



# **QUICK FACTS ABOUT US**

## **2010/11**

*(Note: This document includes figures for the 12 months to 30 June 2011 unless otherwise indicated)*



## ***About Us – In Summary***

Eastern Health provides a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care and community health services to people and communities that are diverse in culture, age, socio-economic status, population and healthcare needs.

We deliver clinical services to more than 700,000 people through seven Clinical Programs from more than twenty-five different locations. Our services are located across 2,800 square kilometres in the east - the largest geographical catchment area of any metropolitan health service in Victoria. We employ over 8 000 people, deliver more than 800,000 episodes of patient care each year and manage a budget of \$730m per year.

We aspire to be GREAT in everything that we do. We focus on continuously building a high quality health care system for the people we serve and through which we can also attract and retain the best staff. We have an active education and research focus and strong affiliations with some of Australia's top universities and educational institutions. As a progressive, responsive and innovative health service, we demonstrate our commitment to excellence through external accreditation with the Australian Council on Healthcare Standards.

## ***Our Community***

### ***Our Core Community***

Our core community lives across 2816 square kilometres in the following shires. There are 721,467 people who live in this area and depend upon us for their public healthcare needs (as at 2006 census):

- Boroondara (Camberwell)
- Knox (North East and North West)
- Manningham
- Maroondah
- Whitehorse (Box Hill and Nunawading)
- Yarra Ranges (including Dandenongs, Lilydale and Seville)

### ***Our Greater Community***

Eastern Health also provides public health service support for another 299,372 people (as at 2006 census) who live across 4779 square kilometres in our greater community of:

- Boroondara (Hawthorn and Kew)
- Cardinia
- Knox (South)
- Monash (Waverley East and West)
- Murrindindi
- Nillumbik

## Our Care Locations

Our main facilities are illustrated in red below. In addition to our seven larger sites, we provide health services from sixty-seven locations across twenty-nine geographical hubs in the Eastern metropolitan area.



### Our Sites:

<b>7 Hospitals</b>	Angliss Hospital (AH), Box Hill Hospital (BHH), Healesville and District Hospital (HDH), Maroondah Hospital (MH), Peter James Centre (PJC), Wantirna Health (WH) and Yarra Ranges Health(YRH)
<b>4 Residential Care facilities</b>	Edward Street, Monda Lodge, Mooroolbark and Northside (PJC)
<b>7 Mental Health facilities</b>	South Ward (Peter James Centre), Upton House (Box Hill Hospital) Inpatient Units 1 and 2 (Maroondah Hospital), Adolescent Inpatient Unit (Box Hill Hospital), Prevention and Recovery Care (PARC) Centres (Linwood House with Bona Street under construction), Community Care Units (Camberwell, Bona Street), Wellington House and multiple community-based services.
<b>Community –based facilities</b>	Multiple community-based rehabilitation and transition care facilities
<b>1 Community Health Service</b>	Yarra Valley Community Health (YVCH)
<b>2 State-wide Services</b>	Spectrum, Turning Point Alcohol and Drug Service

## ***Our Organisation***

**Our Staff:** **8373** employees, 64% of whom live within the community we primarily serve.

**Our Investment:** **\$730m** spent delivering our health services.

**Our Research:** **189** new applications for ethics approval were developed by Eastern Health researchers in the past 12 months.

**Cultural and Linguistic Diversity:** **22%** of our patients originate from countries where English is not the predominant language spoken.

The top five languages spoken by our patients, other than English, are Chinese, Greek, Italian, Vietnamese and Arabic.

### **Our Clinical Services**

Directorate	Clinical Program	Clinical Service Groups
<b>ACUTE HEALTH</b>	<b>Emergency and General Medicine</b>	1. General Medicine
		2. Emergency Services
		3. Intensive Care
	<b>Women &amp; Children's</b>	4. Gynaecology
		5. Maternity Services
		6. Paediatric Services (Paediatric Medicine, Paediatric Surgery)
	<b>Specialty Medicine</b>	7. Cardiology (includes interventional cardiology)
		8. Dermatology
		9. Endocrinology
		10. Endoscopy services
		11. Gastroenterology and Hepatology
		12. Haematology
		13. Infectious Diseases
		14. Neurology
		15. Oncology, Chemotherapy and Radiotherapy
		16. Renal Medicine and Dialysis
		17. Respiratory Medicine
		18. Rheumatology
	<b>Surgery</b>	19. Breast Surgery
		20. Colorectal Surgery
		21. Ear, Nose & Throat Surgery
		22. General Surgery
		23. Ophthalmology
		24. Orthopaedic Surgery
		25. Plastic Surgery
		26. Thoracic Surgery
		27. Upper Gastro-Intestinal Surgery
		28. Urology
		29. Vascular Surgery



**Our Clinical Services (continued)**

Directorate	Clinical Program	Clinical Service Groups
<b>CONTINUING CARE, COMMUNITY AND MENTAL HEALTH</b>	<b>Mental Health, Turning Point, Alcohol &amp; Drugs</b>	30. Adult Mental Health
		31. Aged Persons' Mental Health
		32. Turning Point, Alcohol and Other Drugs
		33. Child and Youth Mental Health Service (CYMHS)
	<b>Continuing Care</b>	34. Spectrum (state wide service for people who have personality disorders)
		35. Geriatric evaluation and management
		36. Residential Aged Care
		37. Palliative Care
	<b>Ambulatory &amp; Community Health</b>	38. Rehabilitation
		39. Ambulatory Services
40. Community Health		

***Our Services to the community***

- Hospital Care:** 147,140 patients admitted to hospital for acute care
- Emergency:** 142,143 patients treated in our three emergency departments .
- Ambulance Arrivals:** 35,759 ambulance arrivals at our three emergency departments
- Surgical Operations:** 29,626 operations performed
- Outpatient Services:** 153,309 people received care as outpatients
- Births:** 4,489 babies delivered
- Children:** 11,887 people aged under 18 were admitted to our hospitals
- Sub-Acute Ambulatory Services:** 73,074 service events for our sub-acute care clients
- Sub-Acute hospital care:** 3,587 people admitted to one of our sub-acute facilities
- Mental Health Community Services:** 208,993 occasions of mental health service delivered in our community
- Mental Health hospital Care:** 2,821 people admitted to one of our mental health inpatient facilities
- Community Health:** 30,373 hours of community health provided to our clients
- Bed numbers** A total of 1380 beds, comprising:
  - 828 hospital beds for patients staying longer than one day
  - 145 hospital beds for patients staying one day
  - 117 beds for people who need mental health services in hospital
  - 120 beds for residential clients
  - 74 beds for people who need mental health services in a community-based setting.
  - 96 beds for people requiring transitional care.

**Did you know?**

...that one person presents to one of our emergency departments every 3.7 minutes?

...that Medical Imaging examines a patient every 2.3 minutes?

***Our Strategic Framework***

Our strategic framework articulates our vision, our mission, five strategic directions and twenty strategic goals as depicted in the Eastern Health Strategic Wheel overleaf.

# STRATEGIC PLAN 2010-15



STRATEGIC DIRECTIONS	1 A PROVIDER OF GREAT HEALTHCARE	2 A GREAT PATIENT EXPERIENCE	3 A GREAT PLACE TO LEARN AND WORK	4 A GREAT PARTNER WITH OUR COMMUNITIES	5 A GREAT ACHIEVER IN SUSTAINABILITY
STRATEGIC GOALS	<p>1.1 Meeting or exceeding all required standards of service and care.</p> <p>1.2 Delivering models of care and treatment that are based on evidence.</p> <p>1.3 Monitoring, reporting and continuously improving the quality and safety of clinical care.</p> <p>1.4 Tailoring services around the needs of a diverse population.</p>	<p>2.1 Taking a person-centred approach which actively involves patients in decision-making.</p> <p>2.2 Aligning our services and resources to meet the changing needs of our communities.</p> <p>2.3 Ensuring services are easy to access and navigate.</p> <p>2.4 Ensuring access to health services for the most disadvantaged within our community.</p>	<p>3.1 Ensuring flexible, highly skilled and capable workforce and volunteer networks.</p> <p>3.2 Communicating and consulting with our staff and providing feedback, reward and recognition.</p> <p>3.3 Identifying leaders and providing learning opportunities for our staff.</p> <p>3.4 Partnering with education and training organisations to drive research and education.</p>	<p>4.1 Delivering models of care with our community partners that provide a seamless patient journey and deliver the right service in the right place.</p> <p>4.2 Partnering with other hospitals and community partners to provide a comprehensive and integrated range of services.</p> <p>4.3 Embracing technologies that enhance our partnerships.</p> <p>4.4 Being socially responsible and active in our community.</p>	<p>5.1 Ensuring optimal utilisation of resources across the organisation.</p> <p>5.2 Building flexible, sustainable environments and technologies.</p> <p>5.3 Measuring the things that matter.</p> <p>5.4 Living within our means and minimising waste.</p>

