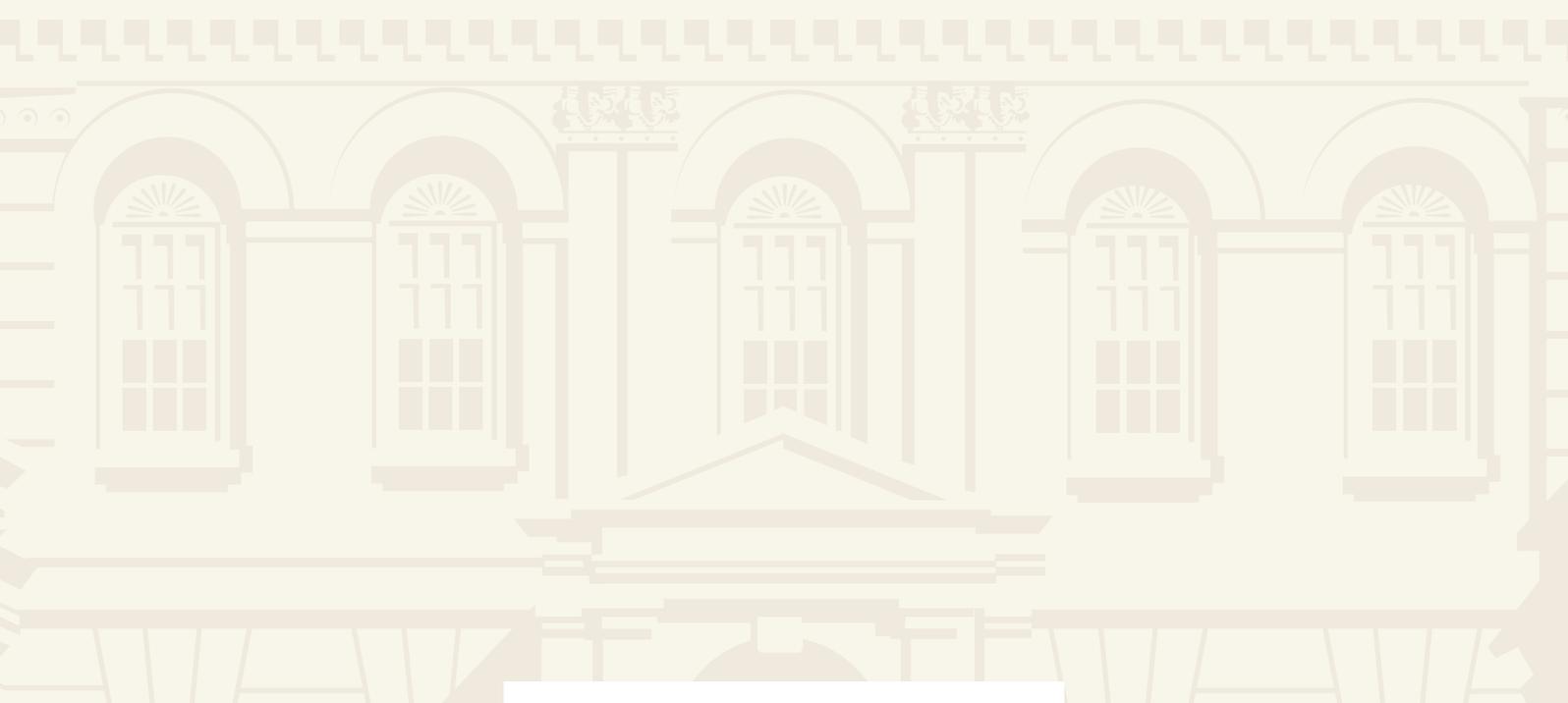


MALDON HOSPITAL QUALITY OF CARE REPORT 2015

Partnering with the Community



MALDON HOSPITAL

Partnering with the Community

Mission

Building community health and wellbeing.

Vision

To be a thriving health service contributing to a happy and healthy community.

Values and principles

Integrity – We strive for honesty, respect and compassion to reflect our sense of pride in our hospital.

Safety – Our aesthetic environment is secure and safe for both physical and emotional wellbeing. It is inclusive whilst being respectful of all people.

Positivity – Creating an environment that is supportive, joyous and welcoming.

Professional – We provide a high quality of care with qualified staff members that are accountable for maintaining best practice in a confidential environment.

Service Driven – Our services are accessible and delivered in a timely, flexible and approachable manner to achieve common goals.

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

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Director Of Nursing Report



It is a pleasure to present the Quality of Care report for 2014-2015. This report encapsulates the essence of the high quality of care

we provide, and recognises the hard work that goes into the operation of a small rural hospital.

On the completion of my first full year at Maldon Hospital, this is a wonderful opportunity for me to share with the community some of our achievements, and to reaffirm our strategic direction. We remain focused on partnering with the community to provide accessible, high quality and sustainable health care.

This is an annual snapshot of our achievements, describing how we measure and monitor the quality and safety of our care and how we partner with the residents, patients and the Maldon community. I hope you find this report interesting and informative.

Warm regards,



Katrina Sparrow
Director of Nursing

"We remain focused on partnering with the community to provide accessible, high quality and sustainable health care."



Overview

At Maldon Hospital we have been providing quality care for residents and patients of the region for 156 years. We offer our older population a safe and secure home of residence with trained staff around the clock. In total we have 28 residential rooms; Jessie Bowe House has 12 beds and Mountview Home has 16 beds.

The Maldon community and visitors can access the Urgent Care Centre for minor emergencies and our nurse-led Urgent Care has a doctor on call 24 hours a day. The facility has four acute beds if hospitalisation is required.

Maldon Hospital services the township and outlying areas of Maldon with a population of approximately 1,700 people. It is located in the Shire of Mount Alexander, 17kms north-west of Castlemaine and 38kms south-west of Bendigo.

Maldon is 'Australia's first notable town' as listed by the National Trust and has a history steeped in gold mining.

This makes the town a popular tourist destination; however, the local population has a high percentage of older persons which are the facility's primary focus. Networking with local agencies is important to this small hospital, namely Castlemaine Health, The Bendigo Health Care Group and Castlemaine District Community Health.

The hospital is one of the largest employers in the town (after the women's prison), and is therefore considered by the community as an integral part of the town.

Service profile

- Residential Aged Care
- In-patient Acute Beds (low acuity)
- Urgent Care Centre
- District Nursing Service – 7 days per week
- Adult Day Activity Programs and Volunteer Coordination
- Community Health Promotion Activities

In accordance with the Hospital's Admission and Discharge Policies, Maldon Hospital provides four beds for low acuity inpatient acute medical care, palliative care and convalescence of acute medical disorders for members of the general community. Two General Practitioners service the town – one servicing Maldon Hospital, with the medical clinic within hospital grounds.

This General Practitioner is employed by contract to the Hospital as a Visiting Medical Officer. A contracted Director of Medical Services reviews Maldon Hospital's medical care, processes and systems.

Our key strategic objectives

1. Meet a wide range of needs in the community
2. Redesign our service model
3. Improve our financial performance and position
4. Successful succession planning
5. Increase community ownership
6. Excel at safety and quality

Clinical Care

Accreditation

One of the ways in which we can assure our community that we are doing our best to achieve excellent standards of safety and quality and continuously improve our services, is through our accreditation processes. Maldon Hospital is governed by three frameworks, under the Australian Council on Healthcare Standards (ACHS), and the Australian Aged Care Quality Agency (AACQA).

Accreditation Standards	Framework	Accredited by	Target
Residential	Commonwealth Aged Care Standards	AACQA	Fully Compliant
Acute	National Safety and Quality Health Service Standards	ACHS	Fully Compliant
Community Services	Community Care Standards	ACHS	Fully Compliant

Medication Management

Staff members are encouraged to report medication incidents – including prescribing, packing and administration errors – so that data can be monitored, patterns identified and improvements made. Errors are monitored daily by the Nurse Unit Manager and are overseen by the Clinical Care Committee. Any serious event resulting from a medication error is investigated by the Director of Nursing. Errors causing harm at Maldon Hospital are very minimal due to a vigilant medication safety system. Posters are displayed around the facility reminding staff and patients that we should be vigilant when dealing with medications.

Time period	Number of Medication Incidents
January to June 2015	4
July to December 2014	7
January to June 2014	2
July to December 2013	3

Clinical Care

Infection Prevention and Control

Staff and resident immunisation

Influenza (the flu) is caused by a virus. The flu is more than just a bad cold and can occasionally lead to serious complications, including death. Vulnerable people are more likely to develop serious complications including pneumonia – but immunisation can offer protection from the flu.

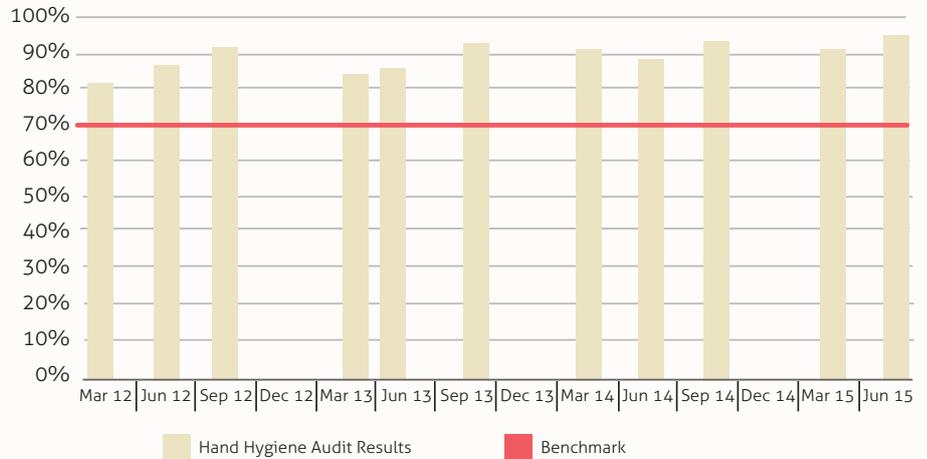
All residents and staff were offered the influenza vaccine. 100% of residents and 73.5% of staff were immunised, with the remaining 26.5% of staff signing a form to opt out for various reasons. Maldon Hospital has strict guidelines for staff members that develop illness, restricting their attendance at work to prevent the spread of disease.

100%
All residents consented and received a flu vaccination in 2014-2015.

Workforce Immunisation Project

Maldon Hospital keeps staff members' immunisation records, enabling the Infection Control Nurse to offer various tests and immunisations – including Hepatitis B, Hepatitis A, Influenza, Tetanus, Diphtheria and Pertussis. This not only protects our staff from diseases but also protects our patients and residents.

Hand Hygiene Compliance



Hand hygiene

Maldon has consistently exceeded the national expectations over the last three years in regards to hand hygiene. Hand hygiene is a measure of whether doctors, nurses and hospital staff are cleaning their hands appropriately before and after patient care, either by washing with soap and water or by using other products such as disinfectant gels. Effective hand hygiene practices play an important role in preventing the spread of disease-causing bacteria, which in some patients can cause dangerous or even life-threatening infections.

Data is collected three times per year and is reported to the Clinical Care Committee. Staff members are mandated to complete education modules each year, and are also monitored by the Infection Control Nurse to make sure they wash their hands properly. As is evident by the graph, Maldon Hospital Hand Hygiene results are outstanding, and remain consistently above the national benchmark.

Cleaning

Cleaning is a vital component in the development and maintenance of a high quality health care service. Maldon Hospital undertakes cleaning audits both internally and externally throughout the year, and consistently produces results of a high standard, with the national benchmark set at 85%.

Our hand hygiene audits showed a
92%
compliance rate. This is significantly over the national average!



Cultural Responsiveness Framework

This new framework is designed to improve and extend the cultural responsiveness performance of Victorian health services. The Cultural Responsiveness Framework specifies six clear standards across the four quality and safety domains – organisational effectiveness, risk management, consumer participation and effective workforce.

Standard 1

A whole-of-organisation approach to cultural responsiveness is demonstrated.

In consultation with the Mount Alexander Shire and Castlemaine Health we have developed a Diversity Plan. We have also developed a Cultural Care Protocol and Translation and Interpreting Procedure.

Standard 2

Leadership for cultural responsiveness is demonstrated by the health service.

Maldon Hospital is part of a Healthy Ageing Project – a collaboration between Castlemaine Health, Castlemaine District Community Health and Mount Alexander Shire to provide education and training for consumers and staff regarding a Montessori approach to dementia.

Standard 3

Accredited interpreters are provided to patients who require one.

Maldon Hospital is a member of the Translating and Interpreting Service (TIS). Interpreter signs are displayed in areas where interpreter services may be required.

Standard 4

Inclusive practice in care planning is demonstrated, including but not limited to dietary, spiritual, family, attitudinal, and other cultural practices.

We complete an annual resident satisfaction survey, acute care questionnaire and bedside audits. Although these audits are not specifically designed to explore the needs of Culturally and Linguistically Diverse (CALD) clients, they have the capacity to identify an issue relating to meals, spiritual needs and cultural variances.

Standard 5

CALD consumers, carers and community members are involved in the planning, improvement and review of programs and services on an ongoing basis.

The Community Consultative Committee advises on the design of a specific service or program in the event of admitting a Culturally Diverse patient or resident.

Standard 6

Staff at all levels are provided with professional development opportunities to enhance their cultural responsiveness.

Our Staff Orientation Book explains how to conduct a translation call to the appropriate service. Various education opportunities are available for staff if they wish to attend – however, due to the low exposure of diversity in our region, this is not a mandatory requirement for staff.

Mount Alexander Shire is located within the area where traditional owners from the Dja Dja Wurrung people lived. At the last census in 2011.

Our community

Mount Alexander Shire is located within the area where traditional owners from the Dja Dja Wurrung people lived. At the last census in 2011:

	Mount Alexander Shire	Regional Victoria
Aboriginal and Torres Strait Islanders residents	1.04% of the population	1.5 % of the population
Spoke English only	90.1 % of residents	90.4%
Spoke another language with low English proficiency	0.2% of residents	0.8%

Clinical Care Continued

Pain Management Program

Pain in older people is a common problem. Registered Nurse, Narelle Hamilton, who has a background in massage, was appointed on a part-time basis to identify residents suffering from pain and to offer them interventions like massage and heat pack therapy. She is also a liaison between the resident and their doctor to assist in introducing a Pain Management Plan, using pharmacological methods if necessary. The program has received enormously positive feedback from residents and their families.



Urgent Care Presentations

An Urgent Care presentation is one where the client is discharged within four hours of presentation. Any client who requires care for longer than four hours is admitted to Acute. Due to the size of Maldon Hospital and the appropriate equipment required for some cases, it may be necessary to transfer a patient from Urgent Care to a bigger facility via an ambulance. The facility recently updated the emergency defibrillator for the urgent care centre and acute area. Staff members attend training each year on how to use this defibrillator.

**22 enjoy
massages**

Residents in aged care facilities experience pain on a regular basis. 22 residents enjoy regular massages and heat packs.



8

On average 8 patients a month present to our Urgent Care Centre.



Residential Care

Audits are undertaken every three months and reported to the Department of Health and Human Services to monitor the hospital's performance against other similar sized facilities. This data is also reported to the Clinical Care Committee and action plans are developed to ensure improvements are made if necessary. New audit tools for collecting this data were developed this year, ensuring accuracy and efficiency. Areas of data collection are:

Pressure ulcers

Reporting covers the number of residents that had a pressure ulcer, and the stage or severity of the ulcer. Maldon Hospital overall has a very good Pressure Ulcer Rate compared to other facilities. We actively try to prevent pressure injuries, utilising multiple strategies such as air mattresses, dietician assessments and frequent repositioning.

Falls and fractures

All falls and fractured bones relating from a fall are reported. Each time a patient or resident has a fall a report is completed, and the incident is investigated to ensure all possible avenues of prevention were in place. We also utilise falls prevention strategies, including an occupational therapist assessment of our bathrooms in Jessie Bowe, sensor mats and physiotherapy assessments.

Use of restraint

Maldon Hospital strives to be a restraint free hospital and has various equipment to minimise restraint use. This includes low-low beds and sensor mats. Although this may be necessary at times, at Maldon Hospital the use of restraint is very low.

Multiple medication use

This report looks at residents who are on nine or more different medications. This year has seen changes in the legislation around who is able to conduct such reviews. Maldon Hospital has recently contracted an external Pharmacist to review residents at six-monthly intervals. Recommendations are sent to the doctor to alert of any medications that require review or possible alternatives.

Unplanned weight loss

All residents are monitored monthly to ensure their weight is consistent. A referral is made to the dietician for a sudden increase or decrease in weight, and various recommendations followed to ensure weight is maintained – however, this process does not apply to palliative residents.

93%
Number of audits conducted between Jan –July 2015 that were in our target range.



Clinical Care Continued

Person Centred Care

We offer our residents and families a number of spaces and initiatives to ensure they are comfortable and feel that their individual needs are being met. These include:

- A quiet lounge and chapel space for residents to enjoy a peaceful time on their own.
- Pastoral care services which attend the facility on a regular basis, and offer one-on-one sessions. This generally receives good attendances from residents.
- We know that religious identity is important to many people, and we record this when admitted to hospital and residential services.
- With an increase in dementia related diseases it is also important to recognise a person's past and hobbies. The Health and Wellbeing Coordinator meets with residents and carers not long after admission to residential care, to ensure an accurate history is obtained and a detailed program developed.
- All residents and patients are treated as individuals and their wishes respected.
- Goal Directed Care Plans for HACC clients are another way to ensure Person Centred Care is achieved.



Ruby (left) with a volunteer, Chris.

'You are able to go outside as you would if you were at home, and volunteers like Chris make it all happen, it is so much fun.'

– Ruby, Resident of Jessie Bowie



Light beverages and stories are shared during Happy Hour.



Recognising Deterioration

The facility has various systems in place to ensure patients and residents are monitored and an escalation of care is triggered if appropriate. All residents complete an advance care plan which indicates their wishes in the event of either an unexpected deterioration, or natural ageing pathway. Staff members respect these choices and care is maintained with the highest dignity and compassion.

Acute patients are also offered an advance care plan upon admission, which guides their care while in hospital. If a patient unexpectedly deteriorates, staff members monitor this through observations and clinical signs and symptoms. The doctor will advise on further instructions and the patient may be transferred to another facility via the ambulance service, or remain at Maldon Hospital. Those patients and residents who are palliative are kept comfortable with their wishes respected.

Falls Prevention

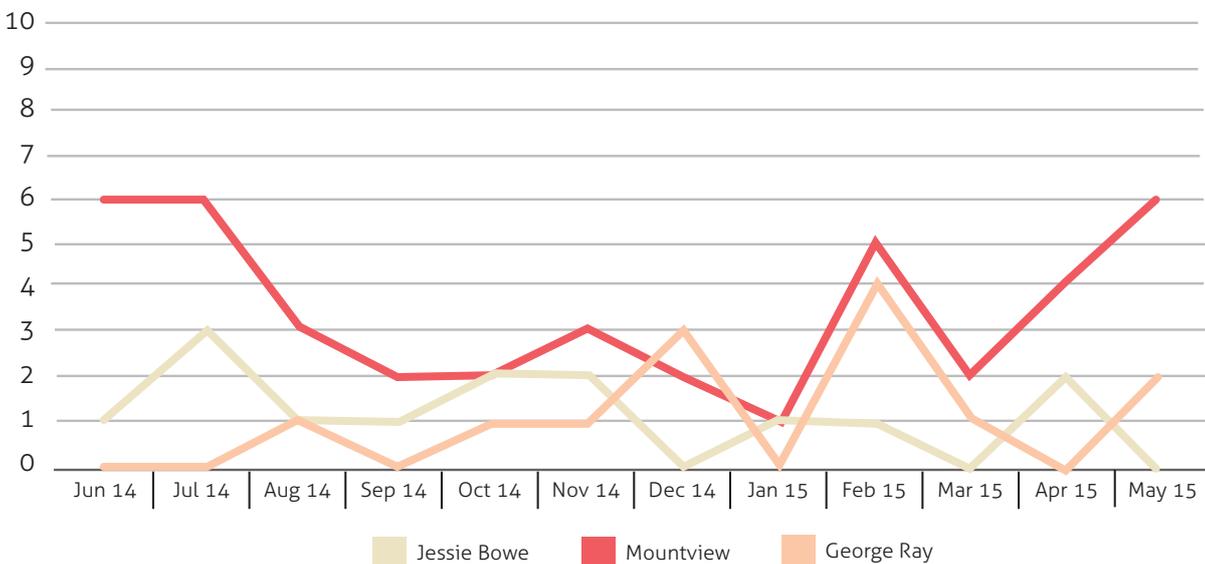
The impact of a fall can be life changing. We utilise several strategies to prevent as many falls as possible. In particular:

- All patients and residents admitted to the facility are screened for a falls risk, allowing staff to identify the situation and conduct further investigation and assessment.
- If a resident or patient is screened as a high falls risk, a management plan is developed and various interventions are implemented – such as sensor mats, improved lighting, well fitting shoes, call bells and mobility aids.
- Staff members are trained to ensure that all falls risks are identified and interventions implemented to reduce the risk of someone falling and injuring themselves.
- We encourage staff to report falls so that we can examine ways to reduce the number of falls.

As demonstrated by the graph, falls numbers can vary. Falls may still occur even when interventions and strategies are in place.

The impact of a fall can be life changing. We utilise several strategies to prevent as many falls as possible.

Falls per 1000 bed days



Clinical Care Continued

End of Life Care

Advance Care Planning is a series of steps to assist with planning for future health care. We encourage community members to start the conversation now. Maldon Hospital has adopted the 'Respecting Patient Choices' protocol. Staff members have specific training in this process and various tools, publications and forms have been developed to implement the process. All patients entering the hospital as an acute patient or a permanent resident are provided with an Advance Care Planning brochure and an offer of assistance to complete the process. They are encouraged to discuss this pathway with their doctor.

HACC Services (Home and Community Care)

The Home and Community Care (HACC) services include District Nursing Service and Adult Day Activity Service. The District Nursing Service supports the township and surrounds with a service that runs through the day, seven days a week by qualified nurses. There is provision for an evening service when required.

The service is governed by the Active Service Model. Not all HACC clients will be able to live in the community without some form of assistance. The goal of this initiative is to enable clients to:

- Gain the greatest level of independence they can achieve; and
- Be as actively involved in decision making decisions as they can.

Continuity of Care

Goal Directed Care Plans (GDPC) are an initiative of the Victorian Government and intended to provide a brief summary of the consumer's current situation, their goals and how to work together to achieve those goals.

GDPCs are designed to be shared with the client and, where relevant, others involved in their care such as their family, carers and staff. Developing a GDPC can empower clients and carers to actively participate in making decisions about their care and encourage shared responsibility for achieving positive results.

It is important that our residents and clients are socially included, and experience strong relationships with the wider community. One way that we facilitate that is through a quarterly seniors event, involving residents, HACC clients and older members of the community.

"Every resident is respected as an individual and a lot of work goes into establishing meaningful connections with the residents."
- Resident

The Health and Wellbeing Program

The Health and Wellbeing Program aims to contribute to the emotional and physical health of residents by creating an environment in which they can continue to experience a sense of purpose and meaning in their lives. Provided four days a week, the program is available to all residents and is co-ordinated by Jacinta Onans, with the assistance of volunteers.

With the input of residents, their families and staff, the program is developed to:

- Meet a range of human needs – including therapeutic, social, cultural, creative, connection to nature, sensory and relaxation.
- Consider individual residents' life histories, strengths and routines.
- Represent the input of residents, their families and staff, and be responsive to their changing needs.

Some of the activities offered to residents include reading circles, patchwork groups, craft, massages and manicures, gentle exercises and 'brain gym', supported gardening, men's group, church services, musical performances and outings.





Education, Feedback and Community Participation

People Matters Survey

The People Matters Survey provides a forum for staff to share their beliefs, attitudes and insights about the workplace. It reveals insights into organisational culture and demonstrates the level of staff satisfaction. Some results from the 2014 survey indicated some dissatisfaction in the area of work environment, employment principles and values.

Work environment encompasses workplace wellbeing, employee commitment and change management.

Actions in response to this include:

- Developed portfolios with specific staff member/s responsible for each.
- Involved staff in problem solving.
- Introduced Occupational Health and Safety education at mandatory study day.
- Formed working groups for major changes to ensure staff lead the change.
- Developed a staff newsletter with section for Board of Management Chair, Director of Nursing and Chief Executive Officer.

Employment principles include fair and reasonable treatment and avenues of redress. Actions in response to this include the introduction of development of:

- A policy stating that all positions advertised will be interviewed by minimum of two people.
- A policy stating that most positions will be advertised internally and externally.
- A policy stating that a consistent approach will be taken with all recruitment.
- Education opportunities, which are emailed to all staff in relevant departments.

Values encompass integrity, impartiality, accountability, respect, and leadership.

Actions in response to this include the introduction or development of:

- Staff workshops to identify values to complement new strategic plan.
- Staff competition to develop tagline for the Maldon Hospital logo.
- A new Strategic Plan.

- Performance reviews incorporating strategic values.
- All meeting agendas include an opportunity to raise issues.

Effective Workforces

Staff members are required to undertake continuing education and training, continuously improving their knowledge and expertise. In addition:

- All nursing staff are monitored to ensure they are registered with the Australian Health Practitioners Regulation Agency (AHPRA) each year.
- Visiting Medical Officers undergo credentialing through Castlemaine Health, ensuring their qualifications, registration, experience, ongoing education and work history are checked by a committee of senior doctors and executive staff.

Staff training

This year Maldon Hospital upgraded the online education program for our nurses and hotel service staff, providing an opportunity to have a more 'hands on' approach at the annual Mandatory Training Day. We capture 100% of active staff every year, and are very proud of our compliance in this area. Staff members last year were surveyed on what they would like covered in training, which resulted in the inclusion of:

- How to take infected gowns/gloves/masks on and off.
- How to physically get patients into the evacuation mats, lower them to the floor and take them out in the event of an evacuation.
- A refresher on using the ECG machine.
- Patient scenerios and how to deal with people as individuals (Person Centered Care).

Evaluation results showed a positive improvement regarding the content of this day.

"The thought, variety and planning which goes into the various residential programs and schedules reflects a true and genuine desire to fulfil all resident's interests and activities."
- Resident

Handing over information

At Maldon Hospital we use the ISBAR communication method:

Identify

Situation

Background

Assessment

Recommendation

All communication paperwork – whether it be nurse to nurse shift handover, calling a doctor or transferring a patient via an ambulance to another facility – uses the ISBAR protocol to ensure complete and accurate information is conveyed.

92
Number of computer based educational modules available for our staff.

Education, Feedback and Community Participation

Continued

Consumer Participation

A Community Consultative Committee was developed in 2013 to act as an advisory committee to the Maldon Hospital Board of Management, with the aim of being an advocacy for the community on matters relating to Maldon Hospital facility, its services and programs. This committee meets bimonthly and has a membership of up to 10 Community members, along with executive and quality staff and one board member. This committee has input into many aspects of our service including:

- Maldon Hospital branding and marketing
- Consumer surveys
- Increasing links to the community
- Advice regarding community information sessions

Maldon Hospital is governed by the Department of Health and Human Services' 'Doing it with us not for us' Strategic Direction 2010-13. The five participation standards and indicators are:

Standard 1

The organisation demonstrates a commitment to consumer, carer and community participation appropriate to its diverse communities.

This has been achieved by the development of the Strategic Plan with a focus on 'Partnering with Community'. The Director of Nursing is an active member of the Live Life Well –Mental Health Project that aims to develop a mental health responsive and aware community within the Mount Alexander Shire.

Standard 2

Consumers and, where appropriate, carers are involved in informed decision-making about their treatment, care and wellbeing at all stages and with appropriate support.

Goal Directed Care Plans (GDGP) is an initiative of the Department of Health and Human Services to provide a solid foundation to deliver a person centred approach and is essential to support people living in the community in meaningful ways. All clients entering the community programs undertake an extensive interview to help design and develop their individual plan.



Community Consultative Committee

Standard 3

Consumers and, where appropriate, carers are provided with evidence-based, accessible information to support key decision-making along the continuum of care.

Various education sessions are available for volunteers to attend. Participants have access to publications and resources to make informed decisions about their healthcare. Consumers are encouraged and supported to participate in Advanced Care Planning while in residential care, acute care or the community.

Standard 4

Consumers, carers and community members are active participants in the planning, improvement, and evaluation of services and programs on an ongoing basis.

Participants have the opportunity to evaluate the program they attend. This information is documented and improvements made if appropriate. All consumer feedback is discussed at relevant committees.

Standard 5

The organisation actively contributes to building the capacity of consumers, carers and community members to participate fully and effectively.

The recent development of a Community Directory allows for a wider network of groups and people that the Community Consultative Committee can contact to gain greater insight into community needs. In August 2014 the Chief Executive Officer, Director of Nursing, Quality Coordinator and members of the Community Consultative Committee, participated in a 'greet and meet' morning in the main street. This was also a great opportunity to collect feedback on the current services available and some insight into what services the community would like to see in the future. 50 responses were collected on this day.



Monitoring of Satisfaction

Feedback boxes can be found around the facility along with various forms available for patients, families, community members, staff and volunteers. This feedback is discussed every month at the Quality Improvement meeting.

Compliments

These are published in the staff monthly newsletter. We receive on average one written compliment every two months from our four bed acute area. Some of the positive feedback we have received includes:

- 'I was treated like the queen'
- 'It is a great country hospital – clean tidy and great staff'
- 'I have been warmly welcomed and every detail of my settling in phase was accommodated. Myself and my family feel very privileged to be part of a very unique, small community-based residential home in our beautiful township of Maldon'

Bright Ideas

These are initiated by staff, patients, residents and families and are discussed at the Quality Improvement meetings. Bright Ideas can be about any aspect of our facility or service – for example, improved public toilet signage.

Complaints

Complaints can be made verbally, or made in the form of a letter or customer satisfaction form. If a complaint cannot be resolved at the point of care it is escalated to a formal process and responded to within a set timeframe, involving an investigation by the Director of Nursing. All complaints are reported to the appropriate governing committee, comprising staff members, community members and Board of Management representatives. All efforts are made to have complaints dealt with in a timely and professional manner. Last year the facility received eight written complaints – as a result a thorough investigation was completed and quality improvements made.

2
On average 2 Bright Ideas forms are collected per month from our feedback boxes.

Quality Improvement

Quality Improvement refers to having a system to collect and review data or information in order to identify opportunities to improve, with the end result of delivering better services to customers or clients. Quality Improvements come from audit results, surveys, 'bright ideas' and complaints. Sometimes we are bound by legislation to make improvements.

Over the last 12 months, Maldon Hospital has:

- Installed air conditioning in all rooms in Jessie Bowe House.
- Introduced a Mental Health Practitioner who is available one day a fortnight at the hospital.
- Improved enquiry and admission pathways/information for families and persons wishing to enter the residential care system.
- Developed an improved online education package for staff.
- Introduced evacuation packs including vital resident information in the event of an evacuation to another facility.
- Implemented a Pain Management Program.
- Introduced designated areas for smoking.
- Started profiling new staff members in the resident newsletter.
- Instigated the change to automatic doors on the community bus, rather than manual doors.
- Developed a client/volunteer newsletter.
- Had the food service reviewed by our dietician and head chef, and a seasonal menu is now available.

"I have been particularly impressed not only because of the high standards that Jessie Bowe House's reputation is built on, but because of the unique family and community spirit that Jessie Bowe House embodies"

- Resident

Results of the 2014-15 Resident Satisfaction Survey:

- **100%** of residents are overall satisfied with their home
- **57.1%** rated their accommodation 'excellent', and **42.9%** 'good'

Emergency preparedness training

Staff members undertake a hands-on learning session in emergency preparedness on an annual basis, including using ALBAC evacuation mattresses and fire hydrants. In 2014-2015 Maldon Hospital purchased three ALBAC evacuation mats, and a further eight have been purchased this year. These mats are vital in the successful evacuation of patients and residents who may be bed bound and need to be moved safely and efficiently in the event of an evacuation to another area or facility.

Staff, Residents and Community

Providing Care in the Community

Caring is not just for the residents of Maldon Hospital – we work with other organisations to promote the health of communities in Maldon and the surrounding districts. The Health Promotion position is due to a signed agreement with Castlemaine District Community Health (CDCH). As a result of this role, Maldon Hospital has strong links with our community and over the last year has provided a number of partnership programs including:

- The twice weekly Maldon Walking Group, with CDCH and Maldon Neighbourhood Centre.
- A community education session in Dementia Awareness Month, with Mount Alexander Dementia Network and Alzheimer’s Australia.
- Monthly education sessions for inmates at Tarrengower Prison, with CDCH.



- Regular health information in local media, supported by the Tarrengower Times and MainFM; and
- Healthy Cooking classes, in partnership with Central Victorian Primary Care Partnership, Latrobe University, Maldon Neighbourhood Centre and CDCH.

Residents of Maldon Hospital are also closely connected to the community – partly through the quarterly Maldon Seniors Afternoon. Launched as part of the Victorian Seniors Festival in October 2014, the program is an opportunity for residents to regularly interact with members of the community – including students from Maldon Primary School.

Resident Profile:

Ron Tudor, Jessie Bowie House

Born May 18, 1924 in the Victorian farming community of Toora Victoria, one of 10 children, Ron’s ethic of hard work, long hours and dedication were established early in life. At 16 he joined the Army during World War 11, serving in New Guinea and Borneo.

Later Ron became the Australian Music Industry’s favourite ‘son’ – he is now recognised as a ‘founding father’. He was there when the first Australian records were being made. He knows more about the history, growth and making of Australian music than most people today.

About his life now, Ron says: “It is fair to say that Jessie Bowe House chose me just as Maldon did many, many decades ago. Just as Maldon became a driving force in our lives and our home, so has Jessie Bowe House now.

Jessie Bowe House had been a part of our lives over many years; my late wife Jean undertook voluntary visits and social work here and often brought our irascible Irish poodle, Beaver, to visit family, friends and residents.

While my children have been singing its praises for many years, when they visited Jessie Bowie a few months back they were captivated once again, and my transition there was a natural progression.

My experience to date Jessie Bowe has been all that I could wish it to be. The care, family environment and the one-on-one attention has been extraordinary.

Maintaining the reputation, standards, integrity and spirit of family and community comes about through a lot of hard work and care by the team at Jessie Bowe House – and I see that in abundance every day.

Special events are celebrated and bought to life in a personalised way. I am also impressed by the various in-house services and facilities, not to mention the meals and the family environment of the living room and dining areas.

I enjoy waking up to the living seasons, the view, the garden and the environment. I feel happy, secure and well cared for. I am blessed to be close to my family and home and enjoy frequent visits from many friends in the area and those who take



advantage of all that magic Maldon has to offer. In fact, I see more of my friends now due to the allure of Maldon!

Jessie Bowe House has not only bought our family closer together, it has united our community of friends. I don’t believe it gets better than this.”



Staff Profile:

Lorraine Lucas, Hotel Services

Lorraine says: "During the 1970's, as a mother with two boys living in Castlemaine, I would often come to Maldon to visit my sister and her children, sometimes stopping in the main street for an old fashioned ice block as a treat, or maybe the boys paid Jimmy the barber a visit.

I fell in love with this small town and its unique townsfolk. This was my grounding for a later relationship with Maldon Hospital. Many years passed, and in 2008 I was employed by Maldon Hospital in the Hotel Services section completing work such as cleaning, cooking and supporting residents.

I got to know the residents and fell in love with all of them. I felt they had all become part of my family as well. I knew some of the staff members from my earlier years so the job was made easier. I felt the 'job was meant for me.'

I have cut back on the workload in recent times, but always look forward to coming to work. I love it!

I feel I have learnt from all the residents, and gained much love with the joy of sharing, giving and receiving with all these very individual people.

There is always a smile from the office ladies, and the nursing staff members do a wonderful job with the care of their patients and residents. As Hotel Services staff we try to do our best to keep everyone happy with food and cleanliness throughout the hospital. I have learnt in life that the most important thing is not money, but to be enriched with good health. I enjoy my job and would not wish to work anywhere else."



"I feel I have learnt from all the residents, and gained much love with the joy of sharing, giving and receiving with all these very individual people."

Health Literacy

Maldon Hospital recognises the importance of health literacy – that is, the skill, knowledge, motivation and capacity of a person to access, understand, appraise and apply information to make effective decisions about health and health care.

To achieve this we have our publications reviewed by the Community Consultative Committee – all recommendations are discussed, and changes implemented. This is important because, we sometimes forget that we are health providers and the language we use is difficult for people from a non health background to understand.

Volunteers

Volunteers play a key role assisting with the delivery of the Health and Wellbeing Program, providing regular visits and support to residents, and delivering many of our other community programs. We would like to acknowledge and formally thank all our volunteers – from the members of the Board of Management and its governing committees, volunteers in our community programs and those supporting our residents. We are very grateful for your time, enthusiasm and effort, and sincerely appreciate your contribution.

Distribution and Evaluation

The aim of this report is to provide information that is relevant, easily understood and interesting. Feedback and suggestions for improvement are invited as part of our evaluation process so that we can continue to provide a report that meets these aims. The Quality of Care Report is available at reception, and on our website at www.maldhosp.vic.gov.au. For additional hard copies, or to provide comments and feedback, please contact (03) 5475 2000.



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