

RESULTS

West Gippsland Healthcare Group, Allied & Community Health Service

West Gippsland Allied & Community Health Service is located approximately 100kms to the southeast of Melbourne in Victoria. The primary catchment is the Baw Baw Shire local catchment area covering 4,035 square kilometers that includes Warragul, Drouin, Yarragon, Neerim, Trafalgar and Rawson with an extended catchment which includes other areas of Gippsland. Manufacturing, construction and agriculture currently drives the economy of the West Gippsland Region. The history of the healthcare in the West Gippsland area dates back to 1888 where Mary Sergeant donated land along with another benefactor securing 58 acres between Warragul and Drouin to meet the needs of a rapidly expanding catchment.

West Gippsland Allied & Community Health Services is a fully accredited community health service, serving its region. The demographic of the region includes an ageing population with socio-economic and socio-health disadvantage. The Allied & Community Health Service received additional funding through a financial grant (Health Promotion) in 2018 for increased access to drinking water in the Baw Baw region and in 2019 from the Primary Health Network for A Healthy Lunch Program. Both were successfully executed.

West Gippsland Allied & Community Health Service is recognised and respected as a valued health partner and their service is driven through their vision which is to "Deliver the Best Health Outcomes for the West Gippsland Community" through the values of Respect, Leadership, Accountability, Collaboration and Improvement.

What We Did

West Gippsland commenced their partnership with the Studer Group in 2017. They named their program, LEAD Leaders. This program has been embraced by staff and has led to major improvements in consumer satisfaction, employee engagement and well-being.



80%
(Staff Culture)

Increased by 6% to 80%

2019 IMPROVEMENT RESULTS

Employee Engagement 72% to 80%

Employee Satisfaction 76% to 89%

Employee Accountability 87% to 95%

Role Clarity 91% to 95%



97%

**Overall experience in
Community Health Services**



\$100K

**Surplus funds achieved in
FY 2018-2019**

CONSUMER ENGAGEMENT

**Were you treated with respect
and dignity with this health
service? 100%**

**Did the health worker take the
time to explain things to you?
93%**

What We Did continued

With a focus on person-centred care and inclusiveness, the application of AIDET® in daily practice has shown a clear link to improved consumer satisfaction. Consumer satisfaction was measured across two cycles (2019 and 2020). The first data set confirmed a 7% increase following the introduction of AIDET®, while the second set showed a further 2% improvement. This demonstrates the successful integration of AIDET® into our service delivery model, resulting in an overall consumer satisfaction score of 97% in Community Health Services.

The decision to become a provider was driven by a commitment to ensuring continuity of care for their existing clients while also expanding service options for the broader community. In 2019, they successfully became an accredited NDIS provider and have since provided guidance and support to several other Gippsland organisations navigating their own challenging transitions into the NDIS. Their straightforward yet effective documentation and processes have also been shared with other community health services across the region.

A strong emphasis has been placed on fostering a positive workplace culture by actively listening to staff feedback through the People Matters Survey, as well as direct consultation via planning days, team meetings, individual discussions, and annual work plans.

Reward and Recognition is formalised through the process of Directors using Leader Rounding with Managers and are displayed in each area of allied Community Health on the traffic light report. We recognise the person and celebrate in 2 ways either by an email or a LEAD Thank You Card, or in person.

A significant investment into leadership and customer service through introduction of Studer Group occurred. The areas of concentration in Allied & Community Health Services have been; AIDET®, Monthly Accountability Meetings, Leader Rounding, Client Rounding, and Huddles – 10-minute meeting with key stakeholders raising key issues for note or resolution, implemented organisation wide but with Community specifically linked to the co-located Hospital.



Dan Weeks
Chief Executive Officer
West Gippsland Healthcare Group

"We have achieved a significant improvement in consumer engagement and a reputation of leaders in Community & Allied Health Services in Victoria"

Dan Weeks
Chief Executive Officer