

Auricle

QUARTERLY PUBLICATION OF BARWON HEALTH | EDITION 2 2016



Barwon
Health



CANCER SERVICES MICROSITE LAUNCHES

3
Staff recognised at
annual awards night

11
Study provides targeted
support in Occupational
Therapy

16
An update on #ProjectLove



Contents

Message from the CEO	1
Launch of Cancer Services microsite	2
Staff recognised at annual awards night	3
Barwon Health a recognised leader in workplace health	3
Low fat or high fat, can you tell the difference?	4
Cleaning Standards high score achievement	4
'CUBED' – A collaborative awareness campaign using art and capacity building	5
Study provides targeted support in Occupational Therapy	6
Nurses walk 100km for Oxfam	7
Staff rock their profiles on LinkedIn	7
Spotlight on Closing the Gap	8
Barwon Health Staff Activities Club	8
HealthFusion team challenge	9
Barwon Health supports Vietnam's major hospitals	9
Barwon Health engagement strategy	10
Staff acknowledgements	11
Percy Baxter Lodge refurbishment project	11



VOLUNTEER SERVICES

Consumer representatives: keeping us on track	12
Making a booking with the Volunteer Patient Transport Program	13
Dedicated volunteers handcraft at home for a great cause	13
Volunteers experiencing culture and diversity	14
Occupational Therapy Volunteer Program	14

BARWON HEALTH FOUNDATION NEWS

On our bikes for #ProjectLove	15
World's Longest Lunch adds flavour to #Projectlove	15
Upcoming events for 2016	15
An update on #ProjectLove	16
Meet Dana	17

Auricle

The name *Auricle* is derived from an alternative anatomical term for the 'atrium' of the heart. It is also a 'homophone' for the term oracle, (sounds the same). Oracle can be defined as a source of important information. The heart reference holds significance in relation to the Barwon Health brand. At the same time it reflects the purpose of the newsletter – to share important information about our staff community.



www.facebook.com/barwonhealth



www.twitter.com/barwonhealth



Message from the CEO

Barwon Health recently joined 12 other health services across southwest Victoria to discontinue the sale of sugary drinks at our sites. This world-leading step aims to address health costs and impacts of obesity on families, communities and society, as Australia's consumption of sugary drinks is amongst the highest in the world.

This is an exciting transformational measure to demonstrate leadership and

encourage other public and private sector organisations to support healthier options, while cementing our position as a health promoting health service.

Part of our strategy to meet our organisation's winter demand will see more wards on the move, including the opening of Baxter Wing on Level 7; relocating from Birdsey Wing 6. This move will ensure patients have access to a new state-of-the-art ward at University Hospital Geelong and that Barwon Health will continue to meet the needs of the

community over the winter months. Moving forward, a number of beds in Baxter Wing 7 will be used as palliative care beds as of November this year.

I am thrilled that Barwon Health's Reconciliation Action Plan (RAP) will be officially launched in July. This is a milestone to mark the beginning of our reconciliation journey and a positive step forward in our organisation's mission to Close the Gap and create a culturally inclusive and supportive environment for Aboriginal and Torres Strait Islander staff and consumers at Barwon Health. I encourage all staff to take the time to read the RAP, and to attend the official launch event to learn more about our reconciliation journey.

Lastly, on behalf of the Barwon Health Board and Executive, I would like to wish a very warm welcome to Professor Belinda Moyes as she commences her role as Barwon Health's Chief Executive on 4 July. I would also like to extend my thanks to all staff, the Board and Executive for the support and great work I was able to oversee during the past six months as Interim CEO.

Paul Cohen / Interim CEO

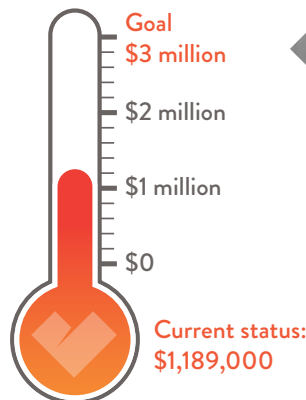
BARWON HEALTH
Hospital Appeal

Barwon
Health
Foundation

#ProjectLove

CANCER TREATMENT REDEVELOPMENT

Thank you to everyone who has supported the redevelopment of the Andrew Love Cancer Centre Chemotherapy Dayward and Pharmacy to date. To set up your own fundraiser or to make a donation go to www.barwonhealthfoundation.org.au



Launch of Cancer Services microsite

In late April, Barwon Health launched a new microsite, dedicated to promoting the organisation's Cancer Services.

The website is designed to support individuals and their families in the Barwon South West region to understand cancer treatments and support services available at Barwon Health.

The new website involved extensive collaboration by cancer services staff, consumer representatives and volunteers.

Barwon Health Radiotherapist and microsite Project Manager, Sharyn Bowe, said Cancer Services were excited to offer enhanced access to information for consumers.

"The website consolidates and provides easy access to patient information at any stage of their illness," Sharyn said.

"The website will be especially useful for patients who have been recently referred



to the Andrew Love Cancer Centre and are waiting for their initial consultation.

"This is fantastic resource for consumers and staff alike, and it will allow the patient to be better informed and more in control of their healthcare decisions."

FEEDBACK FROM A CONSUMER - JACQUI

In 2014 my Dad was diagnosed with terminal cancer and I remember feeling extremely overwhelmed and like I needed to know everything about this process. I had a look on a few different websites

but wasn't able to find the information I was looking for. Recently one of my friends shared the new Barwon Health Cancer Services website on Facebook so I had a look. I was so impressed with the information provided. Everything was simple and easy to understand. There's no doubt that this will be a valuable tool for people who have received a cancer diagnosis or their families. Great work Barwon Health!

To view the Cancer Services microsite, please visit www.barwonhealth.org.au/cancer-services ♥



Staff recognised at annual awards night

Barwon Health Clinical Education and Training held its annual certificate presentation evening in February to recognise work that staff put into study over the previous year.

The night began with Dr Giuliana Fuscaldo delivering a highly engaging and thought-provoking message about the ethical imperative for life-long learning.

Participants from Graduate Programs (nursing, midwifery, mental health and allied health), Nursing Specialist Programs (cancer, cardiac, community, neurology/stroke, perioperative, renal, surgical nursing), Post Graduate Nursing Programs (cardiac, ICU, special care of the neonate, emergency, paediatrics,

perioperative, midwifery, mental health nursing), Certificate IV in Training and Assessment, and Medical Intern Program were recognised and awarded their certificates.

Glenys Cashmore from The Geelong Hospital Nurses League awarded the Most Outstanding Graduate Nurse award to Bridie Costelloe. The Mental Health prize, in memory of Alisha Kotic, was presented by Melinda Kotic to Pamela Race-Stuart. Josh Griffiths awarded the Debbie Griffiths prize for the most outstanding Specialist Year Nurse in Operating services to Jenna-Maree Carter. The Dr Carol Young Award of Excellence for cardiac nursing was awarded to Teagan Archer. The Dr Carol Young Award of Excellence for intensive care nursing was awarded to Stephanie Pearce.

Chloe Reid, who was a graduate nurse in 2015, ended the evening with an uplifting and heartening response, describing her experiences as a graduate nurse and her passion for ongoing learning within her chosen field of paediatric nursing.

Congratulations to all of the award winners and to staff from Clinical Education and Training for hosting the successful evening after many hours of planning. The event was well attended by certificate recipients, their families, Barwon Health executive, managers and staff. ♦

Pictured: Award winners (L-R) Jenna-Maree Carter, Bridie Costelloe and Stephanie Pearce.

BARWON HEALTH A RECOGNISED LEADER IN WORKPLACE HEALTH

Barwon Health is proud to be among a small number of Victorian workplaces to receive recognition for supporting staff health and wellbeing across all five priority areas under the Victorian Government Healthy Together Achievement Program for Workplaces.

The awards reflect the organisation's commitment to supporting the health

and wellbeing of staff through various initiatives and support services available through Work Wellness and StaffCare at Barwon Health.

Our Work Wellness and StaffCare teams also work closely with Healthy Together Geelong and building a healthier community through workplace health programs. To find out more, check out: www.geelongaustralia.com.au/healthygeelong. ♦





Cleaning Standards High Score Achievement

Our hardworking Domestic Services staff are more often working 'behind the scenes', making sure the cleaning standards at our various sites are at the Victorian Department of Health's acceptable quality level.

The Special Care Nursery at University Hospital Geelong is in the very high risk Category A, where the standard of cleanliness is critically important. In areas such as these, there is a very high risk of transmission of infection because patients are very susceptible and/or undergo procedures that can be highly invasive.

Since July 2010, public hospitals have been required to report the results of three audits each financial year to the Victorian Department of Health. All audits are undertaken by qualified Victorian cleaning standards auditors who have successfully completed the Victorian cleaning standards auditors' course. Participation in and reaching the acceptable quality level in cleaning standards auditing is included in the Statement of Priorities for participating health services.

Over the past six months, the Domestic Services team who work within the Special Care Nursery have achieved an average cleaning standards score of 99.38%. Congratulations to the team for this great result! 💎

Pictured: The Domestic Services Special Care Nursery Team, (L-R) Patricia Manuwerre, Bridgette Kerr, Mireya Pardo and Ellen Burns.

TYPE OF AUDIT	DATE	SCORE-%
External	October 2015	100
Internal	November 2015	100
Internal	December 2015	99.6
Internal	January 2016	99.6
External	February 2016	100
Internal	March 2016	97.1



LOW FAT OR HIGH FAT, CAN YOU TELL THE DIFFERENCE?

To celebrate International Clinical Trials Day on 20 May, visitors to the Andrew Love Cancer Centre (ALCC) had the opportunity to be part of a randomised controlled trial to see if taste has to be sacrificed for calories.

ALCC researchers got busy baking as part of their trial, making a variety of high fat and low fat cakes so 'trial participants' could mark the flavour out of 10, without knowing whether their cake was low fat or not. The results were announced at lunchtime and... (drumroll please) low fat is better! Fifty participants rated low fat cakes as tasting better than high fat!

ALCC Project Officer Dr Violet Mukaro said she was overwhelmed by the response to the event. "We flipped a coin to decide the treatment arm (high or low fat cakes) for participants. It was a wonderful opportunity to engage the public on the importance of clinical trials within the centre - we have enrolled more than 460 patients onto clinical trials and have conducted in excess of 200 trials since 2010," she said.

International Clinical Trials Day commemorates the day James Lind started his study in 1747 to determine the cause of scurvy. By dividing 12 sailors into separate groups and testing the effect of providing different treatments to each group, Lind was able to provide evidence of the link between fruit and preventing scurvy. This is the first recorded controlled clinical trial and changed modern medicine. Around the world International Clinical Trials Day is celebrated to raise awareness of the importance of clinical trials and research in healthcare.

Pictured: The ALCC Clinical Trials team celebrated International Clinical Trials Day in May with a randomised trial involving cake! 💎



'CUBED'

A collaborative awareness campaign using art and capacity building

Barwon Health Carer Support provides assistance for unpaid family carers in the community who are looking after a loved one.

One program within this service is the Young Carers Program. This program assists young people who are providing significant support to a family member or friend experiencing mental illness, drug/alcohol abuse, who have a disability or a chronic or terminal illness. Young carers receive individual and peer support, activities, information, referrals, and respite services.

In 2014, discussions began between Barwon Health Carer Support and the Bluebird Foundation about how young carers could be inspired and empowered to tell their stories; sharing experiences and raising awareness of young carers in the community. After much brainstorming, it was proposed that art would be the perfect vehicle for young carers to let others know about what was helpful for them and how others could access support. It was also an opportunity for young carers to spend time together, to express their feelings through art, and have some time out from their caring roles.

The Bluebird Foundation made a submission for funding through the National Disability Insurance Scheme's 'Community Inclusion and Capability Development' grants, to employ an artist to lead a Young Carers Community Art Project and develop promotional materials that would recognise Young Carers and raise community awareness. Following a successful submission, the CUBED project commenced.

Artist Jenna Ramonda guided participants to develop visual storyboards of collage, painting and drawing, which have since been installed on the wall of 'The fOrT' Youth Centre in Corio and in Market Square in Little Malop Street. The artwork created for the project tells of the many sides to being a young carer. They have also been transformed into posters and 3D cubes that are distributed to youth services and schools across the Barwon region.

During the project, the young carers also learned skills to develop their confidence and abilities in public speaking to present stories about their caring journeys.

Young Carers Program Manager, Elizabeth McCracken, said the project is a great

example of collaboration to produce an exciting outcome to benefit both clients and the community.

"Eleven young carers aged between 10 and 19 participated in the project," Elizabeth said.

"Their art is amazing, their stories are inspiring and they are wonderful examples of compassion, but they do need understanding and support so they can have the opportunity to develop their own pathways into the future."

The collaboration between Barwon Health Carer Support, the Bluebird Foundation and the NDIS will continue as the materials created are circulated and information is shared.

If you would like more information about the Young Carer Program, call Barwon Health Carer Support on 4215 7600 or email carersupport@barwonhealth.org.au ♥

Pictured: Young carers Jett Henderson-Burrows, Willow Cowin, and Mokhtar Adam who were able to tell their stories through art.



Study provides targeted support in Occupational Therapy

Research undertaken by Nikki Lyons and Kate Ingwersen from Barwon Health's Occupational Therapy (OT) Department and Danielle Hitch from Deakin University's Occupational Science and Therapy Department has provided significant insight into perceptions of fieldwork in OT.

There are few studies in OT that compare the perceptions of supervisors and students regarding quality clinical placement programs, and those that do exist indicate substantial differences in the perceptions held by each group.

This study supports previous studies, as it

also found differences in the perceptions of clinical placements held by occupational therapy students and occupational therapy clinical supervisors

As a result of the findings, the research team at Barwon Health now provides targeted support to OT students and OT supervisors across the health network. This support has included changes to:

- The existing OT student education model
- Greater promotion of group reflective practice
- Additional opportunities for students to provide feedback to their supervisors.

"In summary, we feel that quality clinical placement programs must address the needs of all stakeholders and narrow any gaps in their expectations," said Nikki Lyons, OT Student Coordinator.

"The next phase of development will evaluate (in collaboration with Deakin University and Charles Sturt University), whether the newly evolved model and practices have increased our capacity to offer quality clinical placements." ♦

Pictured: Barwon Health Occupational Therapists and research team members Nikki Lyons and Kate Ingwersen.

Nurses walk 100km for Oxfam

Four renal nurses and colleagues, Access Nurse Vicki Smith, Transplant Nurse Tracey Mandic and Associate Nurse Unit Managers in Dialysis, Ingrid Stirling and Melissa Nolan recently completed the 100km Oxfam Walk from Jells Park to Westrum.

Oxfam Australia works with local communities in third world nations to help them create their own sustainable solutions to poverty. The organisation promotes education, ensures access to clean water, teaches skills to grow food and advocates basic rights.

The group has worked together for a number of years in Barwon Health's Renal Unit and all enjoy walking and keeping fit, so they thought the walk would be a great challenge to complete together. They trained for six months with various walks including the coastal trail, a night walk at the You Yangs National Park, as well as a long walk from Queenscliff to Belmont.

"The toughest part of the walk was the last 15kms after only 20 minutes of sleep," said Tracey.

"I don't think that I was prepared for the mental strength required, not just the physical strength to complete the task, but we were all determined that we would complete it!"

The group surpassed their fundraising target of \$2000, reaching a total of \$3060. They set a goal to complete the 100km in less than 30 hours and walked over the finish line after 29 hours and 59 minutes, placing 385th out of 690 total teams.

"Our amazing support crew kept us walking, made us laugh at ourselves and encouraged us to keep going when we needed it, we couldn't have done it without a great support crew," said Tracey.

"We met some interesting people, had some laughs, tears at times, and completed the challenge with a great sense of accomplishment."



Pictured: Renal nurses Tracey Mandic, Ingrid Stirling, Melissa Nolan and Vicki Smith about to begin the 100km Oxfam Walk.



Staff rock their profiles on LinkedIn

All staff and volunteers were invited to a number of 'Rock Your Profile' LinkedIn workshops across multiple Barwon Health sites from November 2015 until the end of February 2016.

Facilitated by the Talent Acquisition team, the workshops aimed to set employee profiles up, teach employees how to best use LinkedIn and connect with others, power their career, and learn and share best practice.

Prior to starting the workshops in November 2015, Barwon Health's LinkedIn company page had 3,974 followers, with 1,395 Barwon Health employees on LinkedIn. Today, through the efforts of the Talent Acquisition team, Barwon Health's LinkedIn company page has 5,295 followers and 1,456 Barwon Health employees.

Workforce Projects Officer, Bree Michaelas, said signing up Barwon Health employees to LinkedIn has numerous benefits.

"LinkedIn provides the opportunity for staff to act as brand ambassadors, where they can connect with others and demonstrate their expert knowledge as a Barwon Health employee to contribute ideas, collaborate and share best practice," said Bree.

"The platform also assists in promoting Barwon Health as a great place to work, and gives us the ability to leverage off employee networks and connections to attract the best talent to work for the organisation."

If you have any questions or are interested in setting up your profile, please contact the Talent Acquisition team on (03) 4215 0561 or careers@barwonhealth.org.au.

Pictured: Workforce Projects Officer Bree takes staff member Shani through a one-on-one LinkedIn workshop.

Spotlight on Closing the Gap

On April 4, Barwon Health recognised National Close the Gap on Indigenous Health Equality Day (April 2) and Close the Gap Day (March 3), which is the anniversary of the Australian Government signing the Statement of Intent to work together to achieve equality in health status and life expectancy between Aboriginal and Torres Strait Islander people and non-Indigenous Australians by 2030.

The event, held at the McKellar Centre, included speeches from interim CEO Paul Cohen and Wathaurong Aboriginal Co-operative CEO Rod Jackson. They spoke about the partnership between Barwon Health and Wathaurong and how both organisations are working together to improve health outcomes of Aboriginal people in the Geelong community.

The event presented an opportunity for staff, volunteers and community members to think about how we can assist and support change that contributes to closing the gap on Indigenous health equality.

Koorie Workforce Talent Acquisition Officer, Sharelle McGuirk was part of the event organising committee. Sharelle said it is important for Barwon Health to host these types of events because they are part of acknowledging and respecting the culture of Aboriginal and Torres Strait Islander people and communities.

“These events assist us as an organisation to better develop our understanding of the local Aboriginal community, and in turn,



provide culturally appropriate healthcare and services,” said Sharelle.

Sharelle also provided insight into ways in which Barwon Health staff can work towards closing the gap in their everyday work and life. Some of these include:

- Attending events and learning more about the local Aboriginal community and talking with Barwon Health Aboriginal/Torres Strait Islander staff at these events
- Becoming involved in Barwon Health’s Aboriginal Health Advisory Gathering and/or the Byernitj Aboriginal Events Working Group
- Checking out the Aboriginal Health and Aboriginal Employment pages on One Point and the Barwon Health website

- Building relationships with local Aboriginal community organisations such as the Wathaurong Aboriginal Co-operative and Narana Aboriginal Cultural Centre
- Volunteering to assist at a locally held Aboriginal Community Event.

Feel free to contact Sharelle McGuirk in Workforce on ext 50532 for further information. 💖

Pictured: Wathaurong CEO Rod Jackson, Barwon Health Trainee Casey Ritchie and Interim CEO Paul Cohen at the Close the Gap event.

BARWON HEALTH STAFF ACTIVITIES CLUB

So far this year, Barwon Health Staff Activities Club members have enjoyed various theatre shows in Melbourne, with one major highlight being the Edinburgh Military Tattoo, where members had access to amazing seats.

Members are able to attend the shows with transport directly from University Hospital Geelong and a snack pack included in their ticket price.



Other recent events have included a Bellarine wineries tour, the Sound of Music show and happy hour events,

which are a great way for Barwon Health staff to meet and socialise in a casual environment.

Other member benefits include access to Geelong football and basketball tickets, available through the Staff Activities Club booking facility.

Check out the Staff Activities Club One Point site for details of all upcoming events and to download a membership form to join. 💖

HealthFusion Team Challenge

Barwon Health recently hosted Australia's first entirely health service-based HealthFusion Team Challenge for Professionals (HFTC PRO) event.

The event provided a unique educational opportunity, offering real life team-based problem solving for improved client care, while building skills of future health care leaders. The interprofessional teams worked together over a set period of time to formulate a management plan for a case study, which they were to submit as a video.

The top five submissions were shortlisted with teams from our Emergency Department, Intensive Care Unit, Hospital Admission Risk Program, Home Based Rehabilitation Service and Neuro Rehabilitation Team all competing in the live final. The live final saw teams respond



to extension questions related to the complex case study as well as complete activities designed to test their teamwork under pressure before a panel of judges for adjudication.

At the live final, participants and attendees also heard from special guest speaker, Australian athlete and Paralympian Kelly Cartwright, who spoke

about her first-hand experiences as a Barwon Health consumer following her right leg amputation and the rehabilitation that followed. Kelly emphasised the importance of multidisciplinary teams who can effectively work together to improve patient outcomes, which is what she was able to experience during her rehabilitation at the McKellar Centre.

The challenge was an opportunity for different areas throughout Barwon Health to showcase their skills in delivering high quality clinical care. Congratulations to all participants, particularly to 'Team HARPers' from our Hospital Admission Risk Program who were declared the winner. ♥

Pictured: Challenge winners 'Team HARPers' from our Hospital Admission Risk Program.

Barwon Health supports Vietnam's major hospitals

BY LISA COURSE

In February 2016, 15 Barwon Health staff including nurses, midwives and doctors from Emergency, Intensive Care, Palliative Care, Oncology, Midwifery, Urology and the Infection Prevention Service travelled to Ho Chi Minh City as part of the Australia Vietnam Volunteer Resource Group (AVVRG) - Victorian health education team.

The AVVRG have been sending health education teams to Ho Chi Minh City for over 20 years and this year's team of 50 representatives was the largest yet. All team members self-fund their trip and utilise leave in order to attend.

The team visited eight of the city's major hospitals conducting workshops and seminars and working side-by-side with Vietnamese doctors and nurses. Many different techniques and skills were taught at the bedside by the team. This included distraction techniques for children prior to painful procedures, first aid treatment for injured limbs, securing invasive lines in ICU, managing mechanical

ventilation and positioning ventilated adults and children.

Working with Vietnamese nurses and doctors allowed team members to appreciate the ingenuity displayed by our Vietnamese colleagues who manage an enormous number of patients with limited modern equipment. Cho Ray for example has 1,700 beds with 3,000 patients sharing those beds at any one time. When we arrived at Cho Ray at 8am its Emergency Department had already seen over 1,600 patients for the day and the resuscitation room was at capacity.

Nurses in Ho Chi Minh work extremely hard, with ICU nurses managing up to four ventilated patients at one time (and in one Neonatal ICU, one nurse could be looking after 10 patients). Hand hygiene was well established in most of the hospitals, but infection prevention was definitely a challenge with the beds in ICU lined up with only minimal space in between.

The overwhelming enthusiasm and hospitality of staff from the eight hospitals and the tireless work of the AVVRG management team combined to assure the success of the 2016 trip. ♥



Pictured: Staff outside Cho Ray Emergency Department.



Barwon Health engagement strategy

The workforce is Barwon Health's strength, however it can also be its' greatest weakness. This is why there is such an emphasis on culture and engagement levels.

Barwon Health is not the only health service that takes this seriously, an ever increasing awareness across the Health industry and organisations worldwide that having a fully engaged workforce is a number one priority for organisations wishing to achieve an engaged workforce.

Barwon Health has monitored its culture since 2009, which resulted in the Barwon Health values being established, new organisational processes and other positive workforce initiatives. This journey has brought Barwon Health to an engagement score of 47% and into the high end of a culture of consolidation.

Barwon Health is committed to its workforce, and has listened to what

staff have said about the issues that really matter to them. Your feedback has indicated that the key priorities that Barwon Health needs to focus on include:

- Leadership
- Communication
- Innovation
- Values
- Development

The organisation has committed to delivering on the following goals:

1. To move Barwon Health into a culture zone of ambition by the next survey cycle – 2017 – Where between 50– 60% of the workforce is engaged
2. Strengthen levels of trust in senior, middle and senior leadership – Increased efforts into Leadership development of senior leadership teams.

Following on from from the Best Practice Australia survey conducted in 2015, the 2016 People Matter Survey will act as a 'pulse check' of Barwon Health's engagement levels and will:

- Monitor performance in promoting the public sector values and employment principles
- Monitor employee engagement and job satisfaction
- Benchmark results across the public sector
- Identify strengths and weaknesses in Barwon Health's culture to improve risk management

To find out more about the 2016 People Matter Survey and to read an engagement success story, visit the WorkForce and Culture page on One Point. ♥

Staff acknowledgements

Research conducted by Barwon Health's Dr Neil Orford, Associate Professor Eugene Athan, Jill Lamb-Jenkins, Damoon Entesari-Tatafi, Dr Martina Chonghaile and Monash University's Michael Bailey has won the Sir Richard Stawell Memorial Prize for the Medical Journal of Australia (MJA) best paper for 2015. The research, which was published in the MJA in 2015, was used to determine the effectiveness of a care bundle, with a novel line maintenance procedure, in reducing the rate of central line-associated bloodstream infection (CLABSI) in the Intensive Care Unit (ICU).

Dianne Tink, Dietitians' Assistant and an employee of Barwon Health for over 30 years retired on 22 April. Dianne is well known to staff at Barwon Health and was able to enjoy a farewell afternoon tea with her colleagues wishing her well in her future endeavours.

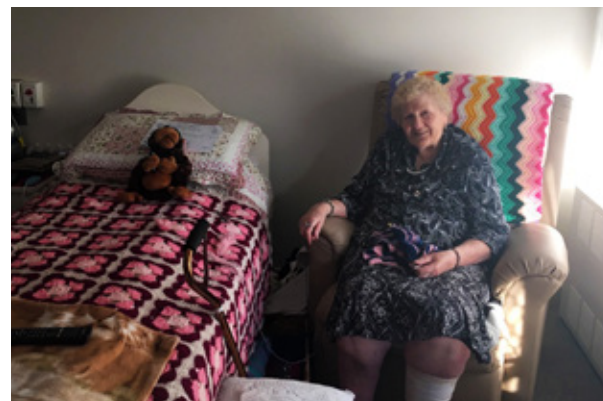
On April 17, Barwon Health staff mourned the loss of Bellarine Centre 5 (BC5) Patient Services Assistant (PSA) Judy Carter. Judy was employed at Barwon Health for 20 years, and started her journey in 1996 as a Trainee PSA at University Hospital Geelong. Judy was admired and respected by her colleagues and her sense of humour and positivity will be missed by all. Judy's family was presented with her 20 years' of service badge

and certificate at her funeral service on 26 April. Our thoughts are with Judy's family and colleagues.

In March, Gretta Volum Centre Nurse Unit Manager, Elizabeth (Libby) Gillett, was awarded a certificate for outstanding service as she celebrated half a century at Barwon Health! Congratulations to Libby for this milestone and for the amazing contribution you have made to the organisation over the past 50 years.

A large number of high calibre entries marked the close of Falls Week on the 7 April. Before leaving to enjoy retirement, Emergency Management Coordinator, Bill Beggs drew the winning entries: Pam Fitzgerald (Blakiston Lodge, Adzen), Jackie Howells (CCU), Meloney Tanner (Birdsey Wing 7), Susan Heath (Building Services), Liz Windsor (Blakiston Lodge, Oak), Hannah Wilkie (Bellerine Centre 5), Katherine Robb (Baxter Wing 5), Heather Graham (RAPU), Lynne Pyke (Birth Suite), Scott Randall (Support Services) and fourth year occupational therapy students Marie Boegild Bachmann, Chloe Thorne, Ben Laupert and Stevie-jo Maher. Congratulations to all the winners. ♦

Pictured: (L-R) Barwon Health's Director of Nursing, Sue and Libby with her award.



PERCY BAXTER LODGE REFURBISHMENT PROJECT

Barwon Health is currently undertaking a staged refurbishment project at the McKellar Centre's Percy Baxter Lodge aged care facility.

The current buildings were showing their age as initial construction commenced in 1960 and was completed in 1980. There are currently five hostels which provide high quality accommodation to a small demographic of Barwon Health residents.

The project, which is expected to be completed in October 2016, includes refurbishment of hostels, 1, 2, 4, and 5. At the completion of the project, hostel 2 will become the permanent home of hostel 3 residents. Improvements to the buildings will provide residents with an enhanced quality of life from a revitalised environment.

Residents and families have been actively involved with the refurbishment project, taking ownership with the internal colour selection and furniture choice of their individual hostels.

Hostel 5 resident, Gloria, said the move to hostel 2 whilst hostel 5 undergoes refurbishment went really well.

"I like my new room but I look forward to moving back into my own room in hostel 5," said Gloria.

"I love the colour scheme and furniture selection that I have been involved with!"

Ongoing communication mediums are being utilised throughout the project to keep residents, families and staff up to date with the status of project. Barwon Health is committed to minimising disruption to everyday life for residents and staff during the refurbishment project. ♦

Pictured: Percy Baxter Lodge Resident Winifred in her refurbished room in Hostel 2 which was completed in March 2016.



Consumer representatives: keeping us on track

Barwon Health consumer representative volunteers continue to advocate for consumer centred care by bringing an outside perspective to committees, WISE clinics and forums.

Improvement and innovation, with a focus on consumers, is regularly seen across the organisation thanks to staff engaging with Barwon Health consumer representatives.

In April, consumer representatives came together for input into the new wayfinding strategy for University Hospital Geelong. Overall, the consumer perspective on the strategy was positive.

A recent focus group on the new Barwon Health library and how it can best support consumer participation has also enabled a growing partnership between consumer representatives and the Library department. The consumer representatives involved offered a vision of the library as a safe, accessible space

where people come together to meet, swap ideas, support each other and learn. They also felt that a 'non-clinical', neutral space separate from the hospital may be a comfortable place for consumers to chat with clinicians, regional patients, families and carers who were staying in the units.

Upcoming consultations will include a focus group on the Quality and Safety 'knowing how we are going boards' at University Hospital Geelong and a session regarding public patient surgery at Epworth.

The committed consumer representative volunteers not only give their time to committees, forums and WISE clinics, but continue to develop their ability as community leaders and invest time in their lifelong learning about health literacy, with many regularly attending training and/or taking on further study and training opportunities.

At an upcoming consumer representative forum the WISE Community Leaders

Concept will be launched, aimed at acknowledging and cultivating the leadership displayed by the consumer representatives. The event will include a presentation with Nicky Barry from the Health Issues Centre, who will present on 'being the best consumer rep you can be'.

"We thank staff for engaging with consumer representatives which brings immeasurable value to our health services," said Consumer Engagement Manager, Jessica Connor Kennedy.

If you require participation from a consumer representative, you can access the Consumer Representative Request and Participation form and Consumer Representative Request Form on PROMPT. For further information contact Jessica Connor Kennedy: 4215 8922, consumer.rep@barwonhealth.org.au ♥

Pictured: Dedicated consumer representatives during a WISE session with Jessica Connor Kennedy.



MAKING A BOOKING WITH THE VOLUNTEER PATIENT TRANSPORT PROGRAM

The Barwon Health Volunteer Patient Transport Program enables approximately 1200 consumers to attend lifesaving and life enhancing appointments every month.

The service currently has five cars operating throughout Geelong and surrounding suburbs, one of which is on the road 364 days a year.

To enable the Volunteer Patient Transport Program to continue to provide this fantastic service to as many consumers as possible, please take some time to read Peter Dean's tips for utilising the online booking system. These tips will assist you in providing accurate information to ensure all staff are following the correct booking process and making sure the booking isn't rejected.

HINTS FOR BOOKING VOLUNTEER TRANSPORT

1. Please tick all the boxes at the top of the booking page or you will not be able to submit booking.
2. If your client is unable to attend their appointment, please delete both incoming transport booking and their return home booking.
3. To check client transport bookings and the car they will be transported in, enter the client UR number at the top of the booking page where you see 'search by URN' and press enter.
4. The return time at the bottom of the booking page is an estimated time you believe your client's appointment will be finished and will be ready to be driven home.
5. Always call the driver's mobile when the client has finished their appointment, even if they have finished early, they will advise you when they will be available to collect your client.
6. When trying to contact the drivers, please remember if they do not answer the phone on the first call they are most likely in transit; please leave a message with an extension for them to return your call when they are able to stop.

If you need further assistance booking transport for your patient, please call Peter Dean: Ph: 4215 8921 or email: peter.dean@barwonhealth.org.au ♦

Pictured: Patient Cheryl Davis and volunteer driver John Condy.

Dedicated volunteers handcraft at home for a great cause

Volunteering at Barwon Health comes in many forms and we are lucky to have volunteers supporting a variety of programs and departments across all sites.

There is a hardworking group of volunteers who we don't see, as they are busy working in their homes or amongst community groups to create and donate wonderful products for the weekly handcraft stall at the University Hospital Geelong main entrance, with all funds going towards the Volunteer Patient Transport program.

While this group of volunteers have said they can't commit to a regular role or time, they find that this particular volunteering role is a great way to support Barwon Health and the Geelong community.



If you or someone you know enjoys sewing, knitting, crocheting or making cards and would like to support the program run by Volunteer Services, this role may be perfect for you!

For further information on donating to the stall, please contact Jodi Lammers on 4215 8918 or Georgi Baker on 4215 6159. ♦

Pictured: Barwon Health volunteer Jenny, who runs the weekly handcraft stall at University Hospital Geelong.



Volunteers experiencing culture and diversity

As part of the Volunteer Services Training and Development Program, a group of Barwon Health volunteers recently had the opportunity to visit Diversitat.

The visit enabled volunteers to learn more about the world humanitarian crisis and facts about the Australian Migration Program, and to hear heartfelt stories from guest speakers who spoke about their journey to settle in Geelong from other countries. One of the inspiring

speakers from Sudan encouraged our volunteers to never stop learning.

The volunteers also had the opportunity to travel out to Narana Aboriginal Cultural Centre for a Dual Heritage Dual Responsibility Tour, which emphasised the importance of building healthy relationships and developing a shared understanding of different cultures.

The morning included a cultural presentation and discussion about Aboriginal culture and history including

pre and post-colonial history, Aboriginal tools and weapons and volunteers were even able to try their hand at throwing a boomerang. ♥

Pictured: Left: Walking the Path of the Asylum Seeker: Barwon Health volunteers Barry and Glenys Cashmore with guest speakers Makot Wal from South Sudan and Farah Al-Naseri from Iraq. Right: Barwon Health volunteer, Vijaya Janardhana and Narana staff member, Nikayla Pamblett at the Narana Aboriginal Cultural Centre Experience.

OCCUPATIONAL THERAPY (OT) VOLUNTEER PROGRAM

Barwon Health's Occupational Therapy (OT) Department have been working together with Volunteer Services to develop a formalised OT Volunteer Program by utilising undergraduate OT students as volunteers.

The aim of the program is to provide increased opportunity for patients to practice functional skills, and for students to develop their OT skills in a healthcare setting. Currently there are eight volunteers involved in the program at the McKellar Centre assisting with a variety of OT groups and administration.

In July 2015 at the OT National Conference in Melbourne, the OT department promoted their involvement with Barwon Health's volunteers and presented their pilot project: 'Effectiveness of Occupational Therapy Students as Volunteers to assist with Breakfast Groups'.

Preliminary results indicated that volunteers improve service efficiency and staff satisfaction in inpatient breakfast groups and enables more patients to attend, which has also helped to reduce the waitlist. The volunteers have also assisted in reducing time taken for setting up and packing up for the groups.

The project demonstrated that the OT Volunteer Program has been mutually beneficial for both OT staff and the student volunteers, with feedback from one of the volunteers stating it has been a great opportunity to practice and develop communication skills with patients and staff in a supportive environment.

The OT department are continuing to work with Volunteer Services to ensure the program is sustainable, and to investigate other volunteer opportunities within the program. ♥



On our bikes for #ProjectLove

Work Wellness, The Barwon Bicycle Users Group and the Barwon Health Foundation joined forces in March to bring the Work Wellness 'Cycle-for-Love' event to the McKellar Centre.

Thirty staff sweated it out during their lunch breaks in the two hour tag-team event which was held to promote staff getting active, as well as raising money for #ProjectLove, the Barwon Health Foundation's campaign to redevelop the Chemotherapy Day Ward and Pharmacy at Barwon Health's Andrew Love Cancer Centre. Great work to all who joined the challenge!

For more information about this initiative or to run something similar in your area contact Work Wellness at wellessevents@barwonhealth.org.au ♦

Pictured: Some of our dedicated staff getting active and raising funds during Cycle for Love.

WORLD'S LONGEST LUNCH ADDS FLAVOUR TO #PROJECTLOVE

Geelong's beautiful waterfront combined with amazing weather set the backdrop for the 2016 St John of God Pathology World's Longest Lunch event.

Over 260 guests attended the highly sought after event and enjoyed three courses showcasing local produce, prepared by some of the region's best chefs. Exceptional beer and wine from popular local wineries complemented the delicious food on offer.

Live music, guest speakers, auctions and raffles all whilst taking in spectacular views across the bay added to the great atmosphere of the day!

More than \$63,000 was raised at this year's event, with all funds going toward the redevelopment of Barwon Health's Andrew Love Cancer Centre.

Thank you to all who sponsored and supported this year's World's Longest Lunch and contributed in making it another great success. ♦



UPCOMING EVENTS FOR 2016

Barwon Health Hospital Appeal Giving Weekend
Friday 17th & Saturday 18th June

Light up the Green
Thursday 23rd June

Dry July
1 - 31 July

Catwalk for Cancer
Sunday 9th October

Gala Parade - 100th year
Saturday 12th November

Girls on Track Spring Ladies Luncheon
Sunday 13th November

For tickets and to make a donation, please go to:
www.barwonhealthfoundation.org.au
♦



An update on #ProjectLove

Project Love is the Barwon Health Foundation's current fundraising campaign to redevelop the Chemotherapy Day Ward and Pharmacy at Barwon Health's Andrew Love Cancer Centre (ALCC).

Patients in the ALCC receive radiotherapy and chemotherapy treatment, haematology, medical oncology and radiation oncology treatments in a compassionate, multidisciplinary environment. Each week, up to 220 patients are treated in the Chemotherapy Day Ward and a further 580 people are seen in outpatient appointments.

This redevelopment will make a significant impact on people within the Geelong region who are diagnosed with and treated for cancer at the ALCC each year. The revitalised spaces will ensure the growing number of people who are diagnosed with cancer will continue to receive the highest standard of treatment and care.

Project Love will be fully funded by the community and is made possible with strong local support. As at March 2016, \$1.2m has been raised toward

the total target of \$3m. Achieving this goal will ensure the completion of the redevelopment of the Chemotherapy Day Ward and Oncology Pharmacy.

CHEMOTHERAPY DAY WARD

- Provides treatment to 220 people per week
- Provides specifically trained and qualified medical professionals
- Patients are provided with individual treatment plans

The refurbishment will provide:

- A new layout which will enhance patient comfort and care
- State-of-the-art treatment chairs, along with space for medical equipment such as oxygen and intravenous equipment
- An improved workstation for medical staff to enable enhanced visibility of patients during treatment
- Kitchen area for patient food preparation
- Direct access to the refurbished Oncology Pharmacy

Benefits to patients:

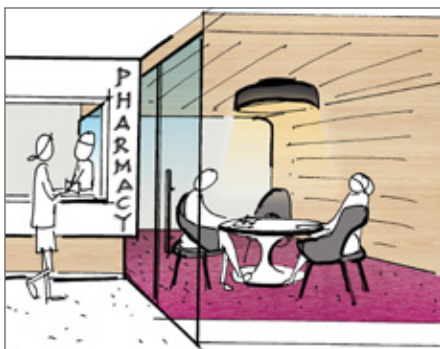
- More privacy and space
- A more comfortable, efficient and modern environment
- Enhanced patient experience
- More comfortable space for family members

ONCOLOGY PHARMACY

- Supplies and prepares treatment for patients at Barwon Health, St John of God Hospital Geelong and Colac Hospital
- Provides treatment for patients with non-cancerous conditions requiring chemotherapy or targeted therapy
- Prepares over 15,000 products per year for Andrew Love Cancer Centre patients
- Provides over 5,000 products per year for St John of God Hospital Geelong
- Since 2010, the number of items prepared and supplied by the pharmacy for Andrew Love patients has increased by more than 65%

Benefits to patients:

- Provide clinicians and pharmacists with more efficient facilities to support the continued growth in the volume of manufactured chemotherapy drugs
- More space for the individual counselling of patients, particularly with the increase in the use of oral chemotherapy treatments
- A direct link between Oncology Pharmacy and Day Ward will allow for safer and more efficient transport and delivery of drugs
- Minimise the need for patients to visit the main hospital pharmacy
- Each patient has an individual treatment plan and chemotherapy developed especially for them by the Oncology Pharmacy
- Improved facilities will provide patients easier access to both oral and intravenous oncology and haematology clinical trials. ♥



Top: Artist impression Day Ward. Below: Artist impression Oncology Pharmacy. Images supplied by Billard Leece Partnership.





Meet Dana

Twenty nine-year-old Geelong local, Dana, was living and working in Indonesia when she found a lump in her left breast.

After an ultrasound, Dana was told surgery would be required to remove what was believed to be a fibro adenoma, a non-cancerous growth.

Dana returned home to Australia to have the surgery.

Once home Dana's biopsy revealed the lump in her breast was in fact breast cancer. At this moment, Dana's life changed forever – all her travel plans, her career, her relationship.

"It was incredibly scary to be diagnosed at such a young age – completely out of the blue," Dana explained.

"Although it was frightening, everything moved quite quickly and it was a fairly smooth procedure, I was straight into surgery five days after diagnosis."

Following surgery, Dana underwent fertility treatment to have her eggs frozen so chemotherapy and radiotherapy treatment could begin at Barwon Health's Andrew Love Cancer Centre. She also underwent genetics testing for the BRCA gene to discover if the breast cancer was hereditary.

Thankfully the tests were negative and Dana did not need to have a preventative double mastectomy.

Since her surgery, Dana has undergone a demanding weekly chemotherapy regime



"The nurses are superstars and work very hard every time I see them. They are always very friendly and recognise me, even if they see me out in the carpark. They make such a horrible time just a little bit brighter." – Dana

and will soon have a month of rest before undergoing four to six weeks of radiation treatment.

"The Barwon Health nurses are superstars and work very hard every time I see them," Dana said.

"They are always very friendly and recognise me, even if they see me out in

the carpark! They make such a horrible time just a little bit brighter."

Dana is one of the 2,400 people in our region who are diagnosed with cancer each year and Project Love is about helping patients like her to experience world class facilities and treatment close to home. ♥

 2,400

People diagnosed with cancer each year in our region

 220

People treated in the Day Ward each week

 10,500

Patient attendances

 20,000

Pharmaceutical products prepared each year

 20,000

Outpatient medical appointments

Barwon Health Locations

University Hospital Geelong™	Bellerine Street, Geelong T 4215 0000
Corio Community Health Centre	Gellibrand Street, Corio T 1300 715 673
Belmont Community Health Centre	1-17 Reynolds Road, Belmont T 1300 715 673
Torquay Community Health Centre	100 Surfcoast Highway, Torquay T 1300 715 673
McKellar Centre	45-95 Ballarat Road, North Geelong T 4215 5200
Newcomb Community Health Centre	104-108 Bellarine Highway, Newcomb T 1300 715 673
Belmont Community Rehabilitation Centre	1-17 Reynolds Road, Belmont T 1300 715 673
Anglesea Community Health Centre	McMillan Street, Anglesea T 1300 715 673
Mental Health, Drugs and Alcohol Services	Swanston Street, Geelong T 1300 094 187

Please note: this is not a complete listing of Barwon Health sites.

www.barwonhealth.org.au



OUR VALUES
RESPECT
COMPASSION
COMMITMENT
ACCOUNTABILITY
INNOVATION