

The Kilmore & District Hospital



Pictured: Patient Ben with Urgent Care Nurse Lisa

Doctor in the House

Local patients are experiencing improved access to doctors at The Kilmore & District Hospital (TKDH) thanks to a workforce model that is attracting qualified medical officers to our Urgent Care Centre (UCC).

After a successful three month pilot, the new UCC model was put into place in July 2017. Visiting Medical Officers (VMOs) are now rostered to be in attendance from 10am to 10pm, every day.

The doctors are then on-call until 8am the next day, while urgent care cases are triaged by advanced nurses, led by the Associate Nurse Unit Manager or After Hours Coordinator.

UCC Manager, Garry Wilson, says it's a huge shift from the previous model where there was minimal medical officer coverage available on site. The previous way of delivering services meant that the majority of medical advice was provided over the phone.

"Now people can come in and know a doctor is here or nearby on-call after hours. With these reliable medical resources and the credentials of our skilled nurses TKDH can better meet need and respond to public expectations about receiving care close to home," said Garry.

Nursing staff feel better supported at work by the collaboration with medical officers, says registered nurse, Racheal Woodham.

"It helps to improve our skills and knowledge base when we treat patients."

UCC nurses all have advanced skills training. They can plaster or suture stitches, and are qualified for advanced life support.

The patient experience of TKDH Board member, Kathryn Harris, has improved by gaining local access to regular venesectons for a medical condition. She no longer travels to Melbourne for the procedure.

Her family recently experienced first-hand the benefits of having doctors available in the UCC, when 14 year old Ben presented with possible appendicitis.

"It turned out to be gastro but we were relieved to be checked by a doctor. We have great GPs in our community, but it's reassuring to know that if you need quick attention there are doctors available here."

Our UCC doctors are accredited to admit short stay (24 hour) patients to the hospital. For specific cases, they will support a patient transfer to another hospital for appropriate care.

The new model is an effective way of delivering expanded services and safer patient care. Check out page four where you can meet one of our Urgent Care doctors.

CEO's Update

Welcome to the summer edition of The Kilmore & District Hospital newsletter, with a focus on Urgent Care.

As the New Year begins, it's an opportunity reflect on last year's achievements and to highlight key priorities for the year ahead:

2018 highlights:

- Established a Parent Child Day Stay Program in partnership with FamilyCare
- Refurbishment construction works began at Caladenia Nursing Home
- Caladenia Nursing Home and Dianella Village Hostel were successfully re-accredited by the Australian Aged Care Quality Agency (valid until October 2021)
- New equipment and technology were installed in our maternity services
- Our community showed us strong support at the Open Access day in October and Annual General Meeting in November.



2019 priorities:

- Completion of construction works at Caladenia Nursing Home
- Accreditation site visit from the Australian Council on Healthcare Standards to review the quality and safety of our hospital services
- Review of our strategic plan in consultation with the community
- Increasing the use of renewable energy resources through further investment in solar power.

A big thank you to our supporters, donors, volunteers and committee members for your ongoing support of the hospital. I wish you all a safe and happy 2019.

Regards,

A handwritten signature of the name 'Sue'.

Beat the Heat

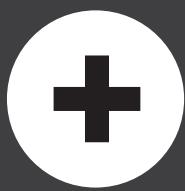


As the hot weather kicks in over late summer, there are some things you can do to minimise the risk on days of extreme heat:

- Never leave kids, adults or pets in hot cars
- Drink plenty of water, even if you don't feel thirsty
- Keep yourself cool by using wet towels or cool water
- Spend as much time as possible in cool or air conditioned buildings
- Block out the sun by closing curtains and blinds
- Open the windows when there is a cool breeze
- Stay out of the sun during the hottest part of the day
- Wear a hat and light coloured, loose-fitting clothing made from natural fibres
- Eat smaller meals more often and cold meals such as salads
- Keep in touch with sick or frail friends and family.

What have we been up to?

Data from 1 October to 31 December 2018 included in these figures

**2231**

Urgent Care presentations

**1357**

Community Nurse Home Visits

**9**

New Staff Members

**3**

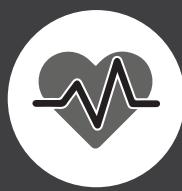
Dianella Resident Outings

**60**

Babies Born

**1332**

Outpatient Clinic Visits

**440**

Procedures Performed

**2**

Awards won by Caladenia at Kilmore Show

Why are we waiting?

Category 1	Category 2	Category 3	Category 4	Category 5
To be seen immediately	To be seen within 10 mintues	To be seen within 30 mintues	To be seen within 60 mintues	To be seen within 120 mintues
Eg: Cardiac arrest Anaphylaxis Severe asthma	Eg: Chest pain Penetrating eye injury Mental health conditions	Eg: Abdominal pain Flash burns to eye Renal colic	Eg: Wrist fracture Foreign body in the eye Lacerations	Eg: Dressing Iron infusion

Data from 1 July to 31 December 2018 included in these figures

We know that when you are unwell, a wait might seem inconvenient. It can be helpful to understand how things work in the Urgent Care Centre so you know what to expect when you or a family member presents.

The Kilmore & District Hospital's UCC is staffed by experienced registered nurses 24 hours a day, seven days a week. A medical officer (doctor) is on-site between 10am and 10pm each day.

Our goal is to meet the immediate health care needs of the community. This includes treatment, resuscitation, stabilisation and the transfer of medical emergencies as appropriate.

When you first arrive at the UCC you'll undergo an initial assessment. This is called triage, and it helps us to determine the urgency of your clinical condition.

The Australasian College of Emergency Medicine has identified five triage categories (Cat) and defined the desirable time when treatment should commence:

We aim to see all patients within these recommended triage times. You might notice someone admitted for treatment who has not been waiting as long as you have. That's because we focus on clinical urgency, rather than the order of arrival.

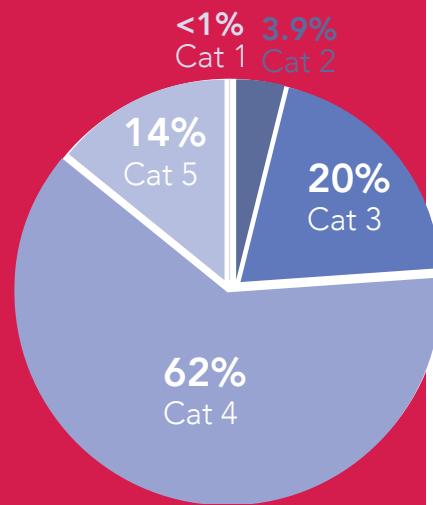
The physical size of our UCC means that we can see a maximum of three patients at a time. The assessment, testing and treatment of each person takes time,

especially when someone has complex care needs or the diagnosis is unclear.

We appreciate your understanding as we juggle the delivery of our best care and prioritise those most urgently in need. If you've been waiting a while, it's ok to enquire, but please note that TKDH has a zero tolerance policy for aggression towards our staff, patients and other visitors. Please try to be a patient, patient.

Most patients who are treated in the UCC will head home after being seen. Sometimes people are admitted to our hospital ward for ongoing treatment. If it's appropriate, we'll make every effort to find a doctor to manage your admission to hospital.

Some patients may require a transfer to another hospital for treatment or further investigation that is not within the scope of our services. Our team will facilitate the transfer so you get to the most appropriate place for the care that you need, when you need it.



Putting Children Back Together Again



Pictured: Brave Hudson testing out our pulse oximeter

Children's charity, Humpty Dumpty, has generously included TKDH in its efforts to provide hospitals and health services with the right equipment, in the right place, at the right time.

The Foundation recently donated a Massimo Radical 5 paediatric pulse oximeter to our Urgent Care Centre.

This machine measures the oxygen saturation of a patient's blood through a light sensor probe, rather than a blood test. So it is a less invasive way to monitor unwell kids.

UCC Nurse Unit Manager, Garry Wilson explains that having a dedicated machine for children also means that staff can make informed clinical decisions, resulting in the best assessment and management of the young patient.

"Prior to receiving this wonderful donation our Urgent Care Centre did not have a specific paediatric pulse oximeter. We can now be confident in more accurate readings because we are no longer limited by using an adult probe on children," said Garry.

Thank you to the Humpty Dumpty Foundation for thinking of our community and supporting us to care for kids.

Who are You?

Raja Devanathan

Urgent Care Medical Officer

What does your average day look like at TKDH?

As an Urgent Care Medical Officer, I work two shifts per week. That means I am on site between 10am and 10pm. Outside of these hours, I am on call for patients who present with urgent care needs.

During my shifts I am the clinician responsible for code blue medical emergencies, like cardiac arrest. It's my job to respond to Medical Emergency Response Team calls anywhere on hospital grounds including our residential facilities. When it's needed, I provide urgent reviews of ward patients. These are people who might have had an operation, are geriatric or obstetric patients or were admitted for general medical reasons.

Across an average shift, I see approximately 25-35 patients. The Urgent Care Centre team includes me and two experienced nurses. We work as a team, and often have multiple roles during our shifts to ensure there is smooth patient flow. I like to be kept busy!

How did you find yourself at TKDH?

I am a GP who has a special interest in rural urgent care. About two years ago, I was driving to Echuca for a wedding and noticed Kilmore Hospital along the way. On my return trip, I rang up the Director of Medical Services and expressed an interest in joining the team. So it was literally a "cold call" from me!

What is the best thing about working here?

I enjoy team focused work. I have found working at Kilmore Hospital a very pleasant experience. I appreciate the support I get from nursing colleagues and other medical staff. I am keen to be an active member of the urgent care team, and also willing to contribute to other areas of the hospital to enhance the patient experience. I appreciate how the nursing and medical staff have welcomed me into their team.

What local activities do you enjoy on your days off?

Over the past 12 months I have taken up power walking. I also teach GP registrars and medical students. I note that Kilmore seems to have a significant population of horse riders (including some of our nurses). I have never ridden a horse so before I retire, maybe one day, I will learn to ride!



Contact Details

Address:

Rutledge Street, Kilmore

Email:

kilmoreweb@humehealth.org.au

Web:

www.kilmoredistricthospital.org.au

Switchboard:

5734 2000



[The-Kilmore-and-District-Hospital](#)



Yes, I want to support the Kilmore & District community to receive quality health care close to home.

Please accept my gift

- Please charge my credit card

Fill in the form on the right

- Enclosed is my cheque/money order
Payable to The Kilmore & District Hospital
All donations over \$2 are tax deductible. Thank You

- Please send me information on making a bequest in my Will
- Please remove me from your mailing list

Please debit my

- Mastercard
- Visa
- Amex

Card number

Amount \$ _____ Name on card _____

Signature _____ Expiry / _____

Name _____

Address _____

Postcode _____ Phone _____

Please return this coupon to:

The Kilmore & District Hospital
Reply Paid 185, Kilmore 3764, Victoria

ABN 49 260 016 741

Privacy statement The Kilmore & District Hospital respects your privacy and does not disclose details to third parties. All information is treated in confidence.