

11 annual report 12



To enrich the Health & Wellbeing of the Community


**Boort
District Health**



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Our Vision

To enrich the health and wellbeing of the community

Our Role

To deliver quality, flexible and responsive health and care services to the community.

Our Values

- Accountability is demonstrated through our actions
- Through impartiality, the rights and choices of people are respected
- Services are client focused
- Care and services are delivered in a manner which demonstrates integrity

ABOUT BOORT DISTRICT HEALTH

History

Boort District Hospital was established in 1961 with the capital works funding being provided by the State Government. In June 2008, the entity resolved to change the name of Boort District Hospital to Boort District Health in recognition of the breadth of health, aged and community services BDH now delivers.

A great asset to the community, the health service currently employs 100 people and contributes in excess of five million

dollars each year to the local economy. Recent service expansion in primary care has resulted in Boort District Health reaching a wide regional population of approximately 4,500 people across a number of small community towns and surrounding agricultural precincts.

Boort District Health is located in the Township of Boort in North Western Victoria. It is a publicly funded Health Service with a long established relationship with its community in and around the Boort District.

OUR HEALTH CARE SERVICES

Boort District Health prides itself on providing a comprehensive range of healthcare services to its community. The services listed below are available to all members of the community.

Acute Services

BDH provides 9 acute beds in both single and shared rooms. Admission to acute services is through our visiting Medical Officers.

Emergency Care Services

The now named Urgent Care Department provides emergency medical care and stabilisation is provided on a 24 hour basis with the support of the local general practitioners.

Residential Care Services

30 low level residential aged care including 1 transitional

care bed are available at the Boort Hostel, whilst 10 high level care are available in the A.H. Thrum Nursing Home.

Oral Health Services

Public oral health services include adult, teenage and school dental programs that are provided to a wide geographical catchment population.

Community & Home Based Services

A range of community and home based services are provided at BDH, including Planned Activity Groups and Social Support Services, District Nursing Services and Transition Care Program, Domiciliary Midwifery, Volunteer Coordination and Meals on Wheels.

Primary Health Services

Services include, Dietician, Physiotherapy, Podiatry, Health Education and Health Promotion.

To enrich the Health & Wellbeing of the Community

REPORT OF THE BOARD PRESIDENT & CHIEF EXECUTIVE OFFICER

In accordance with the Financial Management Act 1994, I am pleased to present the Report of Operations for Boort District Health for the year ended 30 June 2012.

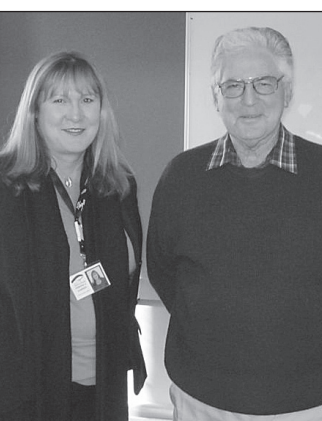
It gives us great pleasure to present our Annual Report for 2011-2012.

Redevelopment

Work on the redevelopment has progressed slowly but surely over the past year. BDH has continued to remain engaged with the regional and central Department of Health offices along with our state and federal Politician's to find a suitable solution to the continuing issues with the Hostel building fabric. This ongoing dialogue has proved fruitful, with the Department agreeing to fund the development of a new service plan for BDH, which will be finalised by the end of August 2012. This will then allow the master planning stage to then proceed soon after.

Obituaries

Throughout the past year we mourned the passing of three life governors of BDH. It was with sadness that we farewelled Beryl Jeffery, Alma Donnellan and Maureen Birt. Mrs Maureen Birt and Miss Alma Donnellan were past Directors of Nursing showing exemplary leadership in nursing. The high standard they set will remain an on-going legacy to their work. Mrs Beryl Jeffery gave 40 years of dedicated service to the BDH Auxiliary. Each of these ladies gave generously of themselves to our Health Service over many years. The Health Service extends its heartfelt condolences to the families and friends of these wonderful and kind ladies.



**CHIEF EXECUTIVE
OFFICER**
Veronica Jamison

BOARD PRESIDENT
Jim Nolan

Veronica Jamison
Chief Executive Officer

Collaboration

As part of its involvement in the wider health care sector, BDH collaborates with a range of partners across the state including the Loddon Mallee Palliative Care Consortium, Northern Districts Community Health, Cohuna Hospital, Loddon Mallee Rural Health Alliance, Bendigo Health, The Bendigo Loddon Primary Care Partnership and the Loddon Mallee Murray Medicare Local to name a few.

We thank all of our partners for their assistance throughout the year and look forward to enjoying a long and fruitful association with them going forward.

Acknowledgements

The local medical practice under Dr Ashraf Takla continues to look after the health needs of the community. Dr Takla is supported by St Antony's Medical Group, the Murray Plains Division of General Practice and our Director of Medical Services, Dr Paul Francis who chairs the Clinical Advisory Committee and the Loddon Mallee Sub-Regional Credentialing Committee. Our heartfelt thanks go to all of the Doctors involved in the delivery of our medical services, especially Dr Takla who is often at the Hospital after hours looking after the needs of the community.

BDH is pleased to continue its association with Dental Director, Dr Sajeew Koshy, who has worked hard this year to ensure to continuance of dental services to the Boort Community. Whilst we were sad to see Dr George Njaliath and his family leave Boort to start a new life in Melbourne, we are very happy to have secured the services of Dr Chetan Bhardwaj, who brings new enthusiasm and skills to his role at the Dental Practice.

The work of our ladies auxiliary is outstanding and exemplary. BDH appreciates their tireless efforts in raising funds to purchase medical equipment and furnishings to support the work of our clinical staff.

To everyone who has helped BDH throughout the year – thank you.

Jim Nolan
Board President

BOARD OF MANAGEMENT & GOVERNANCE

Governance

Boort District Health is a public hospital and is an incorporated body listed under Schedule 1 of the Health Services Act 1988.

The responsible Minister is the Honourable David Davis, MP Minister for Health. The activities of Boort District Health are governed and directed by the Board of Management, consisting of six representatives who meet regularly with the executive staff to determine policy and planning

direction. The Board is supported in its decision making process by a number of sub committees who present reports and recommendations for consideration. Subject to the requirements of government regulation and the health service by-laws, the Board exercises wide ranging powers including the strategic and policy direction, financial control, the determining of the range of services to be provided and the appointment of visiting medical officers and the chief executive.

ROLE OF THE BOARD OF MANAGEMENT

The Board's role is to:

- ensure that the organization achieves all that it is capable of achieving; whilst
- avoiding that which is unacceptable.

In fulfilling these roles, the Board is to establish and maintain systems and processes to set strategic direction, organisational policies and management performance expectations, and to monitor achievements against these. The Board is to determine what must be done in order to

ensure the sustainability of services to the community it represents. The responsibility for determining how these things are to be done is vested in the Chief Executive Officer.

The Boort District Health Board has a fiduciary duty to steer the organisation in a direction that is consistent with the requirements of government, community, the Department of Health, and other stakeholders. In so doing, the Board also assumes a significant non-delegable duty of care.

OFFICE BEARERS



PRESIDENT
Mr Jim Nolan

First Elected:
27.07.1970
Committees –
Executive &
Governance
Committee
Finance & Audit
Committee
Clinical Appointments
Committee



SENIOR VICE-PRESIDENT
Mr Alister McDougal

First Elected:
01.07.2008
Committees –
Executive & Governance
Committee
Finance & Audit
Committee

05.07.2011 – 22.05.2012
Committees –
Safety & Quality
Committee

MEMBER
Mr Preston Forster



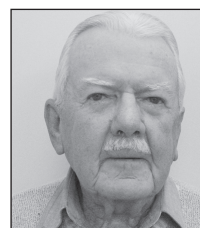
MEMBER
Mrs Elizabeth Barnes

First Elected:
10.01.1995
Committees –
Executive & Governance
Committee
Safety & Quality
Committee



MEMBER
Mr Gary Rhook

First Elected:
01.11.2004
Committees –
Finance &
Audit
Committee



MEMBER
Mr Kelvin Jeffery

First Elected:
25.08.1969



MEMBER
Mr David Rees

First Elected:
01.11.2001

MEETING ATTENDANCE

NAME	COMMITTEE MEMBERSHIP			
	BOARD OF MANAGEMENT	EXECUTIVE GOVERNANCE	FINANCE & AUDIT	SAFETY & QUALITY
Mr M.J. Nolan	10/11	1/1	4/4	
Mrs E.M. Barnes	10/11			3/3
Mr K. Jeffery	11/11			
Mr D. Rees	8/11			
Mr G. Rhook	9/11		4/4	
Mr A McDougal	9/11	1/1	4/4	
Mr P Forster	8/9			1/3

To enrich the Health & Wellbeing of the Community



ROLE OF THE EXECUTIVE

The role of the Executive is to enact the decisions of the Board of Management, provide leadership and management to the BDH staff, approve and oversee the implementation

of the quality and business plans and to ensure the organization operates within the various statutory requirements set for it by government and statutory bodies.

KEY PERSONNEL

Executive

Chief Executive Officer

Ms Veronica Jamison MBL, Grad Dip Bus (Mgt), B.A. (Psych), FCHSM, CHE

The role of the Chief Executive Officer (CEO) is to ensure implementation and maintenance of robust corporate and clinical governance systems in all areas of the organisation. These activities are in accordance with best practice and comply with all statutory obligations.

The key focus of this role is to lead, manage and direct BDH to achieve optimum outcomes through effective and efficient use of business assets and human resources. This requires working with the board, staff and key stakeholders to develop and implement initiatives in keeping with the Strategic Direction of the Organisation. Additionally, the CEO is to provide the board with comprehensive information, analysis, and timely advice on all matters affecting BDH.

Director of Nursing & Client Services

Mrs Judith Keath RN; RM; BN AFCHM

The Director of Nursing & Clients Services role is for the responsibility of the efficient and effective delivery of quality clinical care services of acute care, aged care and community care.

Director of Medical Services

Dr Paul Francis MBBS, FANZCA, AFRACMA

The Director of Medical Services leads and directs the delivery and development of clinical governance and services as part of the Executive team, consistent with the Strategic Plan and Government policy.

Director of Dental Services

Dr Sajeew Koshy MDS Endo (Otago), MBA (Otago), MRACDS (Endo), AFCHSM

The Director of Dental Services is responsible for ensuring the competent clinical care delivery of a comprehensive range of dental services and treatments, and in doing so, will provide the clinical supervision of staff employed at the Boort Dental Clinic.

Management Team

Dental Officer

Dr George Njaliath MDS Orthodontics; BDS
01.07.2011 – 16.05.2012

Dr Chetan Bhardwaj BDS; ADC
10.04.2012 - Current

The Dental Officer is responsible for the overall management and delivery of a comprehensive range of dental services and treatments and the general supervision of staff employed at the Boort Dental Clinic under the direction of the Director Dental Services and the CEO.

Finance Officer

Ms Stacey Theobald Cert IV in Financial Services

In collaboration with the CEO and BDH External Accountants, the Finance Officer is responsible for the co-ordination of all financial data and systems including payroll and human resources administration within BDH.

Nurse Unit Manager Clinical Services

Mrs Michelle Holland RN; RM

The Nurse Unit Manager Clinical Services is responsible for the delivery of clinical services to the clients in Acute and Residential Aged Care.

Quality Improvement Manager

Mrs Lynne Sinclair RN; Cert Gerontology
Advanced Dip Business Management

The Quality Improvement Manager is responsible for overseeing all relevant accreditations at BDH. The role is also responsible for the promotion of a culture of continuous improvement and Risk Reduction and Management across BDH.

Support Services Manager

Ms Julie Walton Dip Business (Human Resources)
Advanced Dip Business Management

The Support Services Manager is responsible for the management of food services, cleaning & maintenance services, occupational health & safety and information technology support.

Visiting Medical Officers

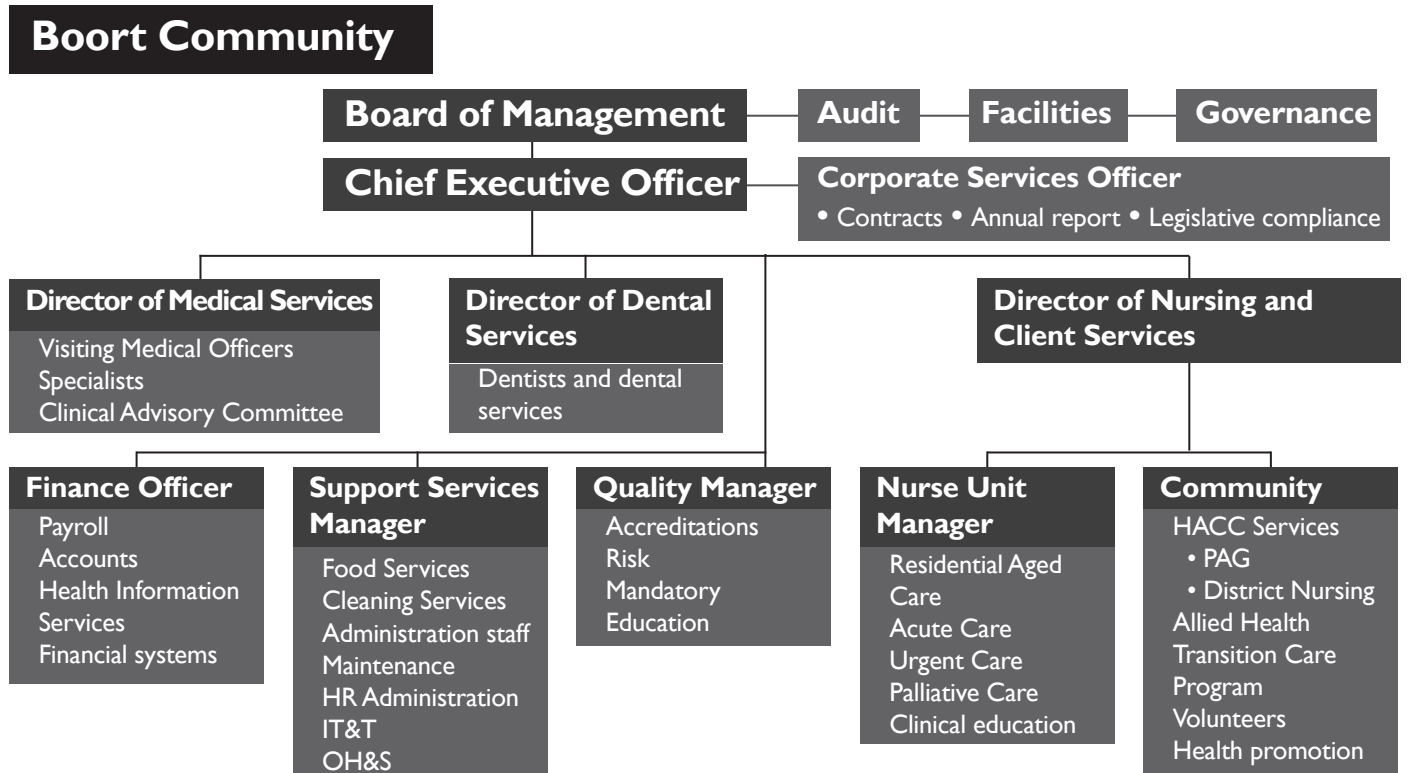
Dr Ashraf Takla MBBCH; DFP

Dr Poate Radrekusa FRACGP; MBBS; Dip Surg

Dr Adel Asaid MBBCH; FRACGP; ACRRM

Dr Eji Ekeanyanwu MBBS; FACP; FRACGP

ORGANISATIONAL CHART



YEARS OF SERVICE AWARDS FOR 2012

45 years	Marl Worland	15 years	Tamara Boyd
35 years	Nance Henderson	10 years	Jeanette Long
30 years	Flo Rollinson		Deanne Smith
25 years	Judy Perryman		Val Poyner
20 years	Mary Noonan		

KEY ACHIEVEMENTS & CHALLENGES 2011/12

Key Achievements and Challenges during the 2011/2012 Year and Outlook for the Year Ahead.

The 2011-2012 year saw the Health Service focus on building on its existing services to the Boort Community. Noteworthy highlights included the following initiatives:

Development of a new Strategic Plan

The new strategic plan has three major strategic initiatives focusing on the areas of community needs, financial viability and appropriate infrastructure. The plan which covers the 2011-2014 period was prepared with significant involvement from the Board of Management, the Senior Leadership Team and members of the Boort Community.

Transition Care Program

Following considerable negotiation and planning the Transition Care Program (TCP) commenced operating. The program offers both Residential TCP and Community TCP. Funding of the program is for an initial 12 month period. Occupancy has exceeded the 25% benchmark and the Health Service is hopeful that going forward we will receive ongoing funding to continue the operation of this important part of our service.

Infrastructure Renewal

Several Infrastructure renewal projects were undertaken during the year. These included the installation of new smoke doors in the Acute Ward, The purchase of a new state of the art oven for use in the Kitchen and the refurbishment of office space to accommodate the Quality Department and the Support Services Manager. Going forward there will be

refurbishment works undertaken to the Nurses Cottage, which is in real need of an upgrade.

Realignment of Key Roles

During the year the opportunity arose to realign both the Quality and Nurse Unit Managers roles. BDH moved from a decentralised approach to Quality and Risk to a centralised approach where one manager now has responsibility for both the Australian Council on Healthcare Standards (ACHS) and the Residential Aged Care Service (RACS) Accreditations and Risk Management. This change has enabled duplication of activity to be removed, thus leading to a more streamlined and consistent approach across the organisation. The creation of the dedicated Nurse Unit Manager's Role across Acute and Aged Care has enabled a more considered focus to the management of these important areas to be undertaken.

Financial Sustainability

During the year BDH partnered with Provider Assist, a company specialising in reviewing ACFI (Aged Care Funding Instrument) claims. As a result of this arrangement, BDH was able to achieve additional funding and improve the level of care given to a number of our residents.

Outlook for the Year Ahead

With the Department of Health funding the preparation of a new service plan for BDH, the Health Service will be well placed to enter the master planning process. This will enable us to focus on further developing a range of services that meet the needs of the Boort Community for many years to come.





ENVIRONMENT

Boort District Health is committed to improving the environmental sustainability of our operations; protection of the environment, minimising waste, responsible purchasing practices, monitoring BDH's environmental impacts.

In an effort to reduce our environmental footprint Boort District Health participated in Sustainability Victoria's Resource Smart Health Care Project to develop an Environmental Management Plan. As part of this project BDH has undertaken the following

- Developed an Environmental Management Plan
- Established a the "Green Team"
- Established an environmental policy
- Set Targets and goals for the future
- Established a baseline for BDH energy and waste consumption

So far BDH has

- Implemented Printer & Battery recycling
- Established a recycling program, including a depot for all commingled waste (includes, composting, bricks pipes etc.)
- Conducts regular waste audits (general, medical)
- Review of heating & cooling procedures.
- Installation of retrofit water devices
- Installation of skylights throughout hospital to provide natural light into rooms and corridors.

The Future

- Reduce our energy & water consumption by 4% by June 2013
- Source funding for installation of water tanks to capture and reuse rainwater in gardens
- Implementation of central store, for all medical, kitchen and housekeeping stores to reduce excess purchasing and waste.
- Provide bicycle facilities for staff and visitors of BDH
- Investigate solar power initiatives.

BDH endeavour to continue to look for innovative ways to minimise the use of "our worlds resources" and minimising our environmental footprint in the future.



BDH STRATEGIC GOALS 2011-2012 – PROGRESS REPORT

STRATEGIC OBJECTIVE	STRATEGIC GOALS	ACHIEVEMENTS 2011-2012
To Develop and promote excellent health and well being within our community.	To form strong networks with other community based services in the Loddon Mallee region	<ul style="list-style-type: none"> • Development of a Memorandum of Understanding between BDH, Northern Districts Community Health Service and Cohuna Hospital.
	To provide a range of health promotion/education programs which are relevant to community needs	<ul style="list-style-type: none"> • Access 'Well for life' maintenance funding for continuation of physical activity programs and improved nutritional status. • Membership of the 'Women Voices in Northern Loddon' working party to promote women's health in the Loddon Shire. • Participation in PCP funding for survey on the reasons women in Loddon are not accessing Pap Screening.
	To develop successful partnerships with a variety of Boort Organisations	<ul style="list-style-type: none"> • BDH partnered with the community for the 2012 Deb Ball.
To develop and support our older population.	Work with other healthcare organisations to develop service delivery model appropriate to the Boort Community.	<ul style="list-style-type: none"> • Contracts have been entered into with Bendigo Health to provide two transition care beds from BDH.
	Increase capacity and appropriateness of hostel transport	<ul style="list-style-type: none"> • Purchase of larger station wagon more suitable to carry older residents and their associated aids and appliances.
To develop and maintain cost effective and sustainable services.	To ensure all department heads practice good financial management in line with delegation of authority and budget.	<ul style="list-style-type: none"> • Enhanced financial reporting developed to report, monitor and reduce excessive staff leave.
	To implement the organizations environmental plan	<ul style="list-style-type: none"> • Environmental plan developed and endorsed.
Develop and work towards implementing a Capital Works Plan.	To conduct an evaluation of our community health demographic	<ul style="list-style-type: none"> • Suitable property purchased for BDH staff. • Funding was allocated for upgrade the Nurses cottage through Health Workforce Australia (HWA).
	To explore ways to provide recognition and reward for all BDH staff	<ul style="list-style-type: none"> • Length of Service recognition badges were awarded to staff.
	To publically recognise the involvement of volunteers at BDH	<ul style="list-style-type: none"> • Two auxiliary members were award 'Life Governorship' of BDH at the 2011 AGM.
To develop and maintain sustainable service provision.	To develop a service plan around the viability of providing an appropriate model of midwifery services	<ul style="list-style-type: none"> • Study completed at the end of 2011.



CORPORATE SERVICES REPORT



CHIEF EXECUTIVE OFFICER

Veronica
Jamison

In accordance with the Financial Management Act 1994, I am pleased to present the Report of Operations for Boort District Health for the year ended 30 June 2012.

Corporate Services at Boort District Health comprises a range of essential services that are integral to the smooth running of the organization. Significant corporate service activities undertaken throughout the past year are detailed below.

Fundraising and Community It was with a great sense of pride and achievement that BDH along with the Dja Dja Wurung Elders raised the Indigenous Flag for the first time at the Hospital. This small but significant gesture affirmed the Health Services commitment to closing the health gap for Indigenous Australians. We gratefully acknowledge Preston and Sue Forster for donating the flag pole and to Dr Sharman Stone for personally delivering the flag to us.

It was wonderful to see the Murray to Moyne continue to grow. The event lead by our very own Dr Ashraf Takla raised over \$23,000 this year, which will be used to buy a new bed for the Urgent Care Centre. What a great effort by all involved. We cannot thank you enough.

The hard work of our Ladies Auxiliary continues to support the needs of the organization, with the ladies raising much needed funds to purchase all manner of items to assist with patient care. This tireless effort of these wonderful ladies is to be commended.

Quality and Risk Management Our Nursing Home underwent accreditation this year, with the Aged Care Standards Accreditation Agency awarding a three year accreditation to BDH. All staff involved in the care in our Nursing Home Residents are to be congratulated on this achievement.

In addition to the Nursing Home Accreditation success, the Hostel and Nursing Home also underwent an unannounced visit by the Accreditation Agency, who praised the work of staff in both areas and found BDH to be fully compliant in the areas they examined during their visit.

BDH was fortunate enough to receive funding to appoint consultants from the Victorian Health Care Association to assist us in identifying a number of strategies and quality initiatives around quality and governance which BDH will build into its quality and business plans for 2012-13.

Information Technology BDH is part of the Loddon Mallee Rural Health Alliance. This enables us to link with other health care providers in the region, to share costs, infrastructure and to ensure we remain abreast of current and future changes in information and telecommunications technology.

Throughout the year the IT system was upgraded with the installation of a new server along with the purchase of a number of new workstations. We were especially excited to see the introduction of the Virtual Trauma & Critical Care Unit. This system is capable of linking BDH with specialist nursing and medical professionals across Victoria in real time to assist in critical patient care episodes.

Support Services Our Food, Cleaning and Maintenance teams continued to deliver a high level of service throughout the year. This was evidenced by the many positive comments made by the community and visitors to BDH. Our cleaning services are constantly praised with one visitor saying "This is the cleanest hospital I have ever been in". This verbal feedback is supported by the continued success of both the cleaning and food services staff in meeting and exceeding the various key performance indicators set for them. The addition of a new "ride-on" lawn mower certainly made life easier for the gardeners along with installation of a new plate warmer, which increased satisfaction within the food services department at the main hospital.

Finance Ms Gayle Smith was appointed Independent Chairperson of the Finance and Audit Board Committee during the year and has done a wonderful job overseeing the work of this committee. The work of our internal finance department and external accountants continues to be of a very high standard with the organization continuing to receive timely and accurate information to aid its decision making.

Contracts and Compliance During the year BDH implemented a new contract management system which ensures contracts are renewed and managed in line with good procurement principles. This year the organization successfully completed the renewal of a number of key contracts including the establishment of Transitional Care and appointing new providers for the provision of Pathology Services and Linen supply.

Thank you To all of the BDH team. Your efforts and hard work over the past year are really appreciated by our patients, residents and service users. Please keep up the good work caring for our community!

Veronica Jamison
Chief Executive Officer



DIRECTOR OF NURSING AND CLIENT SERVICES

**DIRECTOR
OF NURSING
& CLIENT
SERVICES**
Judy Keath



In 2011-2012 BDH continued to provide excellent care to the community of the Boort District. It is my pleasure to report to you some of the highlights and challenges of the past twelve months.

Organisational Change - Nurse Unit Manager –Clinical Services

In late 2011 after the resignation of key staff, a decision was made to combine the Aged care Nurse Unit Manager and Acute services Nurse Unit Manager roles into one position, Nurse Unit Manager – Clinical Services. In February we were fortunate to appoint Michelle Holland to this newly created position. The skills of the previous aged care manager Lynne Sinclair have not been lost however, as she has moved to Quality Manager and remains a great support to Michelle and the organization.

Physiotherapist Despite widespread advertising BDH was unable to recruit a suitably qualified physiotherapist to fill our vacancy in the regional model. It was with regret that we disbanded the model and each health service sought to recruit individually.

In March 2012 we were successful in recruiting Mr Brett Long one day a week, Brett is operating a private physiotherapy practice from the medical clinic, whilst providing necessary physiotherapy support to BDH.

Allied Health Assistant Project For the past two years BDH has been involved in a pilot program for the training of Allied Health Assistants to work in rural areas under remote supervision by Allied Health Professionals at Bendigo Health and Boort. Our student AHA Deanne Smith will shortly be qualified to commence work as a qualified allied Health Assistant in all areas of the organization. Deanne was privileged to represent the project and BDH by presenting at the regional Allied Health Conference in April 2012.

Equipment Purchases

Once again through the generosity of the community we have been able to purchase

- picoH Blood Analyser
- A Standup lifter.
- An electric lift chair
- An immunisation refrigerator
- Urinalysis machine.
- Both manual and automated blood pressure machines.

The purchase of this valuable equipment was only possible through the combined generosity of the Murray to Moyne team, the BDH Auxiliary, Mrs Theresa Nagy and the wider community of Boort.

Clinical placement network BDH has been an active participant in the clinical placement network which has seen the number of students gain experience at BDH rise from 160 hours in 2010 to 1840 hours in 2012. This ability to provide the clinical experience contributes to the overall nursing work force development of nursing in Victoria.

For the first time this year BDH has hosted overseas trained students who are seeking registration in Australia. The Initial Registration for Overseas Nurses (IRON) is facilitated by La Trobe University. We have continued to support the placement of medical students from Melbourne University for a total of 320 hours throughout the year.



DIRECTOR OF NURSING AND CLIENT SERVICES

Continuing Education It is important to the health service that our care delivery continues to evolve with best practice, and BDH supports nurse continuing education. Throughout the year 393 nurses have undertaken education across 86 different areas ensuring that competencies are maintained. All staff participated in a mandatory training program either face to face or by a self-directed learning package.

Graduate Nurse Program BDH continued to support the Graduate Nurse Program, and in 2011-2012 partnered with three other small rural hospitals to develop a regional graduate nurse program aptly named 'Northern Rivers Graduate Program'. The program hopes to commence its first graduates in January 2013.

Aged Care Memorial Services Throughout the year staff and residents have mourned the deaths of residents from both the hostel and nursing home. To acknowledge this loss both the hostel and nursing home held simple ecumenical memorial services in memory of the residents who have passed on. The services were very well received by families, staff and the residents.

Boort Flood Support worker Over the last 12 months we have been fortunate to have the services of a DHS funded flood support worker. During this time she has assisted 44 clients to access grants and services required after the 2011 floods. The focus for the latter part of the 12 months has now moved away from individual assistance to community development work. Unfortunately this position will cease in September 2012 and we thank the flood support worker Margaret Van Veen for the enthusiasm and skill in which she carries out an often difficult role.

Community Projects This year has seen a number of important partnerships with other agencies. These include

- Partnering with Bendigo Loddon Primary care partnerships, Inglewood District Health services. And Dingee Bush Nursing services to initiate a survey to explore the reasons for a falling rate of uptake of PAP smears in the Loddon shire.
- BDH continued to Chair the Diabetes in Loddon Action group in partnership with Bendigo Loddon Primary care partnerships, the Loddon Shire, Murray plains Division of General Practice and all health services in the Loddon Shire.
- Partner with Northern District community Health service and Bendigo Womens Health to work together improving the health status of women in the north of the Loddon Shire.
- The BDH HACC services have continued to meet the needs of the community through Planned Activity programs and District Nursing. Both services have been very busy throughout the year and have continued to meet the needs of the Boort community.
- BDH continues to support the Boort Men's shed. The men's shed provides valuable opportunities for social interaction for both the men of the district as well as our male residents in the hostel.

Palliative care BDH has been an active member of both the Loddon Mallee Palliative Care Consortium and the Loddon Mallee Palliative Care Consultancy steering committee. Involvement in palliative care at this strategic level provides BDH with opportunities to advocate for small rural hospitals in the planning and rollout of palliative care services in the Loddon Mallee.

Thank you Thank you to the BDH Board of Management, senior leadership team and the Boort medical clinic for their support through the year. Thank you to all the staff and volunteers at BDH, who despite challenges at times, continue to deliver high quality services and care to our resident, clients and patients.

Judy Keath
Director of Nursing and Client services.

DISCLOSURE INDEX

The annual report of Boort District Health is prepared in accordance with all relevant Victorian legislation. This index has been prepared to facilitate identification of the Department's compliance with statutory disclosure requirements.

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SD 4.2(b)	Cash Flow Statement	See Financial Report
Other requirements under Standing Directions 4.2		
SD 4.2(a)	Compliance with Australian accounting standards and other authoritative pronouncements	See Financial Report
SD 4.2(c)	Accountable officer's declaration	See Financial Report
SD 4.2(c)	Compliance with Ministerial Directions	See Financial Report
SD 4.2(d)	Rounding of amounts	See Financial Report
Legislation		
Freedom of Information Act 1982		16
Whistleblowers Protection Act 2001		16
Victorian Industry Participation Policy Act 2003		16
Building Act 1993		16
Financial Management Act 1994		See Financial Report

REPORT OF OPERATIONS

	ACUTE HEALTH	AGED CARE	PRIMARY HEALTH	TOTAL
ADMITTED PATIENTS				
1. Separations				
Same Day	12			12
Multi Day	193			193
Total Separations				205
2. Bed Days				
i. Acute	1829			1829
ii. Nursing Home Type		564		564
Residential Care		12812		12812
Total Separations				15205
NON ADMITTED PATIENTS				
3. Emergency Medical Treatment	37			37
4. Outpatient Services (Hospital Based)	787			787
5. Ambulatory Services (Community)				
District Nursing		860	1566	2426
Planned Activity		2373		2373
Meals On Wheels			1284	1284
Social Work				
Physiotherapy	11		26	37
Dental			2176	2176
Pathology Collection			1346	1346
TOTAL (Items 3,4 & 5)				10466
TOTAL OCCASIONS OF SERVICE				25876

WORKFORCE RESOURCES

As at 30th June 2012 Boort District Health employed staff equating to persons (in fulltime equivalent units).

Labour Category	JUNE Current Month FTE	JUNE YTD FTE
Nursing	12.03	11.44
Aged Care Low	14.25	14.85
High	10.02	10.22
Community Health Services		
District Nursing	0.71	0.66
Day Care	1.56	1.47
Physiotherapy / Flood Support	0.79	0.96
Administration & Clerical	6.56	6.39
Dental	3.72	3.51
Support Services	12.12	11.89
Total	61.78	61.39

Note: An FTE is equivalent to one full-time position of 40 hours per week.

OUR TEAM

CHIEF EXECUTIVE OFFICER

Veronica Jamison

CLINICAL SERVICES

Director of Nursing & Client Services

Judy Keath

Nurse Unit Manager Clinical Services

Michelle Holland

Registered Nurses

Susan Boyle
Tanya Buchanan
Heather Dobie
June Gardner
Zachary George
Dale Gilmore
Larissa Gretgrix
Sarah Hobbs
Ken Holland
Michelle Holland
Lois Lanyon
Michelle Lawrence
Wendy Liu
Wendy Morris
Kristen McClelland
Mary Noonan
Elizabeth Pashley
Amy Perry
Tanya Pickering
Wendy Russell
Madelaine Scott
Lois Seipolt
Paul Shajan
Sue Taylor
Vikki Van Harten

Enrolled Nurses

Carmen Cauchi
Nadine Chalmers
Pauline Cooper
Catherine Farmer
Kim Griffiths
Raima Hutton
Janette Long
Joan McColl
Julie McGrath
Judy Parker
Janice Smith
Verna Spittal
Glenn Toppin
Leesa Turner
Bernadette Wilson
Sharon Wright

Personal Care Assistants

Jenny Allison
Anne Azzopardi
Glenys Broad
Suwattana Chulakathappa
Melissa Gardner
Ena Green
Mandy Hastie
Kinderjeet Kaur
Tracey Leys
Lorraine Linehan
Helen Matthews
Kerry Moloney
Anne Morgan
Denise Murphy
Jacquie Mora
Anne Pink
Beverley Taylor
Amber Thamm
Richard Tierney
Narelle Vernon
Lois Whykes
Bronwyn Withington
Jenny Withington
Linda Young

COMMUNITY CARE SERVICES

District Nursing Services

Tanya Buchanan June Gardner
Judy Parker Madelaine Scott
Janice Smith

Physiotherapy

Maureen Catudio *until July 2011*
Brett Long Kaye White

Planned Activity Group

Deanne Smith Maree Stringer

Lifestyle & Leisure Services

Carmel Allison Amanda Gretgrix
Sandra Poyner

Flood Recovery Officer

Margaret Van Veen

SAFETY & QUALITY SERVICES

OH&S Officer

Julie Walton

Infection Control Officer

Judy Parker

Quality Improvement Manager

Lynne Sinclair

CORPORATE SERVICES

Corporate Services Officer

Carol Mullins

Finance Officer

Stacey Theobald

Reception/Administration

Tamara Boyd Nicole Fuller
Rebecca Keong Sharyn O'Rourke
Kathy Velleley

Maintenance/Horticulture

Michael Fitzpatrick Cliff Gleeson

SUPPORT SERVICES

Support Services Manager

Julie Walton

Staff

Helen Absalom
Elizabeth Allen
Carmel Allison
Lynette Clark
Heather Coutts
Kerry Fitzpatrick
Natalie Harrington
Eloise Haw
Nikki Hawes
Sally Keeble
Helen Matthews
Margie Lanyon
Tracey Leys
Sharon Martin
Anne Morgan
Judy Perryman
Tamara Perryman
Sandra Poyner
Julie Puttick
Stacey Streader
Kelly Sullivan
Richard Tierney
Julie Wilson
Natham Wright
Roslyn Wright

DENTAL SERVICES

Dentist

Dr Chetan Bhardwaj
Dr George Njialiath *until May 2012*
Dr Sajeev Koshy

Dental Hygienist

Narelle Hartwich Kristy Lowe

Dental Assistants

Nikki Hawes Lena John
Vicki Peiffer Chris Stevenson
Helen Tular

OUR COMMUNITY

BOORT DISTRICT HEALTH DONATIONS

James Allison
Boort Hospital & Hostel
Auxiliary
Boort RSL
Country Womens Assoc of
Victoria
JL & MB Lanyon
Teresa Nagy
Ms Mary Macgregor
R L Rollinson
Alica Mentiplay
April Lawrence
Elizabeth Weaver
Roberta Brown
Presbyterian Womens Assoc
Boort Uniting Church
Fellowship
J A Dunn Seeds Pty Ltd
Phillip Johnson

MURRAY TO MOYNE DONATIONS

Boort Veterinary Services
Provet Australia

Life Financial Services
Josh Lanyon
Central Animal Records
The Loddon Times
Lanyon Farms
Brigitte Cain
Home Hardware Boort
Commercial Hotel Boort
Judy Malone
Wychitella Pub
Holts Mitsubishi
Boehringer-Ingelheim
Robert Stone
Boort Uniting Church
Fellowship
Rubicon Systems Australia
Zauner Construction
North West Ag Services
Emmetts Swan Hill
Symes Motors
Echuca CIH
Tregwen Holdings
Lynette Clark
Anthony & Gabrielle Wells
Boort Medical Clinic
Campbell & Janice Chalmers
John Hamilton
Evelyn Bollard
Brooke Elder

Mick Fitzpatrick
Barry & Betty Barnes
Bendigo Radiology
EA, BW & KM James
Lakeside Café
Wattzy's Mobile Mechanical
Repairs
Allen & Nola Stringer
Australian Bicycle Outlets
Robert & Dianne Johnston
Bill McGregor
Geoff & Jenny Allison
Steve Lanyon
Day Charities
Albert & Betty Kohte
Boort Amity Club
Bendigo Bank
Gary Schmidt
Bernadette Hind
Brooke Chamberlain
Catherine Balzer
Colleen Bilston
Craig Slatter
Declan Meadows
D A Electrics
Garrick Meadows
Hazel Whitmore
Jane Hosking
Jarod Meadows

Jo Bear
Katherine McDonald
Kerry Baker
Lee Lanyon
Maree Balzer
Maree Bunce
Maris Stephenson
Michael Stringer
Molly Meadows
Naomi Malone
Peter Schlitz
Rod Meadows
Sam Anderson
Sue & Dean Bremner
Tricia & John Byrne
Verna Bourke
Ashraf & Annalaise Takla
Boort Lakeside Caravan Park
Banyandah Retreat
Murray Lanyon
Tamara & Greg Boyd
Rawlins Car Care Centre
Supercharge Batteries
CV Bearings
Bursons
Kerang Hotel
Simply Tomatoes
Pyramid Tyre & Auto
Aussie Wool Quilts



Above: 2012 Boort District Health Debutante Ball

STATUTORY REPORTING REQUIREMENTS

Health Services Act

Boort District Health does not administer any Acts directly. The Health Services Act 1988 is the vehicle by which the Boort District Health is incorporated, and prescribes the manner in which BDH is regulated.

Building Act 1993

This Act sets standards for the construction of new buildings and for the maintenance of existing buildings. It includes provisions to protect the safety and health of building users, and cost effective construction is encouraged.

During the year the following works and maintenance were undertaken to ensure conformity with the relevant standards:

Building Works

Buildings certified for approval Nil
Works in construction and the subject of Mandatory inspections Nil
Occupancy Permits issued Nil

Maintenance

Notices issued for rectification of substandard Buildings requiring urgent attention Nil
Involving major expenditure and urgent attention Nil

Conformity

Number of buildings conforming with standards 10
Number brought into conformity this year 0

Whistleblowers Protection Act 2001

The Whistleblowers Protection Act is designed to protect people who disclose information about serious wrongdoing within the Victorian public sector and to provide a framework for the investigation of these matters.

The Act's key objectives are to:

- Promote a culture in which people feel safe to make disclosures;
- Protect these people from recrimination;
- Provide a clear process for investigating allegations; and
- Ensure that investigated matters are properly dealt with.

Boort District Health has a prescribed procedure in place for dealing with disclosures made under the Act. A copy of the procedures are available from the BDH Privacy Officer (Protected Disclosure Officer) to whom all enquiries on this matter should be directed.

In the year ended 30th June 2012 there were no disclosures made to Boort District Health under the Whistleblowers Protection Act.

Freedom Of Information Act

The Freedom of Information Act 1982 provides members of the public with a means of obtaining information held by Boort District Health. In the majority of cases, a Freedom of Information (FOI) request is to gain access to a patient's own medical record. In accordance with the Act an application fee is payable upon request and administrative charges apply.

Privacy

Boort District Health is committed to the protection of privacy for all patients, residents, clients and staff.

Consultants

During 2011/2012 Boort District Health engaged consultants with fees to the total of \$59,771.15. One consultant at a cost over \$10,000 and nine consultants where the total fees payable to each were less than \$10,000, and a total expenditure of \$10,647.44 (excl. GST).

CONSULTANT	PURPOSE OF CONSULTANCY	START DATE	END DATE	TOTAL APPROVED PROJECT FEE (EXC. GST)	EXPENDITURE 2011-12 (EXC. GST)	FUTURE EXPENDITURE (EXC. GST)
Provider Assist (The trustee for Batman Discretionary Trustee)	ACFI Maximisation Consultancy	Dec 2011	Feb 2012	\$43582.42	\$43582.42	\$0.00

Ex-Gratia Payments

There were no Ex-Gratia Payments made by Boort District Health during the 2011/2012 reporting period.

Victorian Industry Participation Policy Act 2003

During the 2011/2012 financial year there were no contracts which met the specified criteria under this policy.

Pecuniary Interest

Boort District Health subscribes to Government principle and practice, that appointees to Government bodies should have records of personal, professional and commercial integrity. As such all Board Members are required to complete a Declaration of Private Interest prior to their appointment to the Board of Management. This provides for disclosure of private interests or other interests, which would conflict with the proper performance of their Board member duties. In addition all new Board members are required to consent to the conduct of formal probity checks.

Industrial Relations

Industrial relations within Boort District Health have been harmonious and no time was lost due to industrial disputes during the reporting period.

Overseas Visits

No overseas visits have been undertaken on behalf of BDH by either members of the Board or any paid member of the staff.

STATUTORY REPORTING REQUIREMENTS

Publications

Boort District Health produces the following publication annually:

- Annual Report of Boort District Health
- Quality of Care Report of Boort District Health

Workcover and Work Safety

The Occupational Health and Safety Committee as established under the Occupational Health & Safety Act 2004 includes staff representation, plays a major role in investigating unsafe work practices and managing staff welfare issues and safety concerns. Under the prescribed criteria, there were no claims submitted to the Insurer.

Factors Affecting Performance

During 2011/2012 there were no major changes or factors which affected the achievements or performance of Boort District Health.

Competitive Neutrality

Boort District Health supports the Victorian Government's Competitive Neutrality Policy as outlined in the Guide to Implementing Competitively Neutral Pricing Principles. We see competitive neutrality as a complementary mechanism to the ongoing quest to increase operating efficiencies by way of benchmarking and embracing better work practices. Therefore we will continue to comply with Victorian Legislation as it is introduced to reflect the objectives of the National Competition Policy.

Risk Management

The BDH risk management program is regularly reviewed to ensure that all risks are appropriately prioritised and appropriate actions for mitigation of our risks are developed.

Boort District Health has risk management processes in place consistent with the Australian/New Zealand Risk Management Standard and an internal control system is in place that enables the executives to understand, manage and satisfactorily control risk exposures. The Safety & Quality committee verifies this assurance and that the risk profile of Boort District Health has been critically reviewed within the last 12 months

Equal Employment Opportunity

Boort District Health is subject to the provisions of the Public Authorities (Equal Employment Opportunity) Act 1990. As such, it wishes to report the following information in respect of equal employment opportunity.

Boort District Health is committed to providing an equal employment opportunity workforce free from discrimination for existing and prospective employees. In promoting an equal employment opportunity workplace the Boort District Health acknowledges and accepts to following principles:

- BDH shall obtain through the merit system the best employees possible to deliver its services;
- It shall realise the potential contribution of each employee; and
- Ensure that all employees can pursue their duties free from discrimination and harassment.

Subsequent events

As at the time of writing this report there were no events subsequent to the reporting date which by their nature and/or amount will have or may have a financial effect on the financial position of the entity.

Attestation on Data integrity

I, Veronica Jamison certify that Boort District Health has put in place appropriate internal controls and processes to ensure that reported data reasonably reflects actual performance. Boort District Health has critically reviewed these controls and processes during the year.



Veronica Jamison
Chief Executive Officer/
Chief Finance & Accounting Officer



BOORT DISTRICT HEALTH LADIES AUXILIARY

Presidents' Report: 2011-2012

This annual report is presented with much pleasure and gratitude to the Boort Ladies' Auxiliary C.E.O. Veronica Jamison; President and members of the Board of Management and Director of Nursing, Judy Keath.

Our members, 44 in number, have achieved another financially rewarding year, working as volunteers in the Hospital Op-Shop and raising just over \$31,000. As a result, the Auxiliary has been able to purchase for the Hospital; Lockers and chairs for the acute wards, 2 manual aneroid Blood Pressure Monitors, 2 Wheel Chairs, a Holter Monitor, 2 portable electronic Blood Pressure machines, a T.V. for the Hostel Transitional Care Room, a Recliner chair for the Palliative Care Room, a patient lifting machine and we also made donations to the CERT team and the Murray to Moynes Bike Ride event.

Our fundraising has been supplemented with catering for the BDH High Tea, supplying Devonshire Teas for the Great Victorian Bike Ride and helping with the Amity Handover Dinner. The Auxiliary also holds monthly raffles at our meetings, and raffles an Easter Egg Basket and Christmas Cake each year. Thanks must go to Isabel Loader for making and decorating the Christmas Cake, and also to the Management of our local IGA for donating the Easter Eggs. My personal thanks to each of our members who have so happily worked in the Op-Shop. To those who sort, wash, iron and price the good donated, my sincere thanks. Jan Rawlins, your Christmas windows are such a delight, bringing much joy to our customers and the people of Boort; - THANKYOU.

The second Tuesday of each month sees the Auxiliary Ladies gathered together in the Hospital Day Care room at 2pm.

CEO Veronica Jamison, or Director of Nursing, Judy Keath, keeps us informed of happenings and needs in the Hospital and Hostel. We discuss and plan for fund raising and the needs of the BDH, draw up the monthly roster for the OP Shop, and this year, have invited a member to give a short talk to the Auxiliary.

Julie Puttick, Di Cross and Marl Worland have delighted and entertained us with recollections from their lives; so much fun and really appreciated.

Before last Christmas we held our annual break-up in Laurie and Ann Pinks' beautiful garden, this was very much enjoyed and appreciated by all our members.

We were thrilled to welcome some new members to our group this year, but also saddened to lose long-term member Beryl Jeffery in October, as well as some other valued older members to on-going illnesses.

We would like to welcome new members to our groups; as one new lady said, 'You meet such great people'.

We are so blessed to have capable office bearers; Isabel Loader as Secretary and Val Mayberry as Treasurer. Nothing is too much trouble to either of them and their tireless efforts on behalf of BDH and our community is highly appreciated. Thankyou to Ken Loader who often comes to the rescue helping with necessary jobs, and also to each lady in the Auxiliary for your generosity and hard work. Each of you have made my job very easy.

Best wishes to all incoming office bearers for another productive year,

Our COMMUNITY NEEDS YOU!!!

**Margo Lanyon
President**



Above: The Boort District Health Ladies Auxiliary.

LIFE GOVERNORS

NAME	MONTH	YEAR
Mr. D.G. Coutts	October	1964
Mrs. E.M. Wilson	September	1972
Mrs H.E. Lanyon	September	1972
Mrs. N.M. Weaver	September	1972
Mr. L.R. Meadows	September	1972
Mr. L.F. Whitmore	September	1972
Mr. G.A. Frost	October	1974
Mr. W.N. Haw	March	1976
Mr. H.D. Cable	September	1980
Mr. W.A. Boyle	April	1985
Mr. H.F. Slatter	April	1985
Mr. K.I. McKay	April	1985
Mr. E.L. Poxon	October	1989
Miss. A. Donnellon	December	1989
Mr. F.L. Boyle	December	1989
Mr. K.M. Weaver	October	1992
Mrs. F.J. Meadows	March	1995
Mr. K.M. Jeffrey	October	2000
Dr. G.C. Findlow	May	2001
Dr. J.E. Findlow	May	2001
Mr M.J. Nolan	October	2002
Mrs M.A. Birt	October	2003
Mr G.E. Arundell	October	2005
Mrs P Byrne	December	2009
Mrs M Worland	October	2011
Mrs B Jeffery	October	2011

To enrich the Health & Wellbeing of the Community



AN APPEAL FOR ASSISTANCE

In its long history of service to its community, Boort District Health has touched the lives of many people across many generations. Whilst the Health Service receives government funding to operate, it is also relies on the financial support of the community to grow and develop.

YOU CAN HELP IN MANY WAYS

- **You can become an annual subscriber to BDH**
- **You can donate through our donor program**
- **You can remember BDH in your will**
- **You can become a Volunteer**
- **You can join the Ladies Auxiliary**

If you would like more information about how you can help us, please contact the Corporate Office on 03 54515200 or via email on corporateadmin@bdh.vic.gov.au



Thankyou For Your Support

Boort District Health
Kiniry Street
PO Box 2, Boort,
VIC 3537

Phone: (03) 5451 5200
Fax: (03) 5455 2502
Email: reception@bdh.vic.gov.au

www.bdh.vic.gov.au

