

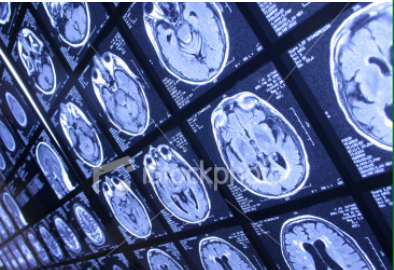
Victorian Annual Surgical Meeting

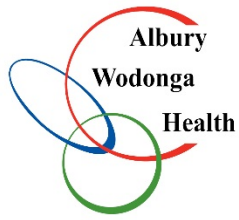
Opening address

Janet Chapman
Albury Wodonga Health

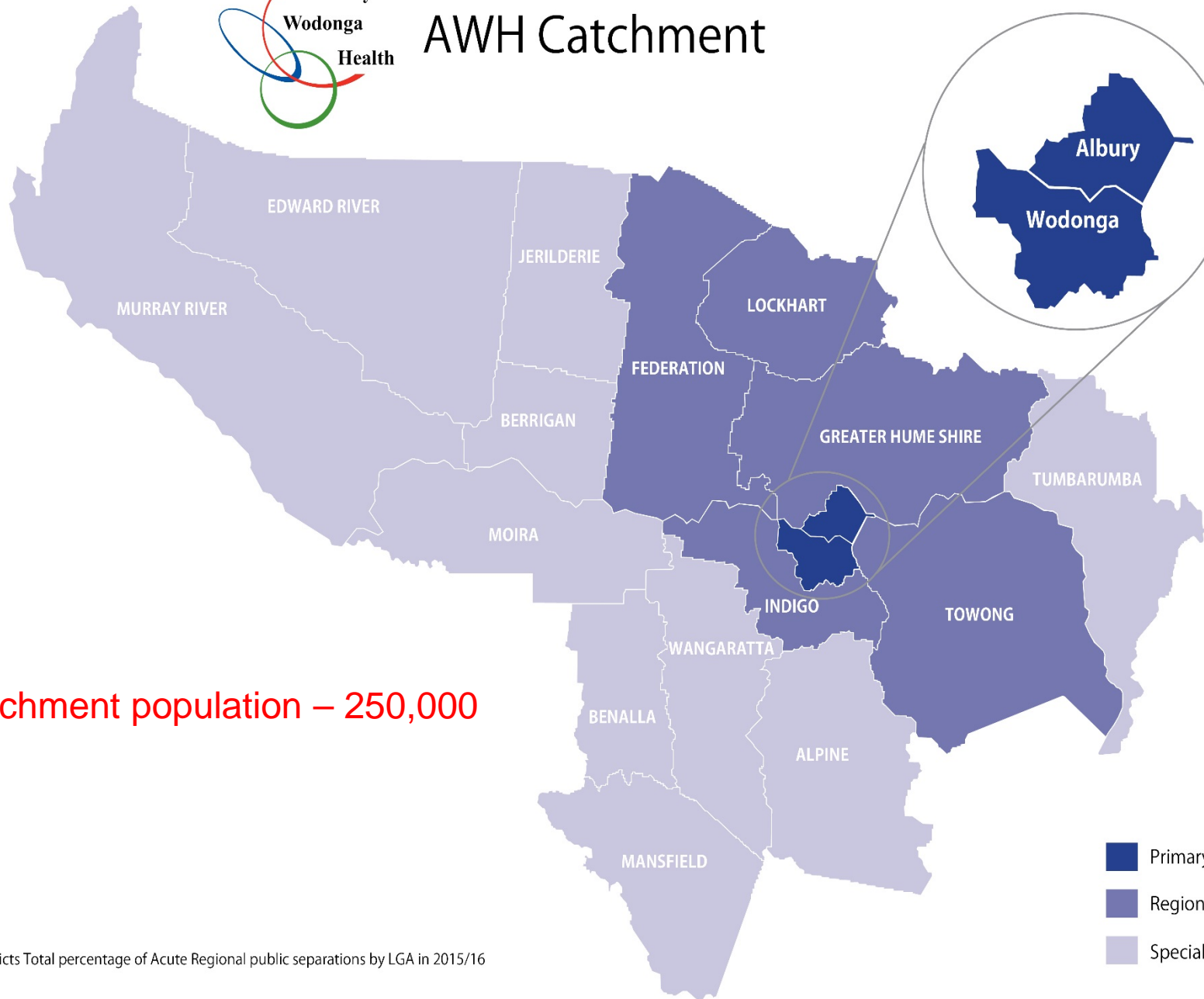
AWH - Who are we?

- Australia's First and Only Cross Border Health Service
- Established 1 July 2009
- Jointly funded by NSW and VIC as a VIC entity
- Over 2500 staff across 17 sites





AWH Catchment



Catchment population – 250,000

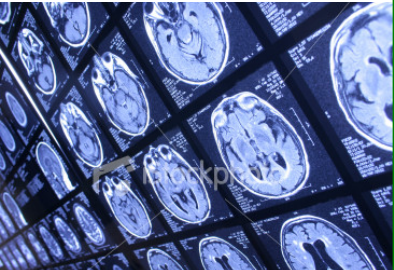
Depicts Total percentage of Acute Regional public separations by LGA in 2015/16

- Primary Catchment
- Regional Catchment
- Specialist Catchment

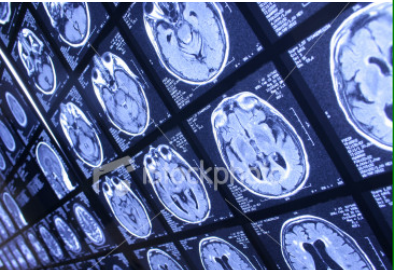
Delivery – 2018/19

- 64,273 ED Presentations
- 39,255 admissions
- 1,638 Births
- 16,901 Surgical Procedures

Largest regional health service in Victoria outside Melbourne & Geelong.

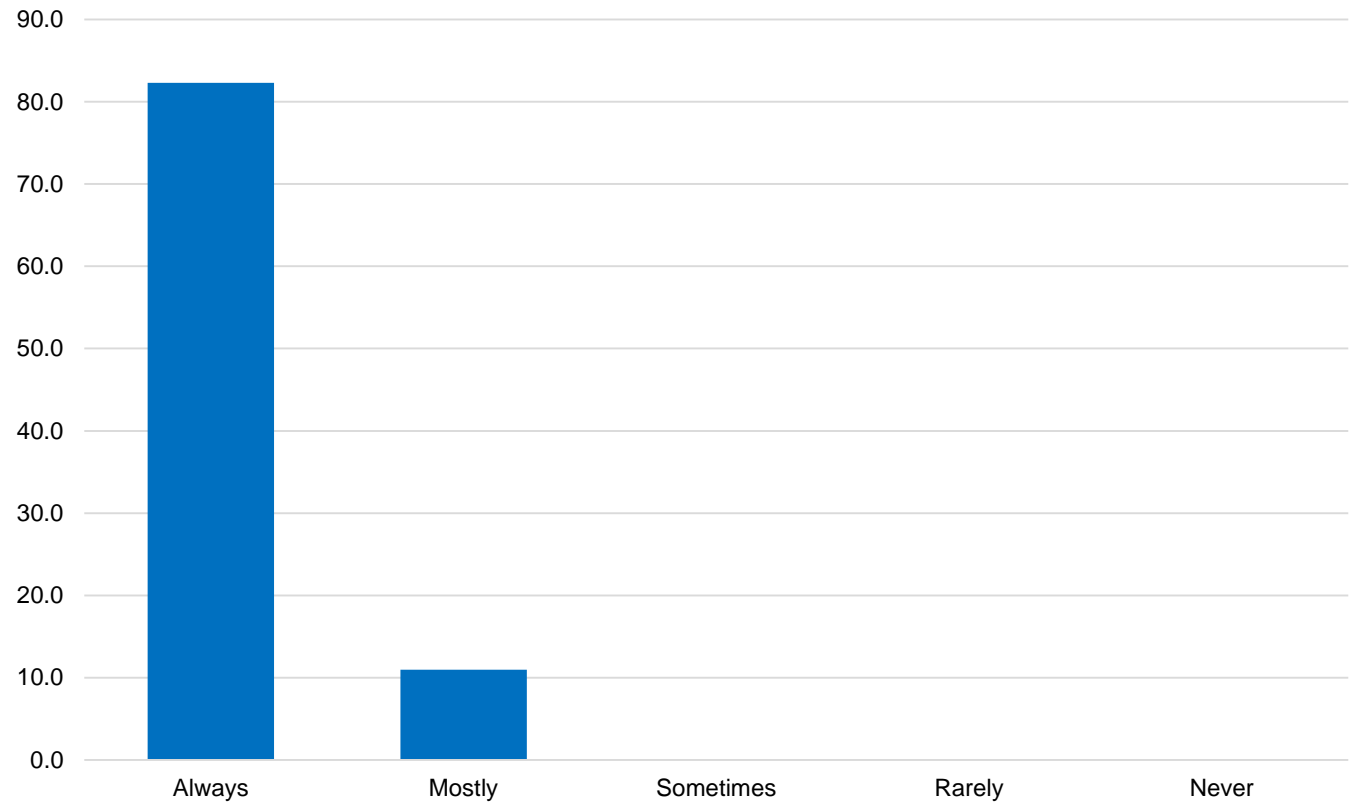






Patient Experience Surveys - AWH surgical wards

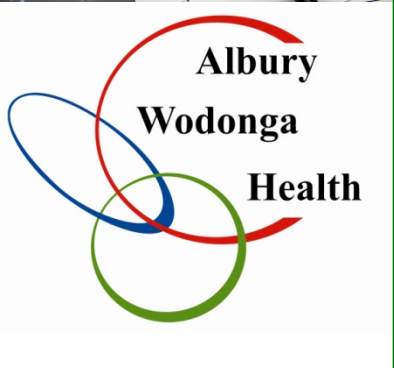
Overall do you feel you have been treated with respect and dignity?



Comments

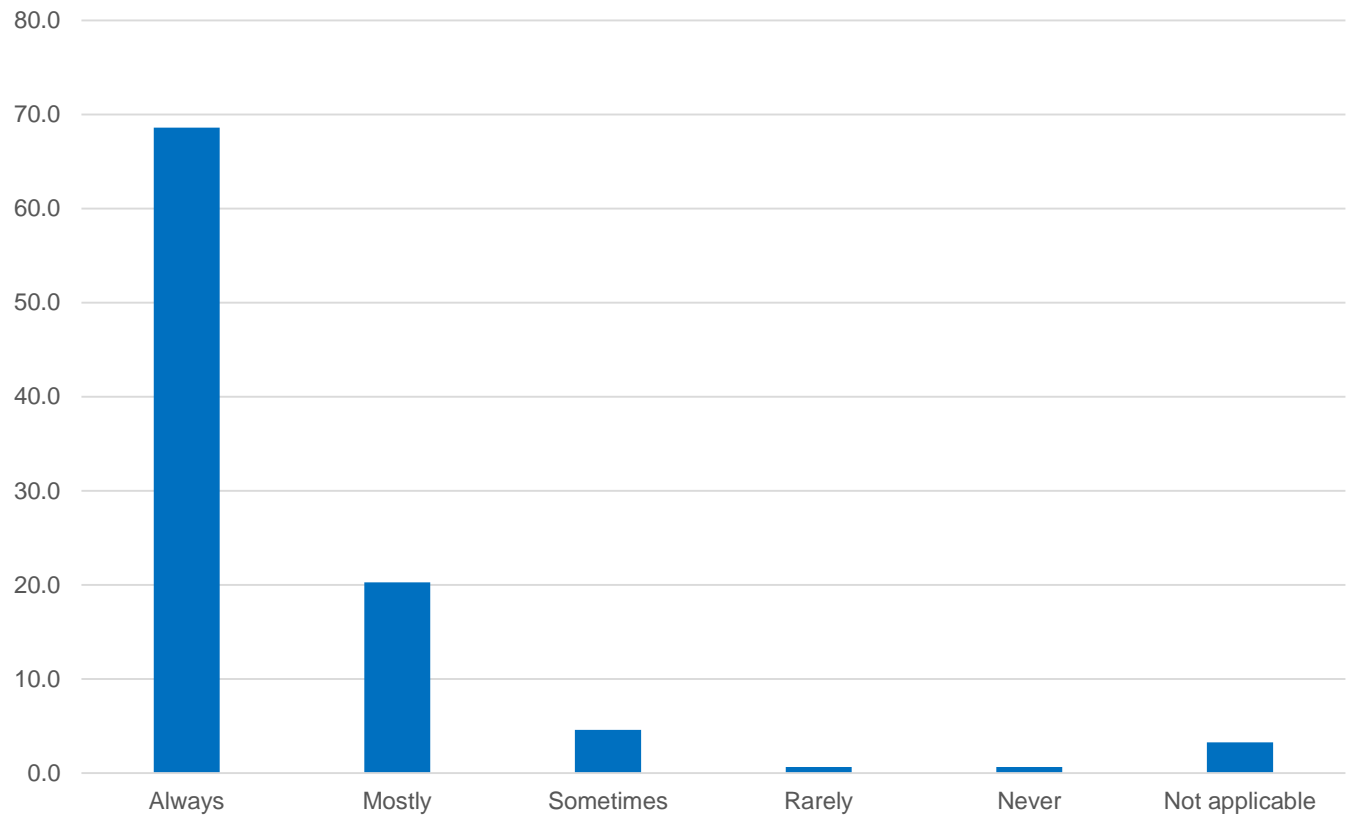
- Very caring staff
- Sometimes doctors are a bit abrupt during rounds
- A bit of trouble understanding but hard of hearing
- An odd time when someone was rude





Emotional support

If you had any worries or fears was there someone on the staff to talk to?

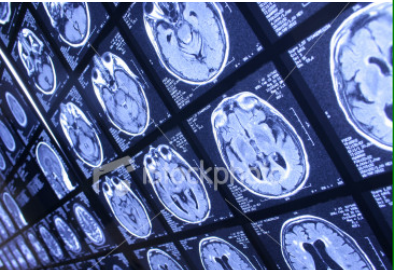


Comments

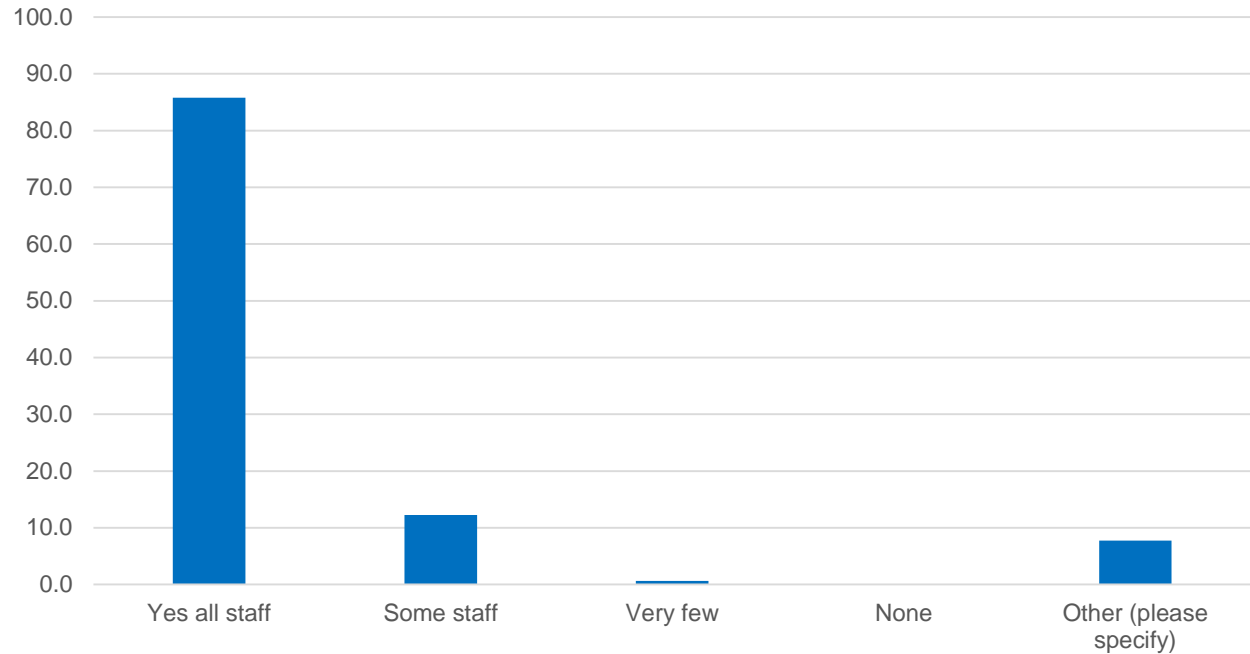
- Nurses and doctors brilliant
- Staff excellent
- Unsure of treatment initially but now OK
- Surgeons say different things but nurses help in here
- Doesn't feel confident to talk about this care
- Would like to get an overall summary rather than piecemeal information



“Hello my name is...”

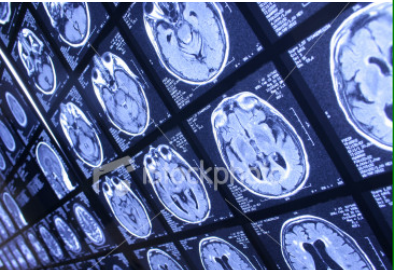
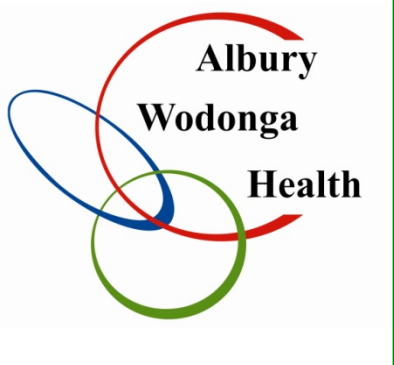


Did staff introduce themselves and their role?



Comments

- Brilliant
- Not always
- Not when they are in the big team
- Not their doctors teams
- All excellent



Conclusion

You treat a disease, you win, you lose.

You treat a person, I guarantee you, you'll win, no matter what the outcome.

Patch Adams

