



ROCHESTER & ELMORE DISTRICT HEALTH SERVICE

More than a hospital

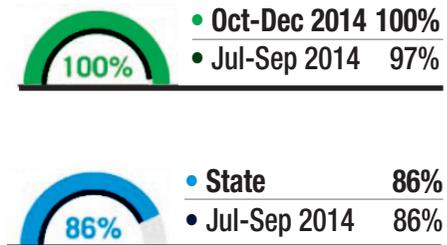
Pascoe Street, Rochester
PO Box 202, Rochester Vic 3561.
Tel: 5484 4400
Website: www.redhs.com.au

HOW IS YOUR HEALTH SERVICE PERFORMING?

All patients who were admitted to REDHS' Acute ward (hospital) or who had a procedure in the Day Procedure Unit between October and December 2014 rated their overall hospital experience as either "Very good or Good" (State average 89.3%) in the latest Victorian Health Experience Survey results. REDHS' results are in green and average results for all of Victoria are in blue.

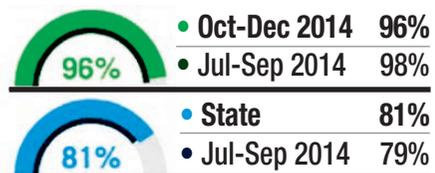
Care and Treatment received from nurses: 100% rated as either "Very good or Good" (State average 95.9%)

The nurses were always compassionate

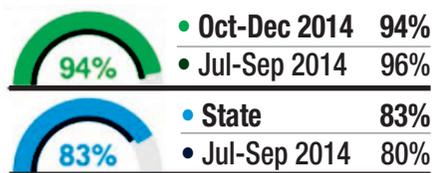


Doctors and nurses working together: 98.2% rated as either Excellent or Very Good (State average 83%)

Always had confidence and trust in the doctors



Always had confidence and trust in the nurses



Discharge process: 98.1% rated this as either "Very good or Good" (State average 84.9%) however the rating for taking the patient's family or home situation into account decreased slightly but was still well above the state average. The decrease will be analysed to see why satisfaction decreased and ways to improve will be investigated.

A major area of improvement at REDHS was the information about medicines given to patients on discharge. REDHS went from 65%

(below the average for all health services) to 87% (well above average) within six months. Three areas of significant improvement from the July – September 2014 period were reported:

- Worries or fears about condition and treatment were discussed by a health professional went from 67.3% to 84.8%
- Permission was always sought if students accompanied health professionals went from 82.8% to 100%
- Doctors always knew enough about the patient's medical history increased from 83% to 100%

REDHS performed very well compared to other small rural health services and other services in the Loddon Mallee region, however the latest results show two areas where satisfaction had decreased:

- Day Procedure Unit – satisfaction with time from arrival to admission decreased from 93% to 76.4%. This has been an issue in the past, but waiting times had decreased, so REDHS will investigate the reasons for the decrease in satisfaction.
- Hospital food being Very Good to Good decreased from 91.4% to 80.4%. This is still a high level of satisfaction but the reasons for the decrease will be investigated to see how we can improve.

REDHS TO BE MEASURED AGAINST THE NATIONAL STANDARDS FOR SAFETY AND QUALITY IN HEALTH CARE

If you've visited REDHS lately, you may have heard the words "accreditation" and "national standards" being discussed amongst staff or seen the posters throughout the facility. REDHS is currently preparing for accreditation which will take place 28-29 April for the hospital, day procedure unit and primary care department. Two surveyors from the Australian Council on Healthcare Standards will spend two days talking to members of staff, board members, GPs and patients and observe practice to ensure that REDHS is meeting the required standards of care.



The national standards focus on the areas where patients receiving health care are most at risk of harm whilst receiving care and include infection prevention and control, medication safety, patient identification, communication of information, pressure injuries and falls.

Have a look at the Standards displays in the main foyer and acute ward to see all of the care aspects that will be reviewed.

If you would like more information on the accreditation process and the National Standards, you can visit www.achs.org.au or www.safetyandquality.gov.au