



Ballarat **Health** Services



# YEAR IN REVIEW

2019 - 2020

## OUR CONSUMERS

*"I have complex medical needs, and during a stay in hospital I experienced gaps in the care I was receiving. I was encouraged by BHS to complete a feedback form, and subsequently applied to join the People at the Center of Care Committee. My work with this committee has shown me just how valuable consumer feedback is to the health service"* **Sharon Eacott, consumer**



The Ballarat Health Service Strategic Plan 2017–2022 identifies our commitment to partnering with consumers. We want to understand what matters to our consumers and work with them to co-design our services. We also seek to engage with our community and to influence health outcomes and improve the health literacy of our community.

The Consumer Representative Program provides opportunities for our community to contribute to the development, delivery, planning and evaluation of our health services. Consumers bring invaluable experience and unique insight to our services, and provide an important balance to the views of healthcare professionals.

The Community Advisory Committee (CAC) includes members of the community we serve, advocating and representing the views of our consumers, and advise the Board and Executive at BHS.

There are a number of consumer groups operating and in development across the health service, with the goal of improving consumers experience.

Find out how to shape your health service [bhs.org.au/consumers](https://bhs.org.au/consumers)

## FUNDRAISING



*"The phones were running hot from the start of the pandemic. The Ballarat community just wanted to know how they could help. It was an amazing display of compassion and it was very humbling. Our community really outdid themselves in their support for our health service."* **Sarah Masters, Head of Fundraising**

Ballarat Health Services relies heavily on the generosity of our community and donors to provide equipment and services that enhance the health services we deliver.

In the months before our world changed, community fundraising: supported the cancer Wellness Centre through Dry July;

donated two patient transport vehicles to our volunteer BRICC drivers; bought an Istat machine to monitor newborns; celebrated the QEC Ladies Auxiliary as they head towards their 100th year; played football for our Wellness Centre; held a Gala Ball for our Emergency Department; celebrated 10 years of Santa Dave; and through your philanthropy, funded vital equipment for breast surgery and eye surgery.

From the very beginning of the coronavirus pandemic, we were overwhelmed with an outpouring of generosity from our community. More than 97 individuals and businesses stepped up and donated thousands of dollars, or lent a much needed hand. Our staff gratefully received donations of PPE, meals, pamper products, and offers of accommodation.

You decide where your donation goes [bhs.org.au/donate](https://bhs.org.au/donate)



## OUR STAFF



*"I did my first postgraduate years at Ballarat Health Services twenty-three years ago and I'm really proud of the work we do here. As the only public ED for the Ballarat region we are exposed to the full spectrum of illness and injury. We certainly have our challenges but I work with a clinical team that have a huge range of skills and it's a tight team and our morale remains really high.*

*In Ballarat we get a sense of looking after a community that I don't think you get in a metropolitan hospital."*

**Dr Mark Hartnell, Emergency Department**

We are the largest employer in Ballarat, the main teaching, training and research provider in the region, and we have extensive partnerships with local universities and training organisations.

We welcome people with our shared values of **teamwork, respect, accountability and compassion.**

This year our staff experienced unprecedented change to their work environment, and we are immensely proud of the leading role they provided in responding to the coronavirus pandemic.

Read more at [bhs.org.au/year-in-review](https://bhs.org.au/year-in-review)

## OUR VOLUNTEERS

*"When volunteers were stood-down in March 2020 I realised how important volunteering is - not just to the people I help, but to me. My sense of purpose and gratitude is lifted by helping others, and I have made so many wonderful friends. I miss it terribly."* **Marlene Bryon, Volunteer**

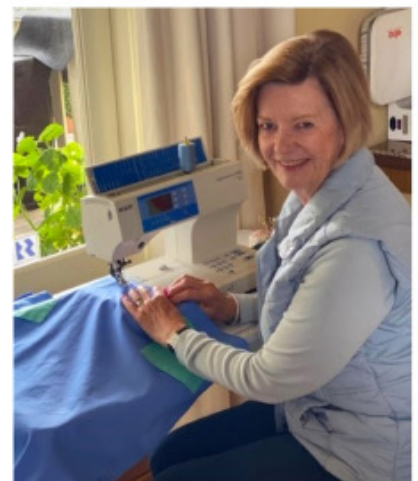
We have a strong and vibrant volunteer workforce, providing support and assistance to patients, clients, residents and their families, right across the organisation.

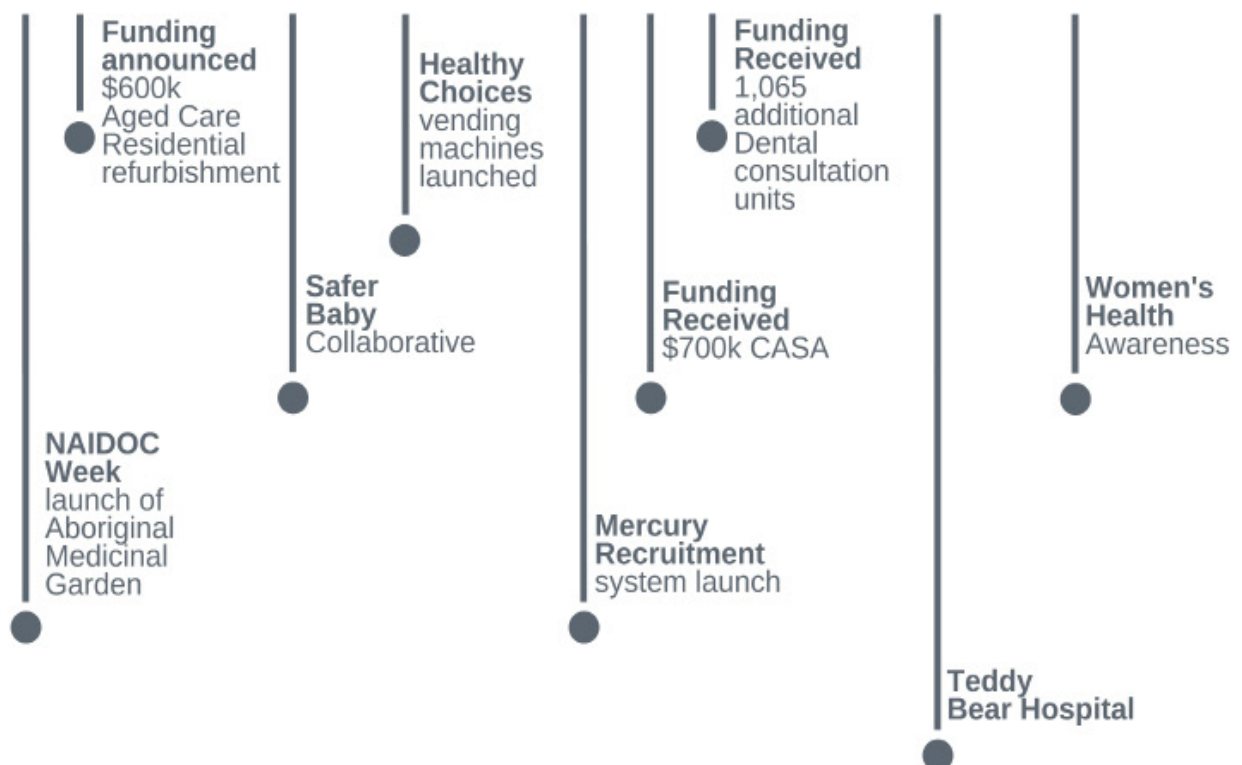
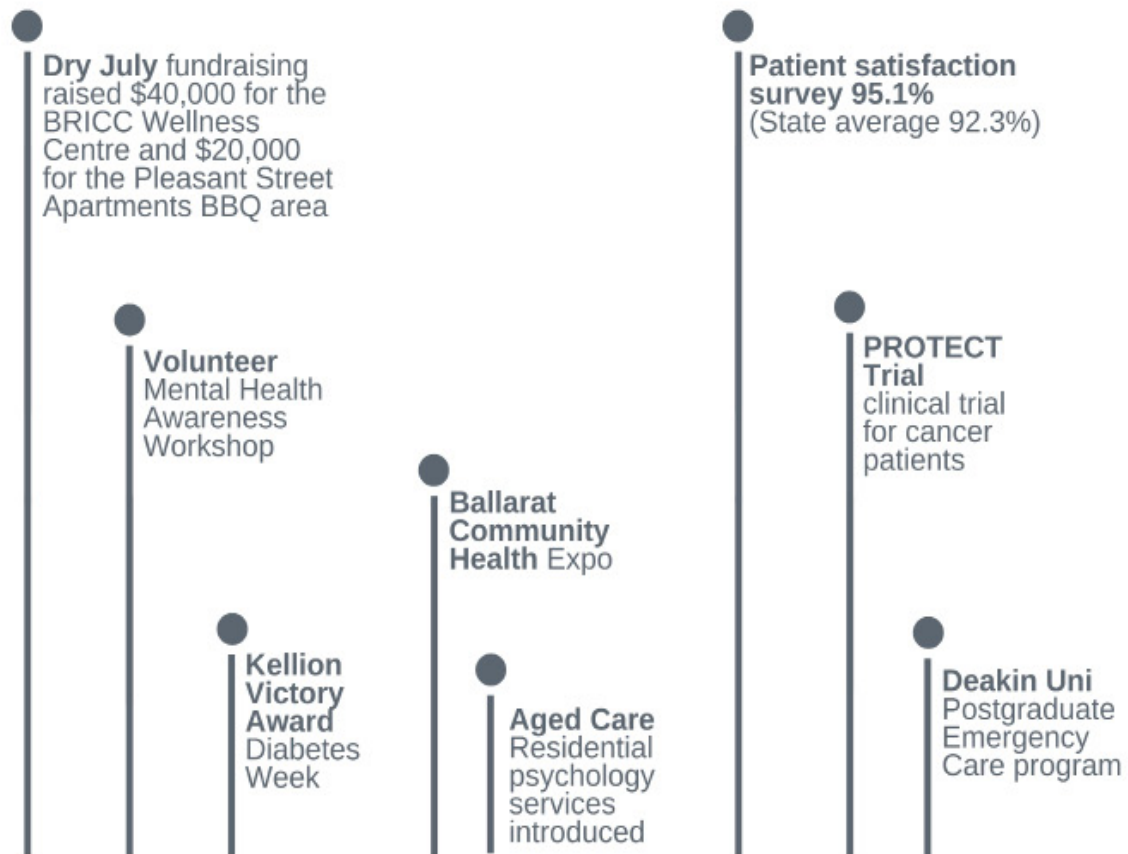
Our volunteers undertake workshops and training sessions to help them cope and respond to difficult situations, and we are constantly in awe of their commitment and capacity to contribute to needs as they arise.

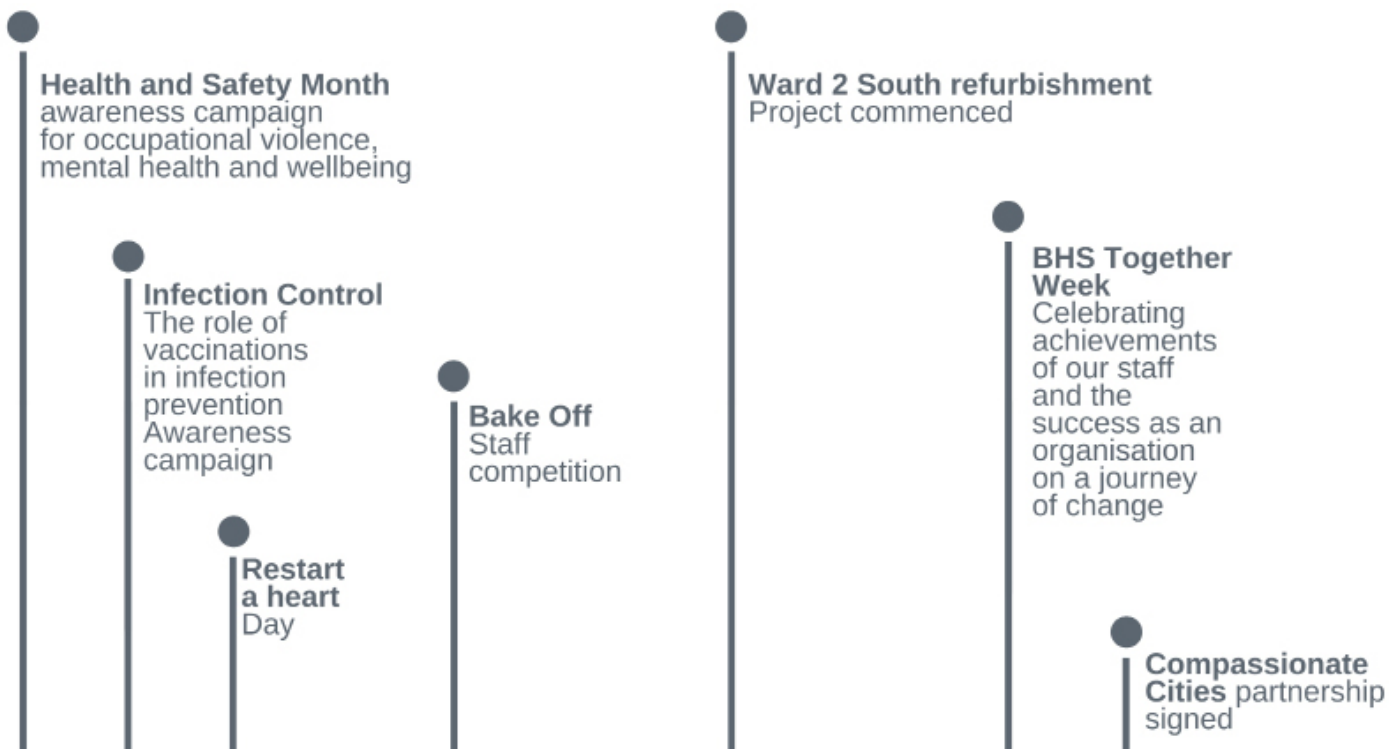
This year, when volunteers were unable to be on-site due to the coronavirus pandemic, they helped from home writing letters of encouragement to staff and residents, and sewing scrubs for staff.

In normal times it is generally the volunteers who greet you when you arrive for an appointment, and help you find your way around. They drive patients to and from appointments, and provide support and companionship wherever it is needed.

Every story is unique [bhs.org.au/volunteers](https://bhs.org.au/volunteers)



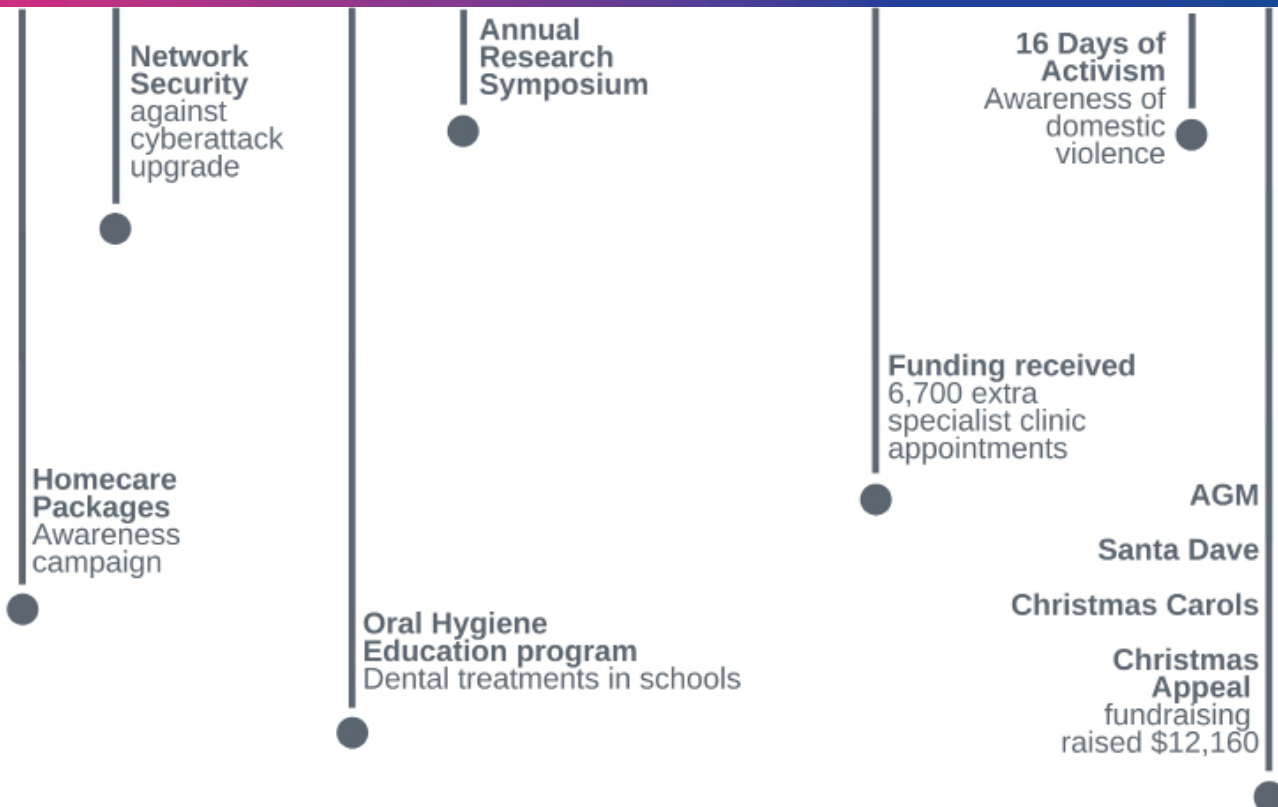




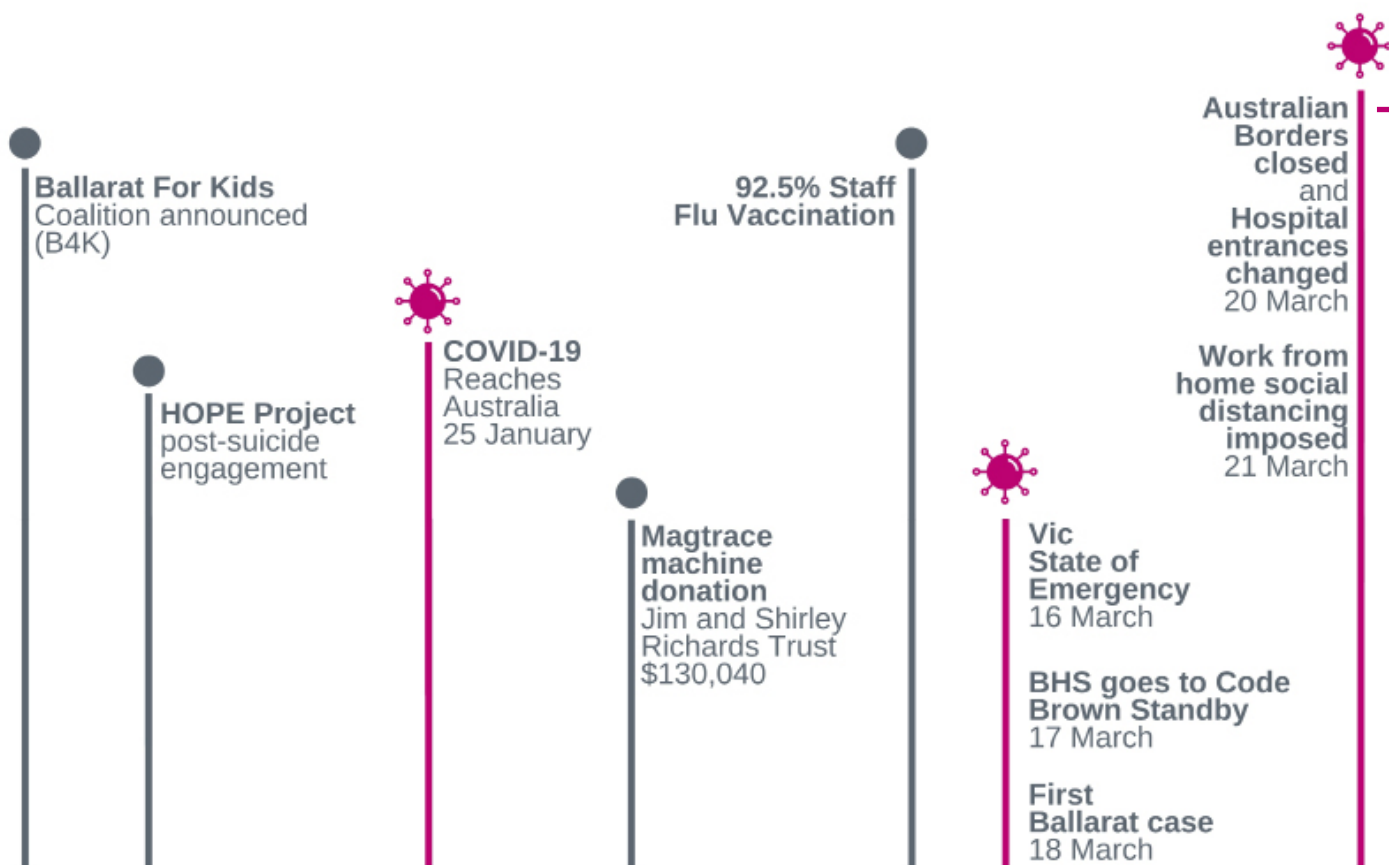
October

November

December



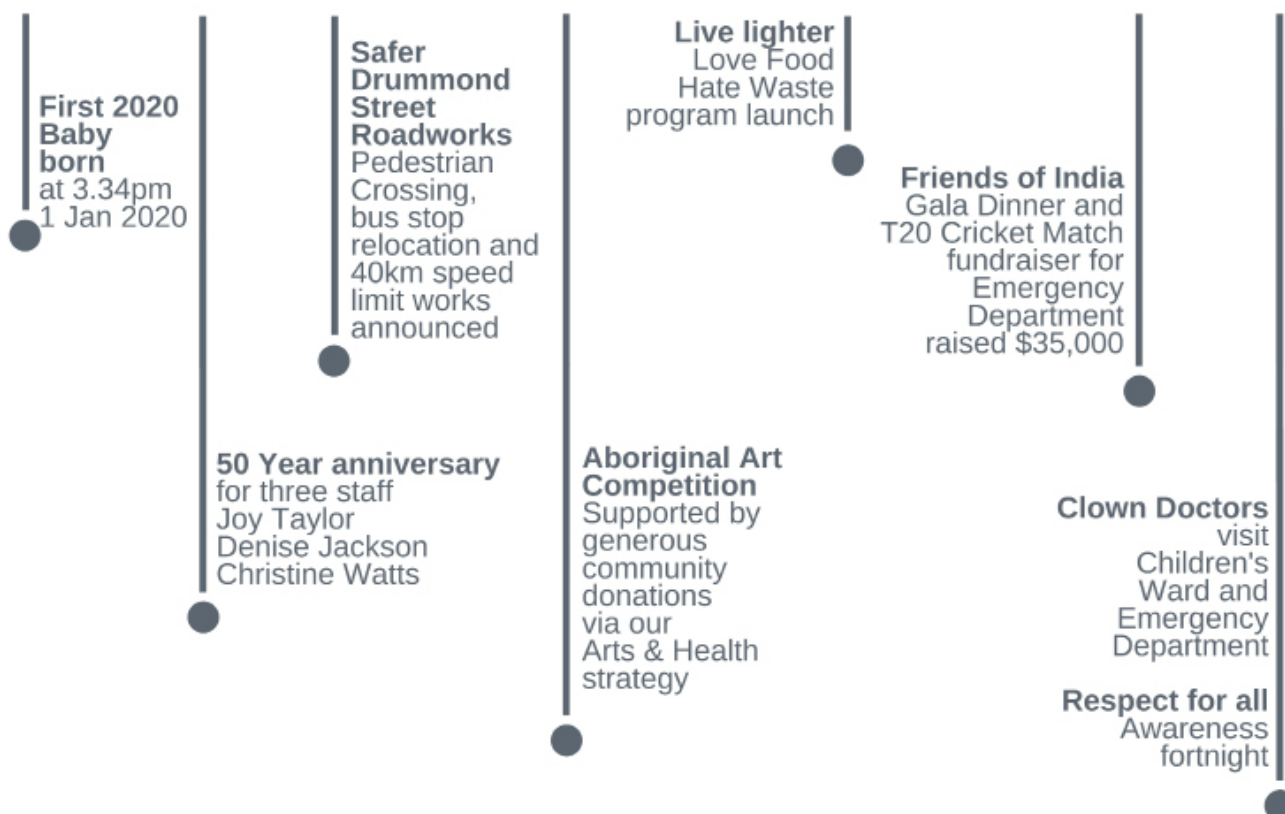




January

February

March



Residential  
Aged Care  
visitors  
restricted  
25 March

200 Nursing  
staff  
trained in  
ventilation skills



Community  
Testing  
commenced  
at Sebastopol  
Dental  
Clinic



Telehealth  
introduced to as  
many services  
as possible

Microsoft  
Teams remote  
meetings  
introduced



National  
Volunteer  
Week  
*Scrubs*  
for  
staff  
campaign



State-  
wide  
testing  
blitz



School  
Staff testing  
at Wendoure  
Centre for  
Performing  
Arts



COVID-19  
cases at 30 June  
14 positive cases  
2 cared  
for in the Base  
Hospital  
Zero fatalities

April

May

June 2020



Gekko Ventilator  
prototype  
announcement



Carer  
Gateway  
support  
service  
expanded

International  
Day of the  
Midwife



Clinical  
Trials Day



Palliative  
Care  
Week



International  
Day of the  
Nurse



Men's  
Health  
Week



End of  
Financial  
Year Appeal  
raised  
\$42,857



Ballarat **Health** Services

[bhs.org.au/year-in-review](https://bhs.org.au/year-in-review)

## AT A GLANCE 2019-2020

Ballarat Health Services has been providing quality care for more than 160 years.

We are the main public referral health service, and main teaching, training and research provider to a catchment population of around 250,000 people across the Grampians region.

As the largest employer in Ballarat (population > 100,000) our workforce is a key strength for our organisation and the broader community.

We deliver care across all settings - in hospital and increasingly in the community and people's homes - and are the largest public provider of residential aged care in Australia.



**59,578**

Emergency  
Department  
presentations



**14,115**

Ambulance  
Arrivals



**17,064**

Emergency  
Department  
Admissions



**45,196**

Patients  
discharged  
from hospital



**91,724**

Outpatient  
appointments



**9,228**

Surgeries  
performed



**30,953**

Equipment & services  
for community  
in their home



**1,594**

Telehealth  
appointments



**236,365**

Dental  
treatments



**487**

Mental Health  
admissions



**95%**

Occupancy in  
Aged Care  
residential homes



**1,422**

Babies born



**284**

Palliative care  
patients



**12,536**

Radiotherapy  
Treatment  
sessions



**9,871**

BreastScreen  
patients



**4,672**

Employees



**1,556**

Incidents of  
violence towards staff



**2,125**

Nurses



**532**

Doctors



**249**

Volunteers



**14**

Positive  
COVID-19  
cases treated



**318,460**

Masks  
used



**21,792**

Bottles of 500ml  
hand sanitiser used



**10,228**

COVID-19  
tests  
conducted



**400**

Approximate number  
of staff working  
from home