



Maryborough District Health Service

Maryborough District Health Service (MDHS) is a leading rural healthcare provider in the heart of Victoria's Central Goldfields region. Serving a catchment of around 15,000 people, MDHS delivers a comprehensive range of services including acute and urgent care, maternity, oncology, surgical services, allied health, community programs, and residential aged care.

Across its modern campuses in Maryborough, Avoca, and Dunolly, a dedicated team of more than 450 staff work together to provide quality, person-centred care. MDHS operates with an annual budget of \$38 million and offers 92 aged care beds, 32 acute beds, an urgent care centre, and extensive community and primary health services, all underpinned by full National Accreditation.

Guided by the mantra "Inspiring Health", MDHS is dedicated to social capital reform, service innovation, and ongoing infrastructure development. With a strong focus on meeting the challenges of an ageing population and addressing significant socio-economic disadvantage in the region, MDHS is recognised as a trusted and valued rural healthcare partner. Its vision is brought to life through the core values of Genuine, Respect, Excellence, Accountability and Togetherness (GREAT). These values are embedded across the organisation through the "Good to Great" (G2G) program, which engages staff at every level and acknowledges their contributions in living out these principles.

RESULTS



Falls down
from 6/1000
to 3/1000
bed days



Medication
errors down
from 20/1000
bed days to
1/1000 bed
days



Overall
Patient
Satisfaction
rating 97%



Employee
Engagement
increased by 3%
to 72%.
Participation rate
increased by 11%.



Financial
surplus
achieved
EOFY 2017

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Living by its values, MDHS strives to deliver on its patient promise - providing best practice healthcare to the right patient, at the right time.

What we did

MDHS began its partnership with Studer Group in 2011, launching the Good to Great program. At this time, we implemented the Studer Group evidence-based tools and tactics, focused on leader and staff development and used this as our framework to drive our culture and performance. Embraced wholeheartedly by staff, the program has driven significant improvements in employee engagement and wellbeing.

Since then, MDHS has transformed from an organisation at risk of not meeting safety and quality standards, into one that is fully accredited under both the National Safety and Quality Health Service Standards and the Aged Care Accreditation Standards.

Staff engagement has risen markedly, creating a warm and welcoming culture. Visitors are greeted by volunteers at the door, and throughout MDHS staff consistently offer a smile and a "can I help you?" approach.

This transformation has also led to measurable improvements in patient safety, patient satisfaction, and such high demand for residential aged care that MDHS now has a waiting list - reflecting the strong reputation it holds in the community.



Terry Welch, Chief Executive Officer and Nickola Allan, Director of Clinical Services at Maryborough District Health Service, Victoria, recipients of the Australian Healthcare Organisation of Distinction Award for 1H 2019 - presented at the What's Right in Health Care® Conference in Nashville, Tennessee, USA in August 2019.

"At Maryborough District Health Service we pride ourselves on our Studer Group program, titled Good to Great (G2G) program as our cornerstone for staff engagement, clinical improvement and strong customer satisfaction. The expertise of coaching, and the tools and tactics available enable both organisational, professional and personnel growth and development. Today our values genuinely live within the organisation. We proudly live and breathe these values in our actions and words. Our staff connections, our communications and ability to continuously improve are greatly enhanced through this program and its tools and tactics. I often refer to Studer Group as the rudder. As we implement Studer Group, we are steering in the right direction."

Terry Welch
Chief Executive Officer
Maryborough District Health Service