department has continued to improve the performance and reliability of services over the past year. A new uninterruptible power supply was installed into the main communications area which provides power to all network communications equipment including the PABX. A number of additional network points have been installed into the Activities, Treatment and Administration areas providing flexibility and additional workspaces for staff. The Maldon Hospital website also had a full makeover and was moved to a new system.

Our customer satisfaction surveys continued to demonstrate excellent results in terms of the quality of residents' meals, and external audits again scored our service highly in terms of the strict cleaning standards demanded of public hospitals.



Mandatory reporting

Statutory Compliance

Attestation on Compliance with Australian/New Zealand Risk Management Standards

I, Ian Fisher, 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.

IAN FISHER
Chief Executive Officer
12 July 2013

Attestation on Data Accuracy

I, Ian Fisher, 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.

IAN FISHER
Chief Executive Officer
12 July 2013

Ex-Gratia Payments

Maldon Hospital made no ex-gratia payments for the year ending 30 June 2013.

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 to which VIPP applied.

Statement on National Competition Policy (FRD 22B)

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

Consultancies

Consultant	Purpose of consultancy	Start date	End date	Total approved project fee (ex GST)	Expenditure 2012-13 (ex GST)	Future expenditure (ex GST)
D K Sonin & Assoc	Mediation processes	2012	1/7/12	\$12,810.00	\$12,810.00	nil

In 2012-13, Maldon Hospital engaged 0 consultancies where the total fees payable to the consultants were less than \$10,000.00

Workforce Data Disclosure

- Maldon Hospital employs 62 staff, which is equivalent to 19 full time positions
- 82% are female and 18% are male
- 2% of staff is full time, with 98% working part time or casual

Staff Analysis as at 30 June 2013

	FULL TIME	PART TIME	CASUAL	TOTAL
Medical	0	1	1	2
Nursing	2	25	18	45
Clerical	0	2	1	3
Personal Care Workers/Recreational Workers	0	3	9	12
Total	2	31	29	62

Year ending June FTE*

Labour category	Month ending June FTE*		June YF FTE*	
	2013	2012	2013	2012
Nursing	21.91	21.98	21.71	21.35
Administration and Clerical	1.03	0.92	1.05	0.91
Hotel & Allied	1.93	1.74	1.74	1.56
Medical support	0.08	0.41	0.44	0.37
Total	24.95	25.05	24.94	24.19

*Full time equivalent

Workcover

No Workcover claims were lodged for this reporting period, with no days of compensation paid and no Return to Work programs required.

Year	Workcover Premiums	
	Premium	% of Remuneration
12/13	49,792	0.7990

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 2012/13. All requests were processed within the required timeframes.

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, 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. This year the OH&S Committee have worked on increasing safety for residents admitted to Mountview Home who are at risk of absconding, additional safety measures such as electronic key pads and improved gate closures to allow residents a little more freedom.



Playing for big stakes; a regular weekly game of scrabble between some of the residents and volunteers helps to keep the mind active and usually results in a lot of laughs



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.

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FRD 21A	Responsible person and executive officer disclosures	AFS
FRD 22C	Application and operation of Freedom of Information Act 1982	6
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FRD 22C	Compliance with building and maintenance provisions of Building Act 1993	6
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FRD 22C	Details of consultancies under \$100,000	6
FRD 22C	Major changes or factors affecting performance	AFS
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SD 4.5.5	Attestation on Compliance with Australian/New Zealand Risk Management Standard	6
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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		
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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
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Victorian Industry Participation Policy Act 2003		6
Building Act 1993		6
Financial Management Act 1994		3

Key: AFS – Audited Financial Statements

Financial statement attached.
If the statement is not attached please contact
Janet Hutchinson on (03)5475 2000.



MALDON HOSPITAL

Committed to care since 1859