

CARE · COMPASSION · COMMUNITY

Quality Account

2018 - 2019



Engage

Let's talk about best care

- > Families share their stories of support
- > Staff and volunteers strive for better outcomes
- > Our community's future needs

TAKE AND SHARE THIS COPY - PRINTED ON ECOSTAR RECYCLED PAPER



**Barwon
Health**



← NAOMI

Physiotherapist

About this Quality Account

Barwon Health's Quality Account showcases our commitment to safe, person and family-centred healthcare.

The Quality Account provides an overview of Barwon Health's performance, actions and achievements compared to quality indicators and standards.

Safer Care Victoria, the state's leading agency for improving quality and safety in Victorian healthcare, outlines what health services must report on in a Quality Account.

This year's areas to report on include:

- Consumer, carer and community participation.
- Quality and safety.
- Comprehensive care.

Scope and content

All information in the Quality Account refers to 1 July 2018 to 30 June 2019, unless otherwise stated. The Quality Account does not feature all of Barwon Health's services, but those required by Safer Care Victoria.

Thank you

Consumers, staff, volunteers and the wider community have generously shared their stories in this year's Quality Account. Barwon Health thanks these groups for giving their time, knowledge and experiences to support our aim of providing best care.

Best Care

The Barwon Best Care Framework focuses on aligning our whole organisation to deliver the highest quality care to every patient, every day with the aim of providing safe, effective, timely and personalised care.

Barwon Health acknowledges the Traditional Owners of the Land, the Wadawurrung people of the Kulin Nation. We pay our respects to the Elders both past and present. We celebrate diversity and inclusivity, Barwon Health welcomes individuals of any culture, religion, gender, sexuality and ability.

Cover image: Hudson, seven-years-old, plays with his teddy 'Hugs' on the children's ward at University Hospital Geelong.



LUBA

University Hospital
Geelong patient

Behind Barwon Health's commitment to provide best care, is an extraordinary group of consumer representatives who, each day, go above and beyond. Consumer representatives give their time in many ways to support other consumers, staff and the community. They co-design new facilities, survey for greater understanding and help transport patients from hospital to home.



MARION & ROSS ↗

Hydrotherapy patient Marion with hydrotherapy physiotherapist Ross at the McKellar Centre

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TOGETHER, WE WORK BETTER



ZURI, KATRINA & KAREN ↗

Seven-month-old Zuri with mum Katrina and immunisation nurse Karen at the Belmont Community Health Centre

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SAFER HEALTHCARE, ALL THROUGH LIFE

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MELANIE & SIENNA

Barwon Health physiotherapist Melanie with 15-year-old rehabilitation client Sienna at the McKellar Centre

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MILLA 
three-years-old
(big sister)



Our purpose

Barwon Health's vision is to partner with our community to build healthier lives inspired by world class standards.

To achieve this vision and deliver person-centred healthcare with compassion, care and community at its heart, we need to listen and learn from the people we provide care to.

Barwon Health is Victoria's largest regional health service, caring for more than 500,000 people in the Barwon South West region.

We are a vibrant, collaborative and innovative health service that includes a teaching facility and strong links to Deakin University, The Gordon and other education facilities across Australia.

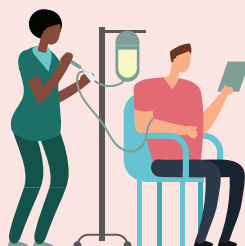
Barwon Health provides care through:

- One main public hospital.
- Inpatient and community rehabilitation facilities.
- Residential aged care services.
- Community-based sites at key locations across the region, including outreach clinics.

2018-19 AT A GLANCE

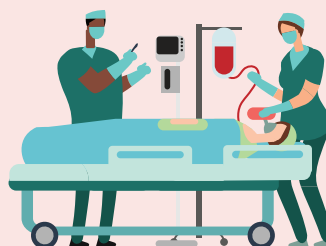
149,409

Outpatients
(148,819 in 2017/18)



21,847

Surgeries performed
(21,567 in 2017/18)



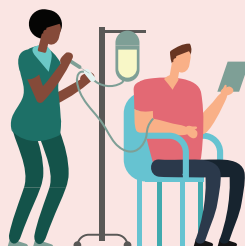
2,574

Babies born
(2,533 in 2017/18)



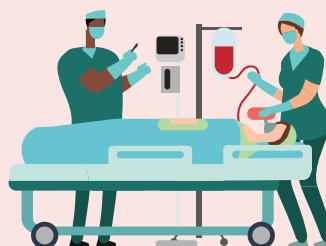
78,126

People attended the
Emergency Department
(73,373 in 2017/18)



1,033

Beds across all sites
and levels of care
(997 in 2017/18)



3,066

Children treated in the
Paediatric Short Stay Unit
(2,821 in 2017/18)



MAGGIE
three-days-old

Message from the chief executive

Barwon Health is dedicated to improving care through embracing consumer participation with compassion, care and community at heart.

Vision

TOGETHER WITH OUR
COMMUNITY WE BUILD
HEALTHIER LIVES, INSPIRED BY
WORLD CLASS STANDARDS.

Values

RESPECT

We respect the people we connect with

COMPASSION

We show compassion for the people we care for and work with

COMMITMENT

We are committed to quality and excellence in everything we do

ACCOUNTABILITY

We take accountability for what we do

INNOVATION

We drive innovation for better care



I'm pleased to present this year's Quality Account and share Barwon Health's achievements, including areas where we have enhanced care, and where there is work still to be done.

An important part of best care is improving access to our services for consumers and to deliver the right resources for staff to provide the care our community needs.

In August 2018, we opened a \$6.4 million purpose-built Renal Services facility, which features a larger outpatient clinic, a modernised home therapies unit and dedicated staff training areas.

Another highlight in 2018 was Barwon Health's work on the Strengthening Health Service Response to Family Violence initiative. Two main phases are part of the initiative, firstly responding to and supporting staff and volunteers who may be experiencing family violence, and secondly identifying and responding to consumers who may be experiencing family violence. Turn to page 20 for more information.

In 2019, we opened the redeveloped Andrew Love Cancer Centre Chemotherapy Day Ward and Oncology Pharmacy, and a highlight was engaging with consumer representatives to co-design this project. It is a wonderful example of how we partner with consumers to improve services.

Meeting accreditation standards is a key part of continuous quality improvement and it is an opportunity for Barwon Health to identify when we are providing the right care and also when we need to improve care.

Aged care accreditation presented us with challenges in 2018-19. The Quality Account allows us to share details of the work undertaken to meet the standards, and how we engaged with residents and their families, along the way. Turn to page 35 for more information.

Research also plays an essential role in providing best care. Our research work with Deakin University has continued over the last 12 months and is shared through a story with Barwon Health's director of research and chair in medicine, Professor Peter Vuillerman on page 64.

Consumers have played a vital role in the development of the Quality Account and I thank everyone who has shared their story. We welcome your feedback about the publication, and you can find out how to do this on the inside back cover.

We hope you enjoy reading the Quality Account and learning more about the extraordinary outcomes that have been achieved across Barwon Health.

Frances Diver

Chief Executive Officer
Barwon Health

WHAT'S NEXT, FRANCES?

- > **Barwon Health North to open January 2020** – a new community based health facility in Norlane.
- > **Barwon Best Care Framework** – formal launch to promote our commitment to safe, effective, connected and personalised care.
- > **New women's and children's hospital** – decision on site and concept design.
- > **Swanston Centre redevelopment** – a major renovation to upgrade the mental health acute unit.



KAREN →

immunisation
nurse



JACKIE

immunisation
nurse



TOGETHER,
WE WORK
BETTER



ANIKET

four-months-old,
immunisation client



TASHAR

Aniket's dad



Engaging with patients for better healthcare

The Victorian Healthcare Experience Survey (VHES) collects, analyses and reports the experiences of people attending Victoria's public health services.

The patient experience survey is an overall figure that considers the responses from patients about a series of questions relating to their Barwon Health experiences.

At Barwon Health, consumer representatives volunteer their time to complete a part of these surveys with patients, providing valuable information about their experiences.

Over the last 12 months, 96 per cent of the responses about patient care at Barwon Health were rated positive. Results have also been above the Victorian Department of Health and Human Services target of 95 per cent.

How have we improved discharge care for patients?

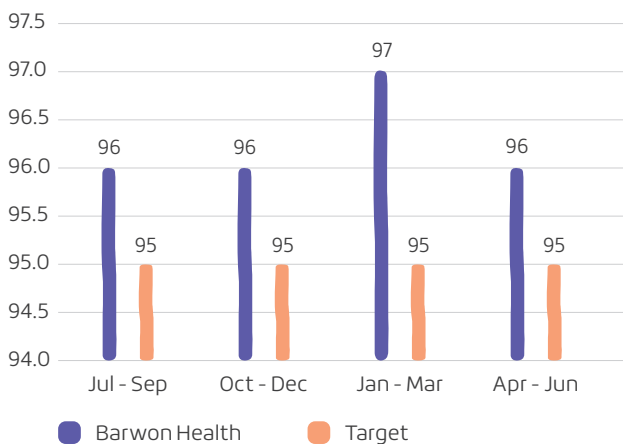
Discharge day is often the busiest time for patients and staff - there is much to do so patients can go home with the right information, medication and supports. In 2018, Barwon Health introduced the Transit Lounge, a room where patients can wait for medication, equipment and their transport once they have finished their care. It is a safe and comfortable area, managed by nurses, and conveniently located near the main entrance of University Hospital Geelong.

The Transit Lounge has played an important role in improving Barwon Health's care by increasing access to hospital beds.

In 2018-19, Barwon Health completed an evaluation of the Transit Lounge **with 95 per cent of patients rating their overall experience as very good**, and five per cent rating their experience as good.

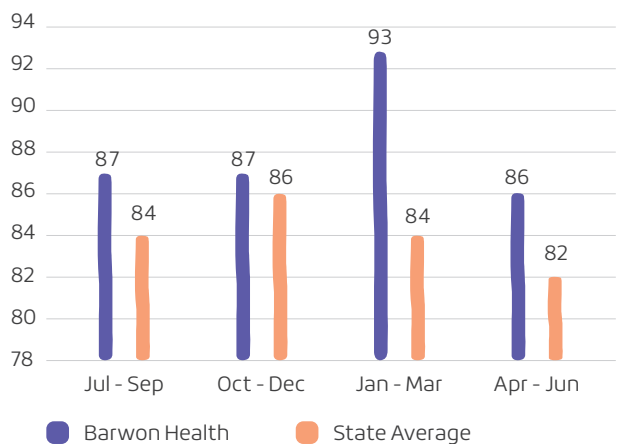
More than 95 per cent of consumers said the Transit Lounge was well designed, clean and tidy, the recliner chairs were comfortable, and that there were entertaining things to pass the time and food was available when required.

OVERALL POSITIVE PATIENT EXPERIENCE RESPONSES 2018-19



Above: Barwon Health exceeded the Department of Health and Human Services benchmark for positive patient experiences at University Hospital Geelong.

POSITIVE RESPONSES TO QUESTIONS ON DISCHARGE CARE



Above: Patients have rated their discharge care experiences at University Hospital Geelong above the Department of Health and Human Services target in all quarters in 2018-19.

NOEL →

Barwon Health patient

CHRIS →

patient transport volunteer

In 2018-19, Barwon Health completed an evaluation of the Transit Lounge with

95%

of patients rating their overall experience as very good.

Best care... what it means to Barwon Health patient Noel.

"This is great service being here (Transit Lounge) and now I have a driver to take me home. But it doesn't matter where I go, the care is exceptional. The nurses do really care, they do the hard yards."

Supporting patients, families and carers to make better healthcare happen

To improve the quality of services provided at Barwon Health, we aim to include consumers (patients, family or community members) in the design and delivery of their own care.

Barwon Health does this because developing services in partnership with consumers means continuous learning opportunities with the aim of safer healthcare for every individual.

How do consumers have their say?

Our Consumer Representative Program consists of volunteers who play a vital role in supporting consumers to participate in their own healthcare. Consumer representatives do this in many ways, like interviewing

or surveying consumers to get feedback about services, so they can be improved.

Consumer representatives also volunteer to support governance at Barwon Health, with four people working on the Clinical Governance and Quality Safety Committee and Aged Care Safety and Quality Committee. Their contributions result in better procedures and training opportunities for staff, leading to improved healthcare.

Consumer representatives have also volunteered on a program called WISE which stands for Written Information Simply Explained. Each fortnight WISE consumer representatives work alongside staff who have developed written information such as brochures or fact sheets to ensure the written information is clear, understandable and meets consumer needs.

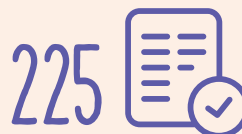
2018-19 SNAPSHOT



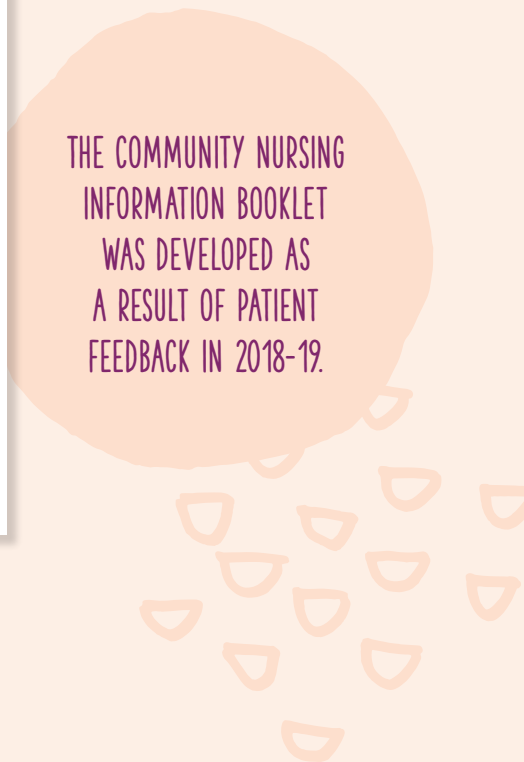
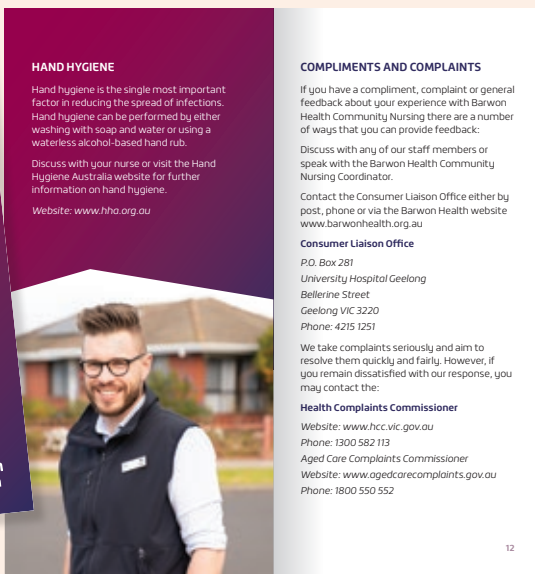
consumer representatives at Barwon Health



hours of volunteering were generously given by consumer representatives



documents were WISE reviewed



HOW WE BUILD BETTER HEALTHCARE, TOGETHER

Patient feedback is continually sought to improve healthcare across Barwon Health's services, including community health centres. We are committed to seeking feedback to improve processes to better care for consumers at Barwon Health sites across our region.

The Victorian Healthcare Experience Survey (VHES) collects, analyses and reports the experiences of people attending Victorian health services.

Consumer representatives at Barwon Health complete a part of these surveys with clients, providing valuable information about their experiences.

What did clients say?

An emerging theme from the VHES were concerns from clients about the amount of information being provided during care. They felt the large amount of community nursing paperwork often left them feeling confused and likely to lose some of the information.

What did we do to respond?

To improve patient experience, Barwon Health developed a community nursing information booklet. The booklet is a one-stop-shop of information for clients and includes costs, key contacts and answers to frequently asked questions. Before publication, the booklet was also reviewed by WISE consumer representatives to ensure the information was easy to understand.

COURAGE

JUSTINE ↗

consumer representative
and recipient of 2018 Barwon
Health Outstanding Consumer
Representative Award.

"Being a Barwon Health volunteer
has been rewarding in so many ways."

Q&A

with consumer representative
Justine, who leads from the heart

Interviewer: Angeli, consumer representative

Why did you become a consumer representative?

I had to stop working full time in retail and program management because of living with three types of cancers as well as remitting relapsing Multiple Sclerosis (MS). I have had three major heart surgeries and have also been diagnosed with other health conditions too.

I became a Barwon Health consumer representative to create social contacts and give variety to my day; because I have a general interest in health policy, health equity, social justice, and quality of care, and most importantly to give back to the hospital that saved my life.

What have you been involved in?

Most recently, I took an active role in the planning and design considerations during the refurbishment of Barwon Health's Andrew Love Cancer Centre. Cancer patients who receive chemotherapy intravenously typically spend hours in an outpatient clinic or ward as the drug is infused, over the course of several weeks. These wards often have an open design, so patients see other patients receiving treatment and there is often no option for privacy. Since the refurbishment of the Andrew Love Cancer Centre, screens have been fitted to give patients an extra sense of privacy (particularly if they need to remove articles of clothing during treatment), with the assurance that medical staff can immediately attend to them if needed.

Who have you partnered with?

Barwon Health's consumer engagement manager Rebecca and the director of library and literacy Rob have both been instrumental in fostering my leadership and advocacy skills, as well as developing my ability as a communicator and effective collaborator, within and outside the Barwon Health community.

How did you partner with Barwon Health?

When the Andrew Love Cancer Centre redevelopment was announced, I designed and conducted a survey that enabled people affected by cancer to have a say about the project. The outcome of the survey indicated a need for a physical environment that offered space to socialise with staff, family, and fellow patients, as well as space to withdraw or rest.

How did it feel to win an award?

I have volunteered on six committees at Barwon Health, and it was both an honour and a surprise to win the 2018 Barwon Health Outstanding Consumer Representative Award.

Any messages or advice you would like to share?

Volunteers are valued members of the Barwon Health team. They play a vital role in creating exceptional experiences for patients and their families, offering their skills when and where they are most needed, as well as complementing clinical and support services with their knowledge, empathy, enthusiasm, and generosity.



ROCHELLE →
Andrew Love Cancer
Centre patient

← **TRISH**
chemotherapy day ward
nurse unit manager

JULIE →
Rochelle's
mum

Chemotherapy day ward redevelopment

What it means to consumers

Best care... what it means to Andrew Love Cancer Centre patient Rochelle.

"The nurses create a great atmosphere; they make me feel comfortable and looked after. We all know each other, and we share stories about our families, even our dogs! It's nice to be in an environment where if there are any issues they look after me and even follow up with a phone call when I get home."



**TOUCH
SCREEN TVS**
Donated by
the Dry July
Foundation

ALBY
Andrew Love
Cancer Centre
patient

**PRIVACY
SCREENS**

**BENCH SEATS
FOR VISITORS**

**UPGRADED
RECLINER
CHAIRS**

Best care... what it means to Andrew Love Cancer Centre patient Alby.

"It's really two things for me. Firstly, it's the staff - wherever you are when you're getting treatment (at Barwon Health), they are great. Secondly, it's where you live. A lot of people around us know what I've been going through and they all take an interest in how we're going."

DID YOU KNOW?

Consumer representative Angeli has been part of the development of this year's Quality Account to ensure consumers can easily read and understand it. Angeli also interviewed fellow consumer representative Justine.

ANGELI
consumer representative
and this year's Quality
Account reviewer





Strengthening our response to family violence

Responding to family violence is a key part of providing best care at Barwon Health, because family violence is a health issue.

Barwon Health is the regional lead in the Strengthening Health Service Response to Family Violence initiative. We have the responsibility to support three regional health services in the implementation of the initiative. These services are:

- Colac Area Health
- Hesse Rural Health
- The Greater Ocean Road Health Service (formerly Lorne and Otway Health Services)

The Strengthening Health Service Response to Family Violence Initiative is a whole of health service response to family violence. The model was developed by The Royal Women's Hospital and Bendigo Health and is based on international best practice responses to family violence in a health care setting.

The initiative aims to:

- Increase the supports available for staff and volunteers of the health service who are experiencing family violence.
- Improve how staff and volunteers identify, respond to and support consumers impacted by family violence.

What is family violence?

Family violence is defined by the Victorian Family Violence Protection Act (2008) as behaviour by a person towards a family member that:

- is physically, sexually, emotionally psychologically or economically abusive, threatening, coercive or in any that controls or dominates the family member and causes them to fear for their own, or other family member's safety or wellbeing.
- causes a child to hear, witness or otherwise be exposed to the effects of that behaviour.

Who is impacted by family violence?

Family violence can happen to anyone across their lifespan. Statistics say that women and children are more likely to experience family violence.

What is the Strengthening Health Service Response to Family Violence?

A whole-of-health-service response to family violence was a recommendation made by the 2016 Royal Commission into Family Violence. This initiative provides a model for implementing family violence responses in the health service setting.

Health services have a responsibility to support staff impacted by family violence so that they may remain engaged in the workplace and to ensure their wellbeing.

Health service staff are uniquely placed to identify family violence, provide information and access to support for consumers impacted by family violence. Despite this, research tells us that there is also a need to increase the ability of staff to recognise and respond respectfully to family violence. The SHRFV aims to achieve this.



DO YOU OR SOMEONE YOU KNOW NEED HELP?

If you, or someone close to you, is experiencing violence and needs further support, you can contact:

- 1800RESPECT (National) – **1800 737 732**
- The Orange Door (Barwon region) – **1800 312 820**
- Sexual Assault and Family Violence Centre (Barwon Wimmera region) – **5222 4318**
- Bethany Men's Family Violence Intervention Centre – **5278 8122**
- MensLine – **1300 789 978**
- Aboriginal Family Violence Prevention & Legal Service – **9244 3333** or **1800 105 303** (Freecall)

WHAT WE HAVE ACHIEVED IN 2018-19

Over the last 12 months the Strengthening Health Service Response to Family Violence has achieved:

Governance

- Four regional steering committee meetings, including attendance from five health services including local family violence services and consumer representatives.
- SHRFV matters represented at committee meetings across Barwon Health.

Community engagement

- SHRFV launches from August to November 2018 across Barwon Health.
- Barwon Month of Action: development of the 'birdhouses' display at each Barwon Health site.
- Development of a regional response to family violence in the workplace.

Education and training

- 400 managers and key personnel completed Family Violence Workplace Support Education Module.
- 1,350 staff completed the Family Violence a Shared Understanding online training module, 120 face-to-face education sessions have been delivered and customised for areas like dental health where specific case studies have been used. Training was also delivered across the region to allow more staff access.

Consumer co-design

- Two consumer workshops held to seek consumer feedback for the SHRFV.
- Co-design activities now underway, including consumer input into the website information, education and poster content.
- Presentation at SHRFV state-wide forum in June 2019, on the importance of partnering with consumers.

Evaluation

- More than 500 Barwon Health staff completed a SHRFV survey to gather baseline knowledge and perceptions regarding family violence. This will assist staff in better customising work activities and to also measure the future benefits.

Supporting consumers who have diverse language needs

WAJMA 
interpreter

AZIZA 
University Hospital
Geelong patient

8,486

The number of times where interpreters were used to support consumers in 2018-19.



Making informed decisions about healthcare can be challenging for consumers from non-English speaking backgrounds.

To support best care, when required interpreters are used across Barwon Health's services to ensure consumers can communicate their needs and understand their treatment and the services available to them.

Barwon Health provides on average 24 professionally qualified interpreters every day to support consumers from non-English speaking backgrounds.

How are we improving access to interpreters?

After successfully trialling the use of interpreters via Telehealth (video calling) in the orthopaedic, general surgery and

vascular outpatient clinics, the service became part of standard practice, resulting in improved access to interpreters and more diverse languages.

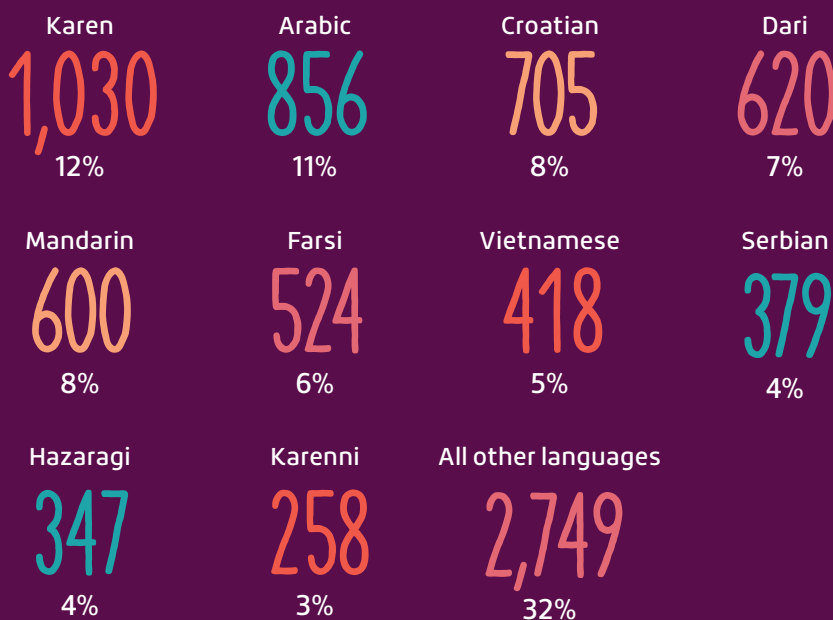
When appropriate, interpreters don't have to travel long distances to support patient and doctors to communicate.

What's next?

The use of interpreters via Telehealth will be rolled out in other outpatient clinics.

2018-19 AT A GLANCE

Who do interpreters support? This graphic shows the top 10 interpreter provided languages at Barwon Health over the last 12 months.



Providing best care for people of all abilities

Barwon Health is committed to ensuring people of all abilities are treated equally and given the same opportunities to participate and access services, programs and facilities as anyone else.

Barwon Health has developed a **Participation Action Plan** to remove barriers for people with disability and meet the needs of consumers and staff who have a disability.

The Participation Action Plan will focus on four key areas:

1. Awareness, recognition and inclusion.
2. Accessibility.
3. Care.
4. Employment opportunities.

What's next?

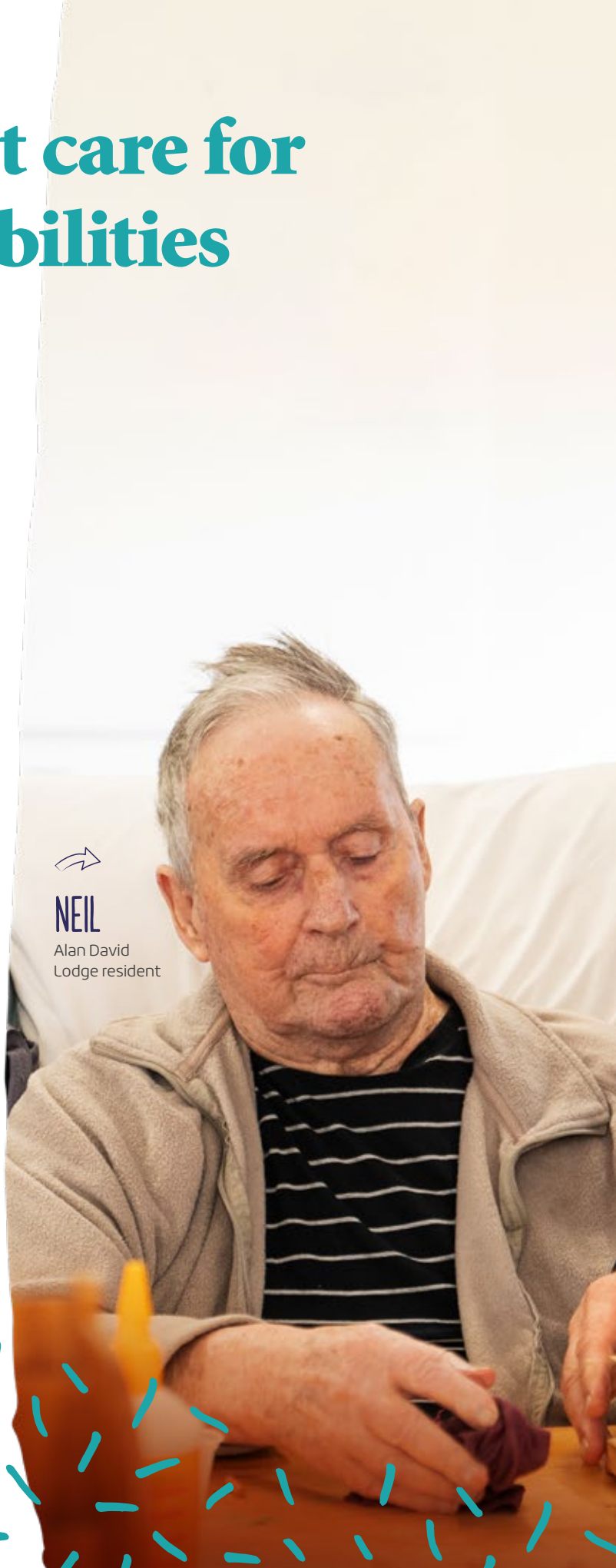
In 2019:

- Steering group to be formed.

In 2020:

- Consumer feedback group to be formed.
- Establish an employee network.
- Launch the Participation Action Plan.
- Implement staff training.

Pictured: Neil (left) and Robert in The Shed at Alan David Lodge. Furniture restoration, wooden toy making, painting and building model aeroplanes are activities available to work on. Robert creates and tailors lifestyle activities in The Shed to suit the physical needs of each resident.



NEIL

Alan David
Lodge resident



Best care... what it means to nurse Robert.

"The Shed provides better care, it gives residents a place to go and create, which has great benefits for mental health."

ROBERT ➔

Barwon Health nurse



WE NEED YOU!

You can support Barwon Health to improve access to healthcare for people of all abilities. Apply to join our Participation Action Plan consumer feedback group by emailing consumer.rep@barwonhealth.org.au or phone consumer engagement manager Rebecca on 4215 8922.

SAFER HEALTHCARE, THROUGHOUT LIFE




KALPANA
Ankita's mum



ANKITA

four-month-old,
immunisation client

Seeking feedback for better care

At Barwon Health, we seek feedback from consumers to understand what matters to them. Feedback is used to improve services and ultimately the experiences of consumers.


There are several ways consumers share their experiences:

- Feedback boxes at all Barwon Health sites.
- Patient experience survey.
- Talking to a staff member or a volunteer.
- Join our Consumer Representative Program and attending to forums and committees that review and improve care (see below for how to register).
- Telling their story as part of the Patient Experience Program.
- Complete a feedback form on the Barwon Health website – www.barwonhealth.org.au
- Connect with us on social media.

 www.facebook.com/barwonhealth

 www.twitter.com/barwonhealth

 www.instagram.com/barwon_health

 www.linkedin.com/company/barwon-health

Consumers are also welcome to write a letter, email or phone the Barwon Health Consumer Liaison Office to give feedback.

 PO Box 281, Geelong VIC 3220

 clo@barwonhealth.org.au

 4215 1251

How we have used feedback to improve care

During pregnancy, iron requirements increase significantly as the body makes more blood for the mother and her baby. Iron is important to help prevent dietary iron deficiency (anaemia).

Anaemia occurs when there are not enough red blood cells in the body and can result from illness, poor diet, severe sickness or extra strain on a person's body, such as when women are expecting twins.

Listening to feedback from maternity patients who indicated they didn't fully understand the iron infusion process, Barwon Health developed a detailed fact sheet.

The fact sheet sets out to explain in plain English, why iron deficiencies might occur, what anaemia is, how it is treated, why an iron infusion might be recommended and the potential risks and side effects following an iron infusion.

The fact sheet has been made accessible to maternity patients as a take-home print-out and also placed on the maternity services website. The new fact sheet has resulted in maternity patients having a greater understanding of what they can expect and feeling more informed when it comes to decision-making.

HANNAH 

23 weeks pregnant,
Barwon Health patient



IMPROVING CARE FOR MATERNITY PATIENTS

Over the last 12 months maternity patients have been educated about increasing their iron intake to prevent anaemia, especially where required to take an oral iron tablet to build their stores.

Prevention of anaemia was the goal for maternity patients, as an administration of an iron infusion is not without risk. Specifically staining to the skin.

Maternity patients can increase iron intake by:

- Including lean red meat, chicken, seafood, lentils, beans, tofu and dried fruits.
- Taking vitamin C aids, as they facilitate iron absorption.
- Your general practitioner may also recommend an oral supplement to boost stores.
- Avoiding foods that contain phytate as it decreases iron absorption. Such foods are whole grains, cereals, soy, nuts and legumes.
- Avoiding coffee and tea near meals.

For more advice visit
www.barwonhealth.org.au/maternity-services

Delivering safe care together

Barwon Health staff participated in the annual People Matter Survey, an employee opinion survey run by the Victorian Public Sector Commission.

The People Matter Survey gives staff the opportunity to share their views about the shared public sector values and employment principles of the Commission are demonstrated in the organisation by colleagues, managers and senior leaders.

The data collected helps to inform Barwon Health and means better action plans can be developed to improve healthcare for consumers. Importantly, the survey also allows Barwon Health to benchmark against other health services, to identify strengths and weaknesses and help build a more positive workplace.

DID YOU KNOW?

Barwon Health staff were among more than

92,000 STAFF

from a record

196 ORGANISATIONS

across Victoria who gave feedback about working in the public sector through the People Matter Survey.



What did Barwon Health staff say?

PATIENT SAFETY CULTURE QUESTIONS - PEOPLE MATTER SURVEY 2018-19

	PERCENTAGE WHO AGREE	VIC TARGET
Patient care errors are handled appropriately in my work area	73%	80%
This health service does a good job of training new and existing staff	65%	80%
I am encouraged by my colleagues to report any patient safety concerns I may have	81%	80%
The culture in my work area makes it easy to learn from the errors of others	71%	80%
Trainees in my discipline are adequately supervised	67%	80%
My suggestions about patient safety would be acted upon if I expressed them to my manager	72%	80%
I would recommend a friend or relative to be treated as a patient here	78%	80%



RUBY

clinical nurse specialist



JUDY

theatre nurse, has worked at Barwon Health for 40 years

How are we improving?

BE THE HEART OF BARWON HEALTH PROGRAM

The results of the People Matter Survey told Barwon Health that improvements needed to be made in the areas of patient safety, staff job satisfaction and staff engagement.

From November 2018 to July 2019, the *Be the Heart of Barwon Health Program* was piloted in the Intensive Care Unit (ICU) at University Hospital Geelong. Almost 200 ICU staff participated in the program, which was designed to provide insights and validation for implementation across the whole organisation.

Be the Heart of Barwon Health is a development training program that builds and promotes a positive and healthy work environment, by encouraging leadership capability of staff. It addresses how staff connect to and lead with our organisational values, how staff ensure personal wellbeing and professional excellence, and how we enable teams to work better together.

The program is based upon evidence in health about the link between leadership and culture, and patient outcomes. Compassionate and inclusive leadership and cultures of continuous improvement are dependent on each other.

The outcomes of the pilot showed a positive participant experience and a shift in behaviour, which indicates a strong start for organisational-wide culture change.

The pilot is now being reviewed and opportunities for further development are being considered.

To improve the physical and psychological safety of staff, other work completed during 2018-19 included:

- 200 managers completed occupational health and safety training.
- 500 emergency department clinical and non-clinical staff completed Management of Violence and Aggression International Training (MOVAIT).

- 1,578 staff completed Smart Moves/Smart Lift training.
- Implementation of a StaffCare physiotherapy service (0.4FTE) to assist with early intervention management of staff with work related injuries.
- Delivery of the planned code grey process for the intervention of anticipated or emerging violence and aggression. This work and other changes have led to an organisational wide reduction in code grey use.
- Improved after hours University Hospital Geelong security with the implementation of an afterhours ward lock down system.
- Continued distribution of personal duress devices for community-based staff who conduct home visits.
- Implementation of the Consumer Expected Behaviours process.

Working with patients for better self-care

Best care... what it means to physiotherapist Ross.

"Best care is about providing options for physical activity - not everyone can train on land or in a bed with a physio. This is also a facility that's about community... people support each other here, there is a lot of connectedness."



MARION

McKellar Centre hydrotherapy patient, who bravely began her treatments, even though she couldn't swim. Marion is now an advocate for hydrotherapy as it has helped her pain and greatly improved her balance



ROSS

Hydrotherapy physiotherapist



Integrated health services are an important part of how Barwon Health can provide best care for consumers and support them on their journeys towards recovery.

Geelong Hydrotherapy Centre at the McKellar Centre offers consumers a form of physiotherapy treatment or exercise program conducted in a heated pool.

Hydrotherapy helps to improve or maintain physical wellbeing for many people. The buoyancy, turbulence and resistance of water create a special therapeutic environment not possible on land.

In 2018, Barwon Health received \$485,000 to upgrade the hydrotherapy pool at the McKellar Centre, as part of the State Government's Regional Health Infrastructure Fund.

With many consumers using hydrotherapy for rehabilitation and pain management, staff gave feedback to improve the floor surface, making it safer for all consumers.

Other consumer survey results that were incorporated into the hydrotherapy upgrade included:

- New automatic doors to the change area making it easier and safer for consumers to enter and exit.
- New partition screens to improve privacy.
- Redesign and refit of the reception office for better access for patients and staff.

In 2018, Barwon Health received

\$485,000

to upgrade the hydrotherapy pool at the McKellar Centre, as part of the State Government's Regional Health Infrastructure Fund.

Accreditation

Meeting accreditation standards is an important part of how we improve the quality of healthcare provided at Barwon Health. To be accredited, Barwon Health is required to meet national healthcare standards, measured and recognised by independent and external accreditation assessments.

National Safety and Quality Health Service Standards

The aim of the National Safety and Quality Health Service Standards is to protect consumers from harm and improve the quality of healthcare. The standards outline the level of care to be provided by health services including Barwon Health and other services across Australia.

Barwon Health is regularly measured for standards relating to hospital and aged care. Hospital services are due to be assessed in late 2019.

Results for accreditation – aged care

Barwon Health has a proud history of providing quality and safe care to older people in the Geelong region, and is committed to delivering the best resident-centred care in the future.

Barwon Health has three residential aged care licences that are accredited every three years. Alan David Lodge was reaccredited in July 2018, and Percy Baxter Lodges and McKellar Centre licences are due for reaccreditation under the new standards in second half of 2019.

In January 2019, the Australian Aged Care Quality and Safety Commission (Commission) conducted an audit of the

McKellar Centre, including Blakiston and Wallace lodges. Review audits involve a complete assessment of Barwon Health's performance in relation to the services against all 44 expected outcomes of the applicable standards.

Barwon Health provides aged care services to 198 residents with a combination of high-level care needs, dementia specific and aged mental health service requirements. The service has two dedicated sites Blakiston Lodge – specialist aged care (dementia specific and mental health), and Wallace Lodge – high-level aged care.

The Commission's audit showed that 40 of 44 expected outcomes were met.

Meeting accreditation standards – aged care

The continuous improvement program began following the Commission's audit to provide a comprehensive upgrade of systems and better training for employees, to ensure quality of care continued and accreditation standards were met at Blakiston and Wallace lodges.

Through the continuous improvement program, Barwon Health provided evidence including an overall plan for the aged care program.

The continuous improvement plan included:

- A working group to develop the plan with Barwon Health staff including facilities managers, and external advisers including a leading specialist nurse advisor and other experts in aged care management and governance.
- A review of the direction of aged care across Barwon Health, with a focus on the existing model of care to assess how improvements could be achieved. This included the employee working environment to ensure services can be delivered in a safe environment.
- A focus on improvements to areas like management systems, lifestyle, health and personal care, buildings, grounds and safety systems.
- Residents and representatives feedback meetings to allow consumers to have their say about the quality of care they receive and ideas for improvement.

Through these improvements, Barwon Health met all 44 outcomes of the applicable standards within the three month timeframe set by the Commission.



ANNIE
Barwon Health
staff member



RITA
resident



BARWON HEALTH MET ALL
44 OUTCOMES
of the applicable standards
within the three month
timeframe set by the
Commission.

Preventing harm

Patient safety is everyone's responsibility and Barwon Health is committed to improving procedures and systems to prevent all errors that result in harm to a patient.

Barwon Health documents all patient safety incidents in the Victorian Health Incident Management System (VHIMS). Reporting clinical incidents in this system provides an opportunity to identify preventable factors or themes that may be addressed to improve patient safety across the entire health service

In 2018-19, there were 17,129 reported clinical incidents compared to 14,067 the year before. Over the last 12 months, 99 per cent of the reported incidents at Barwon Health were minor, or the patient was not harmed. One per cent of the incidents were adverse. An adverse event is a preventable error that significantly harms a patient. There were 95 adverse events this year.

In the one percent of errors rated adverse – two errors were sentinel events, meaning severe harm to the patient which could end in death occurred.

Sentinel events are reported and reviewed by Barwon Health's executive team and Board of Directors, and externally by Safer Care Victoria. The review includes what we have learnt from the sentinel events and what we will do to provide better patient care.



KNOWLEDGE SHARING

Over the past year we have changed practices, policies and guidelines from reviews of errors, adverse and sentinel events and increased education to support and inform the changes. Documenting incidents means we can anonymously share our learnings with other healthcare services to ensure safer care across Victoria.

Controlling and preventing healthcare-associated infections

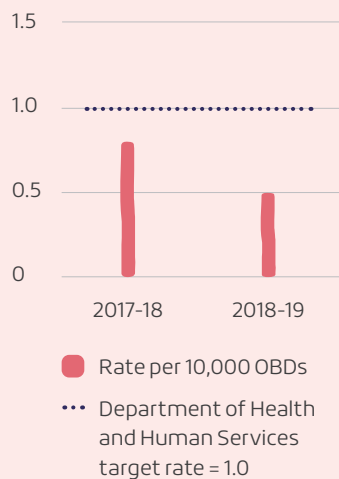
Barwon Health monitors and reports on the prevention and control of healthcare-associated infections, specifically the *Staphylococcus Aureus* Bacteraemia (SAB) rate, which is a serious blood stream infection.

We also monitor and report on the rate of central line-associated blood streams infections (CLABSI) in the Intensive Care Unit (ICU). A central line is a thin tube that goes into a large vein in your arm or chest to administer medicine, blood or fluids.

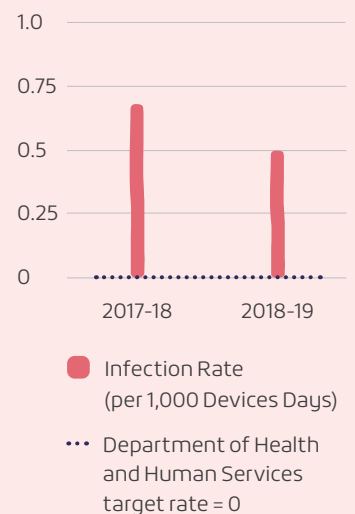
Barwon Health's SAB rate in 2018 - 19, was 0.5 SAB per 10,000 occupied bed days. The Victorian Department of Health and Human Services target is 1.0 SAB per 10,000 occupied bed days.

There has been two ICU CLABSI in 2018-19. This equates to a rate of 0.5 per 1,000 central line device days. The Victorian Department of Health and Human Services target is zero infections. Barwon Health's current rate of 0.5 is amongst the lowest rates in Victorian ICUs.

SAB INFECTION RATE



ICU CENTRAL LINE ASSOCIATED BLOODSTREAM INFECTION RATE



WHAT HAS IMPROVED?

This year, Barwon Health changed the central venous catheter line dressing from a two-step application dressing to a one-step application dressing, reducing the risk of contamination leading to infection. This one-step applied dressing also improved visibility of the line site. The new dressing coincided with a reduction in the rate of SAB and CLABSI across the health service.

Building a healthier community through immunisation

Influenza or the 'flu' is a contagious viral infection that can cause severe illness and life-threatening complications.

The flu is spread by contact with fluids from coughs and sneezes. It is estimated that flu contributes to over 3,000 deaths in Australia each year.

In some cases of the flu, severe illness and complications such as pneumonia and bronchitis can develop, which can result in hospitalisation and even death. The flu can also make some existing medical conditions worse.

Some people are at higher risk of severe complications associated with the flu. They include:

- Pregnant women.
- People aged over 65.
- Aboriginal and Torres Strait Islander people.
- All children younger than five years of age.
- People with chronic medical conditions.

To protect themselves and consumers, an annual influenza vaccination is also recommended for all Barwon Health staff and volunteers.

89%

of Barwon Health staff have been vaccinated against influenza – the Department of Health and Human Services target is 85%.

Barwon Health staff have exceeded the target set by the Department of Health and Human Services for the past four years.

DID YOU KNOW?

6,828

The number of flu vaccinations Barwon Health gave across Geelong in 2018–19.

BARWON HEALTH IMMUNISATION SERVICE

In 2018, free influenza vaccinations for children under five years were introduced, resulting in record vaccination rates in the Greater Geelong community.



Pictured: Immunisation nurse Jackie prepares a flu vaccination.

KATRINA

Zuri's mum



ZURI

seven-month-old,
immunisation client



JESS
maternity nurse



PATRICK
15-days-old



Improving maternity care

In 2018-19, 2,574 babies were born at University Hospital Geelong. There are a range of indicators relating to maternity services and Barwon Health must report these annually.

The following results related to maternity indicators in 2018-19:

	2017-18	2018-19	Victorian average
Apgar* – the percentage of babies at term (without congenital anomalies) who have scores less than seven^	1.8%	1.51%	1.6%
Fetal growth restriction – percentage of babies with severe fetal growth restriction delivered at 40 or more weeks gestation	25.5%	17.24%	30.6%

Above: The table refers to Barwon Health's maternity services care and shows a continued decline in both areas and meeting the DHHS target.

HOW HAVE WE IMPROVED?

- Real time monitoring of Apgar scores less than seven at five minutes, and feedback provided to staff for specific cases. This has improved staff understanding of the importance of providing quality intrapartum care and neonatal resuscitation to prevent adverse long-term outcomes.
- Development and implementation of antenatal risk factor screening for **fetal growth restriction** with associated evidence-based procedure development to guide staff with detection and management.

*Apgar stands for appearance, pulse, grimace, activity and respiration.

^An Apgar score of seven or more at five minutes after birth indicates the baby is adapting well to the environment, while a score of less than seven indicates complications for the baby. <https://www.aihw.gov.au>

Managing safe and appropriate aged care services

JANE, BETH & GUY
nurses

Barwon Health provides aged care services to residents living at the McKellar Centre, including Percy Baxter and Wallace lodges in North Geelong, and Alan David Lodge in Charlemont.

Providing best care for aged care residents is a priority for Barwon Health. To ensure safer healthcare, we monitor our services against the following residential aged care quality indicators:

- Pressure injuries.
- Use of physical restraint.
- Use of nine or more medications.
- Falls and fractures.
- Unplanned weight loss.





Indicator 1: pressure injuries



At a glance: Pressure injuries are caused by constant pressure or friction and often occur over bony areas like a hip, elbow or tailbone. They are injuries where there is damage to the skin and the tissues underneath. Pressure injuries are distressing because they are painful and are often difficult to heal. The issue can greatly affect a resident's quality of life because pressure injuries can make it difficult for residents to move.

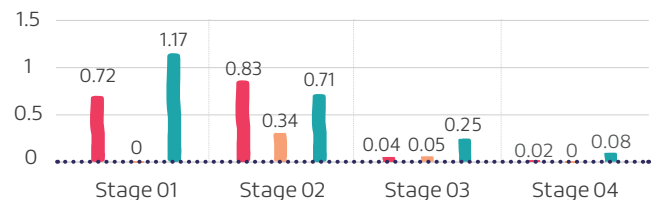
Requirements: Pressure injuries are measured as part of the National Aged Care Quality Indicator Program. It is important to measure and monitor pressure injuries because with more knowledge and better process, the risk of a resident getting a pressure injury can be reduced or prevented.

Results: In 2018-19, there has been an increase in the rate of stage one and stage two pressure injuries, but an overall decrease in more severe stage three and four injuries. This downward trend can be attributed to staff identifying skin changes quickly, a result of significant education that has been provided over the last two years for staff about pressure injury prevention and staging.

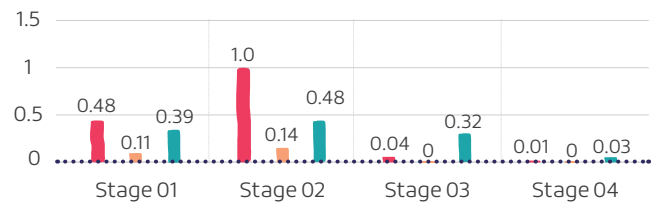
Improvements: Skin integrity champions are an important part of Barwon Health's work to encourage best care. To become a skin integrity champion, clinicians attend a champion workshop program where they learn the foundation of evidence-based wound and pressure care at Barwon Health.

PRESSURE INJURIES PER 1,000 BED DAYS

2018-19



2017-18



... Target = 0

■ McKellar Centre
 ■ Percy Baxter Lodges
 ■ Alan David Lodge

The table above provides an overview of our results across all sites in the last 12 months, compared with the year before. The results show an increase in stage one and stage two pressure injuries, but an overall decrease in stage three and four injuries.

Indicator 2: use of physical restraint

At a glance: Ensuring a restraint-free environment is the recommended standard in residential aged care, and staff at Barwon Health are committed to ensuring this across our service.



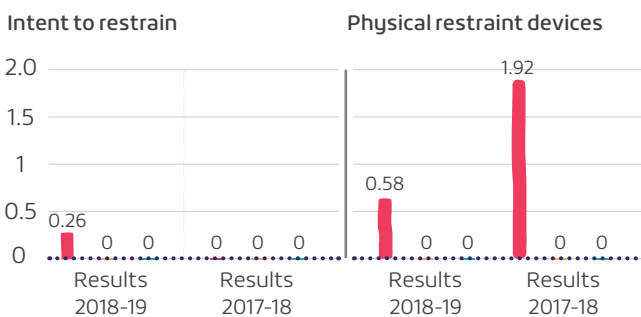
Staff carefully consider the use of restraint; any use of restraint is discussed where possible with their family and/or carers. Physical restraint includes occasions where a resident has requested it, for example if the person wants a restraint in place because of fear of falling.

Requirements: Barwon Health staff are also required to use physical restraint at times to keep other residents safe from aggressive behaviour, this is not persistent, consistent, and is openly disclosed to families and advocates when used.

Results: There has been an increase in the intent to restrain at the McKellar Centre however there was a significant decrease in physical restraint over the last 12 months.

Improvements: To ensure best care, staff attend a Management of Violence and Aggression International Training (MOVAIT) course, established to help staff prevent harm from intentional or unintentional violence and aggression.

USE OF PHYSICAL RESTRAINT PER 1,000 BED DAYS



... Target = 0

● McKellar Centre ● Percy Baxter Lodges ● Alan David Lodge

Above: Over the last 12 months there has been a downward trend in the use of physical restraint at the McKellar Centre, the improvements have been a result of greater responsiveness to escalating behaviours, a better understanding of resident's needs and more effective care planning.

Indicator 3: medication management



At a glance: Careful medication management in aged care is important to ensure residents have what they need, but not want they don't. Management is often complex as residents may require a lot of medications for their healthcare needs, and many are also dependent on Barwon Health staff to administer them.

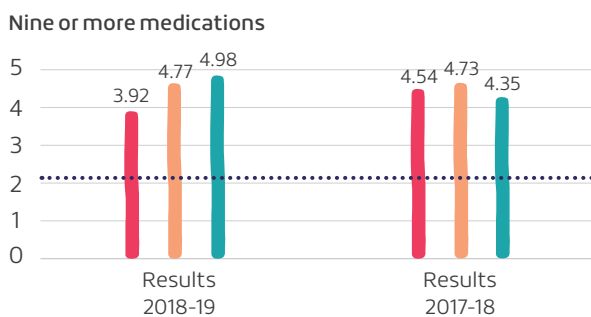
Requirements: Best care for residents means working with them and their general practitioners to look at each medication and the overall risks and benefits. Barwon Health must maintain our performance against targets in nine or more medications.

Results: There have been increases in multiple medication use at Percy Baxter and Alan David lodges, but a decrease at the McKellar Centre.

Improvements: To provide better care and best management of multiple medication use, aged care staff work closely with residential medication management reviewers who are pharmacists specialising in overseeing resident medication needs. Staff and reviewers focus on:

- Drug-to-drug interactions.
- Renal drug dosing.
- Therapeutic drug monitoring.
- Most appropriate formulation and dosages.
- Reducing drug burden with combination products.
- Appropriate times of administration.

MULTIPLE MEDICATION USE PER 1,000 BED DAYS



... Target = 2.1

● McKellar Centre ● Percy Baxter Lodges ● Alan David Lodge

Above: The McKellar Centre has a significant downward trend in the last 12 months, with slight increases at Percy Baxter and Alan David lodges.

Indicator 4: falls and fractures

At a glance: Reducing falls is an important part of providing best care for a resident because the impact of a fall for an older person can result in serious health issues.



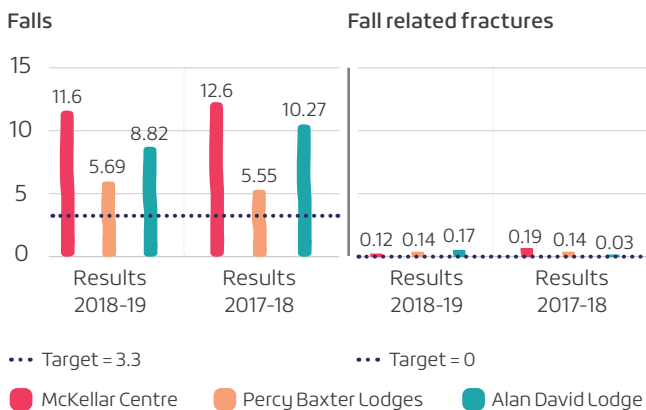
Requirements: To provide best care means residents can exercise choice and decision making and are afforded the dignity of engaging in activities which can involve risk. Conversations are held with residents and their representatives to ensure there are shared goals related to the level of independence the resident wishes to maintain. Importantly, information and guidance on how to minimise the risk of falls is provided to each resident and their representative.

Results: Falls decreased significantly at Alan David Lodge and the McKellar Centre and there was an increase at Percy Baxter Lodges. Fall-related fractures increased at Alan David Lodge but decreased or remained the same at other services.

Improvements: To support residents, Barwon Health ensures that:

- Falls are recorded as incidents and maintained in an electronic database. An investigation of each fall is undertaken by a senior nurse and data on the number of falls occurring is presented to, and discussed at, aged care quality and safety committee meetings.
- An evaluation of a fall and the learnings are collated and used to improve outcomes for residents.
- For serious falls, the Significant Falls Committee oversees the monitoring, review and improvement of clinical practice associated with all falls resulting in significant injury. The committee's focus is for risk minimisation strategies.

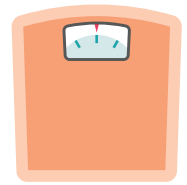
NUMBER OF FALLS AND FRACTURES PER 1,000 BED DAYS



Above: In the last 12 months there has been a significant reduction in falls at the McKellar Centre and Alan David Lodge.

Indicator 5: weight loss

At a glance: Providing safer care for aged care residents also means monitoring significant and unplanned weight loss.



Requirements: Many factors contribute to a resident's weight loss. Significant weight loss is unplanned and is greater than three kilograms, or where it is unplanned and consecutive.

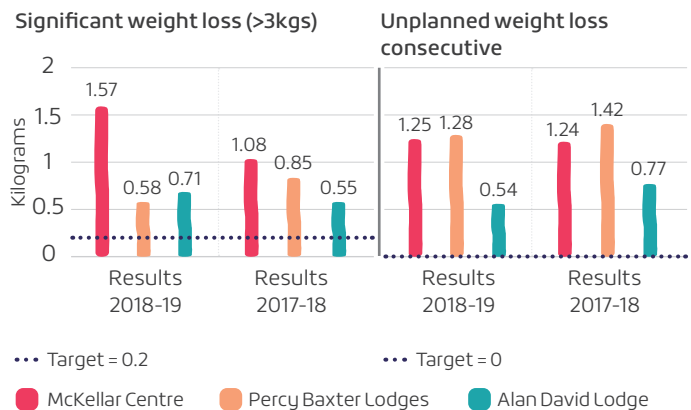
Results: There was a 50 per cent decrease of significant and unplanned consecutive weight loss across our services over the last 12 months. The highest decrease was at Percy Baxter Lodges. The McKellar Centre experienced the greatest increase in significant weight loss.

Improvements: Barwon Health staff have completed several initiatives to improve outcomes for residents over the last 12 months, including:

- Lifestyle programs for residents like coffee clubs and cooking activities to promote healthy eating choices and to improve social connections for residents. Breakfast clubs have been run to support independence and to reduce isolation.
- An updated dining room at Alan David Lodge improving the dining experience.
- Clear guidance and procedures for staff to be responsive to weight loss in a structured, guided and timely manner.
- A focus on greater collaboration to weight management with dietetics and speech pathology (to support swallowing) to help care and plan for residents and their families/carers to improve diet choices.

The table below provides an overview of unplanned weight loss.

UNPLANNED WEIGHT LOSS PER 1,000 BED DAYS



Above: Percy Baxter Lodges had a decline in significant and consecutive weight loss over the last 12 months.

DID YOU KNOW?

In 2019, the Aged Care/Sub Acute Pressure Injury Committee will expand its services to review stage three and four pressure injuries. This means better care for residents because processes and procedures will be improved that will likely result in a decrease of incidents of pressure injuries.



EIAN & VALDA

Alan David Lodge residents, who have been married for 68 years, have 13 grandchildren and nine great grandchildren



Best care... what it means to Valda.

"I feel relaxed here. The staff are very, very kind. I like seeing Eian building in The Shed - he's making a miniature log cabin. This is good, so good to see him happy."



PATRICK →

15-days-old, in the special care unit
at University Hospital Geelong

There have been

ZERO

patient and carer escalations at
University Hospital Geelong
in the past 12 months.

Our response when you're worried

If you recognise a worrying change in your health or the health of a loved one while a patient at University Hospital Geelong, it is important to speak up – because no-one knows their own health better than you or your family.

Patient and Carer Escalation (PACE) is a feedback pathway used at University Hospital Geelong to inform consumers about when and how to alert staff about your concerns.

Information about PACE is given to patients and carers, and brochures and posters are on all wards and clinical areas at University Hospital Geelong explaining the escalation pathway.

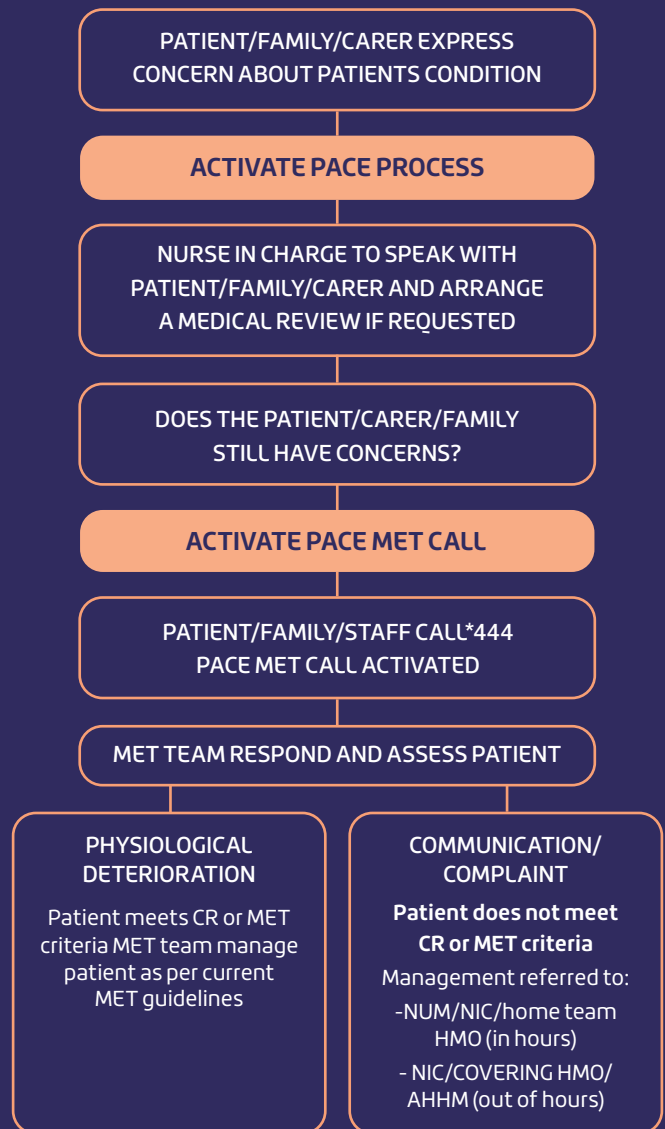
The information explains what a medical emergency is and the Medical Emergency Team who provide a rapid response to patients. The Medical Emergency Team is a group of doctors and nurses from the intensive care unit.

How do I alert someone?

1. If you recognise a worrying change in your own or a loved one's health, alert the nurse in charge and request a review.
2. If you are still concerned, you can contact the Medical Emergency Team – ask for a staff member to call the team or dial *444 from any Barwon Health phone within University Hospital Geelong.

A MEDICAL EMERGENCY TEAM CALL IS AN EMERGENCY SERVICE AND SHOULD ONLY BE ACTIVATED WHEN AN IMMEDIATE RESPONSE IS REQUIRED.

Patient and carer escalation process



Improving care in mental health

While people often know a lot about physical health problems, there is less understanding of mental health issues and disorders. This adds to the stigma often associated with mental health and prevents people seeking help early.

Barwon Health's Swanston Centre is an adult mental health inpatient unit providing treatment and care, support and supervision for people who have severe emotional and psychiatric illnesses.

Care is provided by a team of skilled and specialised staff who work with consumers to provide a therapeutic environment to support the client's journey to recovery.

The mental health support services team includes psychiatrists, psychiatric registrars, nurses, peer support workers, occupational therapists, pharmacists, and social workers.

Care for patients

Barwon Health's approach to supporting mental health consumers is to support them to find stability, through care that is person-centred, supportive and safe.

At times, to ensure consumer and staff safety, patients at imminent, high risk of causing harm to themselves or others may be placed in seclusion or restrained.

Barwon Health reports all seclusion and restraint episodes as part of safety and quality requirements, to be able to learn from these experiences and use this knowledge to improve processes and services with the aim of decreasing the need for seclusion or restraint.

What is seclusion?

Seclusion means the sole confinement of a person to a room or any other enclosed space, from which it is not within the control of the person confined to leave.

In 2018-19, there were:

- 26.7 adult episodes per 1,000 bed days*
- 2.7 episodes aged care episodes per 1,000 bed days*

*Targets are <15 episodes per 1,000 bed days.

What is physical and mechanical restraint?

Physical or mechanical restraint prevents a person having free movement of his or her limbs, but does not include the use of furniture (including beds with cot sides and chairs with tables fitted on their arms) that restricts the person's ability to get off the furniture.



[^]No targets for physical or mechanical restraint.



EMILY

Swanston Centre
nurse unit manager

Best care... what it means to Swanston Centre nurse unit manager Emily.

"We treat patients as people, we see the whole person, not just the illness. It's so important to remember that our patients are someone's son or daughter, they're a sister a brother. I'm determined to let our community know this, because it's really important that we separate the illness from the person. These are people who have devastating illnesses, but they are really brave people."

What we're doing to reduce seclusion and restraint

Strategies implemented in the last 12 months to reduce the rate of seclusion and restrictive interventions include:

- The appointment of two clinical specialist roles seven days per week to focus on contemporary mental health nursing practices, including reducing restrictive interventions.
- Implementation of the Safewards Program, which aims to reduce conflict and containment. This program included extensive staff education.
- Restrictive Intervention Working Group which meets weekly to review all episodes of restrictive interventions.
- Update of the medication regime for acutely unwell consumers in Swanston Centre and in the University Hospital Geelong Emergency Department.
- The creation of a new Director of Mental Health, Acute Services position and increased full-time medical staff.
- Staff from across the support services team attend morning meetings to review incidents of restrictive interventions, or those who are at risk.

WHAT'S NEXT, STEVE?

- > A reform of the mental health, drugs and alcohol service model to improve our acute intervention services and continuing care services responses for the community we work with.
- > Redeveloping the Swanston Centre to include a dedicated four-bed high dependency area.
- > Developing a crisis hub in the emergency department support a clear pathway for mental health patients and those affected by drugs or alcohol.
- > Enhancement and expansion of our lived experience workforce.



STEVE

Barwon Health clinical director of mental health, drugs and alcohol services



Q&A

with Barwon Health's clinical director of mental health, drugs and alcohol service, Steve

Why are reports and targets important ?

Reporting and targets are important as they assist services to understand how their rates benchmark against other services and incentivise the adoption of practices that can help reduce restrictive interventions.

How will the redevelopment of the Swanston Centre provide better care?

The Swanston Centre was built over 20 years ago and no longer meets expected contemporary standards for a built inpatient unit. The refurbishment will provide a much-needed refresh to many areas of the unit, improve amenity through increasing the number of individual (non-shared rooms), and also improve access to staff through provision of new staff areas.

The high dependency unit will provide an improved, dedicated space to provide care to consumers with the highest acuity needs in the unit. This improves care for these consumers, and also a better experience for other consumers in our lower dependency areas.

What have you done to reduce restrictive interventions?

Whilst significant limitations to our infrastructure still contribute to higher than desired rates of seclusion use, several initiatives have been undertaken for improvement. This includes regular monitoring and investigation of restrictive intervention episodes, the implementation of the Safewards program (in progress) and improved access to specialised input into care.

Improving care for Aboriginal staff, patients and families

Barwon Health works to meet the priorities of Korin Korin Balit-Diak – the Victorian Government’s 2017-2027 Strategic Plan. Korin Korin Balit-Diak means ‘growing very strong’ in the Woi wurrung language.

At Barwon Health we are focused on better care for Aboriginal and Torres Strait Islander peoples to ensure they enjoy good health. It is known that as a group, Aboriginal and Torres Strait Islander peoples are more likely to experience poorer health outcomes than non-Aboriginal people. Best care for Aboriginal and Torres Strait Islander peoples means providing culturally informed, safe healthcare that empowers Aboriginal people to make informed choices about their health.

Barwon Health’s vision for reconciliation is to close the unacceptable and ongoing health gap that still exists between Aboriginal and Torres Strait Islander Australians and non-Indigenous Australians.

DID YOU KNOW?

Our Koorie mental health liaison officer provides culturally appropriate support from triage to discharge for Aboriginal and Torres Strait Islander inpatients experiencing mental health issues.

Key to this was the launch of Barwon Health’s second Reconciliation Action Plan (RAP) titled Innovate. This is the next phase of the RAP journey for Barwon Health and builds on the work that was done in successfully implementing deliverables and actions of its first ‘Reflect’ RAP.

We have also been fortunate to see the development of an Aboriginal Health Unit in 2018, which includes a designated family room known as ‘Yanabil’ - meaning visitor in Wadawurrung language.

In 2018-19, we opened a Koorie birth room named Darrabarruk Pupup, meaning new baby, at University Hospital Geelong. The room provides a welcoming and culturally-inclusive space for indigenous families. There were 53 Indigenous babies born at Barwon Health in 2018-19. The room’s artwork title Ngardang meaning ‘mother’ was painted by artist Ammie Howell and also features on the spine of this year’s Quality Account.

Achievements in 2018-19:

- Work on Aboriginal and Torres Strait Islander family violence and response. A training package has been developed with a focus on Aboriginal cultural awareness.
- A Koorie Mental Health Liaison Officer is now co-located within the Aboriginal Health Unit to provide specific mental health services to our local community.

- Increased participation in end-of-life care to improve cultural responsiveness.
- Work on the Gungyngurta Yanabil - meaning ‘trusted visitor’ Aboriginal volunteer visitor program including the development of the Community Reference Group.

Our focus on Aboriginal public sector employment has achieved:

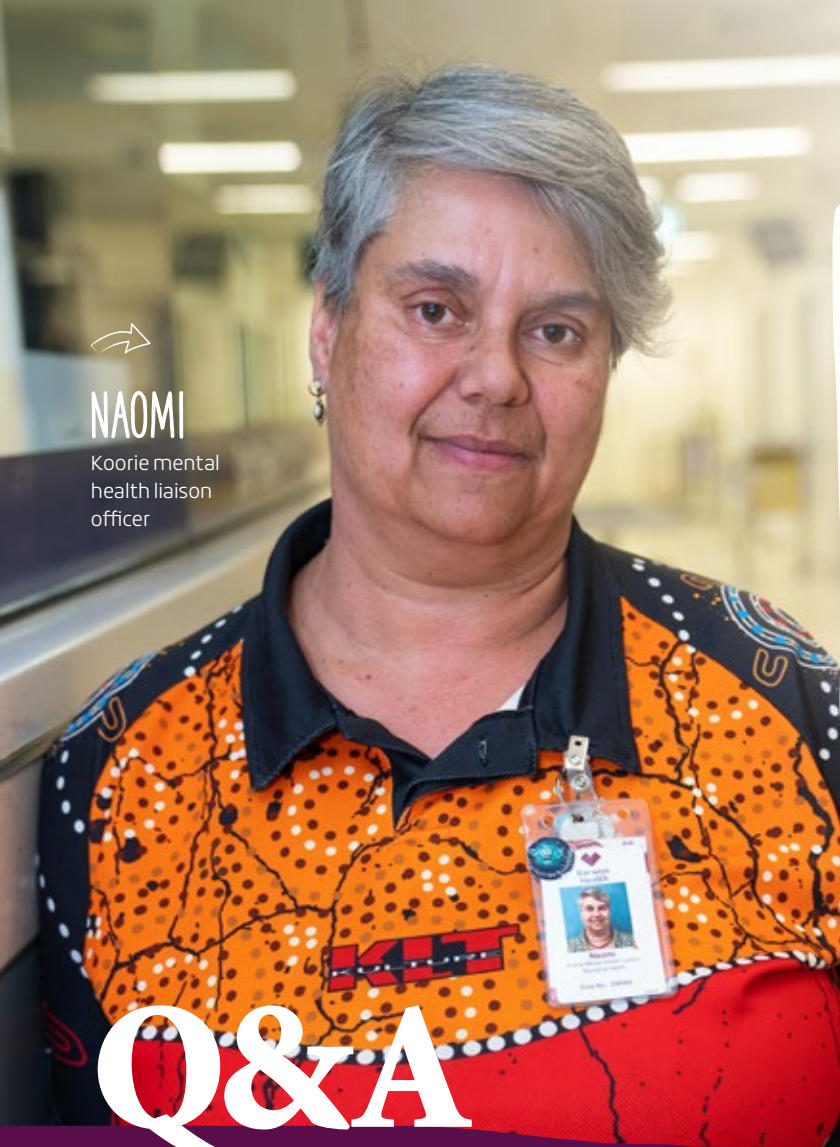
- The appointment of a joint project officer between Western Victoria Primary Health Network and Barwon Health.
- Receiving an Aboriginal Workforce grant to support the employment of more graduate nurses – Barwon Health currently has two.
- Barwon Health currently has two junior medical officers.

Another key part of the work completed by the Aboriginal health unit has been successful collaboration with Weenthunga Health Network, where Barwon Health hosted 20 local young Aboriginal women interested in pursuing health careers post-secondary school. The students toured the hospital and visited areas including pharmacy, children’s ward, audiology and medical imaging. They were led by Aboriginal staff at Barwon Health who work in the Aboriginal health unit and have jobs within pharmacy, outpatients and the children’s ward.



NAOMI

Koorie mental health liaison officer



Best care... what it means to Koorie mental health liaison officer Naomi.

“Having cultural support and spiritual connection with other Aboriginal people is how we can provide best care. It’s about supporting Aboriginal people by making sure they are being heard and making sure it is a safe environment for them. It’s about having the word out that there is Koorie support in mental health. It’s important for people to know that there is a bridge between Aboriginal people and mental health.”

Q&A

with Koorie mental health liaison officer, Naomi

Where do you work?

I work in the Aboriginal health unit and in the mental health access team which also includes working in emergency department and the Swanston Centre inpatient unit.

Tell us about your work?

I provide culturally appropriate support from triage to discharge for inpatients experiencing mental health issues and cultural support and information when working alongside medical staff. I also engage with other social and emotional supports for patients during admission and develop, with patients, cultural care plans prior to discharge.

How do you listen to your patients about what is best care to them?

Providing a space/place where people feel safe while being fully present with no or minimal distractions. Not only listen to what people are saying but also watch as sometime people will say more with what they are doing rather than saying. Always check in with the person to confirm you are understanding them. Continue to have conversations especially when things are changing.

How have you used consumer feedback to provide better care?

During the last 12 months we have been working closely with health services to improve culturally safe and appropriate pathways into the ED, to ensure Aboriginal and Torres Strait Islander consumers have access to emergency medical treatment.

Improved access to emergency dental care

Just over four out of every 10 Victorians are eligible for treatment at community dental clinics in our state's public health system. Barwon Health has community dental clinics located in Corio, Belmont and Newcomb.

About 40 per cent of all dental treatments will be emergency cases at Barwon Health. Emergency appointments can place pressure on clinics and result in rising waiting times for patients with less severe dental needs.

Through the Victorian Healthcare Experience Survey, our community confirmed their concerns at wait times.

In response to patient concerns, Barwon Health has:

- Opened emergency sessions at every clinic to treat more people – a new model of emergency care.
- Reduced waiting times for emergency patients by triaging patients – to ensure those who are needing more urgent treatment are seen first.
- Improved work conditions for staff because the new model is seeing emergency patient anxiety decrease because they are being treated sooner.

DID YOU KNOW?

10,000 patients needing emergency dental care have been treated at Barwon Health through the new service model.

"In 52 years, I would say this was the best experience I have had at a dentist. I was made to feel extremely relaxed and at ease and explanations were wonderful."

Community dental clinic patient

SUSAN 
Barwon Health
dental assistant





BALA ↗
Barwon Health
dentist

Best care... what it means to dentist Bala.

"I need to treat my patients holistically. I think about if they have anxiety, their diet and what led them here. Because what I do is preventable, dental disease is avoidable."

COMPLETE CARE, FOR EVERYONE'S NEEDS



EDIE

three-years-old,
University Hospital
Geelong outpatient





How we respond to your needs

Kardinia is derived from Kardinieeyoo, which in the traditional Wadjar language means sun

Supported by
TAC Transport Accident Commission

TAC is helping people get their lives back on track

CARDIAC REHABILITATION PROGRAM

90%
COMPLETION RATE

"I have great confidence in staff ability and knowledge and the program progressed at my individual level."

Cardiac rehabilitation patient



Patient-centred care is a focus of our services as well as programs that are for every stage of a person's recovery.

In 2018, a new cardiac rehabilitation program began at the Sunrise Centre, located at Kardinia Park. The program offers physiotherapy through exercise groups to clients recovering from angina, heart attack, cardiac stenting, cardiac bypass or valve surgery.

Education sessions are also provided and designed to aid recovery and promote lifestyle changes to prevent future events. Sessions are multidisciplinary and include:

- Understanding heart disease – cardiac nurse.
- Heart medications – pharmacy.
- Healthy eating – dietitian.
- Risk factors and emergency management – cardiac nurse.
- Exercising after a cardiac event – exercise physiologist.
- Emotional recovery from heart event – social worker.
- Relaxation and return to activities – occupational therapist.

170 people have been referred to the cardiac rehabilitation program and uptake is more than 80 per cent, and a completion rate of 90 per cent.

WHAT'S NEXT?

Barwon Health is exploring ways to increase group size capacity or offer a third exercise group. Establishing an optional second exercise session per week for clients currently engaged in the program aligns with recommendations of the National Heart Foundation for clients to attend one hour, twice weekly. Nearly 90 per cent of clients indicated through feedback that they would attend exercise sessions twice a week, if offered.

Pictured: Clients recovering from cardiac treatment are improving their recovery with a rehabilitation program at the Sunrise Centre



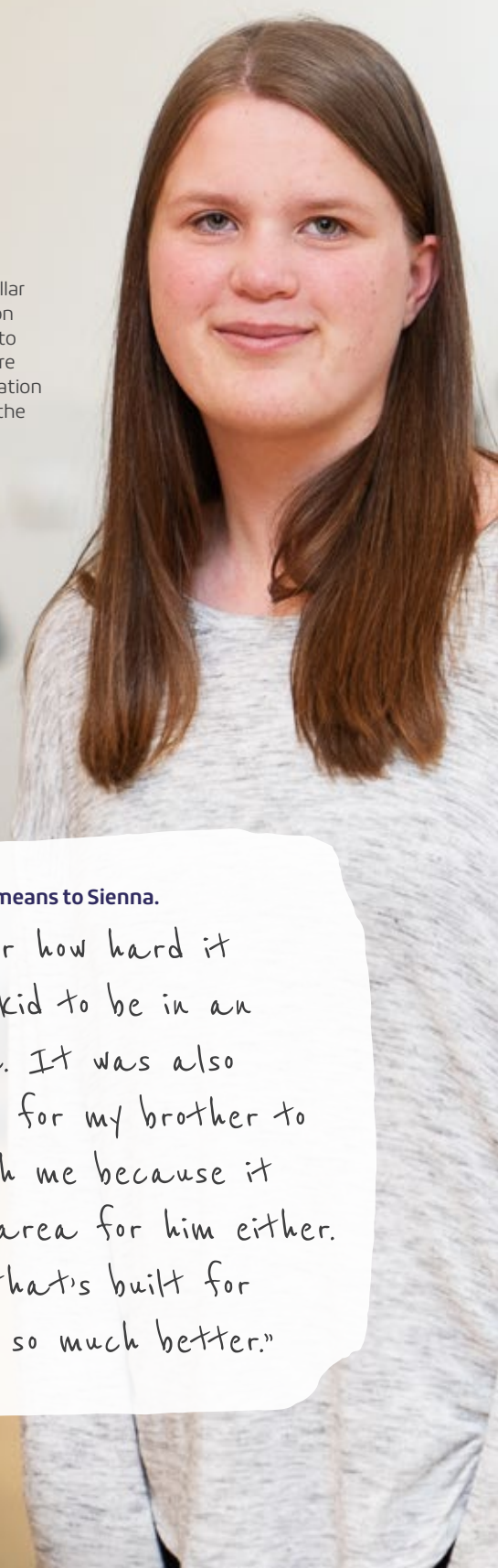
MELANIE

Barwon Health
physiotherapist



SIENNA

15-years-old, McKellar
Centre rehabilitation
client, who helped to
co-design the future
paediatric rehabilitation
clinic to be built at the
McKellar Centre



YOU CAN HELP!

Find out how you can support
Barwon Health's new, state-of-the-art
kid's rehabilitation centre by visiting
www.barwonhealthfoundation.org.au

Best care... what it means to Sienna.

"I remember how hard it was for a kid to be in an adult area. It was also really hard for my brother to be here with me because it wasn't an area for him either. Something that's built for kids will be so much better."

Kids' voices at the heart of new facility

The Victorian Paediatric Rehabilitation Service (VPRS) that operates from the McKellar Centre in North Geelong is for young people living in the Barwon South West region.

Since 2009, clinicians and specialists at the VPRS have been working with children from infancy to late adolescence, including those with traumatic brain injuries, strokes, and spinal cord injuries. Others, such as those with cerebral palsy, have been involved in rehabilitation following medical treatments including surgery or Botox injection. The service focuses on 'kids leading kids' lives' like going to school, being with friends and enjoying hobbies and sports.

Treatments range from physical, speech and occupational therapy to social work and clinical psychology. Neuropsychologists also help with recovery from changes in thinking and behaviour.

In 2018-19, the VPRS saw 142 patients from the Barwon South West region. Many of these children and youth have had an acquired brain injury (injuries to the brain from car accidents, falls, strokes and brain tumours).

These children are currently treated in the Community Rehabilitation Centre at the McKellar Centre, which is designed for adults. However, children are not 'little adults' and local families need facilities designed just for them.

In 2018, the Barwon Health Board approved the Barwon Health Foundation's Kids Appeal - raising funds for a new rehabilitation centre specifically for our region's children and youth, fully funded by the community.

About the co-design project

To better understand the needs of young clients, the project staff engaged those who know best - young people and their families - and asked them how we might create a light, bright and cheerful environmental design. This was an opportunity for Barwon Health to ensure the new design is fit-for-purpose and aligned to the needs of young people.

Feedback showed:

- The design and architecture should create interest and character (rather than the "typical children's hospital" theme) and the colour scheme should be light and bright.
- First impressions are critical in creating an environment of comfort, safety and belonging for children, young adults and their families; the design of the waiting/reception area is critical.
- The physical design and space should bring people together, creating a sense of community for those sharing a lived experience.
- The outdoor therapy space should be seen from the indoor therapy space and needs to allow children and young adults to transition seamlessly between the two.

Research leads the way to better care

Medical research is an important part of the work achieved at Barwon Health, to ensure we can continue to improve patient care through advancements in medical and scientific knowledge.

Our medical research encompasses clinical trials and collaborative research groups, such as the partnership between Barwon Health and Deakin University.

Spotlight on collaborative research

The Barwon Infant Study (BIS) is a major birth cohort study also being conducted with the Murdoch Children's Research Institute (MCRI) and Deakin University.

The objective of BIS is to generate new knowledge on the best way to provide babies and children with a healthy start to life. More than 1,000 pregnant women from the Barwon region, were recruited between 2010-2013, and their children are now part of the invaluable BIS cohort.

The major areas of research for BIS are:

IMMUNE AND ALLERGY

BIS is seeking to learn more about how a baby's environment effects the development of their immune system.

RESPIRATORY

BIS is researching is the respiratory system, specifically, how babies' lungs grow.

CARDIOVASCULAR

BIS is researching is the early life origins of cardiovascular diseases, like heart attacks and stroke.

NEURODEVELOPMENT

There has been an increase in behavioural and developmental problems among children over recent decades. The environmental factors contributing to this are unknown, however there is considerable concern regarding the role of modern environmental chemical exposures.

WHAT'S NEXT, PETER?

- > **IMPACT** – the Centre for Innovation in Mental and Physical Health and Clinical Treatment based at Barwon Health will continue to focus on trials and studies, particularly for new therapies for psychiatric illnesses.
- > **BIS** – three new grants to extend the research to focus on school-aged children.
- > **Research symposium** – Barwon Health with Deakin University will host the inaugural event in November 2019.



← PETER

Barwon Health
director of research,
chair in medicine

DID YOU KNOW?

There were
783 PEER-REVIEWED JOURNAL
ARTICLE PUBLICATIONS
and
752 RESEARCH PROJECTS 
during 2018-2019.

**Best care... what does it mean to the director
of research and chair in medicine Peter?**

"Research is about building a base of information, we're about implementing tools to make the best possible clinical decisions, like risk calculations."

"Integrating consent for research into routine care is where we are aiming to go. This will allow us to work with our partners better to answer questions about prevention and delivery of high value care, as well as quality care that is safe."

Directory

Barwon Health general enquiries 4215 0000
Mental Health, Drugs and Alcohol Services 1300 094 187
In an emergency call 000

University Hospital Geelong 4215 0000
Barwon Health Foundation 4215 8900
Volunteer Services 4215 8919

AGED CARE

- **General enquiries** 4215 5200
- Alan David Lodge 4215 6500
- Blakiston Lodge 4215 5241
- Percy Baxter Lodges 4215 5892
- Wallace Lodge 4215 6190
- Barwon Regional Aged Care Assessment Services 4215 5610

COMMUNITY HEALTH CENTRES

- Anglesea 4215 6700
- Belmont 4215 6800
- Corio 4215 7100
- Newcomb 4215 7520
- Torquay 4215 7800

COMMUNITY HEALTH SERVICES

- Carer Support 1800 052 222
- Immunisation 4215 7401
- Paediatric & adolescent support 4215 8600

DENTAL SERVICES

- Belmont 4215 6972
- Corio 4215 7240
- Newcomb 4215 7620

REHABILITATION SERVICES

- General enquires 4215 5200
- McKellar Inpatient Rehabilitation Centre 4215 5200
- McKellar Community Rehabilitation Centre 4215 5301
- Geelong Hydrotherapy Centre 4215 5851
- Belmont Community Rehabilitation Centre 4215 7000



Where can I get a copy?

- www.barwonhealth.org.au/about-us/publications
- Request a hard copy by emailing comms@barwonhealth.org.au
- Pick up a hard copy at any Barwon Health site

How can I give feedback?

To have your say on the Quality Account 2018-19 you can:

- Send an email to comms@barwonhealth.org.au
- Send a message to Barwon Health's Facebook: www.facebook.com/barwonhealth
- Phone our Consumer Liaison Office on (03) 4215 1251

Acknowledgements

WISE consumer reviewed September 2019.

WHAT IS WISE?

WISE is 'Barwon Health's Written Information Simply Explained' program. WISE ensures all written information produced for consumers is reviewed prior to being made available to the public. Consumer representatives volunteer their time to participate in WISE consumer review clinics where they review consumer information. If you would like to get involved and provide feedback on Barwon Health's written information, please email consumer.rep@barwonhealth.org.au



Front row (L-R): Lynda, Bernie, Lorraine and Anne
Back row(L-R): Darryl, Angeli and Murray

Back cover image: Eian, Alan David Lodge resident



**Barwon
Health**



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