



2018 Kurri Kurri Local Health Report

Acknowledgement of Country

We would like to acknowledge the traditional owners of the land covering Hunter New England Local Health District and remind people that we live and work on Aboriginal land.

Year at a Glance

2018 was packed full of achievements, recognition and improvements for Kurri Kurri District Hospital.

Accreditation

Kurri Kurri Hospital along with other hospitals in the Lower Hunter Sector underwent an accreditation survey by the Australian Council on Healthcare Standards based on the National Safety and Quality Health Service Standards.

The team worked together towards readiness for survey focusing on team education, projects, consumer involvement, sharing of information and quality initiatives. During the May survey, the assessors recognised a number of key local projects including refurbishment of our operating theatre, the opening of Stage 2 of the rehabilitation unit, our follow-up phone calls to patients after they leave hospital, our patient care boards, and the therapy space in our medical unit.

Excellence Awards

Our staff and volunteers won several awards in the Lower Hunter Sector Excellence Awards.

Our Kurri Kurri Volunteers were named volunteer group of the year, and focus on providing a Safe and Healthy Workplace was a winner in that category.

We were also runners up in the Patient Safety First category, and in the Delivering Integrated Care category.

Congratulations to all the award recipients and to all our staff whose focus and care helped us achieve success in the annual awards.

Building improvements

Capital works improvements also continued throughout 2018.

Refurbishment of our operating theatre was completed in early 2018. It included an upgrade of the air-conditioning, replacement of the internal floor, new fixtures and fittings, painting, and staff amenities.

Our maintenance team in partnership with a local contractor completed works to repair and paint the fence as well as improve the gardens and grounds. These works have improved and brightened the hospital's front façade and street appearance and received positive feedback from the local community and hospital visitors.

The staff dining room was brightened with a new coat of paint and improved lighting.

Improvements were also made to the morgue, the Rehabilitation Unit driveway, footpaths within the grounds, after-hours staff parking area, the Clinical Information Department and storerooms.

Our Health Committee

Cessnock/Kurri Kurri Health Committee consists of seven community members and five local hospital and health representatives.



*Cessnock/Kurri Kurri Health Committee,
(Standing) Alan Gray, Vanessa Fellows, Fred Krausert, Anne Sander, Kim Simpson, Darrin Gray
(Seated) Kaye Carver, Alec Horne, Jennifer Whiting*

Community Representatives

Mr Fred Krausert – Chair, Community Representative
 Mr Darrin Gray, Cessnock City Council Representative
 Ms Anne Sander, Cessnock City Council Representative
 Mr Peter and Mrs Kaye Carver, Community Representatives, involvement 20 years
 Mr Alec Horne, Community Representative
 Mr Alan Gray, Community Representative

Hunter New England Representatives

Ms Di Peers, General Manager, Lower Hunter Sector
 Ms Jennifer Whiting, Site Nurse Manager, Cessnock Hospital
 Ms Vanessa Fellows, Site Nurse Manager, Kurri Kurri Hospital
 Ms Kim Simpson, Volunteer and Community Participation Coordinator, Lower Hunter Sector

The Cessnock/Kurri Kurri Health Committee meets second-monthly and is a forum for information exchange between committee members as representatives of the community, and hospital representatives.

Representatives of the Cessnock/Kurri Kurri Health Committee are also involved with other community organisations and groups, include Cessnock City Council and the Retired Mine Workers, This enables discussion surrounding key focus areas for the community and feedback regarding health issues to their relevant groups.

A key focus for our committee was taking part in a special health literacy project to support patients who are being discharged from hospital.

Our priorities for the past year have included support with providing and promoting appropriate health services in the Cessnock Local Government Area; and communication to community groups regarding health services and promoting health programs.

Profile: Chairman, Fred Krausert

Fred Krausert has been involved with the Cessnock/Kurri Kurri Health Committee since 2001 and Chairman since 2005.

This came about due to restructures within the hospital at that time with relocation of some services. Having been involved in other areas such as patient transport, structural enhancement and the union movements, Fred had a strong interest in helping to support health enhancements to service the people of this region.

During his time with the Health Committee, Fred has seen many changes in the region with the population growth. This includes the expansion of Cessnock Corrective Centre and local unemployment and changing employment issues which have all impacted on the health services of the Cessnock LGA. This has inspired the Local Health Committee to continue to move forward.

Since retirement, Fred has taken the role of National Secretary of the Maritime Veterans which covers the whole of Australia and includes overseas commitments. Fred continually visits other states and looks at their systems to gain knowledge of betterment of our system. Fred considers that the Hunter New England Health service is one of the best in the world.

Before retiring, Fred was a merchant seaman trading overseas as well as the Australian coast. He also had periods in construction in the offshore oil and gas industry for approximately 40 years. But his love was always the deep sea.



Our Health Service

Kurri Kurri health Service includes Kurri Kurri Hospital and community health services.



Kurri Kurri Hospital and Health Services at 434 Lang Street Kurri Kurri

Our hospital is a 52-bed sub-acute facility which includes 26 acute and sub-acute medical beds; 28 rehabilitation beds and 16 day stay surgical places for eye; ear, nose and throat; and general day surgery procedures.

Kurri Kurri Health Service provides:

- Emergency medicine
- General medical-sub acute
- High volume, short stay surgery including eye surgery (adult), general surgery, and ear nose and throat surgery
- Rehabilitation unit
- Allied Health outpatient services
- Day Care Centre
- Emergency Department

There are four General Practitioners (GPs) at Kurri Kurri with visiting rights who provide coverage for the Emergency Department and outpatients. A Rehabilitation Consultant provides coverage for patients in the Rehabilitation Unit.

Hours of Operation

Kurri Kurri Hospital operates 24 hours per day, seven days a week (including public holidays)

Kurri Kurri Community Health operates from 8.30am to 5pm, Monday to Friday (excludes public holidays)

Patient Visiting Hours

Visiting hours are unlimited from 9am to 8pm with extended times for seriously ill patients and their families.

Disability Access

There are several easy access points around Kurri Kurri Hospital and Health Service buildings. Lifts operate in the main hospital building and both the Rehabilitation and Day Centre are single level buildings without steps to enter.

Address and Contact Details

Kurri Kurri Hospital

434 Lang Street, Kurri Kurri NSW 2327

Telephone: 4936 3200

Fax: 4991 0563

Kurri Kurri Community Health

Telephone: 02 4936 3200

Fax: 02 4991 0584

Location

For a location map, go to <http://www.hnehealth.nsw.gov.au/facilities/hospitals/Pages/Kurri-Kurri-Hospital.aspx>

Partnering with Our Community

Jax the Wonder Dog visits Rehabilitation

Jax and his carer Karla are regulars at both the Kurri Kurri Rehabilitation Unit and Maitland Paediatric Department.



Jax the Wonder Dog visits Rehabilitation with owner Karla McIntosh

Patients enjoy Jax's interactions, and his friendly demeanour means he is perfect for the Delta Dog Program.

A new Delta Dog to visit the hospital wards has been secured and will be starting soon.

Caring for Carers

The traditional role of the Kurri Kurri Hospital Volunteers is to provide care and comfort for hospital patients. But during National Carers Week in October they provided something a special for carers.

It is a time to let carers, friends and family of our patients know that we value what they do. Our volunteers did showed they care by providing a delicious morning tea each day during Carers Week.

Anyone at any time can become a carer. Australia's 2.7 million carers make an enormous contribution to the community. Their caring roles are valued at \$60.3 billion annually – more than \$1 billion per week.

National Carers Week is a great opportunity to raise awareness about the diversity of carers and their caring roles. It was a great opportunity to let them know we care.

Pinkies Café open for business

Visitors and staff at Kurri Kurri Hospital can now enjoy a coffee, lunch and morning tea thanks to the Kurri Kurri Hospital Volunteers.

Their new Pinkies Café opened in January and is open most weekdays.

Fresh produce and cold drinks plus a friendly ear are also available.

All proceeds aid the care and comfort of patients, their families and assist our hardworking staff.

Thanks to the support for the cafe, the volunteers are ready to make a donation toward the planned hospital mural that will add to the Kurri Kurri community Mural Project.

Pinkies Café adds to the patient care services the volunteers provide, including patient laundry, folding brochures, and helping in the Day Centre.

The volunteers were well deserved winners of the Lower Hunter Sector's Volunteer Group of the Year award at the sector's annual Excellence Awards.

Ray's Meeting Place

An art studio space within the day respite centre on the Kurri Kurri health campus was born from an idea to help a client flourish.

Ray describes the day centre as his 'meeting place'. It has helped him navigate his way to becoming self-confident, more in touch with his Aboriginal Heritage, and better empowered to manage his own health issues.

And he is helping to help his community.



Ray is a proud Wiradjuri man from the Riverina and asked staff if they could assist him to develop his interest in Aboriginal painting.

Ray was provided with his own studio space within the day centre and word of his artwork soon spread to other facilities within the Lower Hunter Sector.

His work is now in demand with other services keen to provide welcoming places for Aboriginal patients and families.

Ray says he feels that he has a purpose and, for the first time in a long time, a feeling of self-importance.

The initiative demonstrates what we can achieve when we partner with our patients and clients and with other service providers. Through engagement and facilitation we can support patients and clients to make good decisions about all aspects of their lives.

Farmers Fundraiser

Kurri Kurri Hospital in partnership with the Lower Hunter Sector hosted a staff barbecue lunch in support of NSW farmers suffering from the severe drought conditions.

Staff enjoyed a sausage sizzle for a gold coin donation and raised \$550 to support our farmers.

Our friendly and helpful maintenance team members planned and cooked the barbie. Food and drinks were donated by the generous Kurri Kurri kitchen team, and the volunteers from Pinkies Café were on hand with their trolley of goodies.



We will continue to support NSW farmers over the next 12 months and have 'Buy a Bale' collection tins located in units across the campus.

Mural project moves closer

Kurri Kurri hospital will soon be part of the Towns With Heart Mural Project.

This will bring a new lease of life to our front garden and surrounds and will be beneficial for staff, patients and visitors alike.

The hospital mural project is proudly supported by the Kurri Kurri Hospital Volunteers Inc., Towns with Heart and some amazing corporate sponsors.

Consultation and engagement with staff and visitors has begun and we look forward to seeing the words come to colourful life.

Hunter New England Local Health District



Orientation and welcome to the team

Education and training support for all staff, volunteers and students who join our team or participate in clinical placement at Kurri Kurri Hospital begins with a comprehensive orientation and welcome.

Offered as a monthly event, these sessions are targeted to a diverse audience and aim to engage our team members in creating a culture of safety and community from the very beginning of their health career journey.

In 2019 a consumer perspective is being added to the orientation agenda. We will have a consumer of our health services come along to share insights of their experiences as a patient in our health service. This addition aims to strengthen our community partnerships and responsiveness to feedback from the patient perspective.

Health care teams embrace patient care boards

All inpatient units at Kurri Kurri Hospital have changed the layout of their traditional patient care boards to include all members of the multidisciplinary health care team and patients' family members.

Patient care boards help to improve communication between the patient and their families and staff. They encourage teamwork and efficiency and focus everyone to working together to deliver the best individualised care for every patient, every time.

The 'Mobility Look-Up System' is our communication system that supports staff members by visually identifying mobility aids individual patients require for walking and moving around the wards.

The system is quick and easy visual aid that staff can refer to at the patient's bedside. Each bedside has a board mounted on the wall on where nursing and allied health staff place magnets depicting walking and mobility aids that may be needed for each patient. This visual prompt ensures patient, visitor and staff safety by enhancing communication between all partners.

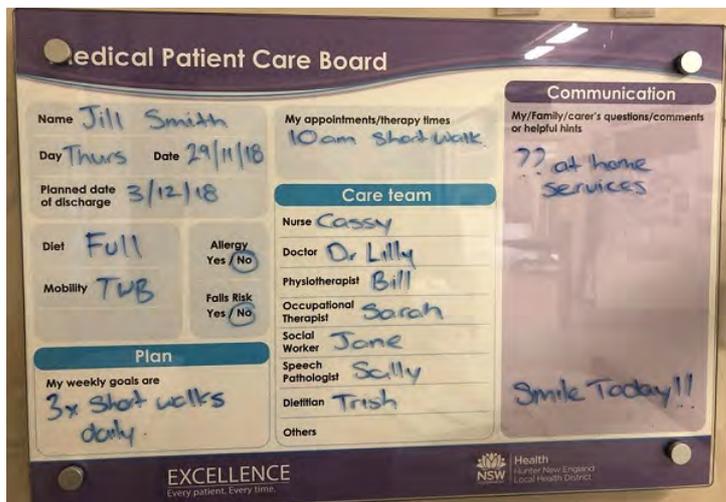
The boards are checked and updated each morning by nursing and allied health team members.

Rehabilitation Unit - patient communication folder

In the Rehabilitation Unit, communication via the patient care boards is further enhanced by our patient communication folders.

On admission, a nurse team leader hand delivers and explains the communication folder to the patient and their family. It remains a 'living document' and is actively used throughout the patient's stay and rehabilitation.

Each folder contains an individual goal setting plan; therapy activities; admission checklist; information pamphlets on things like preventing falls, pressure injuries; nutrition; and information on how patients and families can escalate concerns if they feel they or their loved one is deteriorating (known as REACH).



The care board is a living communication tool and is now updated by all members of the multidisciplinary health care team as new information and therapy comes.

They also complement our new 'Mobility Look Up System', which shows the mobility needs of the patient. This helps with patient safety and ensures strong communication between clinicians, the patient and family.

Admission Checklist Place Patient label

To be checked for completion by Team Leader Date ___/___/___

Was the Adult Inpatient Admission and Risk Assessment Form completed? Yes No *if no, allocate*

Is this Patient a high fall risk? Yes No

- Management plan Equipment e.g. low bed, alarm
- Falls risk discussed and interventions developed in partnership with patient, carer and resource information provided (*sign family carer section in FRAMP if already attended*)

Does this Patient have a high risk of pressure injuries? Yes No

- Management plan in place
- Pressure relieving equipment in place Patient and carer aware of risk

Is there a pressure area present on admission? Yes No

- IIMS attended Pressure sticker in file

Were the following attended on admission? *Allocate if not completed*

- ECG Height Weight Skin check Urinalysis

Have referrals been made to Allied Health? Yes No *if no, please complete*

Has the diet been entered into EPJB/ faxed to kitchen after hours? Yes No *if no, allocate*

Has the Best Medication History been completed with 2 sources allocated? Yes No *if no, allocate*

FIM has been allocated? Yes No *if no, allocate*

- AROC EDD calculated AROC EDD Sticker completed in medical record AROC EDD added to EPJB

Team Leader to revise

- Ward layout EDD Routine Visiting hours Care Boards Case conference Reach process
- Provide and explain communication folder Explain goal setting process
- Explain falls follow up discussion Explain follow up phone calls
- Ask is there any information we should know

Other Comments _____

There is also information on our Excellence in care approach, such as patient care boards, mobility boards, and follow-up phone calls after patients leave the unit; case conference and family meetings; ward routines; and volunteer services available.

The Medical Unit has also introduced patient information folders to cater for the needs of patients admitted there.

Goal setting an important part of rehabilitation

Goal setting is a vital part of rehabilitation and recovery, and at Kurri Kurri Rehabilitation Unit that is planned from the outset.

Our goal setting plan supports the patient and the multidisciplinary team in setting goals and breaking them down into manageable steps.

The nurse team leader introduces the goal setting concept initially on admission when completing the admission checklist and communication folder with the patient, their carer and family.

Goal setting involves areas of day-to-day life (in the unit and later at home); the patient's body, mind and communication; and education.

The patient's progress is reviewed and monitored weekly at the multidisciplinary case conference meetings with updates documented in the patient's communication folder. Visually the plan is displayed adjacent to the patient care board and open conversation with patient, family and health care team members is encouraged.

Overall the communication folder and goal setting plan supports the patient in striving for individual goals and leads to an improved patient experience and satisfaction.

National Health Standards at Accreditation

During 2018 we had an organisation wide survey from the Australian Council on Healthcare Standards.

This important survey occurs every three years and our hospitals must meet the required these national safety and quality healthcare standards to maintain our accreditation to practice as healthcare facilities.

It is an important and rigorous assessment and we were measured against more than 200 individual criteria.

We have satisfied all criteria and retain our accreditation to practice.

They assessors were very impressed with how far we have come as an organisation in the area of partnering with our consumers in the planning, design and delivery of care.

The next time were are surveyed it will be against Version 2 of the National Quality and Safety in Health Service Standards, which have a strong focus on partnering with our patients as an integral part of the care team.

You can read more on the new national standards at <https://www.safetyandquality.gov.au/>

Telehealth, saving time and saving lives

Hunter New England Health, including Kurri Kurri Health Service, is using telehealth to save patients and their families precious time and ensure the best care possible for our patients and clients.

Where clinically appropriate, health care staff are able to offer patients the opportunity to receive some of their healthcare at or close to home through telehealth.

We use a secure, encrypted videoconference connection that allows patients to have a telehealth consultation with their doctor or clinician on their home computer, device or smartphone.

Alternatively, patients can arrange to use a designated, private space at any of our health facilities.



Patients can also attend a telehealth appointment at their General Practitioners (GP) rooms, either using the equipment themselves or having their GP or practice nurse present.

Outpatient, community and home care services in Hunter New England Health are increasingly offering telehealth services. This includes fracture clinics, cardiac coaching, grief counselling,

occupational therapy and speech pathology. Adult and paediatric outpatient services include neurology, cardiology, endocrinology, diabetes, respiratory, palliative care, pain, oncology and surgical follow up.

Telehealth is also used in child and adolescent, adult, and older adult mental health services including for clinical consultations, case reviews, clinical supervision and prescriber clinics.

Call us to find out more.

REACH out for help

Have you been to Kurri Kurri Hospital and seen the REACH posters or received information in your admissions pack?

REACH is a patient and family activated program developed by the NSW Clinical Excellence Commission that alerts patients and carers if they see a deterioration in their loved one.

Are you worried
about a recent **change** in your **condition**
or that of your loved one?
If yes... REACH out.

WHAT IS REACH ABOUT?

- R** You may recognise a worrying change in your condition or in the person you care for.
- E** 1 Engage (talk) with the nurse or doctor. Tell them your concerns.
- A** 2 Ask the nurse in charge for a "Clinical Review". This should occur within 30 minutes.
- C** 3 If you are still worried call REACH. You can use your bedside phone or ask for a ward phone.
- H** Call REACH on. Help is on its way.

Speak to your nurse or doctor first.
They may be able to help with your concerns.

REACH was devised with significant input from patients, families and carers. It is designed to improve early recognition and response to clinical deterioration.

REACH empowers patients and families to escalate care if they are concerned about their clinical condition or deterioration or of a loved one. It provides a graded approach to patient and family activated escalation.

First talking to staff at the bedside.

If your concerns are not addressed, asking the nurse in-charge for a clinical review

If you are still concerned make a "REACH Call" by dialing the dedicated number on the poster near your bedside to speak with a REACH responder.

REACH helps to 'cast the safety net further' and conveys an important message that patients, family and carers are valued as partners in improving safety and quality.

REACH is available in all Hunter New England Health hospitals. You can find out more on the Local Health District's website at <http://www.hnehealth.nsw.gov.au/Feedback/Pages/REACH-patient-and-family-activated-escalation.aspx>

Roadshow for staff

Hunter New England Health's Lower Hunter Sector of health services includes Kurri Kurri, Cessnock, Maitland and Dungog.

The Sector's executive team hosts roadshows at each site. These provide an opportunity for the executive team and local staff to share site and sector-wide information, showcase local projects, good news stories and recognise team members.

Kurri Kurri staff members were recognised at October roadshow for length of service ranging from 15 to 35 years, and were presented with a pen and certificate to mark the occasion.



Time for a chat on the roadshow - Sommer Harrison (left), Jennifer Walters, Susan Skaife and Karen Reid



Kylie Whiting receives her recognition of service certificate from Lower Hunter Sector Director of Nursing, Linda Davidson



Linda Davidson congratulates Dave Gilmour on his years of service



Deanne May and Jeanette Darley

Community Health Highlights

Speech pathology improvements to help children

Our speech pathologists have been working on redesigning services to improve access and equity for people across the Lower Hunter Sector.

Paediatric speech pathology services have been redesigned to amalgamate outpatient services for children across Kurri Kurri, East Maitland, Dungon and Cessnock.

This has standardised services across sites, resulting in improved access to appointments for families and more equitable wait times.

The new amalgamated service has replaced contacting families by mail with text messaging, which has significantly increased the uptake of appointments.

The team has also run four successful sessions of an intensive early intervention program that trains parents to be able to help their child's language development.

The evidence-based Hanen It Takes Two to Talk ® program has benefitted the increasing number of children under 3 years old who are referred to speech pathology services.

Hospital-based speech pathology services across the Sector have also been working on strategies to improve the equity, timeliness and quality of services for inpatients.

Staff across sites have engaged in clinical development and training to upskill and build capacity in providing a range of generalist and more specialist inpatient services, including training in specialist areas relevant to intensive care, rehabilitation, and inpatient paediatric feeding.

Occupational therapy assists NDIS clients

Occupational therapy (or OT as it is often referred to) is an allied health profession that works with people of all ages to enhance their engagement in meaningful activities of daily life. This can include aspects such as self-care skills, education, work, or social interaction.

Illness or disease can affect people's abilities to be independent with these activities and OTs work with people to help their relearn these skills, or find a different way of doing them.

Increasing collaboration with nursing and other allied health colleagues to get this important job done has been a key focus for the Kurri Kurri Occupational Therapy Service. Our OTs are part of multidisciplinary case conferences where the healthcare team works together to achieve the best possible outcomes for hospital and community clients.

In particular this teamwork has never been more important as we navigate the National Disability Insurance Scheme (NDIS) to safely transition people from hospital into suitable accommodation in the community. The service will continue in the coming year to share its knowledge with colleagues to achieve the best level of care, equipment and accommodation for NDIS participants.

Celebrating Aboriginal culture and events

Kurri Kurri's Aboriginal Significant Event Committee and our social work team work closely to ensure Aboriginal events are well celebrated, and there were some great events held during 2018.

In February, we celebrated the 10-year anniversary of the national apology to the Stolen Generation.



Aunty Cynthia Morris speaks to the Community



Flags raised in half mast in apology



Local community with the Glen Rehabilitation Dancers



The Glen Rehabilitation Dancers



Aboriginal Liaison Officer Donna Meehan



Wonnarua Elder Aunty Cynthia Morris

This was supported by a grant from the Healing Foundation and made possible by the hard work of Cathy Sinclair. The highlight of the day was the boys from The Glenn Rehabilitation Centre who performed traditional dances.

Staff held a morning tea on National Sorry Day in May to reflect on the sad and painful history of the Stolen Generations recognising resilience, healing and the power of saying sorry. The term Stolen Generation refers to the Aboriginal and Torres Strait Islander children who were forcibly removed by government officials.

The five petal native cotton (also known as desert rose or native hibiscus) was potted for future growth.

Kurri Kurri Health Service was heavily involved with the NAIDOC celebrations in July. The theme for 2018 was Because of her we Can. We joined a very successful gathering at the Mindaribba Local Aboriginal Lands Council centre in Maitland. Staff also held a flag raising ceremony and a Koori Cook Off competition. All were once again very well attended, bringing Health staff and the Aboriginal community together.

Dads are important too

During the month of September each year, our Child and Family Health nurses support fathers of newborns by preparing 'DAD' packs, which include a reading book and dad-specific information.

Information is provided on the importance and benefits of reading to children from a very young age, including bonding time and exposure to reading.

The pack also includes information for men's mental health and the adjustment to parenting as well as a novelty item such as a carpenter pencil.

The team was supported this year with donation of 80 brand new children's books from the Kurri Kurri Hospital Volunteers.



Kurri Kurri Hospital Volunteers donate books to support the DADS Packs

Our Medical Leaders

We are fortunate at Kurri Kurri Hospital to have a great team of specialist and local doctors leading care for our patients.

Dr Lasitha Delungahawatte is a Rehabilitation Consultant and leads the team in our specialist Rehabilitation Unit.

Our Medical Unit and Emergency Department are supported by several visiting local GPs who provide care for our inpatients. They are:

- Dr Khaled Olatunbosun
- Dr Farouk Wasti
- Dr Khaled Mohammed, and
- Dr Asma Khan.

Guidance and support for the team comes from Associate Professor Pooshan Navathe, who is the Director of Medical Services for Kurri Kurri and health services in the Lower Hunter Sector.

Dr Navathe describes his role as that of a senior staff specialist in safety, quality and system integrity. His special interests are safety and governance, the education and mentoring of health professionals, implementing change and enabling colleagues to attain professional excellence in their practice.

He has for many years also been a practising clinician specialising in occupational and aviation medicine and is

internationally respected as a thought leader in evidence-based aeromedical decision making.

In the Spotlight

Let's End PJ Paralysis at Kurri Kurri

In October, Medical Unit staff pledged to "End PJ Paralysis", encouraging hospital patients to, where possible, stop wearing a gown or pyjamas and get dressed in comfortable clothes.

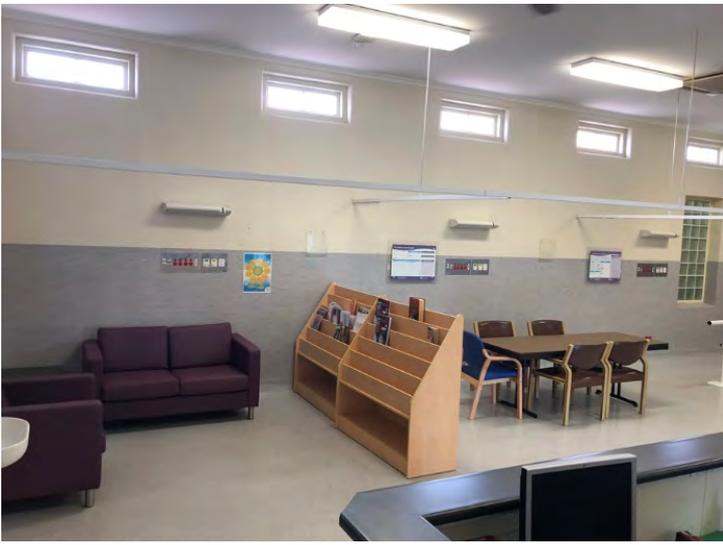


Staff are challenging the community perspectives and encouraging patients to get dressed in comfortable clothes. This encourages patients to increase their physical activity and helps improve mood whilst in hospital and, ultimately helps with a speedier recovery.

Therapy space included in new-look medical unit

During 2018 we changed the layout of the Medical Unit and introduced a new therapy space to make it a more age-friendly unit.

The incorporates our two medical wards connected by an open therapy space, visitor lounge and verandah area.



The new layout and inclusions has improved the hospital setting for older people and better enables them to become as independent as possible and achieve their goals before they go home from hospital.

Operating theatre refurbishment

The hospital's Operating Theatre Suite was refurbished in early 2018 to ensure the delivery of safe patient care, compliance with legislation to and improve patient care experience.

Surgery was temporarily done at Cessnock Hospital during this time.

The work included upgrading the air conditioning system; replacing the operating room floor, doors and internal lighting; upgrading fixtures, fittings and equipment in the anaesthetic bay; refurbishing staff amenities; painting the operating theatre and day surgical unit; new window furnishings and privacy screens; and some updates to the adjacent emergency department.

Patient Follow Up Phone Calls

Did you know that we contact our admitted patients the day after they go home to check on their progress and safety?

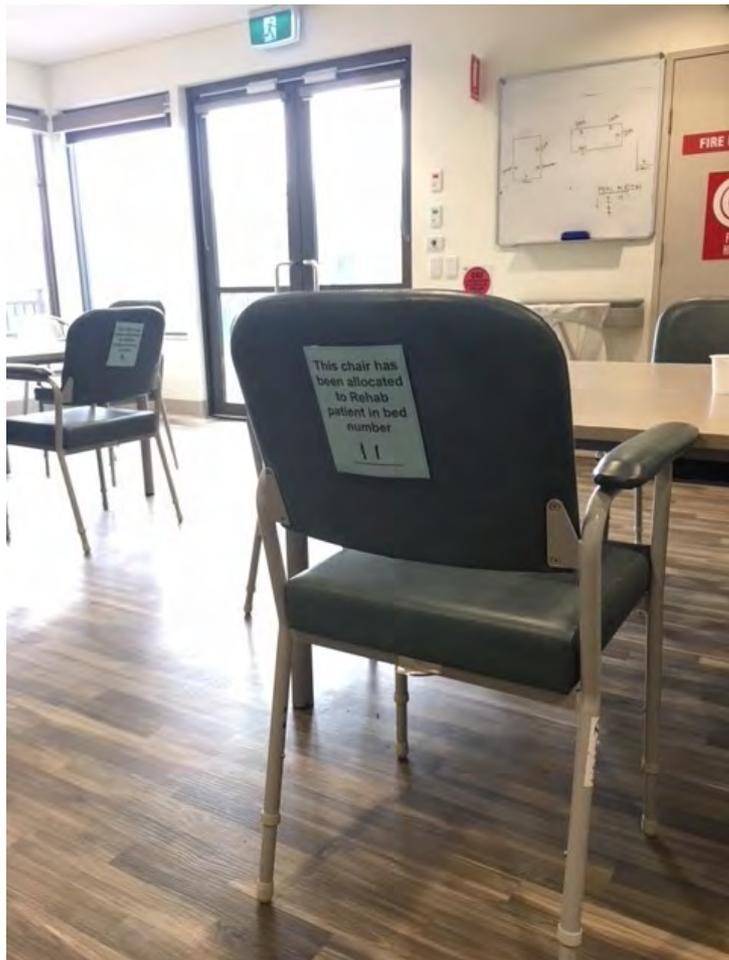
These follow-up phone calls allow our staff to clarify that patients have the necessary information and understanding of care instructions, and address any immediate concerns.

They also help prevent the need for patients to be readmitted to hospital, and identify opportunities to improve clinical practice and patient satisfaction with their care experience. They also give patients the opportunity to provide feedback about our services. Many of our patients also appreciate the opportunity to recognise individual staff or teams involved in their care.

No more musical chairs

It used to be a case of "musical chairs" for patients and visitors alike in the Kurri Kurri Rehabilitation Centre.

But not anymore. During 2018 we introduced a new system of chair allocation for patients to reduce the chance - and risk - of visitors sitting in chairs needed for patients and patients ending up in visitors chairs.



Patients are now allocated a chair on their admission to the unit. Each chair is given a number corresponding to their bed number, and is tailored to the patient's individual needs, such as height adjustment and inclusion of things like pressure cushions and armrests. For patients and staff the new approach helps with independent and safe transfers to and from the chair, and provides a safer and more comfortable environment.

Visitors chairs have been placed in visible locations with signs to inform visitors of the chair allocation for patients.

Royal Wedding at the Kurri Kurri Day Care Centre

The clients at the Kurri Day Centre took the opportunity to celebrate Harry and Meghan's royal wedding in style.

Clients decided to dress up for the occasion. They were also involved with staff in making a 'wedding cake', along with tiaras, bow ties and table decorations.



Tables were set up like a wedding reception for week-long celebrations and activities.

All clients expressed how much they enjoyed the week of celebrations, which also incorporated the Biggest Morning Tea event to raise funds and support those affected by cancer.



3,884

patients presented at our emergency department



93.2%

of patients presenting to the ED were admitted or discharged within 4 hours*



7,127

patients accessed services (like blood tests, clinics & community nursing) but were not admitted



N/A

Babies were born



2,290

Day only surgical procedure were performed



100%

of Category A patients received their elective surgery within the 30 day timeframe^φ



98%

of Category B patients received their elective surgery within the 90 day timeframe^φ



99%

of Category C patients received their elective surgery within the 365 day timeframe^φ



114.06

Full-time equivalent staff



\$21,909

Expenditure budget[^]

Feedback & Acknowledgements

Excellence Awards

Our staff and volunteers won several awards in the Lower Hunter Sector Excellence Awards.

Our Kurri Kurri Volunteers were named volunteer group of the year, and focus on providing a Safe and Healthy Workplace was a winner in that category.



We were also runners up in the Patient Safety First category, and in the Delivering Integrated Care category.

Congratulations to all the award recipients and to all of our staff and volunteers whose focus and care helped us achieve success in the annual awards.

Compliments

Thank you to everyone who takes the time to give your feedback.

We are always heartened to receive compliments and feedback about our services and our staff. 2018 was no exception and the following were just a few.

- From a cataract patient who suffers from painful arthritis and vertigo:

I would like to thank everyone at Kurri Kurri Hospital for their kindness and the understanding they showed me.

I have been sick for 20 months ... I also suffer from positional vertigo. Everyone did anything I needed to stop the vertigo. I am scared of surgery.

I particularly want to thank Vicky, Sue, Toni, Jenny in surgery, and I think his name was Ian ... and of course the doctor who made my life so much brighter.

But everyone from the front desk to the porter were kind and understanding.

We are so lucky to have such a wonderful hospital in Kurri. I look forward to getting my second eye done soon.

Thanks once again everyone. You are such dedicated people.

- *Really impressed with all the staff - from nurses to kitchen and cleaning staff.*
- *(To speech pathology staff:) Wonderful to work with; great service to Out of Home Care clients and easy to communicate with.*
- *All staff have provided a professional service (and were) friendly and courteous. Made Daniel's stay a very pleasant experience. Thank you to all.*
- *To the Medical Unit - my family want to thank you for the care and attention you provided to Dad during his stay at the hospital. Mum and I would also like to thank you for the care and support you showed to us when we visited. Thank you.*
- *Cannot thank the staff enough - the treatment was A grade.*