

## Dubbo Health Service

The city of Dubbo is situated in the Dubbo Local Government Area and is approximately 450kms northwest of Sydney, Australia. Dubbo Health Service is one of three major Health Services managed by the Western NSW Local Health District and is a regional referral centre, with 52% of its patients having a residential address outside of Dubbo. There is a total estimated resident population of 120,048 people that Dubbo Health Service provides services to due to the large geographical area surrounding Dubbo. People aged 70 years and over accounted for approximately 13% of the population. People of Aboriginal or Torres Strait Islander origin represent 14.31% of the population.

Dubbo Health Service has 156 overnight beds. There are 25 ambulatory treatment places, four birthing rooms, six operating theatres and a procedure room. The core services provided by Dubbo Health Service include Emergency Care; Critical Care; Cardiology; General Medical and Surgical Services; Maternity; Pediatrics; Mental Health; Community Health; Clinical Support services including Imaging, Pathology and Pharmacy. The main sub specialties offered are Orthopedics; Renal Medicine, Cancer Care, Gastroenterology, Urology, Ear Nose & Throat, Ophthalmology; Colorectal Surgery and Vascular Surgery.

The Dubbo Health Service catchment area is expected to experience significant growth in coming years and as such the hospital has been undergoing a large redevelopment which has seen the recently commissioning of six new operating theatres, a new maternity inpatient unit with 17 beds, 4 birthing rooms, 2 assessment rooms, 12 special care nursery cots and 4 bay assessment unit, a bigger day surgery unit with 15 day surgery beds and 15 extended day surgery beds, 14 renal chairs and home dialysis training area with access for visitors to Dubbo who require home dialysis. Stage 3 & 4 of the redevelopment will include Ambulatory Care, Emergency, CCU/Cardiovascular Unit, ICU Surgical, Inpatient Unit, Imaging and Integrated Cancer Centre.

## RESULTS



- Falls down 32%
- Pressure injuries < 0.6/1000 bed days



15% increase in  
Emergency  
Target  
Performance



11%  
increase in  
Staff  
Culture  
Index



38%  
decrease  
in  
complaints



99%  
turnaround  
in finances

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### What we did

In 2013 Western NSW LHD commenced its partnership with Studer Group and launched its “Living Well Together” strategy. In planning its future direction the District had two fundamental imperatives – ensuring services are safe and of high quality, and reducing costs to live within funding. Living Well Together focuses on teamwork – what we achieve, we achieve together, regardless of what role we play. Living Well Together is designed to help deliver the best possible experience and outcomes for our patients. Not just sometimes, not just once in a while, but every time.

Dubbo Health Service has been proud to be part of the Living Well Together strategy and has been able to achieve significant improvements over the past 3 years including but not limited to: an increase in staff culture index of 11% points, a 15% increase in achievement of Emergency Target Performance metrics, a 38% decrease in patient complaints, a 32% decrease in falls and a 99% turnaround in finances since 2011/12. The success that Dubbo has experienced is due to the commitment and teamwork of the staff. The staff are committed to improving and providing world class health care to their community in which they live, as their patients are their family, friends and neighbours. It is this commitment that has enabled the turnaround of results.

As part of the “Living Well Together” initiative, we introduced:

- Goals, Action Plans and Monthly Accountability Meetings
- Leadership days
- Annual Planning workshops
- Leader Rounding
- Executive Rounding
- Leader Rounding with patients
- AIDET®
- Hourly Rounding®



Michele Dobe, Studer Group Director and Coach Leader, presenting Debbie Bickerton, General Manager, Dubbo Hospital, with the Australian Organisation of Distinction Award.

***“The team at Dubbo Health Service are honored to be named the Studer Group Australian Healthcare Organisation of Distinction as this award reflects our team’s commitment, dedication and passion to ensuring we provide a world class health service for our patients, staff and our community”.***

Debbie Bickerton  
General Manager  
Dubbo Hospital