

2019-20
The Year That Was



Welcome to our review of 2019-20, titled The Year That Was.

We are not required to publish a Quality Account this year, but we made the decision that in addition to our Annual Report we would publish a review of the year.

Whilst 2019-20 commenced like any other year from January onwards it became something that few of us have experienced before. However, one thing that did not change was our focus to provide the safest and best health care possible. Since January we have undertaken this with even more vigor than usual.

In July 2019 we participated in our annual ISO9001:2015 review. The feedback was extremely complimentary and confirmed the standard of systems and processes that we have in place. Later in the year we committed to a six-month pilot of a falls prevention project called ARMED. This program uses digital technology to predict a participant's increased risk of falling. Whilst it has been implemented throughout the United Kingdom, we were the first health service in Australia to use this technology.

In January 2020, we were significantly impacted by the tragic bushfires that swept across Victoria. Whilst our community was spared the devastation suffered by many Victorian communities we were on high alert as one of the six local government areas covered by the declaration of a state of disaster. We implemented our bushfire plans to ensure that we could meet any threat that arose. We thank our staff and doctors for making themselves available to provide additional support and reassurance on days of extreme weather conditions. For much of the month we were affected by poor air quality which led to MDH supplying N95 masks to the most vulnerable in our communities.

In March 2020, we lurched head first into COVID-19. Little did we know the pandemic would shape us as a health service for the remainder of the year and we continue to be on high alert for such a long period of time. The safety of our community and our aged care residents, patients and staff has been our driving force. We made changes rapidly. We undertook roles we had never envisaged, such as establishing an Acute Respiratory Assessment Centre outside our main hospital building, running a COVID-19 testing clinic, (firstly on Mt Buller and later in Mansfield), learning to contact trace to deal with a local outbreak and making changes to our buildings and facilities to provide a safer working environment.

We feel for our residents of Buckland House and Bindaree. At a time in their lives when they need family support and companionship, visitation has been restricted. Whilst we take advantage of improvements to technology to allow for alternative ways to visit we were mindful of the fact that nothing beats face to face contact.

We also feel for our staff who each day attended work uncertain of the challenges they would face, but at the same time committed to the safety of the people for whom they were caring for. We particularly feel for our graduate workforce. Entering the workforce is challenging enough but doing so with COVID-19 must have been particularly confronting.

More broadly, our thoughts go out to the many struggling businesses in our community. The vibrancy of Mansfield is a key part of why it is such a desirable place to live. To a large extent, we lost this sense of vitality for the number of months that visitors were kept away.

“We are grateful for the sacrifices made by our community in keeping one another safe and are committed to supporting our community as much as it has supported us.”

However, there are some positive things to have emerged from COVID-19. We have shown that we can continue to provide healthcare to a high standard through flexible, innovative thinking and actions; we are a highly cohesive team. The health service worked closely with Mansfield GPs, Mansfield Shire, Mt Buller Mt Stirling Resort Management Board and Buller Ski Lifts. This collaboration illustrates the strength and willingness to help each other in difficult times and is something so clearly evident in Mansfield. This has held us in good stead for the past 149 years and as we celebrate our 150th birthday in 2021 will continue to drive us forward.

The format for this year's report is somewhat different than previous years but we hope that you enjoy it and read it within the context of all that has taken place this year.

COVID-19

COVID-19 represented the biggest threat to our organisation and our community during the past 12 months and has impacted all areas of our health service.

COVID-19 required us look at all aspects of our organisation and on many occasions make changes to the way in which we ordinarily went about our business just like many other businesses in the Mansfield community.

Our ability to cope with the pandemic was dependent upon our ability to work cohesively with regional health services, as well as local doctors and Mansfield Shire, to ensure we kept abreast of the most recent updates and directions that rapidly changed. The safety of our patients, residents and staff was, and continues to be, our main priority.

Work uniform

As a means to prevent transmission of the virus we implemented the wearing of surgical scrubs for all staff in our acute areas working in close contact with patients. Unable to source these from our linen provider, we purchased tens of metres of material and put the call out for volunteers. Calls came in from all over Australia and more than 250 people offered to help out. The response was overwhelming and we were humbled by the willingness of people to give up so much of their time for us. It wasn't too long before the scrubs started arriving and many contained written messages of support and encouragement in the pockets.



We were able to source enough scrubs for our staff and we thank our community for coming to the rescue and sewing for us.

Acute Respiratory Assessment Centre (ARAC)

We set up an Acute Respiratory Assessment Centre to serve as a screening and assessment space for people presenting with fever or symptoms of an acute respiratory infection, for example shortness of breath, cough or sore throat. The ARAC enables patients suspected of having COVID-19 to be treated **separately** from the general hospital.



Testing clinic

In June we established a COVID-19 testing clinic at Mt Buller; with the closure of the ski season, it was moved to Mansfield. We created a drive through clinic where swabs were collected from patients while they remained in their cars. The COVID-19 testing clinic moved to the Mansfield Medical Clinic drive through in October. By the end of October, we had performed approximately 2,000 COVID-19 tests.

Masks became mandatory

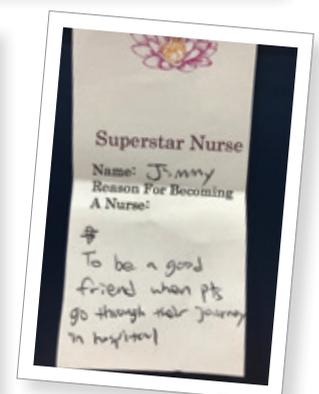
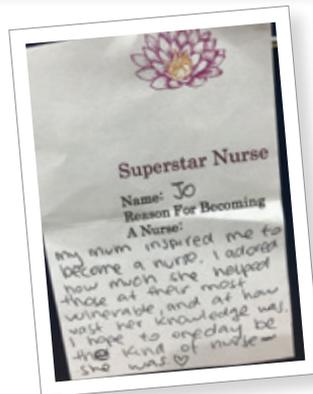
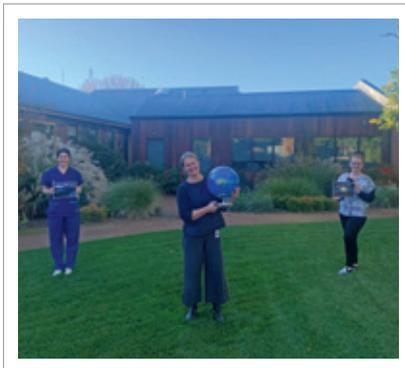
Like the rest of the community we too have been working in masks and eye protection, however we were instructed to do so a fortnight before the widespread application. Whilst the benefits cannot be underestimated, the wearing of masks has been at times problematic and has impacted interactions between staff, patients or residents.



International Year of the Nurse and the Midwife

The World Health Organisation declared 2020 as the International Year of the Nurse and the Midwife. We had planned to undertake a number of events to recognise our nurses and midwives but these too were curtailed by COVID-19.

However, in May we approached local businesses and community members for their feedback and they were only too happy to share their thoughts. Below are some of their responses.



Staff Wellbeing

Our Wellbeing Committee was established in August 2019 to promote health and wellbeing within our workforce; with a focus on healthy lifestyle and the sharing of knowledge amongst work colleagues. This group is comprised of 15 enthusiastic staff members who work across various departments, in a variety of roles, both clinical and non-clinical. They bring diversity in their willingness to share their skills to support the health and wellbeing of their peers. Activities undertaken include:

- Walks in nature, exploring our beautiful area
- Healthy eating and nutritional recipes
- Sour dough breadmaking tutorials
- Mindfulness, yoga and self-care
- Bra fitting
- Pelvic awareness
- The unofficial news channel – presented by our staff

From the outset, our committee established four target areas to improve and promote a healthier way of living for our 242 staff. They are:

1. Movement
2. Sleep
3. Nutrition
4. Stress Management

The work of the Wellbeing Committee supports the organisation to maintain a positive workplace culture, promote healthy, happy staff and build rapport among our employees to break down barriers built by departmental structures.

As a contributor to the 'Victorian Public Sector Commission – People Matter Survey', our staff highlighted the need for effective communication and personal growth opportunities which is being delivered through a range of activities across a variety of platforms:

- New intranet/extranet
- Internal staff Facebook page (of which we have 140 members, over 50% staff engagement by personal choice)
- Wellbeing noticeboards
- Staff forums
- Email communications

By improving our communication, we believe we



have increased overall engagement and promoted organisation-wide inclusion.

Throughout the pandemic, the Wellbeing Committee has also made use of the Helping Hand Fund, developed to support staff in need by providing quick access to cash, food or assistance to get through tough times. Contributions to the fund are made by staff for staff.

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

Working with our Acute Patients

Exceptional inpatient to outpatient care, the exemplary experience

After suffering an open wound and a complex fracture to his right leg, Evan was transferred to Mansfield District Hospital for ongoing management and discharge planning. He cannot be more grateful for the level of care from the daily input of doctors, acute nursing staff, the visiting nursing team, wound clinic and our allied health staff.

Evan Lowing best describes his journey as “an insight into the value of the excellent services we have available at Mansfield”.

Evan states the “exceptional” level of expertise and explanations regarding pain management and the healing process helped him to make fully informed decisions. In addition, the daily physiotherapy helped him to be compliant with his surgical restrictions and enabled a safe discharge home. Evan said he felt like a “valued person, not just a number” with his individualized care.

Evan stated he was “unbelievably appreciative of all the planning and thought that went into the ‘Country-fied’ logistics, feeling empowered to continue the care once returning home”. He was supported by the continuity of

care in the outpatient wound clinic and physiotherapy services, stating “I felt like it decreased my recovery time by half.”

When asked if there were any tips for future patients, Evan stated “you only get out what you put in” and the “more you can put in to your own health care (by making informed decisions) the more you will gain from it.”



Evan Lowing – Patient

Baby News

A Mansfield District Hospital birthing experience

Two years ago, we moved up to Mansfield with our three children, and were keen to have another baby. My local GP, Emily (Central General Practice) also specializes in obstetric care, and I was thrilled that she could look after me throughout my pregnancy. I had also learned from others that the hospital has wonderful midwives, enhancing the excitement of my pregnancy journey.



Alicia and Nina

From the previous pregnancies, I knew that I would have a relatively similar labour and (hopefully) without the need for pain medication. My GP and midwives fully supported my wish to follow this natural process.

The staff at the hospital were so wonderful in their support: at my appointments they answered all my questions, gave me a tour of the hospital and, generally, left me feeling very comfortable with the care I was receiving. I couldn't have been happier if it was my first rather than fourth child.

The night before the birth, I experienced a few early niggles so came to the hospital and was admitted so I could be monitored. Although labour can be an overwhelming experience, I felt completely relaxed knowing I was in good hands. Everything went to plan: my body and the baby knew exactly what to do and with the support and encouragement of staff it was a very positive experience. The midwives were amazing and helped me to settle my newborn and allow me to get the rest I needed to help my body recover.

Although, COVID-19 made some things a little challenging, the restrictions on visitor numbers has allowed me to rest, recover and recharge. I will be ready to get home to family life and, with the aid of a midwife/lactation consultant I will be supported to be a mum of a little baby again.

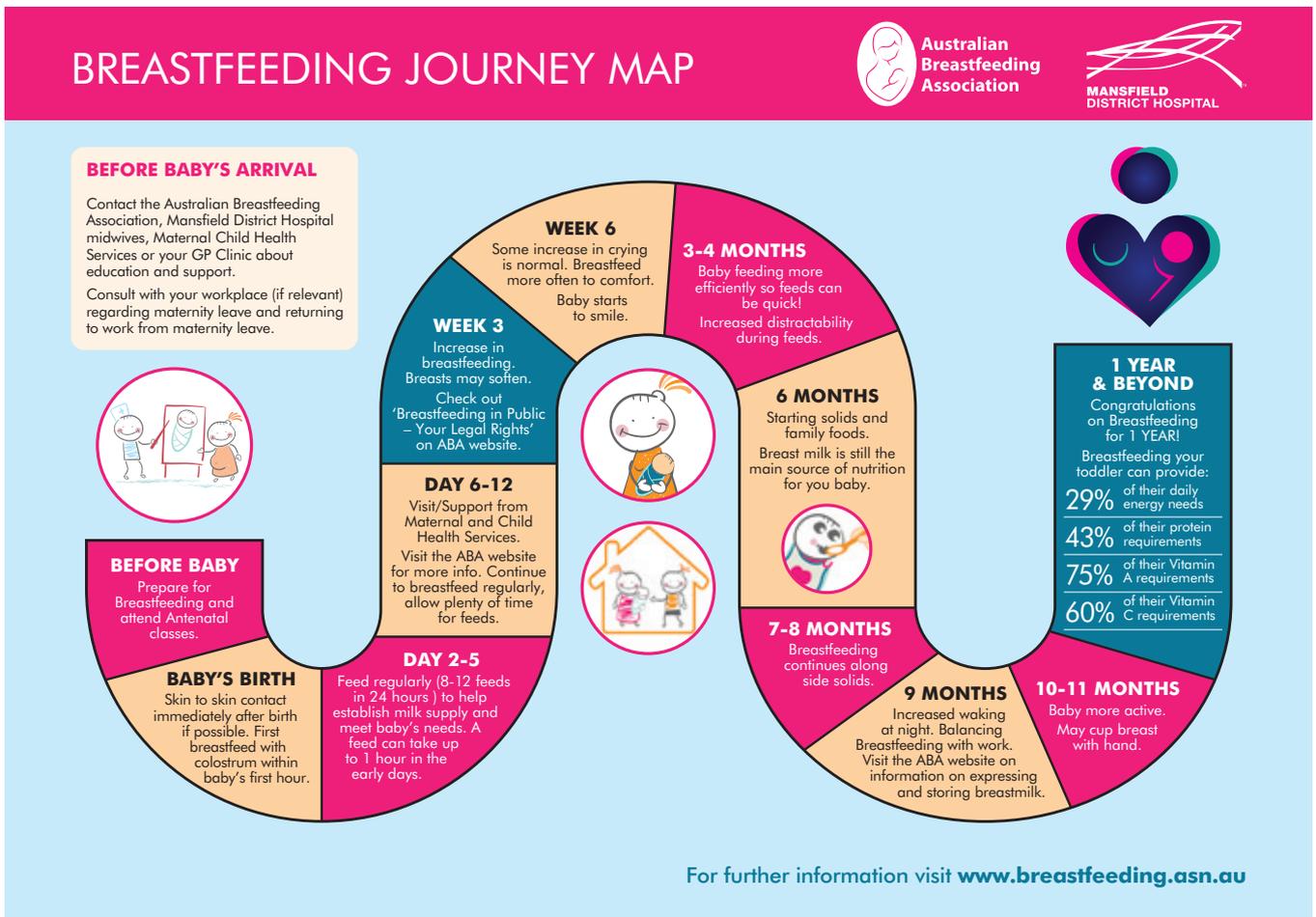
Thankyou, Alicia and Nina

Closing the gap for breastfeeding support

Mansfield's Breastfeeding Working Group has been meeting over the years to develop initiatives to support our breastfeeding families in Mansfield. Members include senior midwives and lactation consultants, community health nurse, health promotion officer, maternal and child health nurses, a practice nurse and an adviser with the Australian Breastfeeding Association (ABA).

Mansfield parents can be confident that experienced lactation consultants are available to support them through pregnancy, as well as during their hospital stay, after they take their baby home, and that the teams work together to provide a seamless service.

We have worked with our health promotion colleagues at Northeast Health Wangaratta to produce a Mansfield specific breastfeeding journey map, which highlights the different services available for women and families during pregnancy, post birth, as well as what to expect on that journey.



Our Volunteers

I have had a long history of volunteering which began as a 15-year-old at Grammar School (I'm now 69) when I volunteered in the school book shop keeping a register of text books distributed and also on the School Road Patrol (school crossing now). Following the birth of my first child who was transferred to the Royal Children's Hospital in late 1972, I began volunteering on the Good Friday Appeal. This I did for approximately 15 years. Since coming to Mansfield at the start of 1983, I have volunteered at the Kinder, Primary School, High School, Football Club, Little Aths and Golf Club.

I currently volunteer with Red Cross Emergency Services and the Mansfield District Hospital.

I began with the High Country Angels in 2007. I had retired to oversee the care of my mother who had dementia. When she had deteriorated to the point of needing full time care, I was still visiting and entertaining her nearly every day whilst she was at Bindaree in Shaw Wing. It was at that time that the staff suggested I do the training with Elaine and thus I became an "Angel". Since this time, I have participated in daily activities, special days, bus trips and visiting residents. My mother moved to Buckland and passed away in December 2009. I have also had both my in-laws in care and have participated in their time whilst residents of Bindaree and Buckland. Both have now passed.

I now volunteer visiting Buckland on a Sunday. I initially started this quite some years back as there were no activities staff on the weekend and it gave the nursing staff an extra pair of hands over lunch. I also used to take in home cooked afternoon tea for the residents usually making something "old fashioned" that would remind

them of home. I have also taken on the role of visiting the hospital on a Wednesday, taking around magazines and chatting, asking if there was anything they might need etc. One example was that a patient wanted some chocolates as a gift for the nurses and another was a patient transferred from Alexandra wanted to get the paper delivered. One long term patient just needed someone to talk to. I often visited her more often.

I volunteer because:

1. I am the eldest of 6 children and often did the "looking after" particularly when my mother became a single parent.
2. I get great satisfaction in doing for others. The smile on my mother's face when I visited in her later time in care was priceless. She did not know who I was but I visited her often and she knew my face. This has since become the norm with current Buckland residents.
3. I love it when I can be asked to help someone who needs one on one. I sat with a Buckland resident for several hours one time. She was restless and noisy and the staff couldn't get their work done. I have also helped out a few times over dinner when staff have been short-handed. I have sat with a dying patient to give a family member a break. This was a great honour.

COVID-19 has impacted greatly. I haven't been able to give of myself and I miss the residents, particularly those from Buckland. I am hanging out waiting to be allowed to return. The residents become like family and to be kept apart is as devastating as if they were my own.



Sue Wilson

I joined the volunteer team of MDH several years ago as a Tolmie representative on the hospital's Community Advisory Committee and recently have taken on a role as a memoir writer for the seriously ill and infirm within the Mansfield Shire. This highly rewarding service can bring joy, satisfaction and sometimes healing to my memoir buddy in re-living special memories and for a brief time takes them out of their circumstances. I love that I can be the one privileged to help them.



Mary Reilly

Two years ago, I retired and moved from the Dandenongs to Beolite Village. The move has been a very positive experience and I have been impressed by the strong community spirit in Mansfield. I had decided that I would like to undertake some volunteering and decided to volunteer at the hospital and or Bindaree or Buckland. Committing to this proved difficult for some time as I was helping my mother in Melbourne. Unfortunately, her health deteriorated and late last year she was admitted to Buckland House.



Sue Graham

Early this year I signed up as a volunteer at Buckland and have been visiting residents and helping with various activities. It has been very rewarding to chat with residents all of whom have had long and interesting lives. Volunteering at Buckland has been a small way in which I can repay the excellent care which my Mum has received since her move into residential care.

MDH Aged Care

Buckland House

Isolating with Friends

Buckland House residents were amongst the first in our community to learn how to live life well in extended isolation. Since March, precautions have meant that our residents needed to distance from each other and family visits have been limited to one nominated carer. We have carefully created individual solutions for each of our residents. Some families were able to visit, some spoke on the telephone, others caught up via virtual meetings and social media whilst others talked on the phone via a

window. Our beautiful cottage garden has become a focus for family members to meet safely together.

Our staff and volunteers have also been there to reassure and encourage our residents. They strive to fill the void for those whose families and grandchildren are far away with each staff member adopting a resident during the restrictions. We all look forward to the end of isolation; but until then, Buckland House remains a lively village within our town.

We have continued with many of our activities such as cards, craft and singalongs.

This is what some of our residents have said



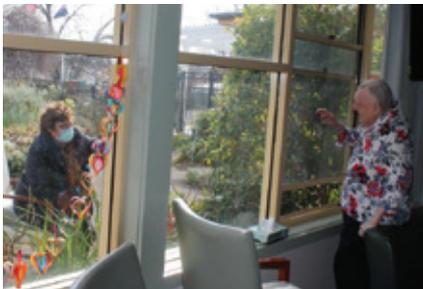
“I am glad to have been in Buckland, 2020. If I had been at home, I would have been alone. Here I am with friends.”

Iris Lawson



“I can't see well, but I am always keen to know what's on. I have made friends here, and we look forward to the evening activities.”

Joan Hamilton



“It's hard not to be able to see the little ones; but I am lucky to be able to see my husband Bill. If I feel a bit lost, I can play the piano or have a chat with our cat Teddy.”

Val Griffith



“I'd be lost without this garden; I like to be active.”

Keith Higgins

Bindaree Retirement Centre

Kit's COVID-19 experience

Kit grew up in the Northern Territory on a cattle station about 4 hours from Alice Springs. He has a twin sister and an older brother.

Kit went to boarding school in Adelaide which he enjoyed very much and it was there he developed a love of writing to family and friends. Since moving into Bindaree he has learned how to communicate with friends over Facebook and he says that has helped tremendously during COVID times.

He moved from Shaw wing after feeling a bit low amid COVID but staff were wonderful and helped him settle in to a new room elsewhere in Bindaree which he is enjoying very much.

He says “I love the new conversations with residents and staff, being able to stay in touch with family and friends has been a real positive for me.”

Kit has been involved in Bingo and even helps with the running of our portable shop, which he enjoys. He has also been busy with activities making anything on offer, including a wonderful bird house.

Kit says “Staff have been really great and I am grateful to feel safe during these COVID times!”



Kit

Mary's 100th Celebration – 19th April 2020 – A COVID Experience.

Mary came from Bristol to Australia as an infant with her family. She attended school until her early teens and then went to a secretarial school. Mary gained work in the office of a wholesale fabric and haberdashery company and remained there until her marriage to Bill after World War II.

Bill and Mary were blessed with a son and daughter and lived in the Glasshouse Mountains and later Gympie.

Mary was a very active member of the CWA and a keen cook, winning awards for her fruit cake. Following Bill's retirement, they travelled extensively throughout Australia which Mary recalls often. Mary's daughter Vivienne lives in Mansfield however her son and extended family live in Queensland.

Plans were well underway to celebrate Mary's 100th birthday with family and friends, however this changed when COVID-19 restrictions were imposed in March. All of Mary's family including her grandchildren and great-grandchildren were looking forward to this very special occasion.

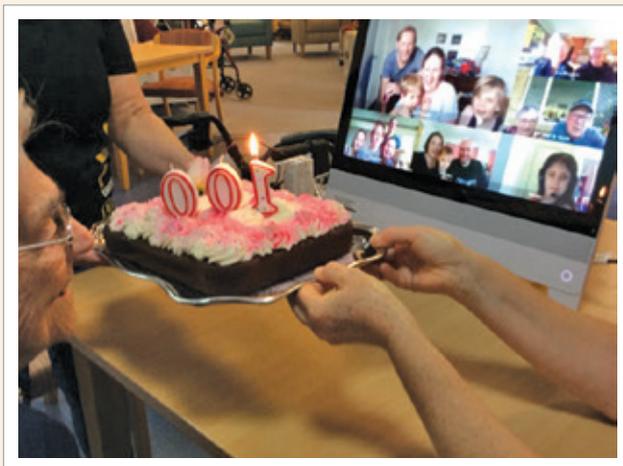
Thankfully technology enabled Mary to celebrate her special day with family albeit from a distance. Firstly, in the morning Mary's daughter Vivienne did a window visit to wish her Mum a very happy birthday. There were 100 coloured balloons placed in the garden just outside her window.

What a beautiful surprise this was for Mary and a wonderful beginning to her special day. Then flowers arrived with one special bouquet from her family in shades of blue – Mary's favourite colour.

A virtual meeting was arranged with Mary's extended family which brought tears to her eyes. Mary asked "How could all my family appear at once together on screen"? She was then presented with a beautiful cake, a candle to blow out and well wishers from family looking on from far afield. Mary then enjoyed a special afternoon tea arranged by staff which she enjoyed with fellow residents.

All in all, happy memories were created even through COVID-19 restrictions were in place.

"Thought you might like to know that our virtual meeting yesterday was a complete success, and that Mum wasn't at all phased by seeing all her family up on screen. It was one of the highlights of her day, (and I think I was the only one who needed the guidance of a tech-savvy younger relative). All the family are appreciative of the work that went on in the background to ensure Mum's big day was a success. Thank you."



ARMED (Advanced Risk Modelling for Early Detection)

In an Australian first, we have been using revolutionary technology helping to prevent our older residents and community members from falling.

Debilitating injuries from falls represent one of the greatest clinical risks in aged care and cost the Australian health care system an estimated \$3.9 billion annually. More than 125,000 people aged 65 and over were hospitalised due to falls in 2016-2017.

ARMED was developed in the UK. The technology uses data from a wearable smart watch device, body composition scales and grip strength test. ARMED measures and analyses change in the factors critical to an individual's risk of falls such as daily activity levels, inactivity, sleep quality, heart rate, weight, muscle mass, hydration levels and strength.

By analysing the data on a continuous basis against known risk factors, ARMED can identify and predict escalating risk of falling for an older or frail individual.

Sandra Coffey joined the ARMED program following a fall and a second hip replacement. She said "I had previously experienced a long hospital stay and decided that I didn't want to go through that again. It's good to be involved in a program preventing falls and Bec and Susan have been great in supporting me to understand the data and make changes to improve my activity. I have been consistently increasing my number of steps and my sleep is now slowly improving. I have also been making sure that I drink plenty of water. I feel stronger and can walk shorter distances without my 4-wheel walker".



Sandra Coffey

Supporting our future – Education

Mansfield District Hospital Education Unit has had a challenging yet exciting year. We were successful in our submission for funding to commence an enrolled nurse graduate program and an enrolled nurse upskilling program. This funding allows us to tailor enrolled nurse education to our health service, the needs of our current enrolled nurse workforce and promote MDH as a workplace of choice for new enrolled nurses in the region. These programs have been well received by those enrolled over the year. We are excited to again receive this funding for 2021 to continue this program.

MDH Education has also focused extensively throughout 2020 on staff safety and COVID-19 readiness. From PPE updates to respiratory simulation sessions, we have worked with infection control and clinical areas to ensure our staff are confident and prepared for the challenges of the COVID-19 pandemic.

New to the education team in 2020 is an allied health educator – thanks to *Going Rural Health* – to support innovation in student placements in all our allied health disciplines.

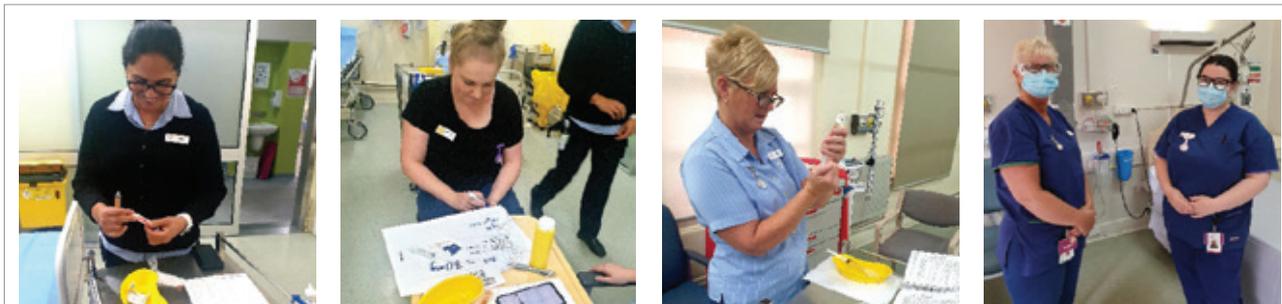


MDH has continued to support student placements in line with DHHS restrictions. Nursing student placements returned to the acute ward and community setting, however were not permitted in aged care. We have also hosted our first physiotherapy offsite project placement in partnership with *Going Rural Health*. This is an exciting project where the students worked with our physiotherapy team to create a digital home-based program for our clients.

The education unit aims to inspire all staff to fulfil their potential and see MDH as an employer that supports all staff to gain skills and opportunity. We have staff across the hospital undertaking new opportunities through scholarships and training programs. We host school based apprenticeships, a health administration traineeship and placement for staff undertaking study. We also have appointed two scholarship recipients in commercial cookery and allied health assistance to undertake qualifications in these areas in 2021.

Inside our Enrolled Nurse Programs

Our EN Upskilling program called BOOST – aims to support current ENs to gain confidence and clinical skills to work across the organisation. BOOST participants attend Education sessions with Graduate ENs & RNs to promote a peer learning model.



Ella and Robyn – two of our 2020 EN Graduates – rotation to Acute ward

“The support I have received has been invaluable, the team at MDH are so welcoming and offer an excellent knowledge base. I highly recommend entering a graduate program post study, the consolidation of skills and ongoing learning throughout the year has been so helpful.” Ella 2020 EN Graduate

Enrolled Nurse Programs



Thanks to Rosehaven Hospice for the use of their space for our EN Leadership and Delegation session.



Deteriorating Patient Graduate Study day. A great opportunity for the RN and EN programs to mix in a peer support learning model.



EN Graduate and BOOST sessions. COVID-19 meant we had to be adaptable to where our Education sessions could take place!

Physiotherapy Student: Andrew Papathanassiou

My first physiotherapy placement at MDH has been incredible! Coming to a rural hospital from Melbourne has been a great experience and has shown me how friendly and connected a multidisciplinary team can be. Communication between myself and the doctors, the nursing staff and primary care team was well coordinated, and I felt as though my opinion was valued when discussing patients.

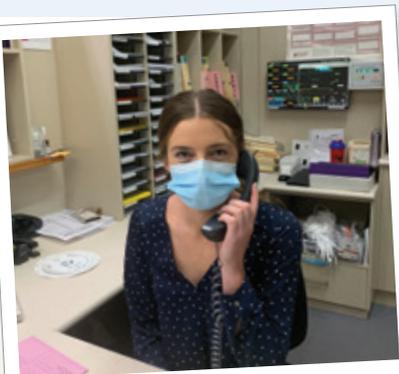
The physiotherapy team at MDH have been very patient with me answering the thousands of questions I have asked and they have given me the opportunity to learn and grow as a professional.

My placement was very eye opening as I got to see a wide range of patients from the more common hip and knee replacements, a whole range of different fractures to people with conditions like COPD, spinal cord injuries, severe lower back pain, moderate-severe stroke patients and post-partum reviews. I also had the flexibility to experience inpatients, outpatients and all of the administration in-between.

One of my first patients arrived at MDH at the same time as me and I had the pleasure of taking her through our initial physiotherapy assessment, all the way to helping her into the car for discharge which was an extremely proud moment for me!

Some highlights of my experience included helping with all the exercise classes that MDH has to offer such as cardiac and pulmonary rehabilitation, balance, falls prevention and orthopaedic rehabilitation classes. This is an awesome way for MDH to help the community to be more active and use exercise as medicine.

I would like to say thank you to the entire MDH team for your help along the way! A special thankyou to my physiotherapy team, Vanessa, Susan and Hanna for the support, encouragement and guidance along the way and for also pushing me to be better as I progressed along the journey!



Mikaylah Cummins

A Traineeship in Business Administration

After completing my challenging final year of schooling I was determined to have a gap year to begin developing myself for adulthood. My dream has always been to work within the health industry so when the traineeship in Business Administration (Medical) was advertised at Mansfield District Hospital I immediately knew it was a position that would interest me. Despite just finishing year 12 I wanted to continue learning and strengthening my skills.

Throughout the duration of my traineeship I have learned that every day is different and I am thrilled to have been given this chance to learn from highly experienced staff. They have trained me to manage and adapt in a variety of situations and supported me as I developed my confidence in a fresh working environment.

Not only has this traineeship given me the opportunity to gain experience in a practical surrounding, I was also granted the chance to complete my certificate in Business Administration (Medical).

I can confidently state that I have felt supported throughout my whole journey at Mansfield District Hospital. There has been much enjoyment in the process of meeting and interacting with new people. This role has set many challenges which I am appreciative of for it has further expanded my knowledge and experiences.

I am forever grateful to have had this opportunity.

Working with our community to prevent chronic disease

Cardiac and Pulmonary Rehabilitation are secondary prevention programs offered at MDH to support clients with education and exercise sessions to help manage at home in addition to their medical care.

The aim is to:

- Assist the client to make life style changes, minimise risk of exacerbations and prevent further disease
- Maximise physical, psychological and social recovery; and
- Set and achieve realistic goals using a client centred approach to encourage ongoing self-care.

Both our programs have been developed under the guidelines of The Heart Foundation, The Australian Centre for Cardiac Research and The Lung Foundation.

Participation for the year 2019–20:

- Cardiac Rehabilitation: 27
- Pulmonary Rehabilitation: 17

Referrals have been received from both internal and external sources.

We have faced challenges this year but have successfully adapted to support our clients through the disruptions. We have used telehealth, email, phone calls and 1:1 consultation for education and exercise.



Chris

“The greatest thing about the program was that the education and exercise sessions were tailor made to me...I really appreciated that.”

Chris first attended our Pulmonary Rehabilitation program at the beginning of 2020 following a referral from his doctor. He wanted to get as fit as possible before lung surgery.

Chris attended Pulmonary Rehabilitation for 8 weeks and felt his overall health had improved. Whilst waiting on a date for surgery, the emergence of COVID-19 put everything on hold.

Regulations for COVID-19 meant that our group sessions had to stop. Regardless of this we contacted Chris often to provide guidance so that he was able to continue with the exercise program at home over the winter months.

Chris says he enjoyed the social aspect of our group sessions as well as support from all the health professionals. He realises now that this is just as important as the exercise. Chris admits to procrastinate when it comes to exercise, so committing to the group makes him more active.

“It was great to meet other people in the same boat”.

Chris felt “kept in the loop” and feels as a team (doctor, nursing and physiotherapist) we were all working together to support him to maintain the best health possible.

Since then our groups have recommenced and Chris has joined, hoping he will get a surgical date soon.



The Mansfield RESPOND Project

The RESPOND Project is a National Health and Medical Research Council funded initiative co-led by local communities and Deakin University. Put simply, the Respond Project is all about a shared community response to supporting healthy children and preventing childhood obesity.

The Mansfield RESPOND project is a collaboration between Mansfield District Hospital, Mansfield Shire Council, Deakin University and local community members. The community members are the 'doers', they are out there in the community actioning change that promotes an improvement in the health and wellbeing of local children.

Both the hospital and the shire have a shared aim of empowering community led actions to improve the health of local children. Deakin's aim is to evaluate the impact of community led actions.

Some of our projects have focused on the areas of:

Food, Nutrition and Water:

- Released the Mansfield Community Food Access Guide
- Preliminary research into Breakfast Club Program for Mansfield Primary School
- Advocating for a water station to be installed at the Botanic Park

- Planning for the delivery of the Soup for Schools Project (unable to deliver due to COVID-19 restrictions)
- Mansfield Fresh Food Drive
- Regular nutrition education bites posted to our Facebook page; MDH Mansfield Respond

Physical Activity:

- Promotion of local gyms/studios moving to a virtual platform
- Provided a letter of support to the Mansfield Shire Council for their funding application to Sport and Recreation Victoria for the playground development at Mansfield Botanic Park.
- Planning for the Active Footpaths Project (will hopefully launch in December 2020)
- Promotion of Steptember, including partnering with the local schools and sporting clubs in forming teams under the Mansfield Respond group

Social Connections:

- Released the 'Self-care in self-isolation flyer'
- Planning for a peer support online wellbeing series

One community member who has been involved with the Mansfield Respond Project from the start is Pamela Dalglish, and she shares why it was important for her to be a part of the initiative.

"I am a retired health care professional who came to Mansfield with my husband Stuart in 2012. Meeting like-minded people who value the importance of good health for children, together with my passion of growing produce and understanding the value of fresh fruit and vegetables in our intake made this

community project a very exciting prospect for me."

Pamela has played a pivotal role in the launch of the Mansfield Fresh Food Drive, volunteering hours of her time planning the launch and coordinating donations from local growers.



A simple overview of the Mansfield Fresh Food Drive project is as follows:

- we connect with local growers in our community
- ask if they are happy to donate any excess produce they have grown
- pack this excess produce up, and
- deliver it to some of the most vulnerable families in our community.

Mansfield RESTART

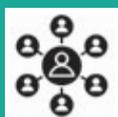
The Mansfield RESTART program is a community-led drug rehabilitation intervention designed to reduce drug use and the effects of drug use or addiction on individuals, their families, friends and the broader Mansfield community. The program operates from Mansfield District Hospital and provides case management, treatment and prevention to tackle the problems of drug use in the community. The model of care is guided by community stakeholders including GPs, local government, lawyers, police and other strategic service providers with key persons in the community. The program is designed to offer rehabilitation and wraparound care from a broad range of local services operating in Mansfield.

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

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

“The support I received was monumental and lifechanging. When I was at my lowest point, this service was introduced to me and provided so much help.”

ACHIEVEMENTS



43 new referrals during 2019/20.

- Current Clients – 21
- Number of occasions of service – 422
- Current Active patients – 13 (regular appointments)
- Current active on hold patients – 8 (regular welfare support)



Wide referral sources – Family, Law, Legal, Medical, School, Maternal Child Health



Recognition of the Restart program by the Magistrate from court hearings – ongoing benefits to the individual and also community

Ongoing regular support of the steering committee enabling collaboration between legal and law enforcement, educational, medical and psychosocial needs



Established a 24/7 support service, encouraging access to the hospital services as first line support in a crisis



Presence of interprofessional collaboration with local services using integrated referral pathways, both into and out of the program to other services



Established and offer patients a wrap-around service which is holistic and person centred increasing chances of recovery



Delivered over 15 education sessions in various platforms reaching a diverse and wide community

Completed a formalised hospital withdrawal policy



Knowledge sharing within medical specialties to enhance evidence based best practice service delivery

