The Eyes Have It

Each year The Kilmore and District Hospital (TKDH) sees over 300 community members who arrive with eye injuries. The presentations are mostly the result of foreign objects entering the eyes, chemical splashes, an infection or sports injury.

Up until now we’ve had limited resources to effectively assess and manage these injuries on site, meaning many members of the community have had to travel to metropolitan hospitals.

Back in June, the Royal Victorian Eye and Ear Hospital (RVEEH) offered TKDH an opportunity to apply to be part of an innovative telemedicine program known as eyeConnect.

eyeConnect provides rural and regional hospitals with equipment and rapid access to specialist medical support.

Thanks to a collaboration among our Urgent Care Centre (UCC) nursing and medical team, our community-based GPs, community advisory board and local ophthalmologists, TKDH put our hand up for the program, and was proudly selected to participate.

In August TKDH took delivery of the specialist eyeConnect equipment. We’ve since set up a dedicated consultation space.

This means that we can perform high level eye assessments from our UCC, transmit the information to the RVEEH via a secure IT link, and consult directly with their specialists.

UCC Unit Manager, Garry Wilson is happy that fewer locals will have to travel to the big smoke.

“If their care needs are shown to be more complex, then the patient will still be transferred to the RVEEH for specialist treatment or surgery. But I guess the benefit is that they know that is an appropriate trip,” said Garry.

TKDH is pleased that with this initiative we are improving local access to healthcare and building relationships with larger hospitals. The eyeConnect service is a safe and effective way to meet the healthcare needs of our growing community.

Once everything is ready to go it will operate out of the UCC between 7:30am and 9:30pm.
CEO’s Update (Sue Race)

Spring has sprung. So welcome to this season’s edition of The Kilmore & District Hospital news, in which we recognise and celebrate community contributions.

You can read about Ray Miller, one of our amazing volunteers who recently won a statewide award. We showcase our Community Advisory Committee, profile one of the members, and give you the chance to get involved to shape our services.

If you want to learn more about those services you should pop Saturday 21 October into your calendar. We’re opening our doors for the annual Community Open Access Day.

We’re getting ready to launch a new service too. Take a peek at the eyeConnect story on page 1.

Our team’s focus for the next three months includes:

- Community engagement events: in addition to the open day we have the Annual General Meeting coming up on 29 November
- Quality Account: once again we’re developing the report into a handy calendar that will be available at the AGM
- Recruitment campaign: demand for our services is growing rapidly so we’re boosting staff numbers to meet community need.

We’re also really chuffed to have just been announced as the Winner of the Victorian Healthcare Association’s Innovation in Clinical Governance Award. It’s wonderful for our team to receive industry and peer recognition for the work we are doing to improve our quality processes. It also reassures our hospital community that TKDH is on the right track.

Thanks again to everyone in this wonderful community who plays a role to do and support the work that we do, day in, day out.

Regards,

Sue

Community Advisory Subcommittee

A high quality health care service is inclusive and responsive to the needs of its local people.

TKDH’s Community Advisory Subcommittee (CAS) is made up of consumers, carers and community members, alongside staff and representatives of key community service organisations. Together, they meet every two months and work on projects.

The committee is taken seriously and reports directly to the hospital Board. There are currently six community members who are actively involved across all levels of hospital operations, and we’re seeking more.

CAS is a dynamic forum to share, discuss and review initiatives. Hearing the real voice of the community tells us a lot about our services, and points us to where we can and how we need to change or respond to feedback.

The Victorian Health Experience Survey is compilation of feedback from patients who attend our hospital. It asks them to rate everything from their clinical care, to the level of involvement in their own care, respect shown, infection control, food quality and the hospital environment.

These quarterly results are regularly and robustly discussed by the committee. A working group was formed in August to look at how we can respond to areas of lower rating. So stay tuned for improvements, courtesy of CAS.
The Dianella Doer

As a volunteer at Dianella Hostel for over six years Ray Miller has been described as committed, passionate, a quiet conversationalist, meticulous, naturally talented and a skilled handyman. He’s also known as a ‘doer’.

This local people connector was recently recognised in the statewide Celebrating Aged Care Awards for the public sector.

Ray comes up with ways for residents and their families to connect through personal interests. By leading projects he creates opportunities for people to become active participants in their living place and community.

The current fountain project includes wall mosaics by residents. As they gather outdoors to ‘do’, they talk about the day, the past, the future, the world, and all of the trivia and important bits of life.

As a result the garden is becoming a beautiful and dynamic space where people (and the resident goats) share moments of relaxation, laughter, family and friendship.

Ray also compiles the bi-monthly Dianella newsletter to engage residents and family in regular conversation.

Check Us Out

10am-2pm, Saturday 21 October

Come along to check out The Kilmore & District Hospital. At our Community Open Access Day we’ll open up spaces including theatre, aged care facilities, urgent care outpatients and maternity. Take the tour, grab a Rotary BBQ snag and see what goes on behind the scenes!

The Board will host an open forum. Board appointments for 2018 have just opened and are advertised on our website www.kilmoredistricthospital.org.au if you are interested in joining our board this is your chance to influence how your health service delivers care to our community.

You can also meet TKDH team and discover more about local health resources. Kids can book a place in the popular KidsClinic ‘Little Doctors and Nurses for a Day’ program, and we’re holding a work experience information session.

Phone 5734 2000 or email sheathej@humehealth.org.au for more information.

Make Us Better

We know that when TKDH consumers, carers and community members participate, our care and services improve.

As part of the plan to get better we’re keen for local folks to join our Community Advisory Subcommittee. This subcommittee of the Board is made up of a group of people - internal and community – who are committed to improving health outcomes and the quality of care.

If you’re interested in the good health of your local community, contact Jitka to find out how you can get involved. Phone 5734 2164 or email jilichj@humehealth.org.au.
Who are You?

Gwenda Phillips
Volunteer, Community Advisory Committee

What do you do around here?
I’m a member of the Community Advisory Committee that meets every two months. Plus there are workshops I attend to help me with my role. I am regularly asked to give feedback on the wording and design on pamphlets, to comment on events that are happening, and to suggest how the hospital can better serve the community.

Why did you get involved?
My first thoughts when asked to join were that I didn’t have the time. Being retired I often wonder when I had time to go to work! But then I realised that the committee was a meaningful way of being part of my community.

What’s the best thing about your role?
I feel like a valued member. It has confirmed for me what a kind and nurturing place our hospital is. There are always ongoing problems within any community but the staff who I’ve met are always looking for ways to meet those challenges.

What are the benefits of participation?
A family member recently had a serious operation and I was so grateful that I knew the questions to ask, simply from being part of the committee. The hospital is always looking for people to be volunteers and committee members. And what a fantastic group of people they are.

What are the benefits of TKDH?
Our hospital has and always will have the challenge of getting the vision right for how the hospital could be run. There simply isn’t enough funding to do it all locally. But I do know that they make the most of the resources available. I feel honoured and proud to be part of it.

Contact Details
Address: Rutledge Street, Kilmore
Email: kilmoreweb@humehealth.org.au
Web: www.kilmoredistricthospital.org.au
Switchboard: 5734 2000

The-Kilmore-and-District-Hospital

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