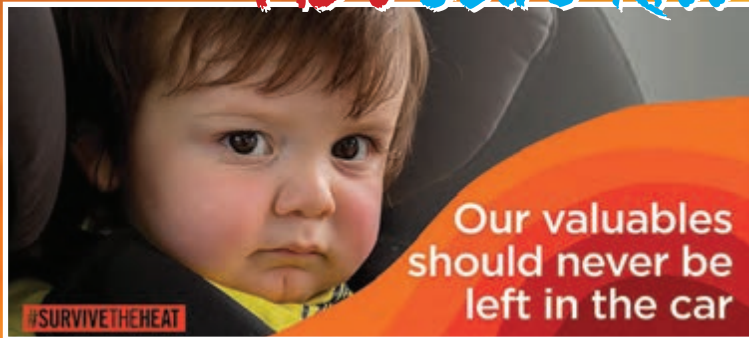


TIPS TO SURVIVE THE HEAT

Hot cars kill



Drink plenty of water

Plan ahead

- Stay out of the sun during the hottest part of the day.
- If you must go out, wear a hat and sunscreen and take a bottle of water with you.
- Spend as much time as possible in cool or air-conditioned buildings (shops, library, or plan a trip to the cinema).
- Keep yourself cool by using wet towels, putting your feet in cool water and taking cool (not cold) showers.
- Block out the sun at home during the day by closing curtains and blinds.
- Open the windows when there is a cool breeze.
- Dress yourself and those in your care lightly. Wear light-coloured, loose-fitting clothing made from natural fibres like cotton and linen.
- Eat smaller meals more often and cold meals such as salads.
- Make sure food that needs refrigeration is properly stored.
- Avoid intense activity like exercise, renovating and gardening.
- Watch or listen to news reports for more information.
- Don't forget your pets – a cool bath, wet towel to lie on, a place next to a fan and plenty of fresh water work just as well for animals.

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

CELEBRATING DIVERSITY



Volunteers from Menzies Support Services attend the hospital on a weekly basis to assist ADH staff member Neil Johnston in improving the garden. They also volunteer daily with our mail delivery and collection.

The ADH Disability Action Plan has been developed in partnership with representatives from Menzies Support Services. We intend to increase the employment, volunteering and work experience opportunities for people with a disability and actively encourage participation on ADH consumer committees. Disability awareness training will be undertaken by staff, and people with disability are recognised and acknowledged within our organisation.



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
					Valentine's Day	
16	17	18	19	20	21	22
23	24	25	26	27	28	29
				Board of Directors/ Consumer Engagement Committee Morning Tea 10am		

PATIENT AND FAMILY ESCALATION OF CARE



Artist Savannah displaying the poster she made to display in Urgent Care which alerts parents to escalate their concerns if their child is unwell.

ADH is committed to partnering with our consumers in all aspects of care. Patients and families can play a key role in recognising when things are not right and can escalate their concerns. You know your loved one better than anyone, please speak up no matter what their age.

"Feeling worse call the nurse" encourages patients and their families to raise any concerns and discuss treatment options with the nurse. If the patient or their family member are still worried they can request a clinical review, and escalate concerns to the Nurse in Charge or Director of Clinical Services. Patients and families are encouraged to participate in their care; this includes planning their care, communication during beside handover and during the nurse's hourly checks.

Case Study – Zaviah

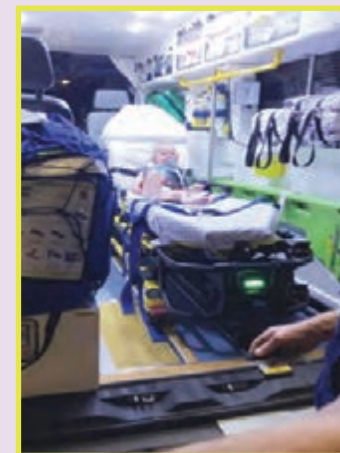
As a mother it is terrifying seeing your children unwell. I presented to the Urgent Care Department at Alexandra District Health with my 13 month old son, where he was closely monitored and treated by staff for a viral induced wheeze.

After a period of time, I felt that Zaviah wasn't getting any better so I spoke with the Nurse in Urgent Care and escalated my concerns. The nurses increased their monitoring and contacted the GP on call.

It was decided to send Zaviah via ambulance to a Melbourne hospital where there were more Paediatric treatment options available. We spent 7 days in a high dependency paediatric ward.

Always have your child/children checked because their health can change quickly!

ADH staff were absolutely brilliant, kind, professional and supportive throughout our care. Despite Zaviah being unwell, the nurses made our experience as calm and reassuring as possible.



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

EARLY CHILDHOOD INTERVENTION SERVICES

ADH offers Early Childhood Intervention Services (ECIS) as part of its Primary Health Program, incorporating:

- 'DINDI' - A weekly, centre-based, early childhood intervention program for children with a range of special needs.
- Specialised staff including Speech Pathologist, Early Childhood Teacher, Occupational Therapist and approximately 5 volunteers for each session.
- 9 children (and their families) currently attend the group program on Wednesdays, during school terms. (12 families have accessed the program since July 2018).
- 'Key Worker' services are provided to families in their home and at other early childhood venues. (19 families in total have received this comprehensive service in the last year).

'DINDI'-ECIS has operated from the Alexandra Kindergarten in 2018/19 which has been a successful collaboration between the services, with many benefits. The children with special needs are included in the outdoor play with the kindergarten children.

Above: Our dedicated volunteers – Marg Perry, Jody Collins (DINDI Co-Ordinator), Allison Oakshot, Jan Knight (Marcia Lamrock absent).



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

WE VALUE YOUR FEEDBACK

The entire team

Are just the best I have EVER seen

It is all too easy to take patients for granted

But this team is well planted

Each one complements the other

Like a garden bed that has been designed by no other

All caring with a total holistic approach

And nothing is too hard a subject to broach

I have never before felt so well cared for and heard

That is in 62 years of being on this earth

If any of the staff there dare to even think to leave....

They had better hire a huge bus with trailers behind to take us all along

Because what is a maestro without the choir and the following throng

Know you are all appreciated so.

Zoe Tapply (patient)

Feedback from patients, clients and carers assists us to recognise what we do well and what we can continue to improve on, to ensure we provide safe high quality care.

When something goes wrong, it is very important that our patients and their families know how to report their concerns to us and that they feel comfortable to do so. Information on how patients can provide feedback is included in patient information brochures and displayed on posters in our waiting rooms.

ADH is proud of the care that we provide for our community, who in turn regularly provide our staff with compliments.

In my experience your hospital shines above any others I have seen in many ways:

1. Your staff – all exemplary treatment, beautiful natures, holistic care, go the extra mile for patient's care, friendly, beautiful and caring teams. They work so very well together and liaise with each other for the patient's best interests and treatment.

2. The food – delivered by great staff, nourishing, tasty, beautifully presented, hot, restaurant style.

We cannot thank you enough for your excellence in medical and nursing care, attention to the suitability and enjoyment of mum's meals, as well as the cleanliness and freshness of the room. Also the arranging of diagnostic tests and allied health visits. All was delivered with the utmost sensitivity, kindness, patience, thoughtfulness, inclusiveness, generosity, respect and dignity.

All of you were exceptional, all of you went above and beyond your professional roles. We could not have wished for or even imagined that our mother and family could be treated so well.

How do you provide us with feedback?



Face to Face:
Interviews and surveys



Send an email:
Alexandra@adh.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

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5 International Day of the Midwife	6	7	8	9
10 Mother's Day	11	12 International Nurses Day	13	14	15	16
17	18 Volunteer Week 18-24	19	20	21	22	23
24	25	26	27	28 Board of Directors/ Consumer Engagement Committee Morning Tea 10am	29	30
31 World No Tobacco Day						

CELEBRATING EDUCATION AT ADH

ADH hosted 27 students in the
2018/19 financial year.



Students from the Alexandra Secondary College attending work experience with Jeanie Hurrey (above), Nurse Unit Manager of Acute and Urgent Care and Natasha Bowater (pictured top right), Training and Development Co-ordinator.

(work experience students comments)
Hannah – I enjoyed exploring the different areas of the hospital.
Sarah – It was fantastic!



All staff were very welcoming and friendly but more importantly extremely forthcoming in facilitating learning. No questions were ever silly and all questions were welcomed with open discussion and rationales. Really enjoyed my time here.

Staff here are friendly and have a great team work ethic.

I would love to be employed by ADH as I felt it was a great atmosphere to work in and everyone makes the effort to help each other

In 2019 ADH enhanced the mandatory training program by developing an education day which all staff attend annually.

Staff participate in simulation training including CPR, and first responder training.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3	4	5	6
7 Alexandra Truck Ute & Rod show	8 Queens Birthday (All states except WA and QLD)	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				



MESSAGE FROM CEO

It gives me great pleasure to present this year's Quality Account. It provides the Health Service the opportunity to celebrate and showcase the work we are doing with our community.

Alexandra District Health is committed to providing safe, high quality, person focussed care.

Some of our achievements this year include:

- Commenced the implementation of the recommendations from the Clinical Governance Review
- Exceeded the state-wide targets in hand hygiene compliance and health worker immunisation rates
- Developed the ADH Clinical Services Plan 2018 – 2022, celebrated with a successful community launch
- Conducted a successful aboriginal health expo for aboriginal families and aboriginal workers
- Strengthened our partnership with Menzies Support Services to offer volunteer opportunities at ADH for people with a disability.
- In partnership with Yea and District Memorial Hospital we developed the Murrindindi Clinical Service Plan 2018-2022
- Development of trainee roles in finance and human resources, giving local people career development opportunities.
- Became a partner organisation in the RESPOND project. This project uses a Systems Thinking Approach to set up low cost, locally supported and sustained obesity prevention strategies. Local data collection serves as catalyst for change and to demonstrate the impact of community led initiatives to improve health outcomes.

We look forward to implementing our Clinical Services Plan and the Murrindindi Clinical Services Plan. These will bring improvements and expansion of our services to meet the needs of the community now and into the future.

Our strategies for expanding our education and training program are progressing with plans to implement a Graduate Nurse program later in 2019 and into 2020. We are partnering with Eastern Health to deliver this initiative which we believe to be unique, giving graduate nurses the opportunity to experience both metropolitan and rural placements during their graduate year.

Our success depends on the strong governance and commitment of our Board of Directors, effective leadership from our Executive, and the skills, knowledge and dedication of our staff, in partnership with our community advisors. We would also like to acknowledge the generosity of our volunteers and community whose contributions greatly assist in the purchase of new equipment.

We also thank our patients, and clients who have shared their journey to health with us.

We acknowledge the support of the Victorian Government, Department of Health and Human Services and the Federal Government in the funding of our operations and initiatives.

Debbie Rogers
Chief Executive Officer

ACCREDITATION STATUS

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

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

ADH underwent 'Periodic Review' in 2018. We were very successful in this Review and did not receive any recommendations or advisories.



Infection Control

Reducing Healthcare Associated Infections

How have we performed?

Hand Hygiene results continue to be above the Statewide Target of 80%. ADH is 88.2%.

There have been no cases of staphylococcus aureus bloodstream (SAB) infections at ADH for this year. Our Staff Influenza Immunisation rate is 95%. The Statewide target is 80%.



Some of the Community Engagement Committee selecting the winner of the 'What makes you Healthy' art competition. From left: Paul Denham, BOD, Debbie Rogers, CEO, Claire Palmer, Director Quality and Risk, Suzy Van Der Vlies, Alan Smith, Melinda Burgess, CEC members, and Megan Buntine BOD.

Consumer, Carer and Community Participation

At ADH we know how important it is for people to be partners in their own care and have a clear say about what really matters to them.

ADH has developed ways to capture the voice of people engaged in our health services at all levels. From our person centred care approach to service provision, through to consumer involvement in all levels of governance. 82% of patients who participated in the Victorian Health Experience Survey (VHES) felt that they were involved as much as they wanted to be in decisions about their care and treatment. This is also demonstrated in comments:

"Everyone who attended to me in theatre-nurses, doctors and their anaesthetist were all polite and explained everything to me clearly before and during procedures-great communication here."

"In my case nothing could be done to improve the care and services - care, respect and ongoing treatment were excellent. Thank you, best hospital around."

Community consumer representatives actively participate on our Quality and Clinical Risk and Occupational Health and Safety (OHS) committees. We also have a Consumer Engagement Committee which advocates to the Board of Directors (BOD) on behalf of the community, consumers and carers. The committee also considers matters raised by the BOD or the CEO.

We understand that not all consumers and carers are the same. We welcome consumer representatives that reflect the diversity of our community.

For more information on how you can be involved please contact ADH on 57720900

ADVERSE EVENTS

ADH is committed to providing safe and quality care to all people who access our services. Unfortunately, sometimes mistakes can happen when you are in hospital; this is often called a clinical incident, examples include falls, pressure injuries, and medication incidents. When a clinical incident occurs, all staff are expected to report it via our incident management system, this then gives the incident a rating of between 1 to 4, with 1 being the most serious.

A very small percentage of reported clinical incidents are classified as an adverse event, this means significant harm has occurred. Adverse events are taken very seriously. At ADH we consult with the person/carer/family who was affected, we conduct an in depth case review, which identifies where things may have gone wrong and contributed to the adverse event. We make recommendations to prevent it from happening again. We also set time-frames when these recommendations must be implemented. This process is reported to the Board of Directors and staff through our Quality and Risk committees.

Only six incidents with a rating of 2 occurred during the year. These were for varied reasons with no consistent causes detected.

ADH has had one serious incident in 2018/2019. This was reported to Safer Care Victoria. In response to this event, ADH has provided staff with more training and education related to assessing patient risk. We have partnered with Ambulance Victoria and have participated in combined mock training scenarios. We continue to maintain a high compliance rate of completion of risk assessments. Staff education is ongoing and we are continually monitoring results.



Alexandra District Health buildings and grounds is now smoke free

Support is available to all who wish to quit smoking, by contacting:
QUIT Line (137848) (13 QUIT),
www.quit.org.au or contacting ADH Respiratory Nurse on (03) 5772 0900

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 2018/19, ADH staff were presented the results of the People Matter Survey. Staff were given the opportunity to identify key items and develop an action plan to address issues. ‘Feeling valued’ and ‘staff recognition’ were identified as areas for improvement.

Staff are now featured in the monthly newsletter. Compliments, letters and thank you cards are reported to the Quality and Clinical Risk Committee and Board of Directors, and feedback is provided to all staff.

Staff are recognised at fortnightly staff forums. We celebrated International Nurses Day with a cooked breakfast for all staff and also recognise staff with impromptu morning teas including donuts and real coffee!!

	ADH	Bench-Mark
Percentage of staff with an overall positive response to safety and culture questions	92%	80%
“I am encouraged by my colleagues to report any patient safety concerns I may have”	94%	80%
“Patient care errors are handled appropriately in my work area”	93%	80%
“My suggestions about patient safety would be acted upon if I expressed them to my manager”	93%	80%
“The culture in my work area makes it easy to learn from the errors of others”	85%	80%
“Management is driving us to be a safety-centred organisation”	93%	80%
“This health service does a good job of training new and existing staff”	86%	80%
“Trainees in my discipline are adequately supervised”	95%	80%
“I would recommend a friend or relative to be treated as a patient here”	96%	80%



Victorian Health Experience Surveys

ADULT INPATIENT

The Victorian Health Experience Survey (VHES) gauges our adult patients’ response on the care they received during their stay in hospital. This is an external survey conducted quarterly by the Victorian government and is de-identified to ensure privacy and confidentiality. This data is benchmarked against the state and also other health services relative to our size. The ADH Overall patient satisfaction result for 2018/19 was 99.25%.

DISCHARGE RESULTS

Improvement to the discharge process this year has been the introduction of post discharge phone calls for patients who have undergone surgery.

Patient Satisfaction Survey Results Average 18/19	ADH	Peer Group
Did you get enough information about managing your care at home	89.5%	87.25%
Was your home situation taken into account when planning discharge	91%	87%
Were adequate arrangements made for services once you were home	89%	87%
Was your GP given advice on your admission to hospital	98.75%	97%

In 2018, the question was asked “Was your permission/consent sought for a student to accompany the health professional when you were being treated or examined”, resulting in a 62% response rate.

Over the year, ADH has endeavored to improve this result by explaining to our patients that ADH is a training hospital, clinical staff have undertaken education to ask the patient’s permission for a student to be present each time they attend to care needs. We have also introduced a consent form in the admission pack, posters are displayed and explanatory brochures available by the patient’s bedside. As a result of these initiatives, patient responses have improved gradually over the year, to 83%.

COMMUNITY HEALTH

The VHES Community Health questionnaire seeks to discover the experience of people who received services from a Community Health site. The information gathered from this survey helps ADH to build better services, and ensure they meet consumer needs as much as possible.











Community Health Patient Satisfaction Survey Results 2018	ADH	Peer Group
Overall Experience and Care Received	94%	98%
Your experience with Health Workers	94%	92%
Accessing the Facilities	89%	86%
Environment and Facilities	96%	94%

Actions arising from the CH VHES – (results in “Overall”)

2018/19 results from the CH VHES indicated 43% of respondents weren’t aware of how to make a complaint. The actions below demonstrate what we have done to increase awareness of how to go about this:

- All clients are given an information pack when first registering.
- This pack contains brochures from the Disability Services Commissioner – “It’s OK to Complain”; from the Health Complaints Commissioner “Making a Complaint”; and Aged Care Quality and Safety Commission – “Do you have a Concern”; and Aged Care Complaints Commissioner – “I have a Concern”.
- “My Healthcare Rights” from the Australian Commission on Safety and Quality in Healthcare is also part of the pack.
- Health Professionals discuss the complaints process during their first consultation.

WHAT DID WE DO OVER THE YEAR? 2018/19

 Surgeries Performed 659	 Meals on Wheels 4729
 Total bed days 3032	 Urgent Care Presentations 3678
 Staff employed 134	 Patients requiring Hospital Admission – 1102
 Primary Health Contacts 8382	 Community Nurse Home visits – 1455
 Xrays & ECGs 1590	 Ultrasounds 1127

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 problem, 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

- When an issue cannot be resolved by the Manager, or when the issue is particularly complex, we begin an investigation and collect and review all the information. We ensure that the right people are involved when discussing the results and follow through by changing our practice to ensure that this is not repeated. All consumers are encouraged to participate in this process and feel welcome to contribute.

Examples of quality improvements created in response to feedback and complaints received include:

Following changes to our medical imaging services, consumers were unable to pay via Eftpos machine for Ultrasounds without Reception staff telephoning North East Health Wangaratta (NHW) with the consumer's credit card details. Consumer complained and felt the system was antiquated and time wasting. On investigation ADH believed this was also a breach in privacy. As a result, ADH negotiated with NHW for the provision of a dedicated EFTPOS machine ensuring immediate and confidential transactions can take place.

ADH – An Inclusive Health Service



Alexandra District Health welcomes everyone. We pride ourselves in being diverse, inclusive, accepting, and a welcoming, safe place for everyone.

In 2018, most of Murrindindi's population and ADH patients and clients spoke English at home.

ADH is ready to provide information to clients from other countries, who speak languages other than English. In 2018, ADH became a member of EIDO Healthcare, which provides a library of information in English and translations in common languages. These easy to understand health information sheets were provided to 281 patients in 2018-19 to make sure they fully understood the medical and surgical procedure they were having.

Alexandra District Health offers help to those who require assistance with written or spoken English. We are able to access a language specific interpreter service or Auslan if required.



Thanks to ADH

"When Connor (3 years) had a serious asthma attack, the wonderful staff at ADH cared for him until he could be transferred by Ambulance Victoria Paediatric Infant Perinatal Emergency Retrieval (PIPER) down to Monash Medical Centre Children's Hospital for more intensive treatment. We're so lucky that we have strong supportive partnerships and fantastic nursing and GPs at ADH who were able to manage the serious situation so well."



Connor being loaded into the air ambulance for transfer to the Royal Children's Hospital

CELEBRATING DIVERSITY



Aboriginal and Torres Strait Islander Health – ADH proudly acknowledges the aboriginal people who live in our local area. We pay respect to Elders past, present and emerging. We acknowledge that aboriginal health is holistic, encompassing the physical, social, emotional, spiritual and cultural wellbeing of individuals and the whole community. At ADH we are committed to improving care for aboriginal patients and have an organisation wide diversity plan that drives this work.



In partnership with Rumbalara Aboriginal Co-operative and the Shire of Murrindindi, ADH held an Aboriginal Health Expo to help Close The Gap on Aboriginal health. Families were invited to free health checks and children were engaged in drawing and yarning using the Taungurung Language.



Jane Judd, Primary Health Manager, explaining the early years Taungurung language kit during Naidoc Week.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
5 Naidoc Week 5-11	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	



Launch of the Clinical Services Plan in 2018. Thanks to our Emergency Services colleagues for attending and helping out on the day

ADH IN OUR COMMUNITY



Restart the heart community education in Grant Street.



Nurse Natasha having a checkup with Jolly Joey from the 3 year old Kinder group.



ADH, together with Ambulance Victoria presented a Community Education Session on Snake bite. Over 70 members of the community attended. The snake handler displayed snakes prevalent in our area.



The Biggest Afternoon Tea fundraiser attended by approximately 50 people raised \$1384 for Cancer. Many thanks to Vicki, Val and Lorraine for all their help in organising this event.

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 Board of Directors/ Consumer Engagement Committee Morning Tea 10am	28	29
30	31					



NEW PRIMARY HEALTH PROGRAM

“I can't believe what a difference GLA:D has made. This is the first time I have been pain free in years”

GLA:D (Good Life with Arthritis: Denmark). is an education and exercise program for people with hip or knee osteoarthritis symptoms. It reflects the latest evidence in osteoarthritis research and what works in the real world to help patients manage symptoms regardless of severity.

This program teaches exercises to improve joint stability and how to retain this improved stability outside of the program. It consists of an appointment explaining the program and assessing current functioning ability, two education sessions to teach you about osteoarthritis and then group neuromuscular training sessions twice per week for six weeks. This improves muscle control of the joint which leads to reduction in symptoms and improved quality of life. Please ring ADH on 5772 0908 to book

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



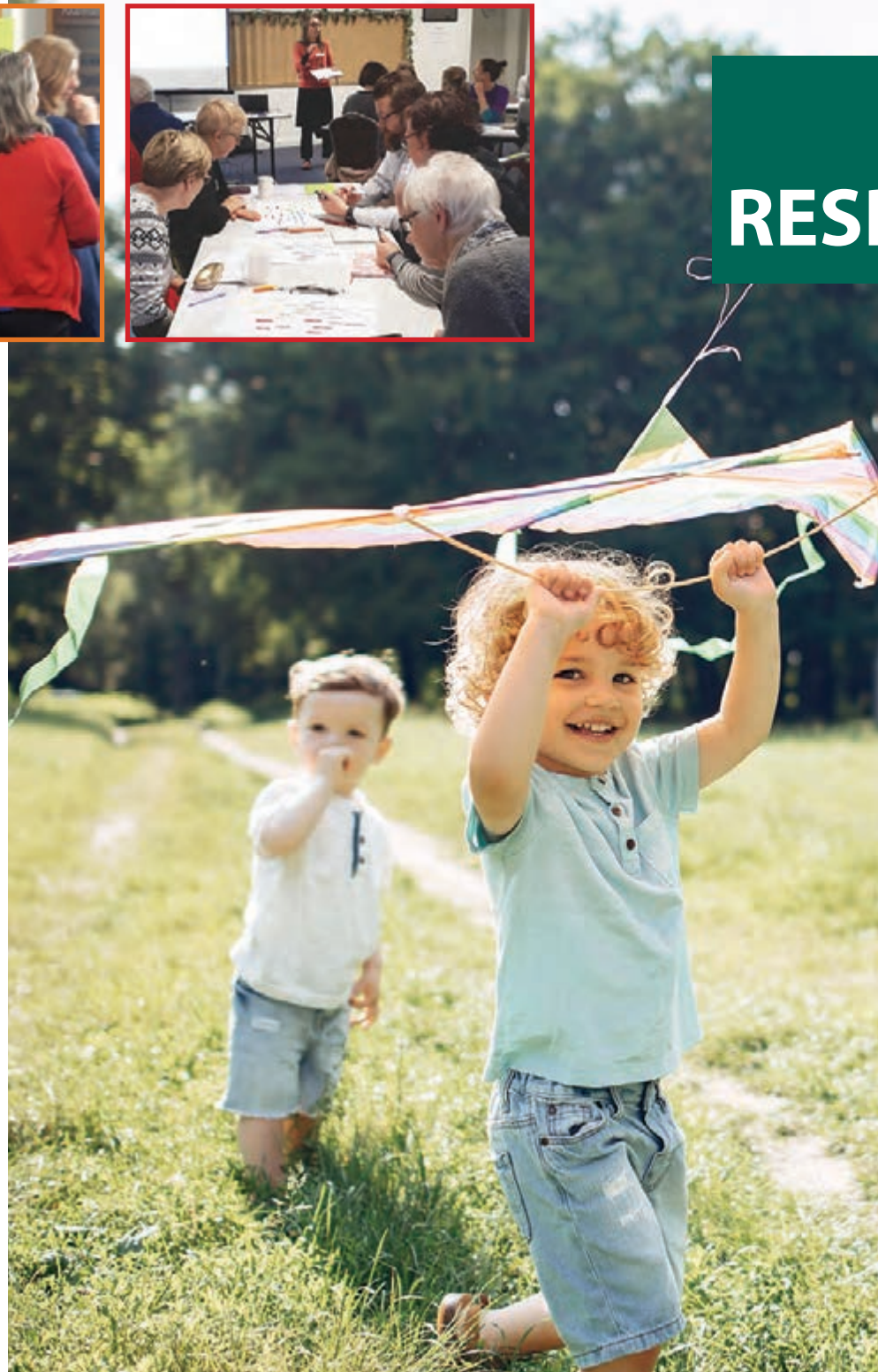
What is the RESPOND Project

Whats happened so far?

RESPOND is an ongoing process. Community members were invited to share ideas and build networks at a series of workshops in Alexandra and Yea. Using a Systems Thinking approach, many factors were identified as having an influence on the healthy eating and physical activity of our kids. After the workshops, community members were invited and supported to develop their strategies for positive change. No action is too small."

Planned actions being considered by groups in the community

- Community Food Co-op
- Walking School Bus
- Financial subsidies to encourage more kids to participate in sport
- Food education for parents
- Monthly themed activity challenges in schools



ADH is partnering with Deakin University, community members and other local services on the RESPOND Project to support healthy kids in the Shire of Murrindindi.

RESPOND involves many community led actions and ideas that highlight the importance of eating well and being more physically active.

There are already lots of positive things happening in our community and now, after the 2019 Community Workshops, there are many more in the pipeline ...

If you would like to know more about RESPOND, please contact the friendly Health Promotion Team on 03 5772 0900. Get in touch and tell us your story

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

AGM and Staff Awards

The AGM is a great opportunity for ADH to recognise the significant contribution our staff and volunteers make to the Health Service. Staff service awards are presented each year.



Anthony Guiney, Ear Nose and Throat specialist receiving service award for 23 years of service.



Farewell to Morag Miller, a Registered Nurse who retired after 50 years of nursing, 20 of those at ADH.



Carole Staley, Board Chair, Moira Kelly, Children First, Debbie Rogers – ADH CEO.

AGM GUEST SPEAKER

This year ADH was very lucky to have Moira Kelly on behalf of the Children First Foundation, as our guest speaker at the AGM on Thursday 22nd November 2018. Moira's story is truly inspirational. The Children First Foundation has been facilitating life-changing, sometimes life-saving surgery in Australia for disadvantaged children from developing countries since 1999. The feedback from the community was excellent, some attendees said it was the best AGM they had attended.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3 Melbourne Cup Day	4	5	6	7
8	9	10	11	12	13	14 Alexandra Show
15	16	17	18	19	20	21
22	23	24	25	26 Board of Directors/ Consumer Engagement Committee Morning Tea 10am	27	28
29	30					



*Wishing all members of
our community a
healthy and safe
Christmas and New Year*



***The Board and staff dedicate this page to
Margaret Arbuthnot, staff member of 48 years
who passed away suddenly in 2019.***

Marg commenced as a trainee nurse at ADH in 1971, and worked in various roles including on the acute ward, in theatre, private consulting with Dr Tony Lawrence and Mr Rick Masters, and managed the ordering and distribution of stores and supplies. Marg saw many changes over the years and would talk fondly of earlier days of life in the nurse's home, and fun that was had with work colleagues. Marg contributed enormously to ADH, she was a huge part of our team and we all miss her.



Our dedicated staff working on Christmas Day.

DECEMBER 2020

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 Christmas Eve New Year's Eve	Christmas Day	Boxing Day

2021

2021

JANUARY						
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						

FEBRUARY						
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						

MARCH						
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			

APRIL						
S	M	T	W	T	F	S
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11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

MAY						
S	M	T	W	T	F	S
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9	10	11	12	13	14	15
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30	31					

JUNE						
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20	21	22	23	24	25	26
27	28	29	30			

JULY						
S	M	T	W	T	F	S
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18	19	20	21	22	23	24
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AUGUST						
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SEPTEMBER						
S	M	T	W	T	F	S
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5	6	7	8	9	10	11
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OCTOBER						
S	M	T	W	T	F	S
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31						

NOVEMBER						
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28	29	30				

DECEMBER						
S	M	T	W	T	F	S
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19	20	21	22	23	24	25
26	27	28	29	30	31	

ALEXANDRA DISTRICT HEALTH SERVICES AVAILABLE

- Acute Ward
- Access Worker
- Advance Care Planning Clinic
- Asthma Education
- Cardiac Rehabilitation
- Childbirth Education
- Counselling services
- Heart Health Program
- Continence Management
- Diabetes Education
- Dietetics
- Dindi Early Intervention Program
- District Nursing Service
- Meals on Wheels
- Occupational Therapy
- Peer led Support Groups
- Physiotherapy
- Pulmonary Rehabilitation Program
- Speech Pathology
- Surgery including: General, Gynaecology, Ear, Nose and Throat, Orthopaedic, Endoscopy, Urology, Eye Surgery)
- Urgent Care
- Women’s Health Clinic
- Wound Management Clinic

Exercise Programs

- Rehabilitation Gymnasium
- Stall the fall
- Gentle exercise
- Strength training
- Fit for birth
- Bounce Back with Babes
- GLA:D

Private Services

- Hearing Clinic
- Echocardiography
- Lung Function Testing
- Private Specialist Services:
General Surgeon, Gynaecologist, Ear, Nose and Throat Surgeon, Orthopaedic Surgeon, Paediatrician, Gastroenterologist, Eye Surgeon, Urologist, Cardiologist, Kidney Specialist, Respiratory Specialist
- Pathology
- Podiatry
- Radiology
- Ultrasound (North East Health)



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 methods below 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

Safe Steps 1800 015 188

CASA Sexual Assault Crisis Line 1800 806 292



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