



2021-22
The Year That Was


MANSFIELD
DISTRICT HOSPITAL

Welcome to this year's publication of *The Year That Was*.

As has occurred over the past two years we have not been required to provide a Quality Account. However, we continue to want to tell our story to you, our community, as well as showcase the increasing breadth of our services. Hence, *The Year That Was 2021-22*

The past twelve months were difficult and challenging, and COVID-19 had a significant impact on our services. In the first half of the year we continued to vaccinate and screen the community, and provide healthcare whilst public health restrictions were in place. In the second half we quickly adapted as restrictions were reduced and COVID-19 became more prevalent within the community.

Throughout this time our staff continued to strive to provide healthcare of the highest quality; safe and personal, whilst at the same time dealing with their own COVID-19 concerns. Never once did we waiver from our commitment to protect and care for some of the most vulnerable people in our community. We are grateful to all of our staff for their tireless and unfortunately at times, thankless efforts.

Within the health service there is much optimism. Optimism that the worst of COVID-19 is behind us. There is also hope that once again we can attract people to come and work at Mansfield District Hospital, and finally there is great excitement about the new aged care facility which was announced in the Victorian budget in May 2022 that will be built alongside Bindaree,.

It is hoped that from within the pages of this report you come to share our pride and optimism as well. You may also see some familiar faces along the way.



Cameron Butler
Chief Executive Officer



Caring for our staff

The MDH Wellbeing Committee was established as a means of focusing our attention on the promotion of health and wellbeing within our workforce; with a focus on healthy lifestyles and the sharing of knowledge amongst work colleagues.

This has been particularly important for our staff this year as the health service continued to manage the impacts of COVID-19 and additional health care responsibilities.

Our newest initiative has been Wellbeing Wednesdays. The purpose of this is to provide an activity for staff to focus on their wellbeing. Some of our activities have included advice on nutrition, gardening, hydration, celebration of diversity with a focus on fun. These activities are depicted in the photographs below.

The Wellbeing Committee embodies its mission of people helping people. By delivering Great Care to each other, this flows on to our consumers and their families. Our mission is all about developing and encouraging teamwork at the very core, using the skills and experience we have available, to build a culture of caring and sharing.



Baby News – An MDH experience

Celebrating the work of my Midwives

ANTENATAL

In February of 2022, my partner Daniel and I found out that we were pregnant with our little one, Mitchell, and so began the next chapter of our lives. There is something so profound that happens to you once you become pregnant. We all know about the body changes, morning sickness, food aversions, but on the mental side of things you instantly do anything and everything in your power to protect this little being that is growing inside of you. Every decision I made had to consider the effect of my unborn baby.

Living in Buxton meant that we had to make (what seemed like difficult) choices about what hospital and care provider to entrust our pregnancy and delivery. What a privilege some might think, to have a choice, but it was more daunting than you could imagine.

Any delivering hospital was over an hour's drive away- who would want to do that in active labour? What services would be available? Who was my support network? How often would I need to drive to appointments? What facilities do we need? What if something went wrong? These were all questions that crossed my mind.

And so, I made some phone calls to find out what my options were.

Starting with a private metropolitan hospital, the reception was rather- non-existent. I left a couple of voicemails with no response. Well, I guess that counted them straight out if I couldn't talk to anybody.

I then called a public hospital in Melbourne. I was bluntly told that I should have already booked in my birth. I was flabbergasted- I was only ten weeks pregnant! A schedule of visits was quickly skipped though, each in a different suburb, I required scans, tests, and then to be told you'll have to leave the hospital in 24 hours and a midwife may or may not visit you depending on the week, just because you live so far away- ok got it. I was rather bluntly told to speak to my GP for a referral and then the call was ended.

My next call was to Mansfield District Hospital. From the get-go not only was I put straight through to the midwifery ward, but I was also

speaking to an actual midwife and was given 30 minutes of her time! On the telephone I was guided through the language that I previously did not understand. I was informed of the opportunities and limitations at Mansfield, and she even asked if I had any questions. The midwife encouraged me to come in for a visit before making any decisions. I felt informed, I felt safe, I felt welcomed. The warm, kind, gentle nature of Jenny oozed down the phone and I knew instantly that my decision was made.

As the months passed I either drove to Alexandra or Mansfield for my antenatal visits.

Meeting the likes of Alex, Emily, Lou & Gretchen. Each one following the check sheet but also providing space for me to ask questions and raise concerns. In the week leading up to my birth, Daniel and I met Heather. We started talking about inductions and what to expect.

Dan asking Heather "What will I need to do and how do I help?", Heather responded "Your time to shine is once the baby is born! We'll make sure you are doing what you need to be doing." Dan laughed. There is no guessing with Heather, and that's exactly how he liked it, it put him at ease.

The LABOUR

To nobody's real surprise my induction started on Wednesday the 9th of November, with my waters being broken on the morning of the 10th. Gretchen was by my side. By 10:30am when Daniel arrived at the hospital, my contractions were coming on hard and fast.

Up came breakfast. Out came all my bodily noises. Off came my clothes.

Heaving and groaning through each bodily surge. Your memory does a pretty good job at making the day a blur. I've got some clear recollections of Gretchen, Michelle H, my obstetrician Emily and Daniel all being by my side.

By about 2pm my cervix had fully dilated, and it was time to push. And push I did; and push and push and push and change positions, and then some more. And take a break and push again. Cait came and we did some stretching and release, and then push and push and push some more. After two hours my baby hadn't even "dropped around the bend."

Whilst we were both healthy, I was getting tired. Michelle took me to the side. We had a real woman to woman chat. I needed to set myself some goals and be realistic on how long I could keep this up.

As the books suggest, once you get induced a cascade of interventions continue to happen. This is true of my story as well.

I did feel like a walking pin board at some points in time.

My oxytocin catheter had to be inserted three times

I had a heart rate monitor inserted onto the baby's head

A bladder catheter inserted twice.

Multiple cervix checks

Each time I was asked and informed, I had a choice, but I also felt that my midwives weren't just asking, they were also suggesting. I truly believe that nothing was ever asked before its due course in time, which is why I didn't decline any of the interventions.

At 4:30pm we all made the call, to have an emergency c-section.

A sense of relief but also anxiety ran over me.

Dan and I were prepped for theatre, and an amazing team of people collected us. What an amazing response, when all these people could be sitting down for dinner with their families at home, they were by my side, creating the start of my family. Mitchell Allan Hutchinson was born at 7pm on the dot. With a big cry from baby, my heart swelled and my eyes watered. Heather just started her shift again and caught some of the most amazing photos – what a treat.

Mitchell's First Days

Heather briskly walks into the room, "Daniel you're on, the baby's nappy needs changing."

Dan quickly gets up and is ushered to the changing table. Dan had never changed a nappy before. I took a video of this event, and we laugh at the fact that it took him over ten minutes to get Mitch changed and clothed again. It went something like this:

Heather: "What you're going to do is look at the new nappy, figure out which is the front and back. Undo the old one, roll it down"

Dan: "OMG Mitch, what have you done in there"

Heather: "Hold his legs and tuck that nappy down, now start doing some wiping"

Dan: "Far out it's all up your back, it's like tar. I need a pressure cleaner here."

Heather: "Now move that nappy out and get the new one in there"

Dan: "How do you make the nappy stick"

Heather: "You've got it backwards; didn't you sort that out at the start?"

Dan worked up a sweat and wrangled our baby into the little body suit and it was off to bed for a couple of hours, until the call came again. Dan is now a nappy origami master and can whip out a nappy change without any back to front issues.

Over the next couple of days, we were lucky to have the consistency of Cait as our day midwife and Jenny as our night. I had a roller coaster of emotions and hormones, learning all the ins and outs of our new baby while recovering from surgery. We learnt about things like bathing, sleeping, immunisations, burping and the most challenging of all; feeding.

How to latch, how to de-latch, when to feed, what noises to listen for, cluster feeding, feeding out jaundice, pumping, colostrum, baby led, mother led, is my milk coming in, engorgement, wet nappies, what is the poo doing, how long do you feed for, feeding on both sides, baby position... all things liquid gold. Still 11 weeks later I didn't think I would think about my nipples as much as I still do! (We are still exclusively breast feeding, I'm very proud of that) I think a lot has to do with those early days and my midwives providing me with the support and tools when they did.

We stayed in hospital until the Monday when we entered the big wide world for the first time as a family. Any time I talk to people about my experience at Mansfield I liken it to a private experience. We were treated always with respect and the opportunities to have the one-on-one care that we did was second to none. Midwives are angels in disguise! (And that room number 3 - wow!) Dan says to people that it makes him want to have another baby, just for the hospital experience again - Now that is saying a lot!!

Joe William
Born 11th June 2022

Following our excellent experience at MDH with my second baby, I was very keen, & very lucky, to be planning to birth my third bub at MDH in 2022.

Our antenatal care with the midwife team was fantastic. Always thorough and supportive, and I felt well informed and included as part of a decision-making team planning my care. Communication was excellent, any questions or concerns were always addressed with friendly discussion, follow up phone calls and professional, evidence-based advice from the very knowledgeable team.

COVID-19 was front of mind for me but I was reassured by clear screening and protocols adhered to at MDH.

Come labour day I felt confident and calm under the care of the wonderful midwives and my doctor. They gave me autonomy and control where possible whilst closely monitoring progress and supporting me to have a very positive birthing experience.

Our stay on the ward was a great experience. Despite being my third bub, I benefitted from the guidance, skills and patience of the midwifery team to begin breastfeeding, problem solve feeding issues on Day 1 and feel ready to head home to the rest of the family! I have no doubt this short admission and support set us up for a successful transition home. All staff, including administration, catering and domestic staff were always so attentive, friendly and professional.



Fast forward 2 weeks and the household had COVID-19. Late one night I was concerned about a hot bub who wasn't feeding well. NURSE-ON-CALL gave limited advice so I called the MDH midwife on-call number. Midwife Jenny answered my call and was super supportive to calm my increasing anxiety. We re-presented with bub to the Urgent Care Centre, were fully assessed and given a clear plan to monitor bub at home.

After the experience of feeling like a number in a large health network in the city, we are so grateful to have the opportunity to birth at our local hospital in Mansfield with such a dedicated team of midwives, doctors and hospital staff providing high quality, individualised care. Thankyou team!

The Aldous family

Working with our Acute Patients to implement an Aged Friendly Health Service

To improve MDH acute patient experience and outcomes we have been implementing and integrating 4M multidisciplinary age friendly care to our patients on the acute ward.

To do this we ask “What Matters’ @ MDH. By asking “What Matters” it will:

- Flip the balance of power to shift the power to the person who knows best about the help or support they need;
- Break down the barriers that separate staff and the older person;
- Change expectations of care and what is most important to a person receiving care, their family or carers; and
- Truly collaborate leading to better care partnerships and improved healthcare experiences.

How does this help our acute patients?

A patient with mild dementia was admitted for care relating to another matter. The change of environment and not having their



family contributed to the patient being agitated. They expressed their frustration of wanting to go home with raised voice and minimal engagement with all staff.

When asked about ‘what matters’ to them, it was an opportunity for the patient to discuss things that were familiar to them, like home, building their house and family, and afterwards there was a significant change to their attitude and behaviour. After this conversation was had, the patient was then interacting and engaging in conversations with a significant change in mood.

What are the 4Ms?

What Matters
Know and align care with each older adult's specific health outcome goals and care preferences including, but not limited to, end-of-life care, and across settings of care.

Medication
If medication is necessary, use Age-Friendly medication that does not interfere with What Matters to the older adult, Mobility, or Mind across settings of care.

Mind
Prevent, identify, treat, and manage depression, delirium and dementia across settings of care.

Mobility
Ensure that each older adult moves safely every day to maintain function and do What Matters.

Age-Friendly Health Systems

MDH Aged Care

BUCKLAND HOUSE

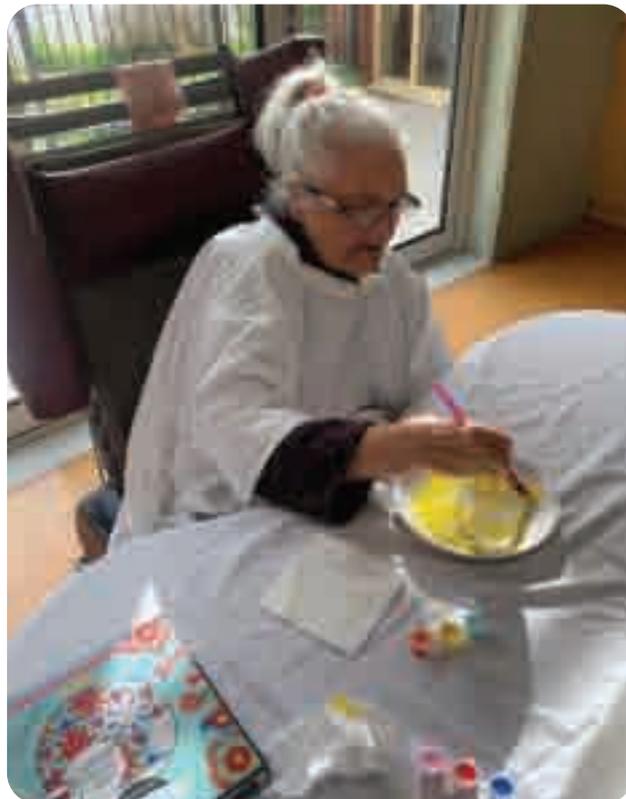
Residents and staff at Buckland House have had a great year. They have enjoyed welcoming back visitors and loved having regular sing a longs and guest performers whenever they were organised.

Each week the activities team at Buckland House create experiences for residents

Activities have included:

- Plate painting
- Gardening
- Puzzles
- Cooking
- Steiner Orchestra; and
- Participation in cultural days such as NAIDOC week, Chinese New Year, Bastille Day and Australia Day.

The photographs below illustrate our residents' engagement in these activities.





Resident profile

Jackson has been supported by MDH aged care for over a decade, progressing from Bindaree to Buckland House with evolving care needs. Throughout the pandemic and major lockdowns, Jackson's family appreciated the way staff were able to assist him to celebrate occasions like birthdays and Chinese New Year, even during isolation periods. Despite his high and complex care needs, Jackson's lifestyle is physically, culturally, and socially engaging. Jackson is an important part of the social fabric of Buckland House and residents are very responsive to his ever-smiling face. As Jackson says himself: "It could be worse!"



BINDAREE RETIREMENT CENTRE

2022- The year of the Tiger

Tigers are the third sign of the Chinese Zodiacs. According to the legend the Tiger was confident, no one could compete with its speed and vigour for the celestial race that would decide the order of the zodiacs. However, when Tiger climbed out of the river, thinking it was first, it was informed that Rat placed first for its cunningness and the Ox placed second for its diligence. This left the king of the jungle having to settle for third place.

Like their eponymous zodiac animal, people born in the year of the Tiger are vigorous and ambitious, daring and courageous, enthusiastic and generous, self-confident with a sense of justice and commitment to help others for the greater good. This is how Bindaree chose to start 2022.

Early in the year we unfortunately experienced a COVID-19 outbreak, also known as a lockdown. This experience certainly threw many challenges our way! Here at Bindaree staff and residents all worked so hard, each playing their own important part in keeping everyone safe. Well done to all residents and staff on yet another amazing effort.

Another landmark for the year was the federal election held on 21st May 2022, with many residents participating through a postal vote as the current restrictions did not allow for a voting station at Bindaree as in previous years.

Just as winter arrived the recommencement of our group activities and the welcome back to Bindaree of families and friends to visit occurred. It was also exciting to announce that Thursday morning bus trips had returned. Many residents were looking forward to getting back on the bus and exploring our beautiful surroundings.

Winter set in early which saw plenty of snow on Mt Buller, the shorter days and frosty mornings certainly kept many inside, the activities team kept all residents busy with many varied activities. A Biggest Morning Tea was held which was attended by all and some very scrumptious food was consumed. Speaking of food, the Tuesday special breakfasts remain a favourite of all the residents, thank you to the staff who prepare these.

A special event occurred in late winter when painting was held which produced some amazing artwork by residents. This is an activity which all can participate in and you do not need to be an artist to produce some beautiful pictures. It is known to be a relaxing exercise and brings joy to both the artist and those looking at the pictures.



Tovertafel

Through the generosity of the Harry and Clare Friday Foundation Bindaree and Buckland House residents were provided with a Tovertafel.

Tovertafel's interactive games are specifically designed for seniors living with dementia and can be played individually or in a larger group. They are proven to be effective at physical, cognitive, social, and sensory levels. Stimulating movement, social interaction, and moments of happiness.

Bindaree's unit is located in Shaw wing Taking a seat at the table residents immerse themselves in a fun and interactive game of soccer, music notes, word challenges or polishing virtual silverware. The bright lights and sounds bring smiles to faces.



Our Visiting Nursing Program

Mr. S was admitted to our Visiting Nursing Service (VNS) post discharge from MDH in June 2022 for wound care and support with managing his leg oedema and cellulitis. He had an extensive cardiac history including a cardiac arrest in January 2022.

Mr. S was being cared for by a cardiologist which added to his complex situation of having to attend appointments more than three hours away. He was eventually referred to a cardiologist in Wangaratta. When he was admitted, Mr. S was unhappy and frustrated with his ongoing health issues and had not been compliant with his treatment.

VNS staff liaised with his General Practitioner, Physiotherapist, Occupational Therapist, Podiatrist and other healthcare professionals. The VNS team also engaged MDH's Health Navigator, a role funded by the Murray Primary Health Network to assist with managing his complex situation.

Mr. S was involved in a motor vehicle accident and his driver's license was suspended. This meant he had to rely on his wife, the bus or walk into town. This further complicated his situation.

VNS continued to work closely with his GP who in turn was liaising with other health professionals. At times VNS were able to reduce his visits to weekly, but then wounds would relapse, requiring visit frequency to be increased again.

Mr. S had several visits to the Urgent Care Centre for review also. Many tests were conducted during this time and included doppler studies, scans, change of antibiotics and commencement of diuretics.

After seeing Mr. S for 5 months, we had built a rapport with him and with ongoing education as to how best manage his wound aetiology. His legs healed apart from one wound. VNS then liaised with his GP and a biopsy of the remaining wound was taken. There was concern about the length of time the wound was taking to heal. The biopsy confirmed a Basal Cell Carcinoma. Treatment was complicated due to him being on anticoagulant therapy.

Mr. S is still having this wound attended once a week, for maintenance dressings and is awaiting surgery for removal of the carcinoma.

Supporting our future – education

What do our students say?

I really recommend going rural to Mansfield!

This experience was amazing, I will never forget my Mansfield placement.

Highly valuable placement. Always felt supported and part of the team.

Was an amazing experience, the team was absolutely incredible!

I felt the sense of community and being part of it. The staff are very good and very experienced.

Lovely supervisors who taught me a lot about physiotherapy.

The varying experiences of the nurses on the ward from new grad students to nurse's with decades long careers was invaluable to me.

I observed Patients receiving a more personalized type of care.

Great team of highly knowledgeable nurses in the Visiting Nursing Service.

I was very comfortable in this setting. I would definitely recommend the placement to other students.

I have learnt a lot thanks to those who took the time to explain and educate me on things. I feel like I have improved a lot as a student nurse.

This placement was so fantastic. The exposure was much more than I imagined it would be and I was really able to consolidate my learning.

Great education department that seek out the student to ensure they are comfortable and meeting their requirements as well as achieving their goals whilst on placement.

Mansfield RESPOND

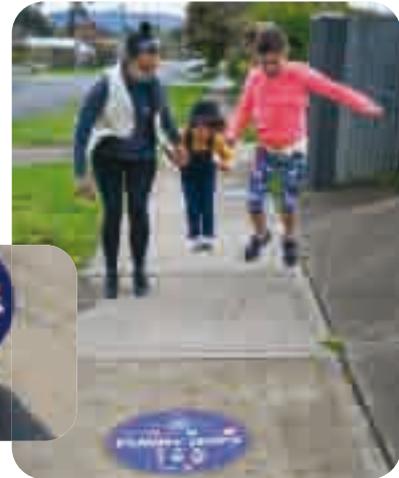
RESPOND stands for **Reflexive Evidence and Systems Interventions to Prevent Obesity & Non-communicable Disease**

RESPOND is a Deakin University led National Health and Medical Research Council (NHMRC) Partnership Research Project that uses a whole of community approach to focus on the health and wellbeing of children. For five years (2019-2023), the RESPOND project will work with the communities and local service providers of Northern Victoria, including 14 local health services, 12 local governments and 116 schools; reaching more than 30,000 children aged up to 12 years. A community-led systems method will be used to drive positive and practical changes from the ground up, developing the communities as world leaders in creating supportive environments for healthier choices. The project relies on the insights of the communities to identify causes and determine what they would like to do to create sustainable change in improving their children's health outcomes.

Mansfield RESPOND'S achievements include:

Food, Nutrition & Water Working Group:

- Mansfield Fresh Food Drive; continues
- Chop and Chat; continues, working with the Youth Centre to have local teenagers attend the cooking session to learn new skills
- Soup for Schools
- Working closely with the local food pantry to increase funding and donation sources to ensure its longevity



Physical Activity Working Group:

- Active footpaths; stickers have been replaced and are now in a couple of different locations as well
- Mansfield Summer Series; took place over summer
- Come and Tri; planning on hold due to high water level of lake, will look to run in late 2023, or early 2024
- This Girl Can Week; planning stages, will offer a girl's footy clinic, a local teen reformer Pilates class and a local bushwalk

Other:

- INFANT is underway, 2 session already held
- Currently analysing meals/food available to staff to ensure it meets the Health Choices Guidelines for Victorian Health services



Mansfield Respond Project shines in National Spotlight

Over the course of 2022 Magda Szubanski embarked on an immersive and personal journey to discover what health looks like in Australia today. Her journey revealed the major health challenges facing our society and how we can work together to improve our chances of a healthy lifestyle.

The story was to be shared across a 3-part documentary series that was scheduled to air on ABC TV in November 2022, with Mansfield being celebrated as a community that is spear heading change through the work of the Mansfield Respond Project.

The Respond Project unites numerous tailored health initiatives under the one umbrella, born from the key findings of a 2019 Deakin University-led research study.

In 2019, 3889 students in grade two, four and six, from 91 schools in the Ovens Murray and Goulburn regions of the state participated in the RESPOND Health Behaviours Study. Data collection was used to examine rates of healthy weight, healthy eating, regular physical activity, sleep and wellbeing among school children in the area.



The results from that data collection, led to the formation of the Mansfield Respond Project, a community-led, place-based approach to improve the health and wellbeing of local children, as well as the wider community.

Led by the Health Promotion team at Mansfield District Hospital, the project is a world-first initiative, which attempts to address chronic illness and improve health outcomes beyond the city.

The unique focus in Mansfield is on making it a community priority rather than leaving it up to the individual. Across the 3 episodes a number of Mansfield Respond Project initiatives will feature, including Soup for Schools, the Mansfield Fresh Food Drive and our Active Footpaths project.

To find out more about the Mansfield Respond Project, visit our website <https://www.mansfieldrespond.org.au/>, and follow us on Facebook; MDH Mansfield Respond.

Magda's Big National Health Check will also continue to be available for viewing on ABC iView.

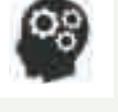
Mansfield RESTART



The Mansfield RESTART program is a community-led drug rehabilitation intervention, designed to reduce drug use and the effects of drug use and addiction on individuals, their families and friends, and the broader Mansfield community. The program operates from Mansfield District Hospital and provides case management, treatment and prevention to tackle the problems of drug use in the community.

The model of care is guided by key community stakeholders including: GPs, local government, lawyers, police and other strategic service providers and key persons within the community. The program is designed to offer wraparound care from a broad range of local services operating in Mansfield. The Mansfield RESTART program was show cased at the National Rural Health Conference in Brisbane during 2022 a highlight for this program.

ACHIEVEMENTS

 <p>Client numbers are continuing to remain high – In the last 12 months</p> <ul style="list-style-type: none"> • 59 referrals, • 41 active clients • 428 occasions of services • 19 clients active on hold • 21 discharges 	 <p>Wide referral sources – Family, Law, Legal, Medical, School, Maternal Child Health</p>
 <p>Ongoing regular support of the steering committee enabling collaboration between legal and law enforcement, educational, medical and psychosocial needs</p>	 <p>Established a 24/7 support service, encouraging access to the hospital services as first line support in a crisis</p>
 <p>Offers clients a wrap-around service which is holistic and person centred increasing chances of recovery</p>	 <p>Presence of interprofessional collaboration with local services using integrated referral pathways, both into and out of the program to other services</p>
 <p>Delivered over 15 education sessions in various platforms reaching a diverse and wide community including work with the Mansfield Secondary College on vaping</p>	 <p>Knowledge sharing within medical specialties to enhance evidence based best practice service delivery</p>

WHAT OUR CLIENTS SAID

I have now referred other parents into the program. The help, support and follow up I received were all excellent. Amanda chased me up a couple of times to make sure all was ok. I'm off the anti-depressants now. I'd be devastated if the program went. Lots of my friends and their children have used it. We need it because ICE is such a big problem in this town.

The best thing was sharing this secret of mine with someone else – she offered understanding without judgement, she was genuine, caring, knowledgeable, helpful, and the intervention was effective for me. There was nothing else she could have done. She said if ever I need her to call her, I can go back to see her again for a little top-up refresher.

Amanda was 150% excellent in everything she did. She was fantastic – the best person. I also was asked to go back in for a follow-up appointment because both Amanda and the counsellor wanted to check up on me. "There was nothing that was not offered to me."

The support I received was monumental and life changing. When I was at my lowest point this service was introduced to me and provided so much help

Happy with life and glad to have achieved it with your help. Thanks for getting me on the right track for a better life

Restart is so supportive and helped me get to where I wanted to in life.



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