



Orbost Regional Health



ORBOST REGIONAL HEALTH 2016/17

QUALITY ACCOUNT


Orbost Regional Health

@www.orbostregionalhealth.com.au

Status

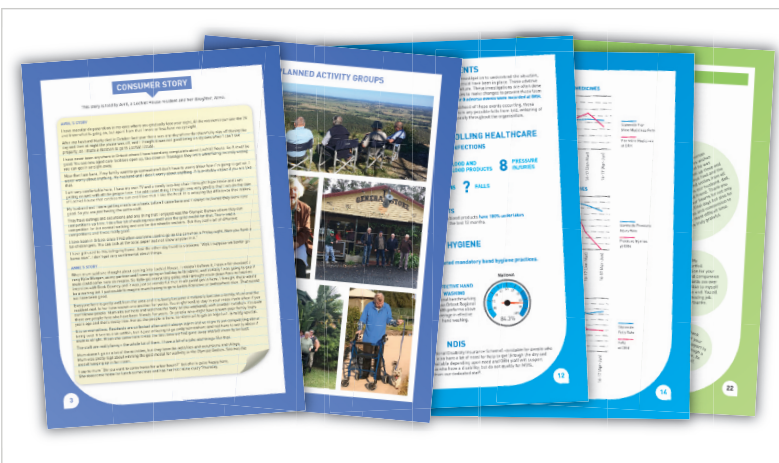

Write something on this Page...

Posts

Orbost Regional Health

October 31 at 09:00am

Orbost Regional Health has today launched their **Quality Account** for 2016/2017. Copies are available from ORH Reception and waiting areas. Consumer feedback is most welcome!



Like



Comment



Share



36



We welcome all feedback



Hospital in Orbost, Victoria

5.0 ★★★★★ Always Open

Community

See All



Invite your friends to like this page



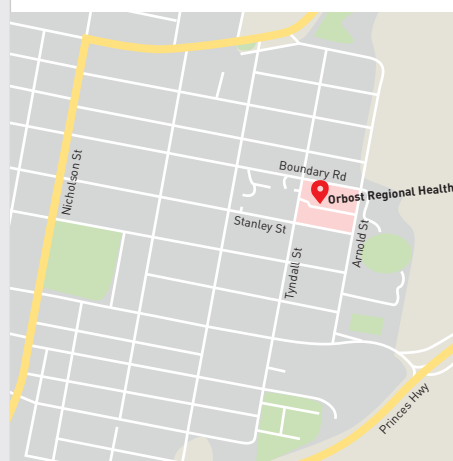
373 people like this



380 people follow this

About

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104 Boundary Road
Orbost, VIC 3888


(03) 5154 6666



orbostregionalhealth.com.au



Hours

Always Open

WELCOME

We are proud to present this year's Quality Account report to Orbest and the wider East Gippsland community. This report has been produced for you, our community in partnership with our Board of Management, the Quality of Care Committee, staff and consumers.

Within this Quality Account we have highlighted many achievements that demonstrate our ongoing commitment to quality, safety and meeting the needs of our community. We continue to work on the services we provide to ensure individuals in our community have access to a comprehensive range of safe services close to home.

We are excited by the accomplishments and improvements made over the past 12 months including the introduction of a nurse-led x-ray service, the commencement of a Collaborative Midwifery Model in partnership with Bairnsdale Regional Health Service, establishment of the family violence outreach service, the introduction of hourly patient rounding and a falls prevention project, which has been very successful in reducing patient falls.

Our organisational values and standards of behaviour were developed with staff telling us what behaviours are important to them and this provides alignment for staff and board. Our values are respect, integrity, compassion, excellence and community.

We have established our Facebook page, which has been very active in sharing the stories, activities of our staff, residents, patients and consumers and a key tool used to promote key messages to our community.

Consumer feedback is important to us and we have a variety of ways consumers can provide feedback including by phone, in writing, in person, on-line, Facebook and via Conversations with our Community cards.

We hope you find this report interesting and informative and we encourage you to provide feedback on this year's report and what information you would like to see in next year's report. We encourage people to complete the Conversations with our Community cards located in the front of this report. This report is available at front reception, waiting areas throughout Orbest Regional Health and on our website at orbestregionalhealth.com.au.

The achievements and improvements highlighted in this report would not have been possible without the valuable contributions and commitment of our dedicated board, volunteers and staff. Our team is the reason why we provide high quality health care to our community.

Meryn Pease
Chief Executive Officer



ACCREDITATION

Orbest Regional Health is accredited to the following standards.

| SERVICES | ACCREDITATION |
|----------------------------------|---|
| Organisational Wide | National Safety & Quality in Health Service Standards |
| Home Based Services | Community Care Common Standards |
| Homelessness Support | Department of Human Services Standards |
| Disability Services | Department of Human Services Standards |
| Family Violence Support Services | Department of Human Services Standards |
| Medical Clinic | Royal Australian College of General Practitioners Standards |
| Radiology | Diagnostic Imaging Practice Accreditation Standards |

BOARD OF DIRECTORS



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President



Abby Ilton



Alastair Steel



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van der Vlugt**



Damien Courtier



Liz Mitchell



Andrew Martin



**Peter
van den Oever**



Robyn Francis



Stan Weatherall



Teresa Royce

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OUR SERVICES



ABOUT US

1,876  FAMILY
SUPPORT
VISITS

1,216  HOSPITAL
PATIENTS

2,112  URGENT
CARE
VISITS

751  OUTPATIENT
VISITS

528  DIALYSIS
TREATMENTS

2,035  DISTRICT NURSING
VISITS

611  SPEECH
PATHOLOGY VISITS

646  PHYSIOTHERAPY
VISITS

784  OCCUPATIONAL
THERAPY VISITS


967  DIETITIAN
VISITS

3,600  MEALS PREPARED

\$14.2M  BUDGET

178  STAFF

2,576  DENTAL
APPOINTMENTS

25,273  MEDICAL CLINIC
APPOINTMENTS

CONSUMER, CARER AND COMMUNITY PARTICIPATION

14,370
VISITS

Throughout 2016-17 teams from the community and allied health services undertook **14,370 visits**. With **31% of our population over the age of 65**, consumers who are referred, or self refer, are often within this age bracket. Programs are designed to help them live independent and active lives through healthy dietary choices, exercise programs and social support programs along with providing support for young families and children.

Cultural awareness and diversity training is provided annually to managers and staff who are encouraged to attend. This is an important focus for us to ensure consumers understand the services on offer and any treatment they may require.



An **interpreter service** is available for any consumers who have difficulty understanding information provided to them if needed. Consumers need to be able to make informed, clear decisions in regard to their health and wellbeing and staff use services available to them to avoid misdiagnosis and mistakes.

DENTAL CLINIC

LISA'S STORY

I had a root canal years ago and over time the tooth had turned black and I wanted it checked out. I had been to a dentist previously and was told it was going to cost around \$3,000 to fix it and I thought, "I haven't got that kind of money" so did not pursue it.

I eventually put my name down to get an appointment at the dental clinic here and didn't have to wait too long till I was seen.

The dentist said "I think we can fix it". She said it went black because it wasn't done properly the first time.

The tooth needed to be cleaned out five times, then bleached three times. The dentist covered everything and now it is white and looks like another normal tooth. She was so good, she did everything to get it perfect.

I have never been to a dentist in the public system that was so thorough. She checked my cheeks, gums, tongue and roof of my mouth.

The needle is my worst fear and in the past I have forgone it, as it hurts like hell, but with this dentist it didn't hurt at all.



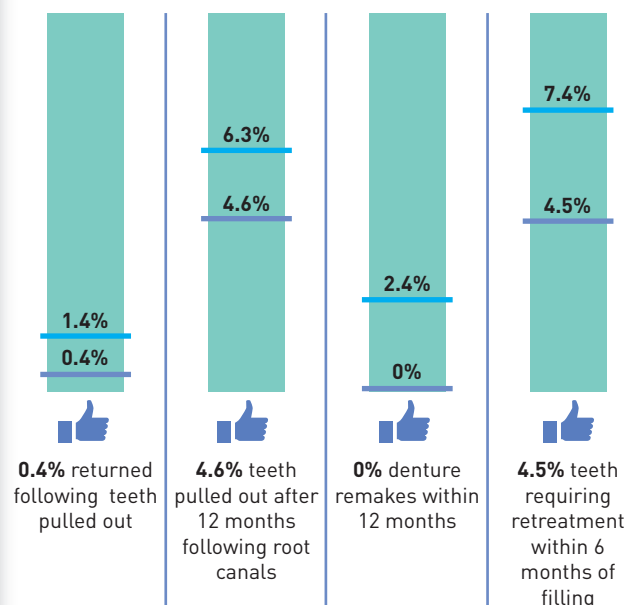
Child
visits



Dentures
made



Adult
visits



ORH

State

PATIENT SATISFACTION



Results from the Victorian Healthcare Experience Survey (VHES) show that from July 2016 to March 2017, **100% of patients at Orbost Regional Health rated their experience as either 'very good' or 'good'.**

The overall experience at Orbost Regional Health based on these findings shows that the teamwork between nurses and doctors and the discharge process is exceptional, ensuring that the patient is always the priority. Other results include:

93% of patients had a positive response to the way in which doctors, nurses and other healthcare professionals explained things in a way that they could understand.

93%

100%

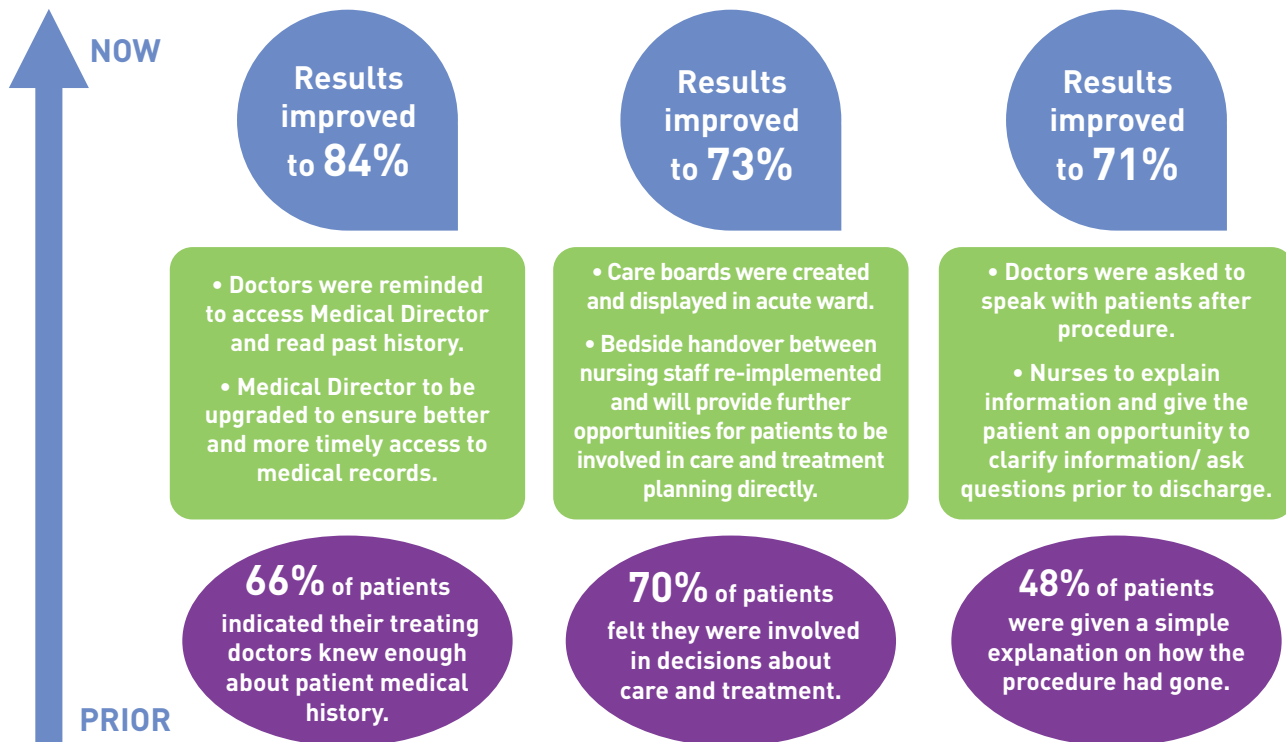
100% of inpatients indicated they were satisfied with the care and treatment received from our nurses.

100% of inpatients were satisfied with the overall discharge process.

100%

90%

90% of patients always had confidence and trust in the nurses treating them.



Patients and their family members are encouraged to let us know if they are worried, in pain or are unwell.

Please ask family member to notify nurse or press nurse call bell if:

- You are feeling unwell
- You have pain
- Your family member or friend is concerned about you



KOORIE MUMS AND BUBS GROUP

The Mums and Bubs group provides support to both the children as well as the mothers through its social exercises and is also able to build on their skills such as cooking or sewing, whilst incorporating the overall importance of the cultural aspect and giving the children a deeper connection with their culture, land and family.

We coordinate the annual Aboriginal Child Health Checks in collaboration with Moogji Aboriginal Council. Providing these services through a culturally respectful environment is crucial when overcoming some of the common access barriers that Aboriginal people are at risk off.



52 Aboriginal child health checks



12 Aboriginal dental procedures in theatre



86 Aboriginal Urgent Care visits

BRONWYN'S STORY

I started Mums and Bubs in 2006 and have so many fond memories. I have watched new mums come in with no confidence and left with so much confidence and skill. As an older parent I loved to help give advice or support to the young mums of the group.

As a mother of three aboriginal children and a non-aboriginal child, my concerns worried me, but as I mingled a lot in the group I realised that I am blessed. Through the years I have really loved learning the aboriginal culture.

My daughter Lily was a shy girl at group, but staff took her under their wing and after a while Lily came out of her shell. Our kids were always made to feel so special.

I have to say the best days were, and still are, the medical check-up for kids, Children's Week and trips.

A lady come and talked to us about our resume and she also told us about courses coming up. I started going to university to do my Certificate III in Aged Care. I can truly say without the Koorie Mums and Bubs Group I wouldn't have had the confidence to pursue uni, or have known how to better myself to get the education I needed.

As a non-aboriginal mother, I have been to other mums and bubs groups and I can say that the Koorie Mums and Bubs is the best ever group I have been to. They are so lucky to have such dedicated and amazing ladies who make coming to group worthwhile. They always make you feel so welcome.



PLANNED ACTIVITY GROUPS



Planned Activity Groups engage people in meaningful group social activities which draw on personal strengths, build capacity, encourage independence and involve them in the community. The positive, supported environment provides social and respite opportunities for participants and their carers to support independent community living.



PLANNED ACTIVITY GROUPS



Feedback from the **Planned Activity Group** clients was all positive after they received photo books and calendars showing the fun and lasting memories of happy times.

CONVERSATIONS WITH OUR COMMUNITY

Is there anything you'd like to tell us?

Your thoughts & comments are welcomed & valued!

Please include your name and contact details, if you require a reply.

Wife of HACC client told us that she and her husband loved the PAG memory photo book. It brings back happy memories for her husband who has dementia.

Phone: 03 5154 6666
Fax: 03 5154 2366
Email: feedback@orh.com.au

No stamp required
if posted in Australia



Orbost Regional Health
Reply Paid 238
ORBOST VIC 3888

CONVERSATIONS WITH OUR COMMUNITY

Is there anything you'd like to tell us?

Your thoughts & comments are welcomed & valued!

Please include your name and contact details, if you require a reply.

Clients stated she & her husband loved the PAG Calendar. Her husband looks at it every day and she enjoyed seeing what activities he had been doing through out the year. (Client has dementia)

Phone: 03 5154 6666
Fax: 03 5154 2366
Email: feedback@orh.com.au

No stamp required
if posted in Australia



Orbost Regional Health
Reply Paid 238
ORBOST VIC 3888

CONVERSATIONS WITH OUR COMMUNITY

Is there anything you'd like to tell us?

Your thoughts & comments are welcomed & valued!

Please include your name and contact details, if you require a reply.

THANK YOU LEANNE SCOTT FOR PUTTING TOGETHER THE WONDERFUL MONDAY MENS PAG GROUP CALENDAR 2017. SUCH A GREAT IDEA WITH LOTS OF MEMORIES AND PEKUSING FROM MY HUSBAND! JOB WELL DONE.

Phone: 03 5154 6666
Fax: 03 5154 2366
Freecall Feedback Line: 1800 072 831
Email: feedback@orh.com.au

No stamp required
if posted in Australia



Orbost Regional Health
Reply Paid 238
ORBOST VIC 3888

NURSE LED X-RAY SERVICE

YOU SAID

In 2016, you said that travelling to x-rays was sometimes difficult.



Cass has taken **28 x-rays** since becoming qualified in November 2016

We successfully obtained funding to support nurses to undertake x-ray training. This service, along with our visiting radiographer and x-ray trained doctors reduces the need for patients to travel to Bairnsdale or Lakes Entrance to have x-rays taken.

WE DID

These nurse led x-rays have saved patients up to **5600kms** travel



ORBOST REGIONAL HEALTH VOLUNTEERS

VOLUNTEER WEEK

National Volunteer Week was celebrated and promoted the theme of "Give Happy, Live Happy". Research shows that volunteers live happier and healthier lives.



Volunteers with Orbest Regional Health were honoured with a morning tea as part of National Volunteers Week. The time and effort put in by these community members is greatly appreciated by all.

"Volunteering at ORH gets me out of the house and provides an opportunity to mix socially while feeling that I am helping others - it puts a smile on all of our faces."

Chief executive officer, Meryn Pease, believes that volunteering has enormous benefits to the volunteer including "gaining new skills and knowledge, enjoying a sense of achievement and fulfilment, developing personally and boosting self-esteem, connecting to and better understanding your community and meeting new people and making new friends."

"My kids say I'm in my element and that I have never been happier since I started volunteering."

If you have ever thought of
volunteering then give us a call



CONSUMER STORY

I thought driving all over Melbourne was a great job, until I found a better job being a volunteer driver for Orbost Regional Health. I love being with the elderly and love learning the history of things around the town.

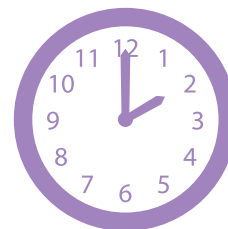
When I can I drive through Lakes Entrance so the clients can see the fishing boats and the water, then bring them back through Bruthen.

At the Morwell Clinic one day the doctor came to me and said our client needed to go to Melbourne for treatment. I brought her home first to get some clothes. At Maffra I received a call asking me to take the client to the Bairnsdale airport as there would be a plane waiting for her. Coming through Stratford I received another call advising me to do a u-turn and head back to Sale airport. I had to put my hazard lights on so I could park beside the plane on the runway and our client boarded, heading to Melbourne for her much needed treatment.

I will miss all of this as I have now retired as a volunteer driver.



NUMBER OF VOLUNTEERS **48**



VOLUNTEER HOURS **3535**



Orbost Regional Health volunteers Julie Mundy, Shirley Steed and Sue Fairless love connecting with aged care residents and know the benefits volunteering has on their own lives too.



MEALS ON
WHEELS
DELIVERED
2860
FRESH
MEALS.

TRANSPORTED CLIENTS
IN THE COMMUNITY TO
MEET **463** MEDICAL
APPOINTMENTS



VOLUNTEER DRIVERS
TRAVELLED
46,612 KILOMETRES

QUALITY & SAFETY

CONSUMER FEEDBACK

All feedback from our community is welcomed, valued and increasing each year.

111
COMPLIMENTS
RECEIVED

33
COMPLAINTS
RECEIVED

12
COMMENTS OR
SUGGESTIONS RECEIVED

Positive feedback is passed on to the staff and negative feedback is investigated and responded to when the consumer provides us with their name and contact details.

Complaints are acknowledged within 3 working days and written response provided within 28 working days.



YOU SAID

Doctor didn't give me the medication I was expecting.

Doctors now review each others treatment plans if issues are raised.

WE DID

YOU SAID

Hospital / ambulance entrance is looking extremely shabby.

Refreshed and painted outside of building and tidied gardens.

WE DID

YOU SAID

Can you put skin check days on the ORH Facebook page?

Information on a broad range of services and programs is now on Facebook.

WE DID

YOU SAID

The wait for diagnostic test was too long.

Reviewed our processes to reduce wait times.

WE DID

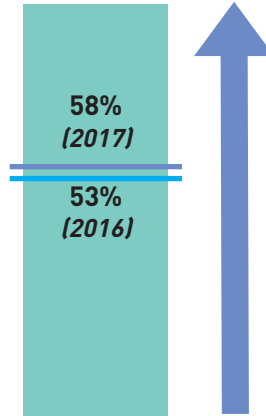
PEOPLE MATTERS SURVEY

Each year staff are asked to give feedback on the culture of Orbest Regional Health through an anonymous external survey.



In 2017 **96 staff** took this opportunity to have their say.

This represents **58% of staff** and is **up 5%** from last year



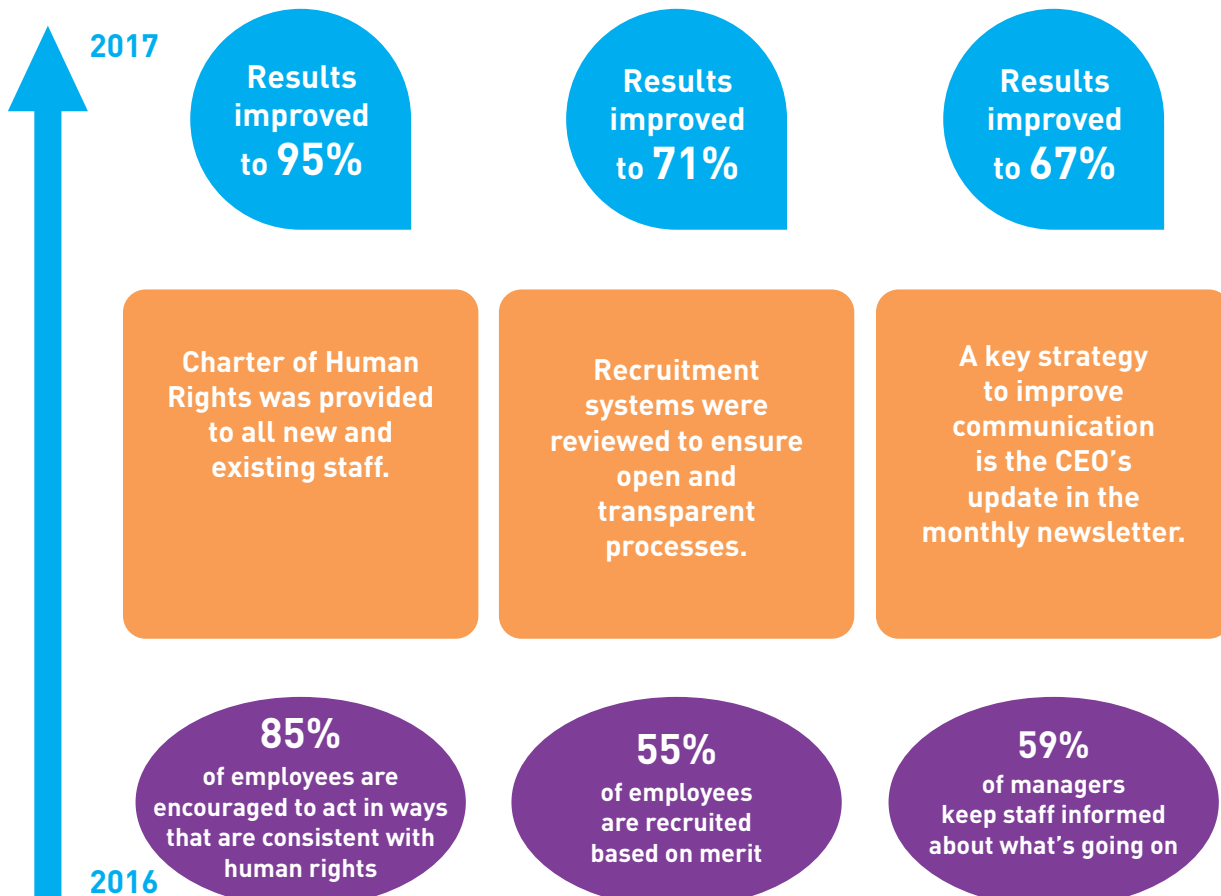
The higher the staff participation, the greater the staff engagement in the workplace. This is a continuing focus of the organisation.



The following results have been achieved through implementing strategies to address issues raised in previous years.



Patient Safety Culture score **90%**



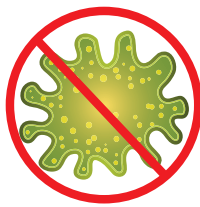
QUALITY MEASURES

Any adverse event undergoes a thorough review to identify any required improvements. These may be in the form of clinical care, equipment upgrades, or changes to settings. There has been no sentinel events and one adverse event in the past 12 months. As a result many improvements have been undertaken to prevent further adverse events.

Improvements include:

- 12 new beds that lower to the floor.
- Dining room doorways widened.
- Air-conditioners added to all bedrooms.
- New bed alarms purchased.

HOSPITAL PATIENT INDICATORS



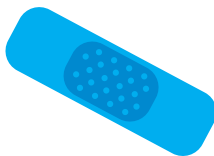
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**STAPHYLOCOCCUS
AUREUS BACTERAEMIA
INFECTIONS**



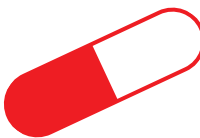
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**BLOOD AND
BLOOD PRODUCT
INCIDENTS**



1

**PRESSURE
INJURY**



11

**MEDICATION
INCIDENTS**



31

FALLS

100%



BLOOD AND BLOOD PRODUCTS

100% of nurses who manage blood products have undertaken mandatory training.

HAND HYGIENE

100% 

**of staff have
completed
mandatory hand
hygiene education**

86.2%

84.3%

ORH

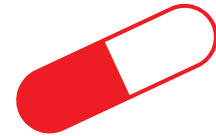
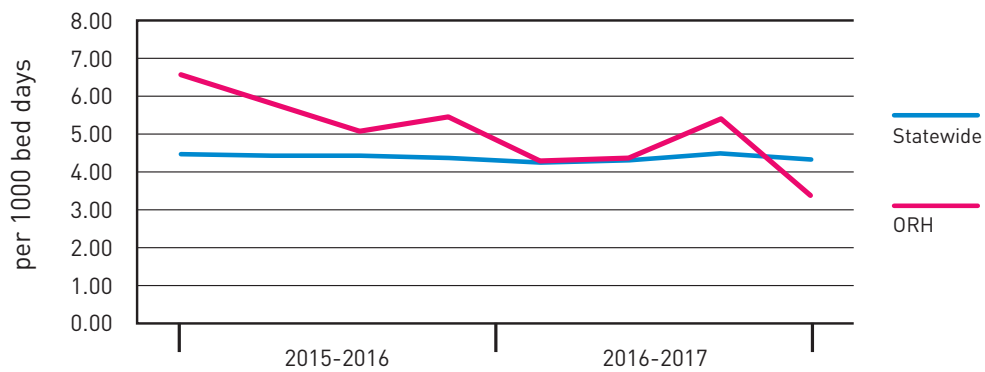
State

**EFFECTIVE HAND
WASHING**

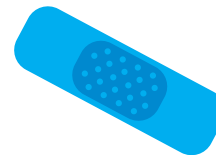
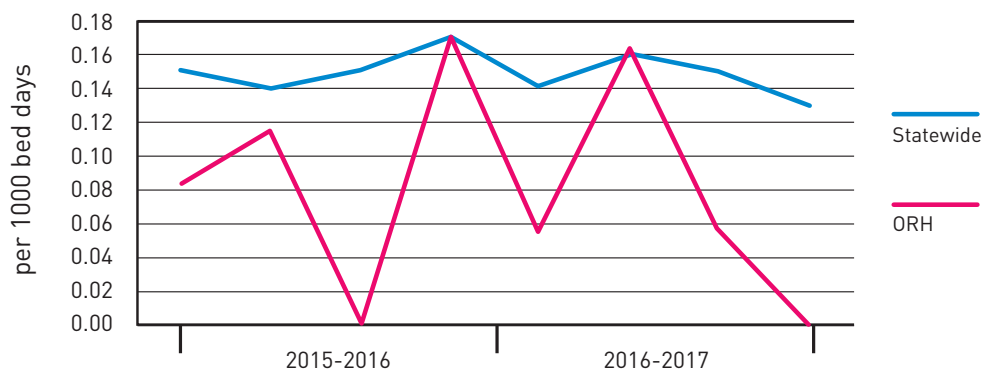
National benchmarking shows we perform above average in effective hand washing.

AGED CARE QUALITY MEASURES

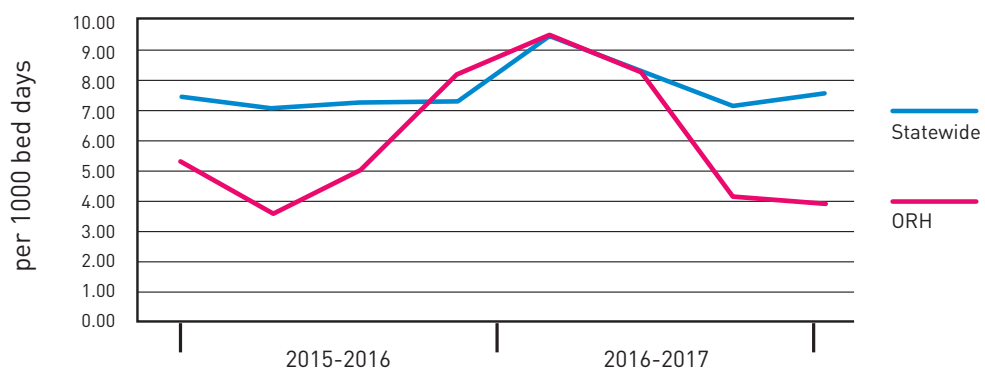
USE OF 9 OR MORE MEDICINES



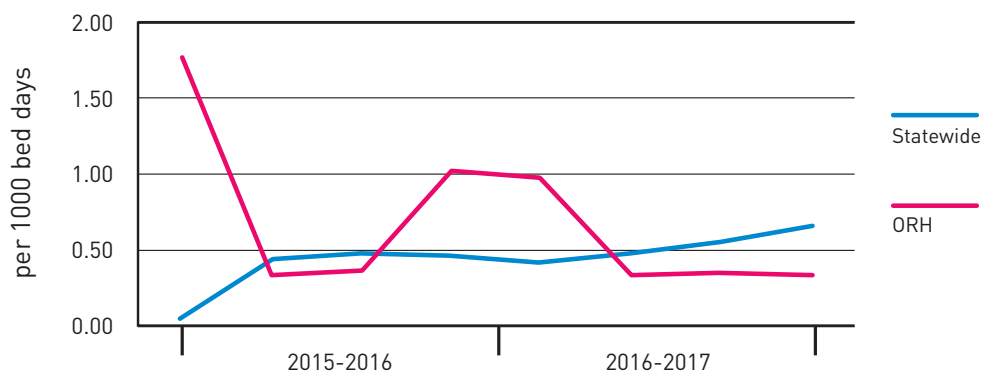
PRESSURE INJURIES



FALLS RATE

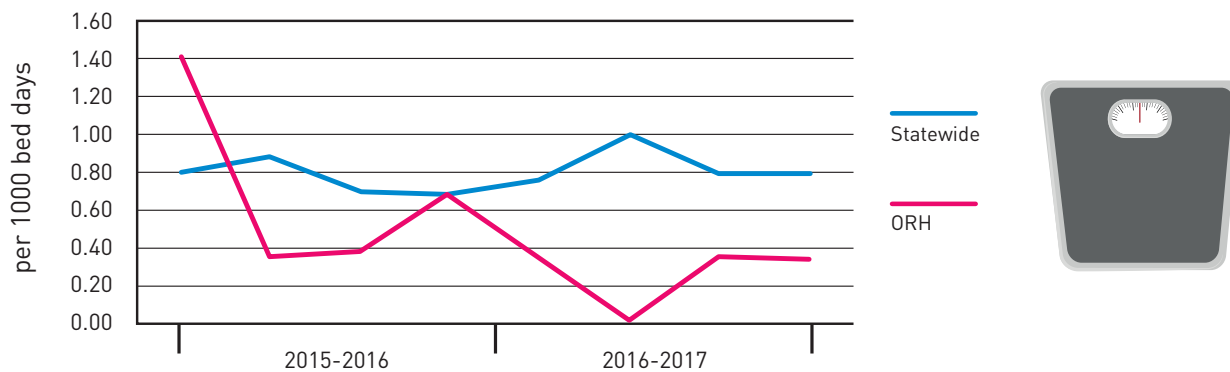


USE OF PHYSICAL RESTRAINT



AGED CARE QUALITY MEASURES

UNPLANNED WEIGHT LOSS



KEY AREAS FOR IMPROVEMENT



In 2016 the number of falls was continuing to increase



Staff were concerned and decided to undertake major changes



Staff decided to:

- Travel to other health services to get some new ideas
- Look differently at the reasons why patients fall
- Purchase new equipment
- Change the frequency that nurses checked on patients



Falls rate dropped from 19% to 4%



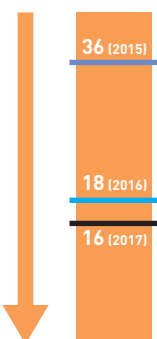
Patients and staff are more satisfied



No pressure injuries reported following changes

HOW DID WE

REDUCE BULLYING AND HARASSMENT?



- Bullying and harassment training undertaken by all staff.
- Communication and leadership training with managers.
- Staff developed above and below the line behaviours in each department.
- Staff identified our values as: respect, integrity, compassion, excellence and community.



Only 4% report this as ongoing.

MANAGE OCCUPATIONAL VIOLENCE?



21 Incidents occurred in 2016/17.

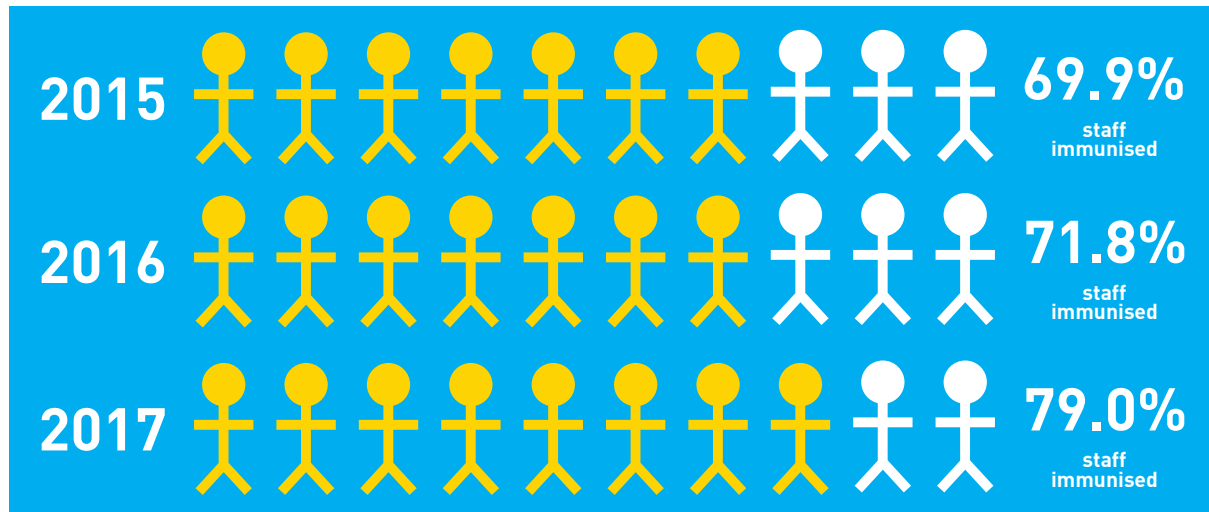
- We have improved security for staff and consumers.
- Staff have had education about occupational violence including how to report.
- Consumers are informed that occupational violence is not acceptable following any incident.

AGGRESSION AND VIOLENCE AGAINST HEALTH WORKERS.
IT'S NEVER OK

STAFF INFLUENZA IMMUNISATION

Staff rolled up their sleeves in preparation for the impending flu season. The best protection to avoid contracting or transmitting the flu is immunisation. Through the use of ORH Facebook page and publicity spread through the organisation, we ensured staff were given the opportunity to be immunised. 'The Roving Flu Trolley' was put into action so staff had the option to be immunised at their desk.

 **The original target was 75% for 2017, however as indicated below this was exceeded.**



Chief Executive Officer, Meryn Pease receiving her flu vaccine after returning from sick leave.

Lavina is the great immuniser, with her 'Roving Flu Trolley'



Andrew was the man who tipped us over the target of 75%.



[illegible]

- We are reflective and seek feedback to inform and shape our work
- We encourage healthy lifestyle choices
- We have a multi-disciplinary team approach to deliver integrated care
- We enjoy and take pride in our community



MATERNITY SERVICES

All hospitals where babies are born report data that indicates quality of the care provided. We always score very well on these indicators but in 2014/2015 and 2015/2016 two indicators were concerning.

2014/15

One baby born weighed less than 3kgs.

This was later found to be a discrepancy with scales but still resulted in some service improvements including:



- Case review undertaken by Obstetrician to determine if management was appropriate.
- Midwife re-weigh any baby less than 3kgs to check accuracy.
- Any pregnant women with indicators for small baby are now referred to Obstetrician.

2015/16

Service improvements:

- Maternity team continue to advise women of benefits of reducing or quitting smoking.
- Women offered referral to QUIT line.



CONSUMER STORY

My last midwife appointment ended up in me having a mini ultrasound as the midwife couldn't quite tell if the baby's head was down. The doctor came in and said the baby's head was down and everything was fine.

When I came to hospital in labour the midwife found that the baby was breech. She rang the doctor and said "We've got a breech birth here, you had better come in". Looking back now I thought that she should have told me, rather than me hear her tell someone else.

I had to stay on my back for the rest of the birth as they had to monitor me, this was really painful. I asked the staff had they done this before and they said "Yeah, yeah" but I did not feel sure about that. Even so, I felt very confident that they could handle it and take my hat off to the staff. They made me feel very comfortable when it was all happening.

The doctor was really good. He told what he was going to do and how he was going to go about it. He asked me afterwards how did I go with a breech birth and I said "well I don't know any different."

In thinking about what could have been done better, perhaps if they had better equipment in the mid clinic and if they were in doubt they could have sent me down to Bairnsdale for another ultrasound.

As the breech birth was an unexpected event, a case review was undertaken by an Obstetrician from a large health service.

Obstetrician feedback regarding the unexpected breech birth:



"The maternity unit should be congratulated on the diagnosis of the breech in labour and the safe birth of the baby."



"Documentation of the emergency was thorough, and staff ensured safety of mother and baby by calling in extra maternity staff."







We ceased birthing in April this year due to having no doctor available with obstetrics qualification. A partnership with Bairnsdale was established which allows women to have pregnancy and care after at Orbost following birth at either Bairnsdale or a larger centre.

CONTINUITY OF CARE

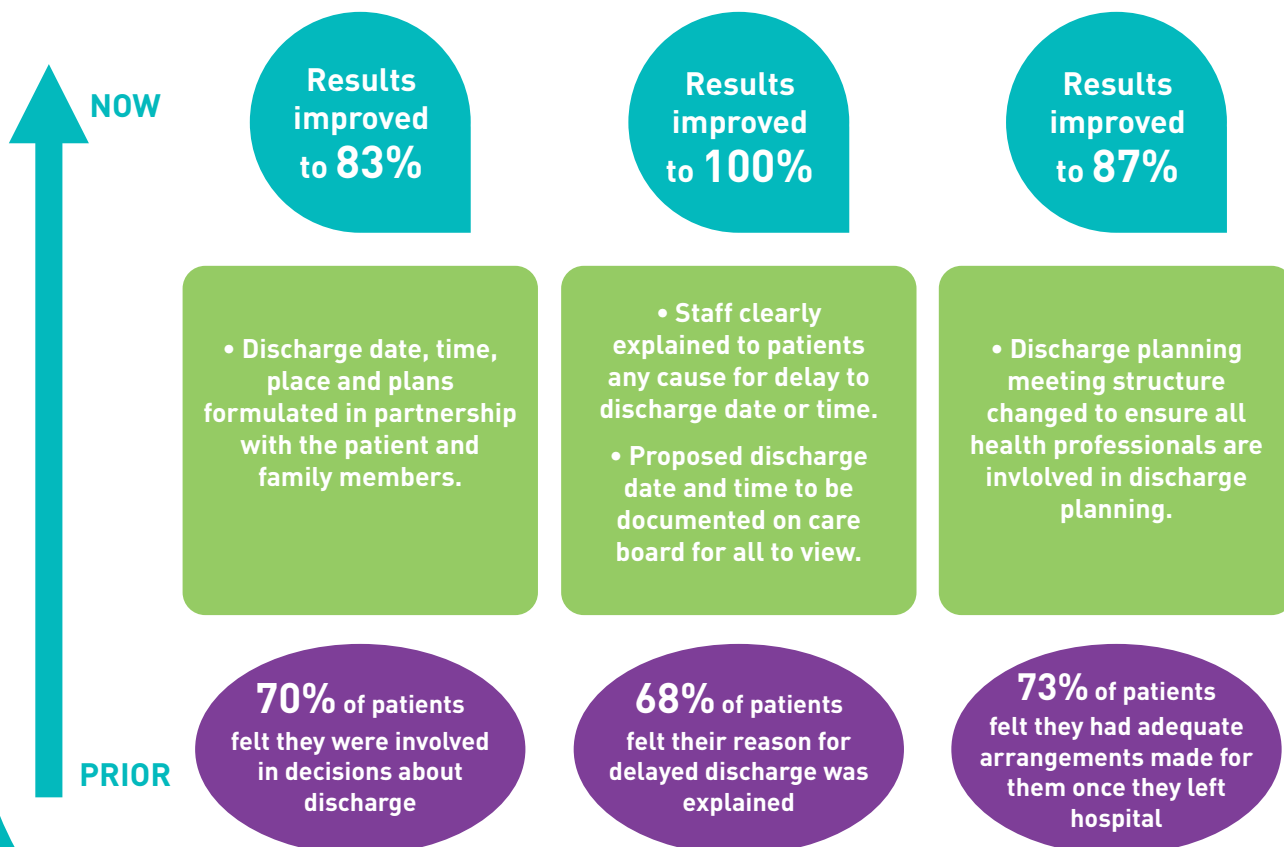
DISCHARGE PLANNING

Doctors, nurses, community and allied health staff continue to meet twice weekly to discuss patients in hospital, those ready to go home, patients receiving palliative care and those on transitional programs preparing to go home. This collaborative approach to discharge care planning has led to **only 1% of patients readmitted into hospital within 28 days after discharge**. While this result is commendable, strategies continue to be discussed and implemented to reduce this rate even more.

Strategies include:

-  • Ensuring that all patients leave hospital with an updated list of their current medications.
-  • Making sure that patients have blood pressure, heart rate, temperature and oxygen level (if required) checked before leaving hospital.
-  • Staff discussing with patients any care needs they may have at home and organising services before patient leaves hospital.
-  • Family meetings with patient, family and staff to discuss care needs.

only **1%**
of patients requiring
repeat admission to
hospital within 28 days
after discharge



END OF LIFE CARE



What would happen if YOU
couldn't make decisions?

Who would YOU want to make decisions
for YOU?

**Advance Care Planning gives YOU an opportunity to make
choices for future healthcare while YOU can.**

Orbost Regional Health aims to work collaboratively with consumers, patients, family members, medical clinic, ORH staff and Ambulance Victoria to encourage consumers to make their wishes known to loved ones. Part of this process is to document an Advance Care Plan to assist with decision making in the event that the person is unable to voice their wishes.

During the past 12 months, approx. **60 patients** who have been admitted into hospital have created an Advance Care Plan with the help of staff at ORH. This process begins with one conversation where the patients beliefs, rights and wishes are documented to ensure that the patient receives the treatment that they wish to whilst they are still able to communicate for themselves. ORH aims to double the amount of patients with a plan within the next 12 months. We work closely with Ambulance Victoria and this is evident in the following consumer story:

CONSUMER STORY

Recently, Ambulance Victoria was called to an elderly persons home. On the way to the home, the paramedics phoned us to see if the person had an Advance Care Plan. Staff were able to communicate the persons wishes from the Advance Care Plan which ensured that the ambulance officers did not undertake any treatment that the patient did not want.



Orbost Regional Health is looking at the possibility of establishing an Advance Care Planning clinic where consumers can book in with a nurse to discuss their choices, have a conversation about end of life wishes with family and friends, and begin documenting their own Advance Care Plan.



AVRIL'S STORY

This story is told by Avril, a Lochiel House resident and her daughter, Anne.

I have macular degeneration in my eyes where you gradually lose your sight. At the moment I can see the TV and know what is going on, but apart from that I more or less have no eyesight.

After my husband died there was one day where the electricity was off during the day and then at night the phone was off and I thought it was not good being on my own when I can't see properly, so I made a decision to go to Lochiel House. Now that I am here, if my family want to go somewhere, I don't have to worry about how I'm going to get on.

I am very comfortable here, I have my own TV and a comfy lazy-boy chair I brought from home and I am getting on well with all the people here. I am on the side of Lochiel House that catches the sun and I love that. I like the heat. It is amazing the difference that makes.



My husband and I were getting meals on wheels before I came here and I always reckoned they were very good. So you are just having the same stuff.

They have outings and excursions and one thing that I enjoyed was the Olympic Games where they ran competitions up here. I do a fair bit of walking now and I won the gold medal for that. They had a lot of different competitions and it was really good.

I have got used to this being my home. Just the other day I said to someone "Well I suppose we better go home now".

ANNE'S STORY

When mum said she thought about coming into Lochiel House, I couldn't believe it. My partner and I were going on holiday to Brisbane and initially I was going to see if mum could come here on respite. It was just so wonderful that mum could get in. I thought there would be a waiting list. I just couldn't imagine mum having to go to Lakes Entrance or somewhere else. That would not have been good.

Everyone here is pretty well from the area and it is lovely because it makes it feel like a family. Mum and the resident next to her have known one another for yonks. You might tend to stay in your room more often if you don't know people. Mum sits out here and watches the footy on the weekends with another resident.

Residents are so well looked after and it is always warm, so mum is not complaining about being cold. It seems a bit selfish, but it is just amazing to go away somewhere and not have to worry if mum is alright. When she came here it was the first time we had gone away and left mum by herself.

They have activities and excursions and things. Mum was pretty rapt about winning the gold medal for walking in the Olympic Games. She has the medal hanging up in her room.

I say to mum "Do you want to come home for a few hours?" but she is quite happy here. She does come home for lunch sometimes and has her hair done every Thursday.



THANK YOU

Dear
Dialysis unit, thank
you for your extraordinary
care of xxx over the past nine
years. She always thought of the
dialysis unit as part of her family.
We can't thank you enough for the
love and support you gave her.
From the bottom of our hearts
thank you for being part of
xxx life. Love always.

To
the wonderful staff
at Orbst Regional
Health. Thank you all for the
amazing care that xxx received
in her final few weeks. She was
so grateful to be surrounded by
friendly faces and positive
people who were capable of
fussing over and
pampering her.

To
all the staff at ORH.
Thanks for your super human
skills in the care of xxx. His wishes
were to be at home and he was
humbled by the exceptional up close and
personal care, the delicious food and the
everyday friendliness and smiles from all
the staff members. He is our husband, dad,
father-in-law, pa and friend. Thank you
from the bottom of our hearts for not only
caring for xxx in his final days but also
for offering kindness and
compassion to us all in our most
difficult time. We are truly
grateful.



My
heartfelt
appreciation for your
kindness and compassion
shown towards xxx over
the years and to myself
towards the end. You all
do an amazing job.
Many thanks.

Thank
you for your
love and support to
us both throughout
this difficult time.
xxx loved you
all.



Orbost Regional Health

3 April

The 'Monday Men' have visited the Minions along the Marlo Road. Thanks to Joiner Contractors for making an interesting addition to the drive.



Like Comment Share

67



Write a comment...



Orbost Regional Health

12 July

Waratah Lodge was "rocking" this morning when residents and staff were joined by 8 enthusiastic children for a morning of rock painting. The rocks are a part of a craze sweeping the country where painted rocks are placed in gardens to be found and placed elsewhere by others.

Over 100 rocks have been beautifully painted and are ready for worldwide adventures. Visitors to Waratah Lodge and ORH are welcome to take a rock and place it in a garden somewhere. Please write Orbost, 3888 on the bottom of the rock and send a photo back into ORH Facebook page. Our residents, staff and visitors can't wait to see how far our little rocks can travel!



Like Comment Share

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5.0 ★ Reviews

5.0 ★ Orbost Regional Health have always been very accommodating whenever a member of our family have been in need. The level of care has been exceptional right across the board from the Administration team through to their General Practitioners, always kind and compassionate. Keep up the good work ORH. You truly are an asset to our community.

- Samantha Reynolds

5.0 ★ A big thank you goes to our new Physiotherapist Josephine. In one session she has really helped me reduce my neck pain and headaches. Brilliant! Isn't it great we have a Physio in Orbost again?

- Anne McCluskey



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Orbost Regional Health

An average of 1481 people view each post.

Like Comment Share

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Write a comment...

