

# OUR PEOPLE

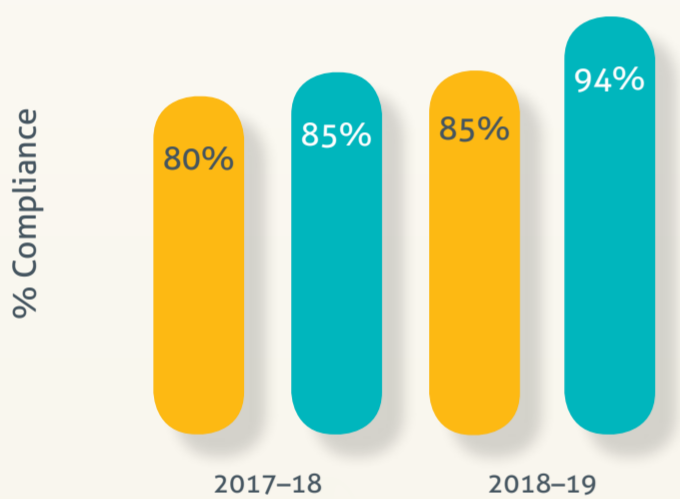
## Introduction

Our professional and well-trained staff provide safe, high-quality health care, in a consumer-centered approach.

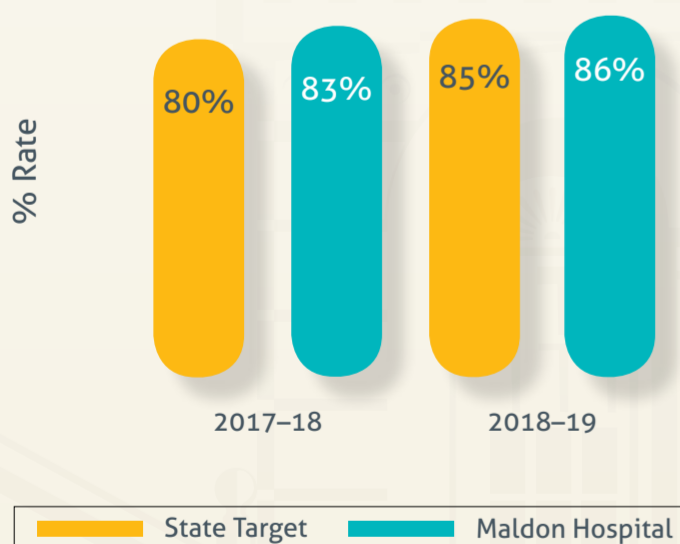
We have a strong base of volunteers that collaborate as a team, and provide friendship and companionship to residents and community program participants.

## Infection Control

Hand Hygiene Compliance Rates



Staff Influenza Immunisation Rates



## Recognition

Maldon Hospital was a semi-finalist in the Regional Achievement and Community Awards as an Employer of Excellence in Aged Care category. The award recognises organisations that have a strong focus on staff engagement, safety and well-being, training, learning opportunities and development.



## Responding to safety and culture

Maldon Hospital is committed to creating a positive, supportive and enjoyable workplace and has made many improvements in safety and culture in the past year:

- Implemented safety review walkarounds and reported the outcomes to the highest level of Governance
- Trained managers in communication
- Supported manager training in leadership and management
- An external consultant reviewed Maldon Hospital's cultural climate and found no systemic concerns
- Educated staff about the Employee Assistance Program, Managing Stress and Transition to Retirement
- Human Resources consultant allocated on-site hours increased
- Implemented a 'Health & Wellbeing' staff calendar of events
- Provided 'Employee Assistance Program', education and information provision
- Purchased additional camera surveillance equipment to support staff safety

## Our People

### Staff Health and Wellbeing

To support a positive workplace Maldon Hospital has in place:

- Calendar of social events
- Training on wellness topics such as stress management and retirement planning
- Recognition of special days like International Nurses Day and Receptionist Day
- Raising money for charities
- Free counselling services

### Staff Development

Maldon Hospital introduced a new education platform for staff in 2019. This has been a huge success allowing staff easier access to a wider selection of education topics and easier monitoring for the organisation.

Mandatory Education Compliance (last 12 months)	99%
Basic Life Support Education Compliance (last 12 months)	99.5%

## People Matters Safety Culture Engagement Results

Cultural Question	Target	2018-19
My suggestions about patient safety would be acted upon if I expressed them to my manager	80%	85%
Patient care errors are handled appropriately in my work area	80%	67%
I am encouraged by my colleagues to report any patient safety concerns I may have	80%	83%
Management is driving us to be a safety-centred organisation	80%	70%
The culture in my work area makes it easy to learn from the errors of others	80%	72%
I would recommend a friend or relative to be treated as a patient here	80%	70%
This health service does a good job of training new and existing staff	80%	65%
*Trainees in my discipline are adequately supervised	80%	N/A

\* Maldon Hospital does not employ trainees

