Casterton Memorial Hospital
63 - 69 Russell Street, Casterton, Victoria 3311
Phone: (03) 555 42 555 Fax: (03) 55 811 051 Email: mail@cmh.org.au
www.castertonmemorialhospital.com.au

CASTERTON
MEMORIAL
HOSPITAL

2020/2021 A YEAR IN REVIEW

BOARD CHAIR & EXECUTIVE REPORT

On behalf of the Casterton Memorial Hospital Board of Directors, employees, volunteers and partners, I present to you our 113th Annual Report.

The 2020-2021 financial year remained challenging internationally, nationally and for our states health services because of the COVID-19 pandemic. Employee, visitor and patient / resident management have been at their optimum in accordance with State and Commonwealth directives.

All staff at CMH have done an exemplary job in managing the ever-changing requirements of this COVID -19 environment and its effects on service delivery.

Our employees, who conducted daily testing and managed vaccination sessions for the community, have been outstanding and our Board remains confident that our processes and management systems will continue to deliver for our community as we manage this ongoing health crisis.

I would also like to thank the Department of Health for their specific funding to assist with this additional workload and Barwon Health, Geelong for its cluster management role allocating and managing vaccination units for distribution to CMH.

CMH has completed a successful year managing services to COVID-19 requirements and in a continued financially sustainable manner. We acknowledge the support from our health service partners and the Department of Health.

This 113th Annual Report demonstrates a strong commitment to managing the affairs of CMH effectively, efficiently and most importantly for the Casterton and District community's health care needs.

Financial Sustainability

Casterton Memorial Hospital maintains systems and processes that ensure financial sustainability, accountability, and responsibility for the delivery of safe, responsive patient centred care services.

This year 2020/21, CMH delivered an operating surplus prior to capital and specific items of $109,938 whilst meeting heightened service demands, Statement of Priorities goals and targets and our Model of Care for the Casterton community.
This sound financial performance is a result of appropriate Government funding, good private patient revenue and achievement of Department of Veterans Affairs inpatient activity targets and other set targets for the year. Glenelg House Residential Care's high occupancy rate of 99.78% has continued to be a positive contributor to the entity, comprehensively demonstrating the essential need for this quality residential care service.

Expenditure levels have been well maintained and combined with sound revenue achievement has produced this operating surplus and a current asset ratio of 1.41 indicating more than sufficient funds to meet current liabilities.

Our Internal Audit and Risk Committee maintains a tight overview of CMH financial activities and maintains effective overview of our financial functions.

Community Service Provision

CMH's home and community services unit continued to provide Community Home Nursing, Health Promotion, Home Maintenance, Meals on Wheels and the Community Transport program, all whilst maintaining safe service delivery protocols to address the challenges of COVID-19.

We thank all of the specialist visiting services and allied health professionals, including physiotherapists, dental clinicians, surgeons and podiatrists who have continued to provide a strong level of service and commitment to our community.

CMH has been alert to the impact the threat that COVID-19 has presented to the physical and mental wellbeing of our community, particularly our ageing population. Efforts have been made to make personal contact with community members despite the limitations that social distancing protocols presented. Another strategy has included the appropriate updating of information, protocols and procedures in the Casterton News.

Ms Elizabeth McKinnon, Board Chair

CASTERTON MEMORIAL HOSPITAL— STRATEGIC PLAN 2017-2020

To support the Vision Statement of CMH the following Strategic Objectives and associated KPI's will need to be achieved.

STRATEGIC OBJECTIVES & KEY PERFORMANCE INDICATORS As at June, 2021

PHYSICAL FACILITIES / ASSETS

- Community room upgrade core project with possible stage 2 Ramp. entry & fascia work (30%)
- Nurse call system re-new &/or upgrade for improved consumer/ employee response & communication (100%)
- 5 year Fire Report matters addressed. (85%)
- Hospital Infrastructure Funding $300k for fabric & asset manage-ment plan IT refresh & Aircon. (40%)
- E-Maintenance, decision to remain in-house on $'s (100%)

GOVERNANCE CORPORATE & CLINICAL

- Safer Care Victoria & Clinical Governance system embedding the 5 Domains. (80%)
- Increased use of and support of Sub-Regional personnel skills & collaborative to enhance services. (100%)
- Continued Board Governance training & recruitment of 2 new members & another 3 2020. (100%)
- Financial sustainability maximized with improved use administrative resources organization-wide. (100%)

QUALITY IMPROVEMENT RISK MANAGEMENT

- ACHS National Standards Accreditation, CHSP & Aged Care Accreditation maintained with COVID interruption (100%)
- Risk management systems sophistication with VMIA/VGRMF re-view & report. (70%)
- Targeting Zero report 178 recommendations. Actionable items to be achieved. (100%)
- Refresh "Person Centred Care" education organization - wide (70%)

HUMAN RESOURCES

- Succession planning of CMH workforce needs & assessment report / plan. (100%)
- Conduct annual organization-wide Employee Satisfaction Survey in addition to People Matter Survey outcomes. (60%)
- Total E-HR Personnel & Payroll systems in place.(100%)
- Maximise staff training programs & opportunities across organization. (100%)

SERVICES DEVELOPMENT

- Increase workforce for home based care (100%)
- Increase time frame of access to Community Taxi to 5 days (100%)
- Investigation of, & establishment of Aged Care service Business Unit. (50%)
- Marketing plan for Glenelg House Client attraction & facility review. (50%)
- Expansion & development of CMH Consumer Participation Forum (80%)

To support the Vision Statement of C.M.H the above strategic Objectives and associated KPI's will need to be achieved.

EMPLOYEE SERVICE AWARDS 2020/2021

Each year CMH recognizes employees who reach milestone years of service.

Congratulations and thank you to the following employees who reached milestones throughout the 2020/2021 year.

Employee	Years of Service	Employee	Years of Service
Suzanne O'Connell	5	Vanessa Sheahan	15
Roberta Tucker	5	Cindy Smith	15
Bernadine Bryan	10	Ingrid Bunnik	20
Jenelle East	10	Michael Naylor	20
Collete Shone	10	Maree Russell	20
Helen Stanislawski	10	Janine Naylor	25
		Karen Sealey	30

Throughout the numerous lockdowns experienced over the year, CMH employees participated in some extracurricular activities including a walking challenging to log their hours in the endeavour to walk from Casterton to Merimbula, when the destination was reached employees were treated to a party on the "beach".

Staff also participated in Jeans for Genes day and RUOK day.

BOARD CHAIR & EXECUTIVE REPORT cont/...

Governance

CMH has met its obligations within the Statement of Priorities 2020/2021 with the Department of Health. This contract is negotiated annually between the CMH Board of Directors and the Department of Health and results in funding for service delivery and establishment of targets ranging from infection control to consumer satisfaction.

Having completed the 2017-2020 Strategic Plan, CMH is now progressing working on four year plan 2020 – 2024. A community survey is being distributed to all households in the Casterton and District community in addition to a digital version on the CMH website and Facebook page.

Results of the survey will inform the final structure and content of our Strategic Plan therefore ensuring important local content, opinions and directions are taken into account.

The Board of Directors have also processed and governed the management and implementation of many improvements during the 2020-2021 year including, but not limited to:

- *Integrity in Governance Framework improvement action plan progress.*
- *Victorian Managed Insurance Authority Risk Profile Audit setting us at "optimising".*
- *Influenza vaccination take-up rate for staff 97% achievement.*
- *Health Service Cluster/Partnership Planning.*
- *Navigating COVID-19 changed organisational service requirements and models of care.*
- *Australian Council on Healthcare Standards Accreditation Survey success.*
- *Successful live streaming of delayed 2019/20 Annual General Meeting.*
- *Increased cohort for Graduate Nurse Program.*
- *Increased board directorship to 9 Directors.*
- *Workforce management of succession planning and increased aged related retirements.*
- *Department of Health cluster work in respect of "Better at Home" initiative.*

Board Director Movement

Reaching the Department of Health required tenure after 10 years of service Peter Green and Gerald Smith after nine years of service retired from the CMH Board of Directors.

We thank Peter and Gerald for their effective time, input and management within our governance function.

The Casterton Memorial Hospital Team

Casterton Memorial Hospital has a diverse team of employees and volunteers who ensure safe, consistent and efficient care across the three domains of community, acute and aged care. These employees and volunteers work in teams of Catering & Environmental Services (Hotel Services), Maintenance, Administration and Clinical services. Each area is committed to the person-centred care approach, focused on both the consumer and the Casterton Memorial Hospital team.

The Board of Directors would like to once again acknowledge the continued excellence in services provided by employees and volunteers in this 113th Annual Report.

The continued successful outcomes for consumers are maintained through the support of contracts especially the Casterton Coleraine Medical Clinic, principal partner Dr. Brian Coulson and General Practitioner Dr. Khaled Moussa.

We thank the CC Medical Practice team for its 24 hour medical coverage, catering for the needs of Casterton and district. The support shown to CMH through doctor attendance, tele-health support and active clinical governance is greatly appreciated. CMH is supportive of the practice's ongoing recruitment and succession planning.

CMH is proud of the continuing skilled clinical care provided by the nursing team.

As a Small Rural Health Service, the nurses are skilled to provide care to a wide range of presentations and conditions from Urgent Care to Aged, Acute and Community. Maintaining clinical excellence in care, clinical competence, continuing professional development, ensuring clinical supervision of students and graduates and work experience students are all part of the broad role that nurses undertake at CMH.

CMH's nursing team maintain a continued close working relationship with external education providers to facilitate student placement, support the Post Graduate Nurse Entry to Practice program and to ensure that this clinical supervision meets best practice standards. CMH is proudly supported by Barwon Health

BOARD CHAIR & EXECUTIVE REPORT cont/...

with both clinical and education support through the use of real time video conferencing and clinical practicums and regular "in person" visits.

The service divisions of Hotel Services (Catering and Environmental Services), under Jenelle East has maintained a high standard of cleaning and food services to all consumers and are to be congratulated on their consistent and quality services. Patients praise the nutritious and appealing meals which are cooked onsite daily.

Maintenance Services led by Stephen Zippel and Administrative Services under Corporate Services Officer Loren Hulm are continuing to deliver strong output in management practices and maintenance of CMH's assets and service contracts.

The community is appreciative of the neat and relaxing surroundings of the hospital grounds.

CMH Chief Executive Officer, Owen Stephens & Manager Nursing Services, Mary-Anne Betson

CMH continues to have an interactive relationship, with the community and in-turn receives strong volunteer support. Although limited this year, the community continues to support fundraising efforts and participate in volunteer groups. Fundraising groups include the Murray to Moyne Cycle Relay Team, CMH Ladies Auxiliary, Hospital Social Club and Friends of Glenelg House.

I extend to my fellow Board Directors and the Executive Management team of Owen Stephens and Mary-Anne Betson appreciation for your input, vision and support of CMH and the broader community.

Despite the continuing practical challenges that this pandemic has presented, the focus has and will remain on working together in collaboration with our partners across the Barwon South West region to further strengthen the valuable role we play in Casterton and district.

In conclusion and in accordance with the Financial Management Act 1994, I present the 113th Annual Report and seek your ongoing support of the CMH and its hard working team.

Ms Elizabeth McKinnon - Board Chair

OUR VISION

To meet the health and aged care needs of the Casterton community.

OUR MISSION

To provide services that promotes an individual's life to the fullest.

With Open Arms: To welcome and include all persons equally.

Excellence: To provide the optimum standard of care and service within available resources.

Accountability: To be accountable and transparent for all our actions.

Respect: To demonstrate dignity, privacy and honesty towards all clients.

Empathy and Compassion: To understand and respond to people's needs and feelings

EMPLOYEE LIST 2020/2021

ADMINISTRATION

Betinsky, M. J.
Brown, N.
Crowle, C. E. *
Harvey, V. E.
Hulm, L. S.
Macfarlane, J. L. *
Rees, H.
Richardson, J. F.
Shone, C. M.
Stephens, O. P.
Whitchurch, L.

MAINTENANCE

Hill, M.
Naylor, M. L.
Richardson, D. J.
Zippel, S. J.

COMMUNITY HEALTH

Jenkins, L. J.
Layley-Doyle, P. L.

SOCIAL SUPPORT GROUP

Bryan, B. H.

ACTIVITIES

Niewand, S. J.

HEALTHCARE ATTENDANT

Kent, B.M.

HOTEL SERVICES

Auld, S. M.
Beauglehall, L.
Bellinger, C.
Bunnik, I.
Campbell, B.
Carr, K.
Craig, E. A. *
De Bomford, S.
East, J. A.
GC, N.
Gould, D.
Green, J. R.
Hammel, K.
Jones, P. A.
Kellett, H. *
Kensen, M. D.
Kerr, L. M.
McCalman, J.
Moore, J. *
Naylor, J.
Nolte, M. R.
Northcott, C. J.
O'Connell, S. J.
Olle-Smith, W.
Ross, V. L.
Sealey, D. J.
Singh, A.
Smith, C. L.
Southern, D. L.
Stanislawski, H.

ENROLLED NURSES

Balzan, A. *
Beever, A. *
Bhandari, R.
Burgess, R.
Condon, C. A. *
Ferreira, D.
Hamill, J. K. *
Irving, A. P. *
Jackson, A. M.
James, C. *
Jones, S. M.
Killey, R.
McArlein, A. M. *
McArlein, K. M.
Nesbitt, D. A. *
Parsons, K. L.
Paul, A.
Pettingill, M. *
Robinson, R.
Russell, M.
Tait, P. M.
Tibbles, W. K.
Tucker, R.
Wombwell, S. M.

PERSONAL CARE ATTENDANTS

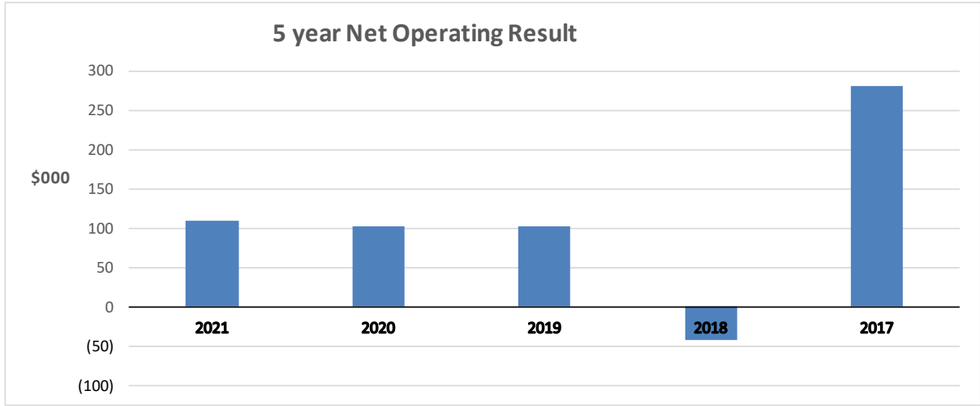
Murrell, A.
Reilley, R. F.
Roberts, C.
Sharara, R. *

REGISTERED NURSES

Betson, M.
Bryan, S.
Budhathoki, U.
Charlton, P. S.
Cheema, D.
Cherian, J.
Dehnert, S. D.
Deseo., S.
Dillon, H. V. *
Gartlan, D. A.
Gill, H. L.
Gill, S. M. D.
Han, Q. *
Harding, G. *
Jenkins, A. J.
Kaur, A.
Kaur, R.
KC, I. *
Lear, K. *
Mahanda-Makore, C.
Makwati, O. *
Marureth Achenkunju, B.
Matthews, J. A. *
McKinnon, D. R.
McQueen, B. *
Nunez, D. M.
Sealey, K.
Sebastian, S. *
Sharp, W.
Sheahan, V.
Smith, E.
Taylor, A. C.
Thomas, J.
Thomas, J. M.
Trivedi, H. *
Unmack, R. K.
Young, J. L.
Zippel, W. J.

* denotes resigned during year

FINANCE & ACTIVITY OVERVIEW cont/...



Comprehensive Result

Entity Comprehensive Result of ($685,750) is an improvement of $288,648 on the prior year. This result is largely due to changes in discount rates for employee leave benefits, and a mangerial revaluation of land.

Liquidity

Casterton Memorial Hospital financial postion is stable with current assets exceeding current liabilities by $1,945,111 as at 30 June 2021.

Casterton Memorial Hospital current asset ratio stands at 1.41. This remains considerably higher than the DHHS benchmark of 0.7 and has been the case over the past 5 years.

Cash Flow

Casterton Memorial Hospital has generated a positive net cashflow from operating activities of $304,458 for the financial year. Casterton Memorial Hospital remains in a secure postion with cash and cash equivalents totalling $5,712,671 as at 30 June 2021. Casterton Memorial Hospital held $2,014,902 in accommodation bonds as at June 30 2021.

Summary of Significant Changes

Summary of Changes	2021	2020	% Variance
Cash & Cash Equivalents	5,712,671	5,408,213	5.63
Current Assets	6,711,421	6,377,138	5.24
Current Liabilities	4,766,310	4,703,989	1.32

Increases in all these classes are due to the increase of accommodation bond holdings by Casterton Memorial Hospital.

M. Betinsky

Finance Officer

OUR SUPPORTIVE COMMUNITY

CMH is well supported by its staff and the community. We offer our sincere thanks to employees, the CMH Ladies Auxiliary, Hospital Social Club, Murray to Moyne Cycle Relay team and Friends of Glenelg House for their support and fundraising contributions. We also acknowledge the various businesses, community groups, estates, families and individuals who continue to provide financial support and in-kind donations.

During the 2020/2021 financial year, fundraising contributions and donations totalled $12,162.31. In what has been a difficult year to organise fundraising events due to the COVID-19 pandemic we certainly appreciate any donations that were able to be generously made. These valuable funds assist with the upgrading of equipment and the maintenance and furnishing of our modern hospital, aged care facility and community health development.

Our many volunteers provide purposeful activities and roles, and as such are greatly appreciated by staff and the community we serve. We extend our sincere appreciation to the community volunteers who assist with the delivery of meals on wheels, bus driving, visiting, outings, entertainment, diversional and lifestyle activities. Our volunteers assist us to meet the needs of our community and foster community connections for our residents and their families. Whilst the pandemic has put a halt to our volunteers being able to assist at CMH, we look forward to seeing our volunteers return in the near future.

The Hospital also appreciates the input and contributions from the businesses and the broader community through our community surveys, questionnaires and Hospital Card Program. This community spirit contributes to Casterton Memorial Hospital being a proud facility and also supports our continual effort to provide the best quality services to meet the changing needs of our community.

The Board of Directors sincerely thanks all CMH supporters for their generous, tireless and invaluable support during 2020/2021 year.

Acknowledging 2020/21 Donations

Fundraising Committees	
Casterton Memorial Hospital Employees	$1,040.00
Casterton Memorial Hospital Ladies Auxiliary	$125.00
Casterton Memorial Hospital Social Club	$1,000.00
CMH Murray to Moyne Cycle Relay Team	$4,587.03
Hospital Card Program	$3,150.00
Community Member Support	
In memory of Shirley Widdicombe	$150.00
In memory of Max Burnham	$775.00
In memory of Alan Mill	$30.00
In memory of Brian Murphy	$300.00
Ruth Richardson	$100.00
Brian & Fran Dawson	$20.00
Anonymous	$10.02
Estates	
Estate Louisa Henty	$875.26
Total Donations	***$12,162.31***

Acknowledging our Life Governors

Recognised for Service and Dedication to Casterton Memorial Hospital

Mr. T. Baker OAM
Mrs. B. Collins
Mr. R. Cowland
Mr. E. Edge
Dr. T. Halloran
Mrs. C. McKinnon
Mrs. M. Moffatt
Mr. R. Nicol
Mrs. J. Ross
Mr. P. L. Sandow
Mr. G. Sheppard
Mr. C. R. Simson
Mrs. K. L. Simson

RESPONSIBLE MINISTERS

Commonwealth Government Australia
The Hon Greg Hunt MP, Minister for Health & Aged Care
Senator the Hon Richard Colbeck, Minister for Senior Australians & Aged Care Services
The Hon Dr David Gillespie, MP, Minister for Regional Health

State Government Victoria
Jenny Mikakos, MP, Minister for Health, Minister for Ambulance Services (01/07/2020 – 26/09/2020)
Martin Foley, MP, Minister for Health, Minister for Ambulance Services (26/09/2020 – 30/06/2020)
Minister for Equality

Casterton Memorial Hospital
ABN 62 051 291 134

Hospital Board of Directors
Chair
M. Rowe (01/07/2020 – 25/03/2021)
E. McKinnon (25/03/2021 – 01/07/2021)
Vice Chair
G. Smith (01/07/2020 – 25/03/2021)
G. Hart (25/03/2021 – 01/07/2021)

Members
P. Green
B. Roberts
H. Moore* (31/12/2020)
K. Forbes
C. Riley

Audit & Risk Committee
P. Green – Chair
B. Roberts – Independent Member
H. Moore* – Independent Member
G. Hart – Independent Member
E. McKinnon – Independent Member
L. Hulm – Independent Member
H. Rees – Independent Member
O. Stephens - Chief Executive Officer
M. Betinsky – Finance Officer

Visiting Medical Staff
Dr. B. S. Coulson: M.B.B.S., D.R.O.G., F.A.C.R.R.M.
Dr. K. Moussa: M.B.B.S.
Dr. G. Ekanayake: M.B.B.S.
Dr. M. Abody: M.B.B.S.
Dr. R. Jaipurwala: M.B.B.S., F.R.A.C.G.P.
Dr. T. N. Halloran: B.D., B.Sc. (Hons)
Mr. P. H. Tung: M.B., B.S., F.R.A.C.S.
Mr. S. Clifforth: M.B., B.S., F.R.A.C.S.
Mr. U. Naidoo: M.B.C.H.B., F.C.S.(SA), F.R.A.C.S.
Dr. C. de Kievit: M.B., B.S., D.R.A.N.Z.C.O.G., F.A.C.R.R.M.

Principal Officers
Chief Executive Officer
O. P. Stephens: B.Bus., A.C.H.S.E.

Manager Nursing Services
M.A. Betson: N.P.,R.N., R.M., Cert. Critical Care, Nurse Immuniser, Cert IV Training & Assessment, MNsg.MNP,FACN,

Infection Control / AHS
H. Gill: R.N, Cert Infection Control & Sterilisation, Nurse Immuniser, MACN

Nurse Unit Manager Acute Ward/AHS
S. Gill: R.N, Cert Aged Care
P. Gunning: R.N., Cert IV Frontline Management

Nurse Unit Manager Residential Care
K. Sealey: R.N., Cert IV in Frontline Management, MACN

Community Health / Education Officer
P. Layley-Doyle: R.N., R.M., Cert IV Training & Assessment, MACN

Community Nursing
C. Mahanda-Makore: R.N., Grad Cert Nursing (Emergency Nursing), Rural and Isolated Practice (Scheduled Medicines) Registered Nurse (RIPRN)

Night Nurse in Charge /Quality Improvement
H. Dillon: R.N.,R.M.,Grad Cert Ad Nsg Practice (Rural Remote)*

After Hours Supervisors
S. Dehnert: R.N., R.M., Nurse Immuniser, Grad Dip Child Maternal Health
A. Jenkins: R.N., Grad Dip Palliative Care, Grad Cert Ad Nsg Practice (Rural Remote), Grad Cert Gerentology
S. Bryan: R.N. B.N. Grad Cert Ad Nsg (Emergency Nursing), Cert IV Training & Assessment
D. McKinnon: R.N., B.N., Grad Cert (Palliative Care Nursing)
W. Zippel: R.N., Grad Cert (Renal Nursing)

Programmed Activity Group Co-ordinator
B. Bryan: E.N., Cert IV in Leisure & Lifestyle

Corporate Services Officer
L. Hulm

Finance Officer
M. Betinsky: Diploma of Accounting

Health Information / Quality Improvement
H. Rees: Clinical Coder

Hotel Services Supervisor
J. East

Maintenance Coordinator / Safety
S. Zippel: Trade Carpenter/Builder

Meals on Wheels Coordinator
V. Ross

* Resigned during the year

FINANCE & ACTIVITY OVERVIEW

The financial statements of account for the year ended 30 June, 2021 have been completed in accordance with Direction 5.2 of the Standing Directions of the Assistant Treasurer under the *Financial Management Act 1994,* applicable Financial Reporting Directions, Australian Accounting Standards including Interpretations, and other mandatory professional reporting requirements.

The accepted performance indicator from the Department of Health is the net operating result as outlined in the Statement of Priorities. Casterton Memorial Hospital's net operating result reports a surplus of $109,938. This result is reconciled to the net result from transactions in the table below and excludes capital purpose income, depreciation and finance costs.

Total income from transactions of $10,143,714 represents a 2.37% increase on previous year and can be attributed to increases in government grants (Note 2.1). Total expenses from transactions represents an increase of 1.77% on previous year and main factors include increased salary and wages costs of EBA's and higher depreciation. The result emphasizes a responsible maintenance of operating expenditure (Note 3.1).

Five Year Financial Comparative Statement

	2021	2020	2019	2018	2017
	$000	$000	$000	$000	$000
OPERATING RESULT	**110**	**103**	**102**	**(41)**	**281**
- Total Revenue	10,144	9,909	9,710	9,052	9,637
- Total Expenses	11,025	10,833	10,577	9,949	10,062
- Net result from transactions	**(881)**	**(925)**	**(867)**	**(897)**	**(453)**
- Total other economic flows	136	(50)	(65)	(4)	15
- Net result	**(745)**	**(974)**	**(932)**	**(901)**	**(410)**
- Total Assets	26,111	26,771	26,678	29,434	28,621
- Total Liabilities	5,090	5,065	3,978	4,816	5,110
- Net assets/Total equity	**21,021**	**21,706**	**22,700**	**24,618**	**23,511**

Reconciliation between the Net results from transactions reported in the Comprehensive Operating Statement to the Operating result as agreed in the Statement of Priorities

	2021
	$000
Net operating result*	**110**
Capital purpose income	(335)
Specific income	N/A
COVID 19 State Supply Arrangements - Assets received free of charge or for nil consideration under the State Supply	(72)
State supply items consumed up to 30 June 2021	72
Assets provided free of charge	N/A
Assets received free of charge	N/A
Expenditure for capital purpose	N/A
Depreciation & amortisation	1,324
Impairment of non-financial assets	N/A
Finance costs (other)	2
Net result from transactions	**(881)**

** The Net Operating result is the result which Casterton Memorial Hospital is monitored against in its Statement of Priorities*

Left: Heather Rees this year has handed on the reins to the Quality Improvement / Risk Management role to Narelle Brown

Above: The children at the Casterton Playgroup were treated to a music session with local musician, Robyn Rhodes.

Right: CMH exercise group participants were happy to get back to classes.

Above: A fun session was held at the Casterton Swimming pool for the children at the Casterton Playgroup.

Right: Walking Group participants practice their social distancing.

Left: Urmila Budhathoki, RN learns how to use the new endoscope drying equipment under the instruction of Heather Gill, Infection Control

BOARD DIRECTORS

Ms Merridy Rowe
Board Chair
(01/07/2020 - 25/03/2021)
BA Social Work, MA Counselling (Research)

Ms Elizabeth McKinnon
Board Chair
(25/03/2021 - 30/06/2021)
Executive General Manager, Green Triangle Forestry Industries HUB

Mr Gerald Smith
Vice Chair
(01/07/2020 - 25/03/2021)
Senior Trainer, Logging Industry Training Association (LITA)

Mr Greg Hart
Vice Chair
(25/03/2021 - 30/06/2021)
Sole Director, Green Triangle Finance & Leasing Pty Ltd

Mr Peter Green
Management, Risk Management & Education

Ms Bronwyn Roberts
RN, Crit Care Cert, Grad Cert Bus Admin, MRCNA

Ms Harpreet Moore *
Qualified Legal Practitioner, Criminal, Litigation & Commercial Law

Mr Kane Forbes
Pharmacy Manager

Dr Colin Riley
Bch Dental Health, Auditor Dental Board of Australia

** denotes resigned during year*

SERVICES TO OUR COMMUNITY

HOSPITAL	2019/20	2020/21
Total Multistay Inpatient Separations*	169	62
Total Same Day Separations*	191	243
Bed Days*	2574	2837
Total WIES	310	303.5
% Occupancy Rate Staffed Beds	47%	52%
Average Length of Stay**	5	4.35
% Public Bed Days	76%	70%
% Private Bed Days	24%	30%
Obstetrics / Gynaecology	6	3
Operations / Procedures	77	61
Urgent Care Presentations	1101	1435
Glenelg House Residential Care		
Residents Accommodated	38	40
Bed Days	10964	10926
Average Daily Occupancy	29.96	29.94
% Occupancy Rate Full Year	99.85%	99.78%
Planned Activity Group		
Attendances	1271	885
Community Home Nursing		
Home Visits	5435	5254
Kilometres Travelled	20998	20892
Community Health		
Attendance (contacts)	418	635
Allied Health		
Physiotherapy Attendance ***	573	584
Speech Therapy Attendance ***	0	0
Dietetics ***	52	41
Meals Produced		
Hospital / Residential Care / Other	63158	61349
Meals on Wheels	4505	5743
Home Maintenance Program (HACC Service)		
Number of Clients	105	111
Number of Visits	1204	1242
Number of Hours	1197.5	1238.3

** Does not include Newborn transfers ** Excludes Nursing Home Type*
**** Includes inpatients*

Other Services facilitated from Casterton Memorial Hospital through private practitioners include:

Audiology, Visiting Medical Specialists, Radiology Services, Podiatry Services, Occupational Therapy, Drug & Alcohol, Physiotherapy & Speech Therapy

COVID-19 SERVICES TO THE COMMUNITY

CMH employees have been hard at work providing 7 day a week symptomatic COVID-19 testing to the community as well as regular Astra Zeneca vaccination clinics.

We would like to thank the Casterton and District Community for their wonderful support of the vaccination clinics that has resulted in the majority of our community being vaccinated.

Any community members with COVID-19 like symptoms are encouraged to call CMH on 55542555 and make an appointment to get tested. This service is available every morning

CMH Meals on Wheels Co-ordinator, Valinda Ross receives her COVID-19 vaccination from Mary-Anne Betson, Manager Nursing Services

SUCCESSFUL ACCREDITATION

In April 2021, CMH underwent an organisation wide accreditation survey for the National Safety and Quality Health Service (NSQHS) Standards.

The Standards consists of 8 areas including Clinical Governance, Comprehensive Care, Partnering with Consumers, Communicating for Safety, Preventing and Controlling Infections, Blood Management, Medication Safety and Recognising and Responding to Acute Deterioration.

CMH was successful in meeting the 8 Standards which has resulted in being accredited for a further 3 year period.

Below: CMH Chief Executive Officer, Owen Stephens, NSQHS Lead Surveyor, Vince Gaglioti and CMH Manager Nursing Services, Mary-Anne Betson.