

# Small hospital with a big heart and the personal touch

Ask Gaye Ballantine how good the care her 88 year-old mother received at Kilcoy Hospital and her response is similar to the majority of patients and family members that experience the hospital.

“Kilcoy Hospital is the hidden gem of Queensland Health. It is an amazing country hospital, very well organised, with very caring staff,” Gaye said.

This sentiment is also backed up by the newly released Small Hospitals Patient Experience Survey 2014, which shows that 93% of patients and families rate the quality of care at Kilcoy Hospital as very good or good.

Gaye also praised all of the nurses and doctors at Kilcoy Hospital for the personal care that her mother, Marion Julian, received after a heart attack at age 88.

“Through their support, and regular visits from her Shih-Tzu, Oliver, mum not only left palliative care, but was able to go home, safe and well,” Gaye said.

“When Oliver arrived, I saw mum’s eyes light up and it wasn’t long before she rallied,” she said.

“Oliver had such a wonderful effect on mum and all of the patients. All the ladies and staff at the hospital loved to see him each time he visited.”

After her initial improvement, Marion had to undertake an intensive rehabilitation

program under the direction of allied health staff at the hospital.

“If it wasn’t for the physiotherapist my mother wouldn’t have been able to sit up or eventually become more mobile,” Gaye said.

“The physiotherapist was very helpful, and through their support, my mum was able to eventually come home.”

Caboolture and Kilcoy Hospitals Allied Health Director Donna Ward said the expansion of allied health services in 2015 was important to improve inpatient and outpatient support services at Kilcoy.

“Four existing hospital beds have now been dedicated to elderly patients recovering from various conditions like

falls, musculoskeletal injuries or heart attacks,” she said.

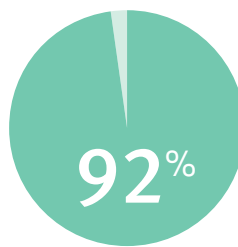
“Visits from allied health staff in the areas of occupational therapy, speech therapy (pathology?), physiotherapy, psychology and social work has increased.

“A full-time allied health assistant continued the rehabilitation program in between visits from specialists.”

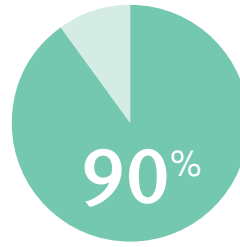
Donna said Marion had access to existing medical staff at the hospital, and regular telehealth conferences with a senior doctor from Caboolture Hospital.

Gaye couldn’t thank the Kilcoy Hospital Director of Nursing Lyndie Best for her support, and in particular allowing Oliver to visit. – couldn’t thank her enough?

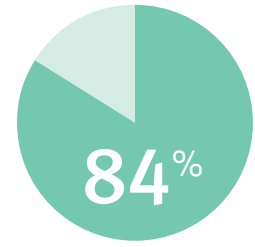
## Small Hospitals Patient Experience Survey 2014 – Kilcoy



**92% of patients** said they were treated with respect and dignity



**90% of patients** believed they received the right amount of information about their care from doctors and nurses



**84% of patients** said that they had the opportunity to speak to about the care their family member was receiving

*Opposite: Gaye Ballantine (left) and her mother Marion, who was thrilled to be visited by her pet Shih-Tzu, Oliver, during her stay at Kilcoy Hospital.*



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