

# QUALITY OF CARE REPORT 2015



**Our Vision** Exceptional care of every person, every time



CARE, QUALITY AND CHOICE

## VISION

Exceptional care of every person, every time.

## MISSION

A well run and trusted organisation that engages with the community to provide high quality health services.

## VALUES

Integrity, Care, Unity and Excellence

# CHIEF EXECUTIVE OFFICER'S REPORT



Ian Fisher, CEO

It is again my pleasure on behalf of Castlemaine Health to report to the community. The activities we have undertaken and the results that we have achieved this year demonstrate our commitment to safety and quality of care. Last year we were excited to announce our new Vision for 'exceptional care of every person every time'. This year we can report, inspired by our Vision, we have made significant progress towards delivering exceptional care.

During the year the majority of our services were resurveyed by third parties to ascertain if our care was meeting the relevant standards. The accreditation outcomes from our National Standards on acute services were successful with all core standards met. The excellent results reflect the dedication of Board, staff and volunteers to ensure that our care is safe and of the highest quality.

This successful result does not mean that we can rest on our laurels. Castlemaine Health will continue to seek further improvements that will maintain our accreditation status and provide a positive experience for people in our care. To sustain our quality processes we have established a new Quality and Risk Department that has responsibility to further develop our quality culture and guide us through the accreditation cycles.

A very important part of determining how we can better deliver our services is by receiving input from consumers and identifying the expectations of our community. A consumer participation framework has been developed to guide

how we will assist consumers and members of our community to have input into various aspects of our governance and operational activities. Our Community Consultation Committee provides invaluable feedback on a range of matters such as new facilities and services, strategic planning, signage and patient information.

Feedback through our Compliments and Complaints system is also a good source of information about positive and negative experiences people have in their interactions with our organisation. The Patient and Resident Experience surveys provide value information from inpatients and residents. Our results from the surveys were extremely positive and our staff can take great pride in the appreciation and high level of satisfaction recorded.

We have had a full year of utilising our new theatre facilities completed in May 2014. There has been increased activity and wider range of procedures undertaken in our theatres. The quality of our new theatres has enabled the additional services to occur in a safe and contemporary environment with skilful and experienced nursing and medical practitioners. Our Acute, Urgent Care and main reception areas were also refurbished last year and have resulted in better access and improved facilities for patients and visitors.

It is also important to highlight that all of our corporate services make a significant contribution to the safety and quality of our care. Health Information, Catering,

Environmental, Occupational Health and Safety, Information Technology, Engineering, Supply, Linen, Human Resources, Finance, Emergency, Risk and Compliance Services undertake quality improvement activities. All also have met their mandatory compliance requirements necessary to assure the Board of Management and Government that critical aspects of our services – for example fire safety compliance – has been completed.

The Board of Management has provided strong leadership to ensure that our clinical services are delivered safely. Over the last 12 months the Clinical Governance and Quality Board Sub-Committee has developed a comprehensive set of indicators, reports and risk tolerances to monitor the clinical care activity. An independent advisor was engaged to join the Committee to provide additional oversight and advice for the committee.

I am confident that our loyal and dedicated staff will continue to ensure that all people in our care have a positive experience. The community can feel proud and comfortable that they will receive care that is accessible, safe, high quality and respects their input into their own care delivery.

Ian Fisher  
Chief Executive Officer

# CONFIRMING OUR CARE

Castlemaine Health works to ensure that the services we provide are of a high quality and delivered safely every time. Our organisation is a fully accredited health service. It is a requirement for health care facilities to be compliant with safety and quality standards. These standards are developed by various government departments and trained external surveyors assess us against these standards regularly. These assessments determine if we meet or exceed the required standards and confirm if we achieve accreditation status. The table below summarises our current accreditation status.

Type of Accreditation	Status
Australian Council on Healthcare Standards (ACHS) – National Safety and Quality Health Service Standards	A Transitional Periodic Review occurred in September 2014 against Standards 1, 2 and 3 with confirmation of accreditation until November 2016.
Australian Aged Care Quality Agency (AACQA)	Accredited against the Aged Care Accreditation Standards until 13 June 2018. Unannounced visits during 2014/15 resulted in assessment of full compliance.
Home Care Standards	A Quality Review of the Home and Community Care Services occurred in September 2014 for HACC services and May 2015 for Home Care Packages and Adult Day Services' National Respite for Carers Program. Compliance with all standards was verified.
Department of Human Services Standards	A successful Standards Review of Castlemaine and District Accommodation Resource Group (CADARG) occurred in September 2013.



Staff members from our Community Rehabilitation Centre.

# DIVERSITY AWARENESS AND PLANNING

Castlemaine Health recognises the importance of a person's unique characteristics and cultural diversity as integral to the provision of a positive work environment and person centred, responsive care. An Aboriginal Cultural Appreciation workshop was conducted at Castlemaine Health focusing on the following objectives for staff:

- To understand Indigenous cultures in Australia.
- To highlight the current health and social issues of contemporary Indigenous Australians.
- To enhance knowledge and skills necessary for effective communication.
- To provide practical strategies for staff to work with Aboriginal clients, staff members and communities.

## National Sorry Day at Castlemaine Health

Continuing a tradition established by Castlemaine Health in 1998, on Tuesday 26 May staff members, community members and representatives from both local and state government gathered to mark National Sorry Day with a moving flag ceremony.

Following a welcome by Castlemaine Health's Chief Executive Officer, Ian Fisher, local elder and Jaara descendent, Uncle Rick Nelson, presented a traditional Welcome to Country, accompanied by rhythm sticks. A group of Koori youths played didgeridoos. Castlemaine Secondary College Captain, Ruby Huzzey, then spoke on behalf of the local young people, offering an apology to Indigenous people and expressing hope for the future.

Aunty Julie McHale and children from The Meeting Place Aboriginal Children's Program then presented a special cleansing ceremony. Often accompanied by smoke, on this occasion the ceremony involved carefully selected plants including the Mana Gum – one of the tallest trees in the bush, representing the wisdom of the elders – and the Silver Wattle, representing the produce of the land. Finally Aunty Julie produced the Native Cherry which, due to its reliance on another tree to grow in a symbiotic relationship, represents the need for our multicultural society to grow together.

The children then performed the cleansing dance, and continued the cleansing process as they led attendees through the facility where artworks of local elder and artist Aunty Ruby were on display.

Aunty Ruby, a member of the Stolen Generations provided a memorable disclosure about her experience as a stolen child, being raised by Dutch migrant parents. She explained the discrimination that she, her family and friends suffered and the lasting effects that has to this day.

To conclude a very touching and thought-provoking ceremony a lovely afternoon tea was enjoyed by all, with catering provided by the Murnong Mummas Catering Service – including traditional recipes such as scones flavoured with wattle seeds.



Pictured: Artworks by Aunty Ruby.



## The Cultural Responsiveness Framework

The Cultural Responsiveness Framework: Guidelines for Victorian Health Services (2009) provides us with diversity standards to guide our service. Our progress is outlined in the following table.

Type of Accreditation	Status
1. A whole of organisation approach to cultural responsiveness is demonstrated.	<p><b>Progress:</b></p> <p>The National Sorry Day event was well attended this year and featured the launch of an Aboriginal Artist, Aunty Ruby.</p> <p>The HR Department worked on the implementation of the Aboriginal Employment Plan project (which involved establishing a network of relevant contacts to utilise to advertise relevant employment opportunities). Castlemaine Health representatives have attended Indigenous Round Table meetings at the Mount Alexander Shire Council.</p> <p><b>Achievement:</b></p> <p>All new staff members have completed basic training in inclusion and person centred care in relation to cultural awareness, disability and dementia, as part of orientation to the organisation.</p>
2. Accredited interpreters are provided to clients who require one.	<p><b>Progress:</b></p> <p>There were no clients identified as requiring an interpreter service at Castlemaine Health during this financial year. From the last census in 2011 it is known that about 14% of the local community speak another language other than English at home.</p> <p><b>Achievement:</b></p> <p>Castlemaine Health staff members have access to online information and support with regard to approved language services, including translations when required.</p>
3. Cultural and Linguistically Diverse (CALD) consumers, carers and community members are involved in the planning, improvement and review of programs and services on an ongoing basis.	<p><b>Achievement:</b></p> <p>The Community Consultation Committee (CCC) membership has altered and includes representation from the Aboriginal community.</p>
4. Staff at all levels are provided with professional development opportunities to enhance their cultural responsiveness.	<p><b>Achievement:</b></p> <p>39 staff members attended cultural awareness training during the 2014-15 financial year, which included understanding indigenous cultures in Australia, current health and social issues affecting contemporary indigenous Australians and practical strategies to work with indigenous clients, communities and families.</p> <p><b>Planned improvement:</b></p> <p>Include cultural training within the education calendar.</p>

### CALD patients admitted to Acute and Subacute units 2014/15

	2014/15	2013/14	2012/13	2011/12
Aboriginal and Torres Strait Islanders	12	8	17	7
Clients requiring an interpreter	0	0	0	1

## Pain Management

For many residents living in aged care, pain is a well recognised but often undertreated epidemic. The Pain Management Project was introduced in 2014 to provide residents in our residential aged care with physiotherapy, massage and heat packs to reduce pain. We also commenced strength building group sessions to help residents stay stronger and active for as long as possible.

The program is staffed by physiotherapists, an allied health assistant and nurses who deliver treatments to people on the program up to four times per week. Residents, families and staff alike have provided very positive feedback about the program saying that it has decreased their pain and improved flexibility and mobility – all of which improves the quality of life for residents in our care.

The program has been growing consistently since commencement with almost one third of residents choosing to participate.



Ellery House residents enjoying exercises as part of the Pain Management Program with physiotherapist Karine Styles.

## Medication Management

The provision of appropriate medications is essential to improve health – however medications can be dangerous if not taken correctly. Medication errors are reported and analysed and steps are taken to reduce the risk of reoccurrence where possible. Although the number of medication errors has increased over the last few years this is in part due to the increased vigilance in recording.

Strategies in place to reduce the risk of medication errors include:

- Regular ongoing staff education.
- Written information about discharge medications provided to patients, as well as an explanation provided by the pharmacist.
- Use of the National Medication Management Plan as a central point of information for medication throughout the patient journey.
- Review of the Medication Safety Self Assessment to determine areas for improvement.
- Ongoing review of Standard 4 of the National Standards (Medication Management), to ensure compliance.

- Medication management regularly discussed and reviewed by the Clinical Practice Committee.
- Regular review of all residents who are taking nine or more prescription medications to ensure that the medications are all still required.
- Ongoing review of medication procedures to ensure currency and safety.

Improvements undertaken in the pharmacy department during the year included:

- Pharmacy Technician completed Certificate 3 in Hospital/Health Services Pharmacy Support. All technicians are now qualified.
- Further work undertaken towards verification and compliance with the Medication Safety Standard.

### Medication errors by year

Year	Medication errors
2014/15	241
2013/14	271
2012/13	217
2011/12	140
2010/11	169

## Residential Care

### Residential Care Quality Indicators

Residential Care Quality Indicators are an assessment of key areas of care in our residential units at Castlemaine Health. The Quality Care Indicators provide a range of information to support services to monitor and improve resident care and quality of life. We send information about the key areas of care to the Department of Health and Human Services every three months and, shortly afterwards, we receive a report back called the Quality Indicator Report, comparing us to other similar residential facilities. Data is collected across five key areas, including falls, pressure injuries, the use of physical restraint, unplanned weight loss and polypharmacy. Indicators are a way of supporting improvements in the care we provide. Quality indicators alert us to the possibility that there is a problem – they do not provide data for drawing instant conclusions about the quality of care.

### Falls

Falls are a significant issue for older people. Adverse clinical events that can occur as a result of falls include death, fracture, decreased independence, increased functional decline and anxiety and fear of falling. All residents are assessed for their risk of falls on admission and with change in condition. During the year we have regularly audited compliance with the completion of risk assessments and have identified 100% compliance. Improvements this year include the introduction of an environmental audit tool to identify and reduce environmental factors that contribute to falls. The rate of falls decreased following this audit which was very pleasing.

### Unplanned Weight Loss

There are many adverse clinical events that can occur as a result of unplanned weight loss including increased risk of hip fractures, pressure injury development, poor wound healing and malnutrition. The rate of unplanned weight loss has continued to decrease due to improvements in this area, including more residents being weighed more regularly. The audits are reviewed by the dietetics department, including individual reviews for residents with significant weight loss.

### Pressure Injuries

Older people are more susceptible to pressure injuries. Pressure injuries are graded according to their severity from stage 1 (no break in the skin) through to stage 4 (full thickness tissue damage). Castlemaine Health remains below the state average for stage 1 and 2 pressure injuries. The number of stage 3 and 4

pressure injuries present is low (consistently two or less). All residents are assessed for the risk of developing a pressure ulcer and if high risk preventative strategies are implemented. During the year regular audits were conducted to ensure compliance. The results showed 100% compliance with risk assessments and demonstrated that appropriate care was being provided to reduce risk including pressure relieving devices and wound dressing.

### Residents Prescribed Nine or More Medications

People aged 65 years and over are the highest consumers of multiple medicines in Australia. There are a number of outcomes that may be fully or partly attributable to polypharmacy, including increased incidence of and susceptibility to adverse drug reactions and events and increased risk of falls. Every resident who is on nine or more medications has had their medication reviewed by a pharmacist (in consultation with the resident's doctor) to ensure that the medications they are taking are needed and do not interact with each other. In this way we can be assured that whilst our rates of polypharmacy are above target each resident is assessed individually and their medication regime is appropriate.

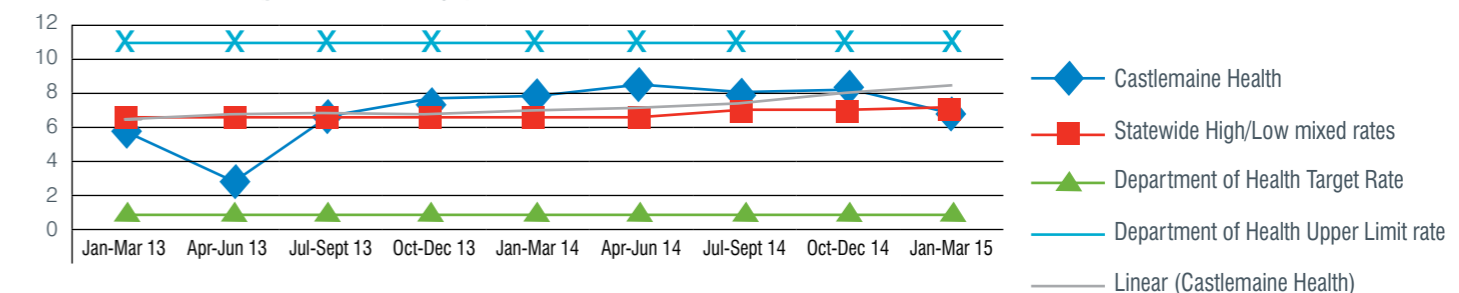
### Restraint

Restraint is a device or action that interferes with a resident's ability to make a decision or which restricts their free movement. Castlemaine Health has generally remained below or close to the state average for the use of restraint and the rate has consistently declined over the past three years. When restraint is used at Castlemaine Health there is consultation with the resident, their family and the resident's doctor to ensure that the choice to restrain is in the resident's best interest. Generally the restraint used is bed sides with an occasional use of a chair table. During the year the use of restraint has been audited three monthly and education provided to staff.

### End of Life Care

All of us will pass away some time. We can, with our families, friends and health care providers make necessary preparations to be as comfortable and prepared as possible in this final stage of life. A working party was established to facilitate improvements in this area. As a result, an Advanced Care Plan Procedure, suite of clinical forms and staff education program were developed to assist staff with providing the care requested by patients in the final stages of life. More residents are having discussions with their doctors and the majority now have an Advanced Care Plan.

### Resident Falls Rates (per 1000 bed days)



## Infection Prevention and Control

Castlemaine Health has an active infection control program aimed at preventing the spread of germs that may cause disease. Infection prevention is central to providing high quality health care for patients/residents/consumers and a safe working environment for those working in the healthcare setting.

Improvements within the year include:

- Further improvements in hand hygiene, cleaning and waste management.
- The introduction of new safety needles to help reduce the risk of needle stick injuries.
- Further improvements in infection prevention with single use tourniquets and the introduction of alcohol hand rub in aged care areas.
- Improvement in the management of outbreaks with the fine tuning of procedures and processes for managing these risks.
- The introduction of traffic light system for antibiotic prescribing to improve Antimicrobial Stewardship.

### Staff Immunisation

To protect our staff from contracting illnesses we offer a staff vaccination program free of cost. Vaccination of staff is an important part of protecting our community, especially during the winter with Influenza vaccination.

### Staff immunisation by year

Number of staff immunised	2015	2014	2013	2012
Influenza	482 (76% of total staff)	392 (61% of total staff)	325 (55% of total staff)	303 (43% of total staff)
Hepatitis A and B	31	50	12	0
Hepatitis A	14	10	15	0
Hepatitis B	10	5	12	2
Boostrix	2	1	0	26

### Hand Hygiene

Hand hygiene is crucial to preventing and controlling the spread of infection. Staff, clients and community members are encouraged to reduce the spread of infection by washing their hands correctly.

Castlemaine Health participates in the Hand Hygiene Australia program whereby hand hygiene audits are conducted three times per year and reported to the Department of Health. Audit results are evaluated and discussed at relevant meetings to ensure the ongoing education and improvement in hand hygiene practices of staff. Alcohol hand rub dispensers are available in all clinical areas and at the entrances to all Castlemaine Health buildings for staff and visitors to use on entering and/or leaving. The aim is for a minimum of 78% compliance for each audit, with targets gradually increasing to 80% in June 2015. Aged care areas were audited following the introduction of alcohol hand rub in all residents' room, with the compliance result an impressive 100%.

### Audited hand hygiene compliance

	2015	2014	2013	2012	2011
Key Performance Indicator	80.0%	75.0%	N/A	N/A	N/A
Geroe Acute Unit	80.0%	83.3%	85.0%	77.8%	78.2%
Connolly Rehabilitation Unit	96.1%	95.1%	77.9%	80.6%	88.45%

## Cleaning

Cleanliness within Castlemaine Health is of key importance in preventing the spread of germs that can cause healthcare associated infections. The Department of Health's Cleaning Standards for Victorian Public Hospitals sets out minimum cleaning requirements, including regular audits. Our facility has established a comprehensive program of cleaning schedules that is regularly audited. Every year there is a minimum of one audit conducted by an external independent auditor. Once again Castlemaine Health has surpassed the compliance rate.

### External cleaning audit

Year	Percentage compliance 85% is the required pass rate
2014/15	95.1
2013/14	95.2
2012/13	95.9
2011/12	96.2
2010/11	96.6

## Consumer Participation

Castlemaine Health has continued to work hard towards involving consumers in improving services and increasing staff members' understanding of potential benefits of consumer involvement in terms of care and service provision. The Community Consultation Committee is established and enables community members to have a say in the facilities, processes and strategic direction of Castlemaine Health.

### Organisational achievements and plans for improvement

Standard	Achievements	Planned improvements
1. The organisation demonstrates a commitment to consumer, carer and community participation appropriate to its diverse communities.	The Community Consultation Committee is established and has representatives from different community areas including the indigenous community.  A community member has been included within the Clinical Governance and the Quality and Risk Committee.	Review and extend the membership of the Community Consultative Committee.
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.	See table Monitoring of Satisfaction (below). All consumer satisfaction surveys are reviewed by the Community Consultation Committee.  A consumer focus group was held about the services offered by the Community Rehabilitation Centre.	Survey clients in relation to their satisfaction with their and their family's involvement in their treatment and care.
3. Consumers, and, where appropriate, carers are provided with evidence-based, accessible information to support key decision-making along the continuum of care.	Distribution of handouts/leaflets on specific health conditions.  Regular articles in the local paper, 'Hospital food' weekly community radio segment, annual reports to the public, staff representation on community meetings and committees.	Review evidence based resources on the Intranet and procedure for providing health information to consumers.
4. Consumers, carers and community members are active participants in the planning, improvement, and evaluation of services and programs on an ongoing basis.	All key services provided have provided satisfaction or experience surveys to clients which have been analysed and improvements implemented where appropriate.	Extend the use of experience surveys through increased promotion and monitoring of response rates.
5. The organisation actively contributes to building the capacity of consumers, carers and community members to participate fully and effectively.	Systems have been established to ensure feedback is sought from clients and the community in a number of ways, including satisfaction and experience surveys, customer feedback forms and online feedback link.	Increase public awareness of the ability to participate in the service through an article in the local newspaper.  Include consumers in the orientation program for staff.

## Monitoring of Satisfaction

Various methods are used to evaluate the satisfaction of our patients, residents, staff and clients. Replacing the Victorian Patient Satisfaction Monitor (VPSM), the Victorian Healthcare Experience Survey (VHES) is a state-wide survey enquiring about people's public healthcare experiences. Questionnaires are distributed to a randomly selected group of people from each health service in the month following their hospital discharge. Completed questionnaires are then sent to an independent research company who collate the results and send them to Castlemaine Health on a quarterly basis. As a result of the survey results during the year there has been a review of menus.

### VHES results: Overall satisfaction with hospital stay

	2015-1	2014-4	2014-3
Castlemaine Health	100%	97%	100%
Peer hospital	98%	98%	98%
Connolly Rehabilitation Unit	96.1%	95.1%	77.9%

We also utilise our own internal surveys to evaluate many of our services not surveyed by the VHES.

### VHES and Castlemaine Health internal survey results

Survey		Results	DoH Target
VHES	Overall Patient Satisfaction at Castlemaine Health	97%	90%
	The midwives respected their wishes and choices	100%	90%
Maternity Survey	The doctors respected their wishes and choices	100%	90%
	Did your partner/support team feel supported?	100%	90%
Community Rehabilitation Survey	Satisfied with involvement in decisions about their care and treatment?	97%	90%
Community Rehabilitation Survey	Satisfied with involvement in decisions about their care and treatment?	97%	90%
Residential Care Survey	Satisfied with involvement in decisions about their care and treatment?	89%	75%

The People Matter Survey is an employee opinion survey run by the Victorian Public Sector Commission and is provided to staff to complete every second year. The survey provides valuable information on employees' perspectives on the application of the public sector values and employment principles. The survey also measures other aspects of the workplace, such as how engaged and satisfied employees are, workplace wellbeing, employee commitment and perceptions of how well change is managed. In 2014, 214 staff completed the survey, resulting in a working party being established. The survey also resulted in the Performance Development System being reviewed and altered from an electronic system to a paper based system to facilitate better communication.

## Health Literacy

Castlemaine Health 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.

The health literacy environment is the infrastructure, policies, processes, material, people and relationships that make up the health system and have an impact on the way that people access, understand, appraise and apply health-related information and services\*. Health literacy is important because it shapes people's health and the safety and quality of health care. Low levels of individual health literacy contribute to poorer health outcomes, increased risk of an adverse event and higher healthcare costs.

We believe that everyone can play a part in addressing health literacy and to achieve this we are committed to the following:

- Working with consumers to make sure that the information and services they are provided with are easy to understand, use and act on. This includes asking feedback from consumers on written information as it is developed.
- Using a range of communication strategies to ensure our clients understand their options and share their healthcare decisions – including consideration of those from non English speaking backgrounds.
- Supporting consumers to speak up about information and services through talking with staff, asking questions, using our formal feedback systems or providing input through our Community Consultative Committee.
- Education of staff members to ensure they are aware of and embed the principles of health literacy in their daily work.
- Ensure the facilities policy and procedures prioritise health literacy requirements in program, facility and service planning.

\*Reference: National Statement on Health Literacy, Australian Commission on Safety and Quality in Health Care.

## Feedback Management

### Process for feedback

We hope that every customer's experience at Castlemaine Health is a positive one. However we warmly welcome feedback on any aspect of our service, be it critical or complimentary. Community feedback is vital in informing the development of our service, and providing feedback to staff members.

Customers and their family members can provide feedback in a number of ways. If a customer has concerns with any of our services we encourage them to discuss the issue in the first instance with relevant staff member, in an attempt to resolve the problem quickly. Any formal complaint received is treated very seriously. All complaints are investigated, a resolution is attempted and a response is provided by the relevant Operations Manager or Executive Director.

Avenues for providing both critical and complementary feedback include:

- Completing a Customer Feedback Form – available in all areas of Castlemaine Health and on our website – go to [www.castlemainehealth.org.au/contact-us/](http://www.castlemainehealth.org.au/contact-us/)
- Sending us comments in an online form – go to [www.castlemainehealth.org.au/contact-us/contactpublicrelations/](http://www.castlemainehealth.org.au/contact-us/contactpublicrelations/)

- Writing a letter addressed to the Quality and Risk Department, Castlemaine Health, PO Box 50, Victoria, 3450.

If a customer or visitor has an idea for improving our service, Bright Idea forms are available in the cafeteria.

### Result of feedback

The following are some of the improvements made in 2014-15 as a result of customer feedback:

- Improved signage.
- Provision of colourful painted lines to guide clients from reception.
- Improvement in written information provided to Operating Theatre clients.
- Review of client care plan and family meeting arranged.
- Revision of menu.
- Change from plating meals in the facility main kitchen to plating on some of the residential units.
- Review of gardening maintenance systems.
- Improvement in documentation provided to clients.
- Education of staff in relation to effective communication.
- Purchase of more comfortable physiotherapy massage tables.



Brianna Cain from Health Information Management with the coloured lines that now assist clients to locate areas within the hospital.

## Involving the community

We also offer many opportunities for community members to become involved in volunteer activities that complement our care and contribute to decisions about our future strategic directions. Please visit [www.castlemainehealth.org.au/contact-us/](http://www.castlemainehealth.org.au/contact-us/) or call 5471 1505 for more information.

## Health Independence Education Programs

Following is a list of some of the programs offered to clients in the Community Rehabilitation Centre to optimise health, quality of life and independence:

- Cardiac Rehabilitation
- Pulmonary Rehabilitation and Maintenance Programs
- Healthy Lifestyle Program
- Pain Management
- Mobility and Balance Programs

## Fundraising

Community support is critical in ensuring we continue to provide the best possible care for our community. In particular donations, sponsorships, grants and bequests assist in maintaining valuable facilities and equipment. Castlemaine Health is grateful for the support it receives from many individuals, businesses, community groups, legacies and philanthropic trusts. Financial donations and other contributions are greatly appreciated.

### Murray to Moyne

With the support of local business, their friends and family, the 'Castlemaine Rouleurs' raised over \$14,000 for Castlemaine Health in 2015. This money contributed to the purchase of more appropriate and comfortable furniture for the four aged care residences on site. Special thanks to the 'Castlemaine Rouleurs', pictured here at the start and finish of the 2015 Woody's Murray to Moyne Cycle Relay.

### Run the Maine

In October 2014 the 'Run the Maine' Fun Run was held, resulting in a donation of \$10,000 to Castlemaine Health. This was used to purchase new defibrillators. Special thanks to the Run the Maine Committee: Libby Mayes, Ruth Anley, Fran Taylor, Richard Mayes, Jaynee Russell-Clarke, Stacey Rewell, Cathy Thompson and Laura Keogh.



At the start of the ride in Echuca are (left to right): Sam Murphy, John Whitlock, Michael Priest, Chris Shay, Bryan Maddern, Emeile Dawkins, Keiran Ryan, Ben Priest, Mick Murphy, Adam Goodes, Simon Gearing, Carl Harris, John Weinrich, David Boak, Jenny Boak, Phil Priest, Gary Bunn.



At the jubilant finish in Port Fairy are (left to right): Peter Mahlstedt, Ben Priest, Simon Gearing, Phil Priest, John Whitlock, Adam Goodes, Michael Priest, Carl Harris, Dan Tehan (Federal Member for Wannan), Gary Bunn, Bryan Maddern, John Weinrich, Keiran Ryan, Emeile Dawkins, Mick Murphy, Chris Shay, Sam Murphy.



The Run The Maine mascot at the 2014 event.

## Collier Charitable Fund

In 2014 we expanded our Operating Suite from one operating theatre to two, resulting in an ever increasing throughput of surgical patients. The Collier Charitable Fund again generously supported us, with a grant of \$31,000 towards the purchase of critical equipment, enabling us to manage the volume of surgical patients in the two theatres that operate concurrently.

In particular, the grant enabled the purchase of an Olympus Camera lead and GE Patient monitor. The camera lead is used extensively for laparoscopic procedures. The majority of our procedures are performed laparoscopically as this type of surgery is less invasive, the patient feels less pain and they recover more quickly. Although the camera leads are very expensive they last a long time and the outcome for the patient is favourable. The GE Patient Monitor screens vital observations of the patient in the recovery room post-operatively.

## Bequests

People can contribute to the future health and wellbeing of their community by including Castlemaine Health in their Will. Gifting the local health service is a very practical and long-lasting way to support the community – including, possibly, future generations of family and friends. You can decide how you would like your gift to benefit Castlemaine Health and how you would like to be acknowledged. People wishing to find out more can contact the Community Engagement Coordinator on 5471 1505.

Bequests & Legacies	\$
Estate of Mr Malcolm James Archer	870,000
Estate of GL Godfree	2,490
Estate of Mrs Williamina McBeath-Todd	2,371
Estate of Mrs Bettye Edith Canning	1000
Estate of Mr Phillip McAlpin	421

## In Memoriam

We appreciate the donations made in lieu of flowers at funerals, which totalled \$2,201 in 2014-15. This is a very direct and practical way of expressing gratitude and benefits those receiving care in the future.

## Major Donor List

ASQ – All stone quarries	Leech Earthmoving Contracting Pty Ltd
Barker Ms Carol	Lions Club of Castlemaine
Baud Mr B	MAHRA Club
Beare Ms Gwenda	Marriott Ms Jane
Billman's Foundry	McClure Messrs Gary & Ian
Bishop Accounting & Taxation	McClure Mr Malcolm
Bowlen, Dunstan and Associates	McKenzie Ms Judy
Bradshaw Mr and Mrs Alan	Mount Alexander Funerals
Broad Mrs Beverley	Murphy Mr Mick
Bunn Mr Gary	Norris Mrs E
Campel Mr & Mrs John & Elaine	O'Reilly Mr William
Cantwells Real Estate	Padgham Mr & Mrs Douglas & Beverley
Castlemaine Golf Club	Perplexing New Reality Pty Ltd
Castlemaine Lawn Tennis Club	Phillips Mrs Lorraine
Castlemaine Secondary College	Priest Mr Ben
Castlemaine Steiner School	Priest Mr Michael
Cawthan Mr & Mrs Cecil	Priest Mr Phil
Clark Mr & Mrs Ian & Judith	Ralph Mrs Beverley
Collins Ms Carol	Redfearn Mr George
Cook Mr Anthony	Rotary Club of Castlemaine
Cross Mrs Tracey	Run The Maine Committee
Dalrene on Mostyn	Saines
Denniston Ms Liz	Scutt Mrs F
Dessens Ms Sophie	Seedsman Mrs Margaret
Dunse Mr & Mrs Robin & Yvonne	Stewart Mrs Joan
Dyer Ms Jenny	Stewart Ms Vera
Edwards Ms M	T   Cross T/AS EST Boutique
Edwardson Mrs D	The Bridge Hotel
Ellery Mrs Wilma	The Murray to Moyne Cyclists
Farthing Mr & Mrs Eddie & Marjorie	The Pups
Garnett Ms Penelope	Thomas Mr & Mrs Graeme & Wendy
Goodes Mr Adam	Tingays Smash Repairs
Grainger Mrs Elizabeth	Tomato Fundraiser
Hall Mrs Chris	Tonks Bros Pty Ltd
Hallett-Odgers Ms Julie	Walker Mr & Mrs Donald
Harris Mr Carl	Watson Mr & Mrs Wes & Peg
Harris Mrs Mary	Wednesday Ladies Tennis
Harris Mr & Mrs Malcolm	Weatherall Mr & Mrs William & Florence
Heagney Mr & Mrs M & M	Williamson Mr Martin
Jensen Mr Robin	Wright Mr Robbie
Kay Ms Marilyn	
Kelly J	
Kidson Mr Barrie	

Total donations receipted year ended 30/06/2015 was \$966,042 (in large part due to a very generous gift from the Estate of Mr Malcolm James Archer).

## Promoting Our Work

### Golden Bundle Award

Waller Realty continues to support and promote our maternity service through The Golden Bundle Award. We present a 'baby bundle' gift basket to a baby born at Castlemaine Health each month. We sincerely thank Waller Realty for their generous ongoing sponsorship.

### Main FM

Once a month members of the Castlemaine Health team – be they allied health professionals, doctors, nurses, residential aged care professionals, or administrative staff – are invited to talk on our local radio station, MainFM, about topics of interest to the community. Many areas have been discussed including special weeks, speech pathology, health education, diabetes and more. Members of the community are encouraged to tune in at 10am on the third Wednesday of every month – 94.9 MainFM.



Diabetes Educator and Cardiac Rehabilitation Coordinator Antoinette O'Shaughnessy speaking on MainFM.

### Clinical Governance and Quality Committee Consumer Representative, Liz Grainger



"I have been involved with Castlemaine Health for many years, firstly as a consumer (my youngest child was born at the Halford Street site) and more recently as a Board Member. My family had always thought how lucky we are to have such a wonderful facility as Castlemaine Health right here in our town, and so, as a way of actively giving support, I decided to apply for a position on the Board in 2006. During the nine years I was a Board member, I saw many changes in different areas, including strategic planning, building works (particularly with Ellery House, and the new theatre and resulting upgrades) and human resource management.

Part of my work with the Board was on the Clinical Governance Committee, and I am currently a community consumer representative on the Clinical Governance and Quality Committee. Being a consumer representative is a very rewarding role, as I have the opportunity to have a say in what the facility is doing to improve care and services. I have learnt a lot about health care and I have felt empowered to contribute to a very wide range of projects from a consumer perspective. I would welcome the ideas and thoughts of community members to help me in this role, to ensure your voice is heard."

### Liz Grainger

### Community Consultative Committee Member, Brian Stant



"I joined the Community Consultative Committee after a friend suggested it – to replace him, when he was leaving the Shire. I was initially unsure of what was expected of me or what practical use I would be. I now know it is my opinion as a member of the Castlemaine community which is relevant and, indeed, valued. For me personally I find it interesting, informative and rewarding to be privy to the decisions being contemplated and formulated by Castlemaine Health.

The Committee is made up of a range of people, from diverse groups and communities within the Shire. I find that opinions and views expressed by various members on the issues and policies presented by Castlemaine Health, as both listened to and taken seriously. I also get some personal satisfaction in knowing I am contributing to my local community as a volunteer."

### Brian Stant

## Volunteers

Our volunteers contribute an enormous amount of time, effort and skills to Castlemaine Health, benefiting our patients, residents and community clients. Our volunteers are involved in many projects and service areas including:

- social and respite activities
- cafe and lolly trolley
- residential visiting and welcoming
- music program
- pet therapy
- art and craft groups
- library trolley and readers
- pastoral care
- administration and customer surveys
- community consultative committee
- walking and exercise programs



Volunteers Marion (front) and Margaret (back) in Castlemaine Botanic Gardens with members of the Tuesday Companion Walking Group.



Valmai volunteers in the Quality and Risk Department, assisting with surveys and providing a consumer perspective on documents and improvements.



Musical volunteer Angela playing for residents in Ellery House.



Lynette and Tia the dog, with a resident of Spencely House.

## Evaluation and Distribution

A dedicated team has put this year's Quality of Care Report together with input from consumers, the Community Consultation Committee and the Quality and Risk Committee. Feedback and suggestions for improvement are invited as part of our evaluation process so that we can continue to provide a report that is informative and relevant. As a result of feedback from last year's report there have been images included to illustrate actions taken as a result of our customer feedback system.

The Quality of Care Report is posted to key community organisations and major donors and is also available from our website at [www.castlemainehealth.org.au](http://www.castlemainehealth.org.au). Requests for additional hard copies, and comments and feedback are welcome. Please contact our Community Engagement Coordinator on 5471 1505 or look for the link on our website.





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[www.castlemainehealth.org.au](http://www.castlemainehealth.org.au)