



Welcome to The Royal Children's Hospital, Melbourne



RCH at-a-glance

- 143-year history
- Australia's biggest, busiest paediatric hospital
- \$400m annually
- 4500+ staff, 400+ volunteers
- Recipient of Good Friday Appeal for more than 80 years
- \$1.1 billion new building
- One of the world's great paediatric health science campuses



The campus

Melbourne Children's

Excellence in clinical care, research and education





Our patients

- All Victorian, and Australia's sickest and most complex children and adolescents
- 35,653 separations
- 241,822 Specialist Clinic appointments
 - (18% increase)
- 77,695 ED presentations
 - (4094 above target, 14% increase since move)
- 127,657 Allied Health occasions of service

Organisational Structure





Our values

Unity

We work as a team and in partnership with our communities

Respect

We respect the rights of all and treat people the way we would like them to treat us

Integrity

We believe that how we work is as important as the work we do

Excellence

We are committed to achieving our goals and improving outcomes



Our vision

**A GREAT children's hospital,
leading the way...**



Good to Go

- Average length of stay from 4.8 to 4.4 days
- Average 22 discharges before midday
- Reduce long stay patients by 10%



Great care: our five-year plan





Governing our performance

- National Standards
- Victorian Hospital Incident Management System (VHIMS)
- Performance reporting, Department of Health
- RCH Policies & Procedures



Be connected

- CEO Staff Forum
- All staff emails
- Intranet: Short Cuts, RCH news, Bulletin
- Social media

facebook.com/rchmelbourne



Craig Davidson Here's some more feedback - two weeks ago, the RCH saved my son's life, and I cannot thank you enough. The surgeons worked on his heart, and the other incredible staff looked after mine. Truly the greatest people I've ever encountered in a traumatic situation. Thank you, thank you, thank you.

Unlike · Reply · 9 · Yesterday at 8:29pm · Edited



John Thorpe we are lucky to have such a fantastic facility in the most livable city in Australia

Unlike · Reply · 6 · Yesterday at 8:06pm



Belinda Giblett Thanks for everything you do for our little heartkid RCH... Keep up the good work

Unlike · Reply · 3 · 23 hours ago



Kelly Alford This hospital is amazing the doctors and nurses how does a parent say thank you for saving my son not only once but twice truly amazing humans beings that work there xoxoxo

Unlike · Reply · 2 · Yesterday at 9:49pm



Kerrie Goldsmith As frequent flyers there, even amidst some things that don't always go quite right, we are ever thankful of the care and knowledge of the people at RCH. It's wonderful to be looking to improve and already great service

Unlike · Reply · 2 · Yesterday at 8:30pm



Gillian McNeil Mine too

Like · Reply · 1 · 23 hours ago



Any questions?