



Hospital Sunday Alexandria

QUALITY ACCOUNT
2017/18

2019
CALENDAR

SWIMMING

Drowning is the greatest cause of accidental death in children under five in Australia. Each week, on average, one child drowns.

KIDS ALIVE - DO THE FIVE!

1. Fence the pool
2. Shut the gate
3. Teach your kids to swim - it's great
4. Supervise - watch your mate and
5. Learn how to resuscitate



HYDRATION

Keep yourself hydrated during the hot summer months.

Some signs of dehydration are:
Being thirstier than normal, dry sticky mouth, headache, feeling tired, dark urine.



Summer Safety



SKIN CANCER

Due to our harsh climate, approximately two in three Australians will be diagnosed with some form of skin cancer by the time they are 70.

It is very important to protect yourself from the sun and to have your skin checked regularly by your doctor.

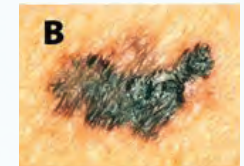
The ABCD Rule for Skin Cancer

Notice any of the following changes to a mole or birthmark or a spot on the skin over a period of one month to one or two years?

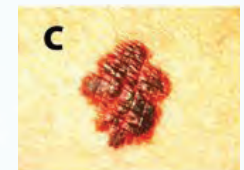
Asymmetry – One half of the mole does not match the other half.



Border irregularity – The edges of the mole are irregular, ragged, blurred, or notched.




Colour – The colour over the mole is not the same. It may be differing shades of tan, brown, or black and sometimes patches of red, blue or white



Diameter – The mole is larger than 6 millimeters (about 1/4 inch or about the size of a pencil eraser) or is growing larger.



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 New Year's Day	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28 Australia Day Holiday	29	30	31		Australia Day



WHAT TYPE OF SURGERY IS PERFORMED AT ADH?

- General Surgery
- Gynaecology
- Ear, Nose and Throat
- Orthopaedic
- Endoscopy
- Urology
- Ophthalmology

709 surgeries were performed during 2017/18.

“The staff (nurses, anaesthetist, surgeon) were all incredible. They went above and beyond to comfort, support and reassure me in the lead up to my procedure, during a panic attack immediately before, and then as soon as I woke up. They kept my partner informed and let him be with me as much as possible. Could not recommend Alexandra hospital enough!!”

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
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10	11	12	13	14	15	16
17	18	19	20	Valentine's Day	22	23
24	25	26	27	28		

STRENGTHENING OUR RESPONSE TO FAMILY VIOLENCE

Family Violence can affect men and women of any age and it occurs in families regardless of income or social standing.

Family violence can result in serious and long lasting health problems and is a leading cause of early death, disability and ill health of Victorian women aged between 15 and 55 years.

ADH takes its responsibilities seriously in putting in place a hospital wide system response that will see staff trained to notice the warning signs, inquire sensitively, respond respectfully and connect victims to family violence services.

This will not only improve health outcomes for people in our community who experience violence, it will help save lives.

Country areas actually have higher incidence of Family Violence than our urban counterparts. For the Murrindindi Shire, the proportion of family violence incidents where children and young people are involved is above the state average (*State of Murrindindi's Childrens Report 2016*).



Nexus 1300 773 352
or after hours Safe Steps 1800 015 188

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5	6	7	8	9
10	11 Labour Day (VIC)	12	13	14	15	16
17 St. Patrick's Day	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

ADVANCE CARE PLANNING

What is an ACP?

Advance Care Planning (ACP) is a process in which you can document your wishes regarding medical treatment in the event you are unable to make decisions for yourself.

An ACP helps guide your loved ones and health professionals to make medical treatment decisions that reflect your values and preferences.

Research has shown that families of individuals who have done advance care planning have less anxiety and stress when asked to make important healthcare decisions for other people.

Advance Care Planning is for people of all ages, at any stage of their lives.

Jeanie is a Registered Nurse who can assist you make your plan. She has conducted many information sessions at numerous community groups throughout the Shire which have been received with much interest.

In April 2018 during the first National Advance Care Planning Week, ADH launched the Advance Care Planning Clinic. Since the launch of the clinic, the number of medical histories that contain an Advance Care Plan is increasing.

In June 2018 an audit of 100 files of patients over 65 showed that 35% had an advance care plan.

If you would like to book an appointment with Jeanie, or if you would like Jeanie to talk to your community group, please call reception on (03) 5772 0900.

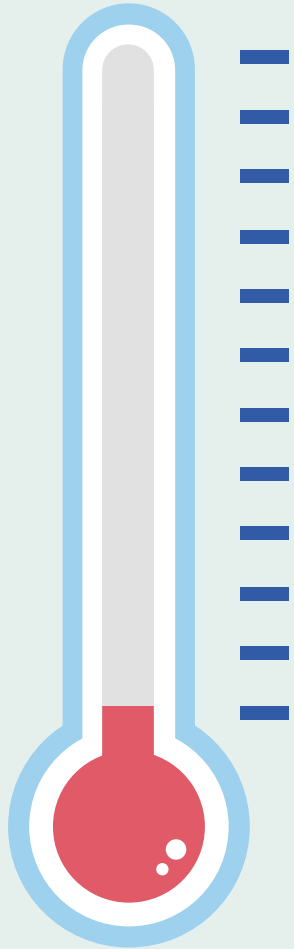
Brochures are available from Reception at Alexandra District Health.



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	Good Friday	Easter Saturday
Easter Sunday	Easter Monday			Anzac Day	26	27
28	29	30				

OUR GOAL

\$20,000



Pictured: Some of our Fundraising Committee receiving service recognition plaques in 2017. The Fundraisers have been responsible for contributing many hours of volunteer work and raising thousands of dollars over the years to provide much needed equipment for our service. THANK YOU!

ANNUAL APPEAL

Each year, our annual appeal raises much needed funds to assist in the purchase of equipment for the Health Service.

Our community shows a tremendous amount of support and donations previously received have been used to purchase furnishings for our Palliative Care room and Operating Theatre including electronic recliners, Ophthalmology equipment and more.

We look forward to our community getting behind this important cause.

You can donate:

- In person at Reception at the Health Service
- By mail: PO Box 21, Alexandra, 3714
- By accessing the donation form on our website

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
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Mother's Day						
19	20	21	22	23	24	25
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Alexandra District Health Nursing Service wins 2017/2018 Regional Link Clinician Award

The Alexandra District Nursing Service has been selected by GV Health as the winner of the 2017/2018 Regional Link Clinician award for changing the way they treat wounds.

The recipient of the award for 2017/2018 is Simone Russell, Alexandra District Nursing Service.

Simone and her team have demonstrated a number of improvements when assessing and managing wounds.

Alexandra District Nursing Service is willing to:

- Challenge what they currently do and make improvements through assessing, utilising resources, collaboration and data collection.
- Continually improve the system and processes that impede the care being provided.
- Be more accountable to the client for outcomes via goal setting by utilising evidenced best practice.

Simone and her team have great wound knowledge and understand why a wound will not heal, together with what needs to be done to improve it. Simone and her team are commended for their wound knowledge, which is vital, considering that approximately 30% of the district nursing service clients have wound care.

The district nurse offers a service for a nominal fee with flexibility of a nurse visiting a client in their own home or the client choosing to attend the health setting for care.

It is because of the clinical skills, knowledge and years of experience that district nurses are able to assess, evaluate and discuss the treatment plan of how to best manage your wound and what you can do to assist in the healing.

If you would like district nurses to assist with your wound, please contact them on 5772 0900. You can self-refer or ask your doctor for a referral.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
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9	10 <small>Queens Birthday (All states except WA and QLD)</small>	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

CEO REPORT

ADH has continued to deliver safe, quality healthcare for our community over the past year, delivering on our strategic priorities and ensuring a person centred focus in all that we do. ADH continues to be fully accredited against the Australian Council on Healthcare Standards until 2020.

Some of our achievements this year include:

- Undertook a clinical governance review and commenced the implementation of recommendations
- Exceeded the state-wide targets in hand hygiene compliance and health worker immunisation rates
- Commenced the development of a clinical services plan 2018 - 2022
- Undertook an extensive community consultation process in the development of the clinical services plan
- Successfully implemented several software programs to improve and streamline processes
- Undertook a review of support services and commenced implementation of several recommendations
- Held a successful aboriginal health expo for aboriginal families and aboriginal workers
- Strengthened our workforce by enhancing development opportunities and organisation culture (e.g. reward and recognition, wellbeing and training programs). This follows on from the feedback received through the People Matter Survey.
- Launched our Advance Care Planning clinic

The future is bright for ADH as we look forward to formalising our clinical services plan, which will bring improvements and expansion of our services to meet the needs of the community now and into the future, and ensuring services are provided locally.

Deborah Rogers
Chief Executive Officer.



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ALEXANDRA DISTRICT HEALTH – AN INCLUSIVE HEALTH SERVICE

Alexandra District Health (ADH) is inclusive and welcoming of all people. Our staff understand and respect the diversity of our community.



We ensure that services are accessible for everyone and create a welcoming, culturally appropriate and sensitive environment for our patients, clients and guests.

We are improving the cultural responsiveness by creating a safe environment for the aboriginal community to access the health service. ADH proudly displays the aboriginal flag and aboriginal artwork adorns the walls of our reception area. We have planned our gardens to ensure native Australian plants take pride of place.

Every year we celebrate Naidoc Week and invite stakeholders and community members for a morning tea.

In 2018 we held an Aboriginal Health Expo for children which consisted of health checks and art and craft activities.

“*Feel absolutely blessed to have such a great hospital in our town, I can't speak highly enough of all the staff from the nursing staff to cleaners & kitchen. The hospital is extremely well run and if you can call having surgery and a stay in hospital a good thing it doesn't get any better than at the hospital. Big thank you to all the dedicated staff.*”

“*The nursing staff were absolutely fabulous and the kitchen staff and food was great too, all staff were very friendly and helpful, nothing was too much effort for them – thank you all very much for taking care of me.*”



ACCREDITATION STATUS

ADH has fully met the Australian Council on Healthcare Standards accreditation until 2020, with seven 'met with merit' highlights.

ADH has also met all 18 expected outcomes of the HACC Community Care Common Standards until 2021.



Interpreter

Alexandra District Health offers help to those who require assistance with written or spoken English. We have an interpreter service available, Auslan or language specific if needed.

Our patient information brochures are available in various languages if required.

Working with consumers

WORKING TOGETHER FOR A POSITIVE PATIENT OUTCOME –

Comprehensive care

After suffering a stroke, Alan was referred to ADH for speech pathology, occupational therapy, and physiotherapy services. Initially, Alan was unable to walk unassisted and required a wheelchair to leave home. He also required a permanent sling for shoulder support, had slurred speech and required modifications to his home to prevent falls.

Over the last two years ADH Primary Health staff have helped arrange home modifications and specific equipment to promote independence and falls prevention.

With the team, Alan has worked through strategies to improve his speech clarity, increase his walking ability and boost his muscle strength.

Today, Alan can now walk independently with a walking stick and no longer requires a sling for shoulder support. Alan continues to access both independent and group exercise programs within the physiotherapy department.



COMMUNITY HEALTH (CH) – VICTORIAN HEALTH EXPERIENCE SURVEY RESULTS

The layout of the health service building was designed specifically with patients and clients with disabilities in mind. We have disabled toilets, wide doorways, signage, taxi drop off, car parking and footpaths on flat surfaces. The disabled car parking space was moved in response to feedback from consumers.

Community Health Patient Satisfaction Survey Results	ADH	Peer Group
Overall Experience and Care Received	98%	98%
Your experience with Health Workers	93%	92%
Accessing the Facilities	92%	88%
Environment and Facilities	97%	94%

Building the Capacity of Consumers and Carers to participate in their health care

CH clients are actively involved with health professionals in discussing and planning goals, outcomes and progress in their own healthcare.

Case conferences are held for complex clients. Internal and external health professionals meet as a team with the client to ensure all needs are addressed.

Patient bedside handover occurs daily. Health professionals work together with their patients to agree on their treatment, providing the opportunity to ask questions. A whiteboard in the patient room is also used for communication between the patient, family and care team.

Patients having surgery have a 'pre' admission appointment which is followed up with an after discharge phone call to evaluate their healthcare experience.



CAC members: (from left) Geoff Hyland, Suzie Van Der Vlies, Leanne Monro and Pam Delmodes.

CONSUMER ADVISORY COMMITTEE

The Consumer Advisory Committee (CAC) has recently been invigorated with a number of new and previous members, some pictured above. Alexandra District Health works with the CAC to develop initiatives to address community identified priority areas.

In the 2017/18 year some of these priority areas have been:

- Assist to develop the Quality Account in calendar format;
- Assist in the development of health information brochures for consumers;
- Assist the Board and Executive with their communication with the community.

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Safety

MEETING CHILD SAFE STANDARDS

- ADH has actively implemented the recommendations of the Betrayal of Trust Child Safe Organisations report and has met the standard from January 2016.
- All staff have a responsibility to report disclosure and concerns about sexual abuse. We have prescribed mandatory training for key staff.
- Our Child Safe Organisational statement is seen on the ADH website and on our community noticeboards.
- All staff and volunteers at our DINDI Early Intervention Services have Working with Children Checks.

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ORGANISATIONAL CULTURE – PEOPLE MATTER SURVEY

The Victorian Public Sector Commission provides a survey called 'People Matter'. The survey is designed to give organisations a snapshot of how the staff feel about their workplace and its leaders. All staff are encouraged to participate to help ADH gain understanding of how they feel about the organisation. In 2017-18 staff advised they would appreciate increased communication from the Executive team. In response to this feedback, weekly CEO meetings were commenced with staff. These are held on a different day and time each week to enable staff to attend. Notes of these meetings are circulated to all staff and a staff newsletter is produced on a monthly basis.

	ADH	Bench- mark
Percentage of staff with an overall positive response to safety and culture questions	98%	80%
"I am encouraged by my colleagues to report any patient safety concerns I may have"	98%	80%
"Patient care errors are handled appropriately in my work area"	98%	80%
"My suggestions about patient safety would be acted upon if I expressed them to my manager"	95%	80%
"The culture in my work area makes it easy to learn from the errors of others"	94%	80%
"Management is driving us to be a safety-centred organisation"	98%	80%
"This health service does a good job of training new and existing staff"	86%	80%
"Trainees in my discipline are adequately supervised"	90%	80%
"I would recommend a friend or relative to be treated as a patient here"	98%	80%

ADVERSE EVENTS

No sentinel events occurred in 2017/2018 with only three ISR 2 incidents during the year.

ADH takes a proactive response to improving processes when events occur. Staff education is ongoing to encourage reporting of incidents and near misses.

Infection Control

REDUCING HEALTHCARE ASSOCIATED INFECTIONS

How have we performed?

- Hand Hygiene results continue to be above the Statewide Target of 80% ADH 86.7%
- There have been no cases of staphylococcus aureus bloodstream (SAB) infections at ADH for this year.
- Our staff Influenza Immunisation Rate is 90%. The Statewide target is 75%.

'FEELING WORSE? CALL THE NURSE'

It is acknowledged that serious adverse events in hospital are commonly preceded by subtle changes detectable in vital signs. Early recognition and escalation of care can improve the outcome for the patient. The clinical team works in partnership with each patient in managing their condition.











Patients are encouraged to ask questions related to the treatment they receive and are orientated to the slogan 'Feeling worse? Call the nurse'. Patients and their families are encouraged to escalate any concerns to the nurse caring for them or the nurse in charge. They are also encouraged to use the communication white boards by the bedside.

Escalation of care requires assessment by the nurse in charge. The patient's GP is notified and if required attends the hospital to review the patient. This may require increased observation, additional treatment or sometimes, transfer to a larger health service for further investigation and treatment.

Tom was admitted to the ward for dehydration. During his admission Tom reported increasing abdominal pain. The nurse caring for Tom escalated this to the nurse in charge.

A management plan was developed in consultation with Tom, the nurses and his GP. This included increased vital sign monitoring, pain assessment (and subsequent treatment) until a transfer to a tertiary hospital could occur for further investigation.

WHAT DID WE DO OVER THE YEAR?

 <p>Surgeries Performed 709</p>	 <p>Meals on Wheels 4155</p>
 <p>Total bed days 3617</p>	 <p>Urgent Care Presentations 3604</p>
 <p>Staff employed 124</p>	 <p>Patients requiring Hospital Admission – 1208</p>
 <p>Primary Health Contacts 7581</p>	 <p>District Nurse Home visits – 1515</p>
 <p>Xrays & ECGs 1687</p>	 <p>Ultrasounds 1251</p>

Complaints

HOW WE MANAGE COMPLAINTS

Complaint resolution at first point of contact

- The ADH complaint process is explained at the time of admission.
- Consumers are encouraged to raise complaints or concerns with the staff involved at the time the issue arises.

This provides the best chance for concerns to be addressed quickly, and prevent any ongoing problems.

If unresolved:

Investigation of complaint by Manager

- The Manager of the area investigates the complaint, makes contact with the consumer and works with consumer and staff to resolve the issue in a timely manner.

If unresolved:

Investigation by Chief Executive Officer / Director of Nursing

- When an issue cannot be resolved by the Manager, or when the issue is particularly complex for some other reason, we begin an investigation and collect and review all the information. We ensure that the right people are involved with the consumer with the aim of resolving the complaint to the consumer's satisfaction.

Examples of quality improvements created in response to complaints and Victorian Health Experience Survey feedback (VHES) received include:

Clients advised us they did not know how to make a complaint at the health service. We responded by providing brochures called "Its OK to Complain" from the Disability Services Commission. These are displayed at Reception and in our waiting room. Clinicians also actively verbalise this to their clients.

After a complaint by a client, we changed the timing of the automatic sliding doors at the entrance of the health service, to remain open longer to allow those with mobility issues more time to get through. This also improved the safety of the community.

The gardens surrounding ADH have undergone substantial makeover in response to community concern.

A follow up survey was circulated to patients after comments about the quality of meals. The response was overwhelmingly satisfactory.

Compliments

“ When being discharged, I was given all the information I needed” ”

“ I was very happy with the quickness & efficiency of the procedure from admission to discharge. The professionalism of all staff and their cheery helpful manner was appreciated. ”

90% of patients had a positive or very positive discharge experience compared to the state average of 76%.

“ Very positive experience. Professional, compassionate staff. I felt very confident and had complete trust in all health professionals that treated me. ”

“ I have been in numerous hospitals over the years, and this is without doubt, the best hospital I have been in. I thank all the staff, doctors and nurses. ”

“ My stay was made easier by the communication and treatment being given by the health care providers, which was excellent. ”

“ Our country hospital is excellent, cannot fault it. Would go back anytime if needed. ”

“ The Alexandra hospital is exemplary. The staff from the receptionists to the nurses & doctors are cheerful, wonderful. You do not feel you are just a number on a sheet. They are all interested in you as a human. ”

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GETTING BEHIND GOOD CAUSES

ADH staff regularly participate in fundraising activities such as 'Biggest morning tea' and 'Flanny for a Farmer' and have bought a swag for a homeless person. They donate monthly to a charity of their choosing. In the 2017/18 year they raised \$1,630.30 for various charities.



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			



CHRONIC DISEASE MANAGEMENT

PULMONARY REHAB

The Pulmonary Rehabilitation Program helps you achieve improved lung health by providing information and exercise sessions to assist you in managing your chronic lung disease.



CARDIAC REHAB

The Cardiac Rehabilitation Program is an information and exercise program aimed at improving your heart health and knowledge following a heart attack or heart surgery.

You can self-refer to these programs by contacting the Intake Officer on 5772 0908, or have your GP do it for you.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
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4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

TIPS FOR A HEALTHIER LIFESTYLE

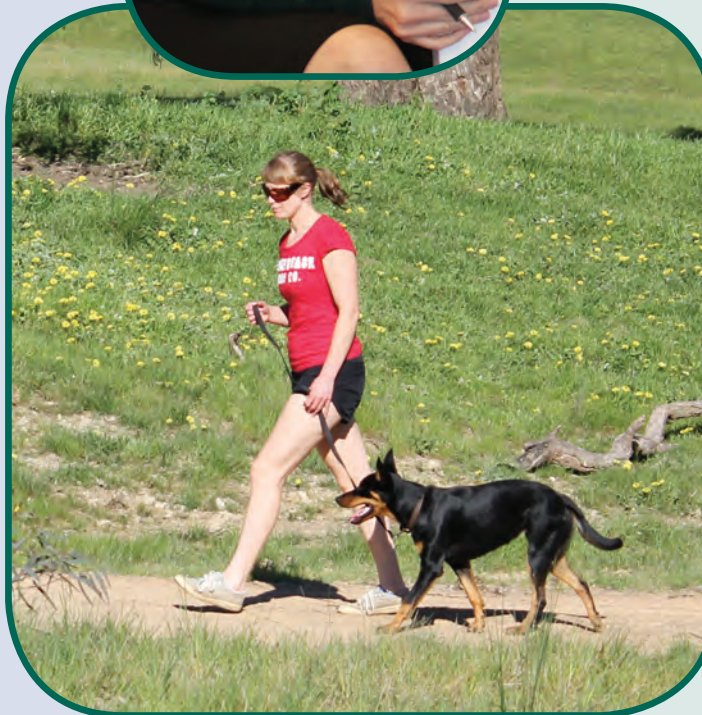
How can you become more healthy?

- See our Dietitian about healthy food swaps. (Ring 5772 0908 for an appointment).
- Join a walking group or walk with a friend.

Heart healthy eating habits

DITCH THAT DIET AND MAKE THESE EASY SWAPS INSTEAD . . .

- Wholegrain cereal such as porridge, Weetbix/Vitabrits or natural muesli instead of sugary breakfast cereal
- Top your breakfast cereal with fresh or dried fruit instead of sugar
- Try Greek or natural yoghurt sweetened with your own fruit instead of sugary yoghurt
- Poached egg with baked beans/mushroom/tomato on grainy bread instead of bacon and eggs
- Try wholegrain breads or wraps instead of white bread
- Try a hamburger with onion and extra salad and hold the egg, bacon and cheese instead of fish and chips
- Try a green salad instead of that second cup of cooked pasta
- Try palm sized portion of meat and extra vegetables instead of that big piece of steak
- Swap your usual regular or large sized coffee to a small coffee made with low fat milk
- Try unsalted popcorn or oven baked pita chips or unsalted nuts instead of chips



EXERCISE

Regular physical activity makes you less likely to have a heart attack or develop heart disease. Regular moderate physical activity is great for your heart health. Its never too late to start and get the benefits.

Reduce the time you spend sitting every day and break up sitting time to help improve your heart health.

10,000 steps is the recommended daily minimum number of steps for a healthy active person. The average office worker only walks 3,000 steps daily. It's OK to start small (2,000-3,000 steps) and work your way up over time.

Reducing your alcohol intake has many health benefits

Tips to lower your alcohol intake

- Alternate your alcoholic drinks with low kilojoule drinks, such as tap water or plain mineral water.
- Dilute your alcoholic drinks with tap water or plain mineral water when you can.
- Use only half-measures of spirits.
- Choose a low alcohol or light beer.
- Choose a low alcohol wine.
- When you are thirsty, drink cold water instead of alcohol. Keep a jug of water on the table with your meals.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 Father's Day	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30 Queens Birthday (WA)					



END OF LIFE AND PALLIATIVE CARE

ADH works in partnership with Lower Hume Palliative Care to deliver high quality care. We do this by ensuring we manage the patient's pain, respect their beliefs and values and provide support to carers. Our dedicated palliative care room has its own direct access to the patient garden and a connected room and kitchenette for families who wish to stay.

If a patient wishes to die at home, a referral to our District Nursing Service is made by the GP to ensure a supportive team is available for patients and families, within their own home environment.



DISTRICT NURSING SERVICE

Alexandra District Nursing Service aims to provide professional nursing care and support services to people in their home.

Some of the services provided by our nurses includes:

- Support and education regarding the activities of daily living after an admission to hospital
- Wound care
- Monitoring of blood pressure and blood glucose levels
- Palliative care
- Medication education and initial supervision
- Care of PICC and other long-term intravenous lines
- Suture care and removal
- Care and change of long term catheters
- Colostomy care
- Emotional support for carers or chronic sufferers
- Professional advice and education
- Liaison with other health service providers

A District Nurse is available during the hours of 8.30am to 5.00pm Monday to Friday.

Phone 5772 0900 or 5772 0841.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
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13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

OUR ALLIED HEALTH ASSISTANTS

Our qualified Allied Health Assistants (AHAs) work with the Physiotherapist, Occupational Therapist, Speech Pathologist and Dietitian to improve programs delivered to the Community. Our AHAs work mainly alongside Physiotherapists to conduct rehabilitation classes and assist patients in the ward.



Julie's Passion

Julie's passion is to see older adults maintaining strength and balance, staying fit and healthy to the best of their ability. Julie runs a falls prevention class and a gentle chair based exercise class.

Gentle Exercise class feedback – all participants agreed their mobility had improved, they were stronger, found the class to be a social activity, and would recommend this class to others.

Stall the Fall program feedback – all participants found the program to be worthwhile and increased their awareness of possible falls risk factors in their daily lives. The program increased their strength and self confidence, was challenging and educational topics were relevant. Participants would recommend this class to others.



From left: Julie, Karen, Christine.

Karen's Passion

Karen's passion is working with people with lung conditions. After participants have attended Pulmonary Rehab they can attend an exercise maintenance group called 'Lungs in Action'. Karen is a fully accredited instructor with the Lung Foundation.



Christine's Passion

Christine's passion is to work with the aged, youth and disability clients to make their life more enjoyable.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5 Melbourne Cup Day (VIC)	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30



CELEBRATING 50 YEARS OF NURSING

Margaret Baker recently retired after 50 years of nursing. She has worked at ADH since 2005, commencing as a Scrub Nurse and retiring as Perioperative Services Manager and Deputy Director of Nursing. Margaret has also undertaken volunteer surgical work in the Cook Islands.

ADH and the Board would like to thank Margaret for her years of service and wish her a well deserved retirement.

Margaret receiving her long service award from Board Chair, Carole Staley.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
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8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
		Christmas Eve	Christmas Day	Boxing Day		
29	30	31				
		New Year's Eve				

2020

JANUARY						
S	M	T	W	T	F	S
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19	20	21	22	23	24	25
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FEBRUARY						
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MARCH						
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APRIL						
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MAY						
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31						

JUNE						
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14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

JULY						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

AUGUST						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

SEPTEMBER						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

OCTOBER						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

NOVEMBER						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					


DECEMBER						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

ALEXANDRA DISTRICT HEALTH SERVICES AVAILABLE


- Advance Care Planning Clinic
 - Asthma Education
 - Childbirth Education
 - Heart Health Program
 - Continence Management
 - Diabetes Education
 - Dietitian
 - District Nursing Service
 - Early Childhood Programs
 - Exercise Programs - Gymnasium
 - Meals on Wheels
- Specialist Outpatient Consultations: (General Surgeon, Gynaecologist, Ear, Nose + Throat Surgeon, Orthopedic Surgeon, Paediatrician, Gastroenterologist, Eye Surgeon, Urologist, Cardiologist, Psychiatrist, Kidney Specialist, Respiratory Physician)
 - Occupational Therapy
 - Palliative Care Support
 - Physiotherapy
 - Psychologist
- Podiatry (private & HACC eligible)
 - Pulmonary Rehabilitation Program
 - Respiratory and Sleep Physician
 - Speech Therapy
 - Strength Training Program
 - Support Worker
 - Women's Health
 - Wound Management Clinic
- PRIVATE SERVICES**


 - Audiology
 - Echocardiography
 - Hearing Clinic
 - Lung Function Testing
 - Pathology
 - Ultrasound
 - Xray

How do you provide us with feedback?




Face to Face:
Interviews and surveys







Send an email:
Alexandra@humehealth.org.au




Write to us:
PO Box 21, Alexandra Vic 3714




Feedback form:
Available in ward areas and reception




Phone:
+61 (3) 5772 0900






Complete our online feedback form:
<http://www.alexandrahospital.org.au>



<https://www.surveymonkey.com/r/V9RCVRW>



Victorian Health Experience Survey

Tell us what you think of our Quality Account We Value Your Feedback

This report has been designed to inform our community of quality, safety, risk and improved performance as well as provide information on a range of services we offer through the Health Service. Please contact us using any of the above methods or fill in this feedback form and send back to us.

1. Did you like the ADH Quality Account in calendar format?

☐ YES☐ NO

2. Would you like the calendar format for next year?

☐ YES☐ NO

3. Was this report and format easy to follow?

☐ YES☐ NO

4. What would you like to see in next year's Quality Account? Please comment

5. What did you like best about the Quality Account (please tick)

The content

☐

The layout

☐

The photos

☐

The usefulness

☐

Other, please comment.....



If you have an
emergency ring

000

for Ambulance, Police, Fire

**Safe Steps Family
Violence Response
Centre**



Nexus 1300 773 352

or after hours, **Safe Steps 1800 015 188**

CASA Sexual Assault Crisis Line 1800 806 292



Crisis Support. Suicide Prevention.

Lifeline helps people experiencing a personal crisis with
support and suicide prevention services.

13 11 14 (free call) / **24 HOURS**



**Crisis and Emergency
Accommodation Statewide**

After Hours Service

1800 825 955 (free call)

or **(03) 9536 7777**



beyondblue
Depression. Anxiety.

1300 22 4636 / 24 HOURS



**Family Drug Help &
Helpline**

A service for people concerned about a
relative or friend using alcohol or other drugs.

The helpline is staffed by volunteers with experience of alcohol and
other drug issues within their family.

1300 660 068 / 24 HOURS



Mens Line Australia

provides support, information
and referrals to men with
family and relationship concerns

1300 78 99 78

24 HOURS



Kids Helpline

If you need to speak to a counsellor call

1800 55 1800 / 24 hours a day 7 days a week



GVHealth

Goulburn Valley Area
Mental Health Service

1300 369 005 / 24 HOURS