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QUARTERLY PUBLICATION OF BARWON HEALTH | EDITION 12017



Barwon  
Health



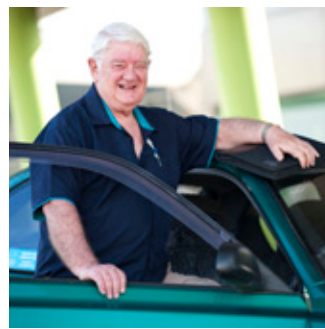
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## Fun facts

### IN 2016, FOOD SERVICES:

- Plated and distributed **996,800 meals** across acute and residential sites
- Made **54,000 litres** of porridge
- Made **178,000 litres** of soup
- Cooked **7,500kg** of peas
- Washed **2,506,000** pieces of cutlery



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*On the cover: Bryce McKiernan with paediatric nurses Natalie Andrews and Moira Hiemstera. Photo courtesy Geelong Advertiser.*



## Message from the CEO

It is pleasing to report that key initiatives across the organisation, such as the opening of the Short Stay Unit in Emergency Department (ED), are having a positive impact on our performance.

It is vital that we continue this momentum, looking at ways we can do things better and more efficiently for patients. This ultimately flows on to a positive impact on the bottom line.

The commencement of the year has seen record levels of activity. Compared to the previous year, an extra 740 patients presented to the hospital ED in December and January. On 27 December, the department reached a daily patient record of 275 – 45 per cent higher than the daily average of 185. Data shows the

hospital admitted 21,117 patients in the three months to the end of December, an increase from 18,655 admissions for the same period a year earlier.

The staff's swift 'all in' response to two code brown events late last year highlights the commitment from staff to ensure the community gets care when and where they need it. The thunderstorm asthma phenomenon in November and December's Falls Festival stampede put additional pressure on our ED, which had a flow-on effect to wards and I commend everyone who was involved and how both situations were handled.

Barwon Health continues its commitment to closing the gap, with a commemoration ceremony on the ninth anniversary of the National Apology to the Stolen Generations held in February.

Barwon Health is committed to working towards reconciliation and to developing collaborative relationships with local Aboriginal peoples. We will continue to work towards increasing cultural safety and improving our levels of consumer engagement. In light of this, all staff should have completed the mandatory Mandatory Aboriginal Cultural Awareness Training e-learning modules.

It was heartwarming to see staff, both past and present, pulling together recently to help realise the dream of young patient Bryce McKiernan. The 15-year-old has Kabuki Syndrome and made a wish for a huge barbecue with the people and things he loves the most - including all his favourite nurses, MasterChef stars and Geelong footballers. The dedication of staff to work together out of hours and contribute to such a special event really exemplifies the Barwon Health values of commitment and care.

In March the Barwon Health Foundation launched the Project Love Andrew Love Cancer Centre 2017 fundraising campaign, which was a chance to celebrate the accomplishments of 2016 and look to the year ahead. Thanks to the generosity of donors, supporters and the community, an impressive \$2 million has been raised over the past 18 months. Another \$1 million is still required to kick off the redevelopment of the Andrew Love Cancer Centre Chemotherapy Day Ward and Oncology Pharmacy.

Professor Belinda Moyes / CEO

## BARWON HEALTH STAFF PORTAL APP

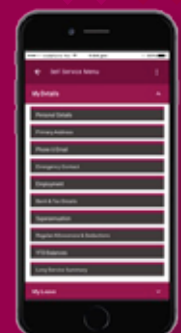
You can now view your payslip on your home computer or mobile device.

The new Staff Portal app provides access to information held in Employee Self Service from your home computer, tablet, iPhone or Android phone, enabling you to:

- View payslips
- Update your contact details

- View your bank account and superannuation details
- View your leave balances
- View your annual Payment Summaries

You can access the app, using your home computer or mobile device, from the Barwon Health website. From the Home page, scroll down to the For Staff section and click on the Staff Portal link.







## Anniversary of the Apology to Stolen Generations

**Barwon Health has marked the ninth anniversary of the government's apology to the Stolen Generations with a commitment to improving health care for indigenous Australians.**

Speaking to about 75 people at the ceremony at St Mary's Hall on 13 February, Acting CEO Robyn Hayles said Australia's history of forced removals within hospitals had made them a place to fear for many Aboriginal and Torres Strait Islander people.

"Aboriginal health is everyone's responsibility, and one that Barwon Health takes very seriously," she said.

"We are committed to working towards reconciliation and to developing collaborative relationships with local Aboriginal peoples.

"Striving for an improved quality of life for Aboriginal and Torres Strait Islander peoples, particularly in areas such as

health, education and employment is essential for achieving equity for all.

"Barwon Health continues to work to address these practicalities through the expansion of the Aboriginal Health team, addressing priorities in our Reconciliation Action Plan, the redevelopment of our Aboriginal Employment Plan, and increased outreach services to Wathaurong Aboriginal Cooperative."

As part of the ceremony, Aunty Colleen Howell shared her experience as a member of the Stolen Generations and her life journey to understand her identity and family history. She was taken from her grandparents when she was two and placed into a children's home. A highlight of her presentation was her poem, 'Who am I, What am I, Where do I Belong?'

"Mine is one story out of thousands," she said, "I'm the lucky one as I was able to complete my story but it's had a ripple effect through my family.

"It's not the sympathy we want, it was the recognition that these things did happen, and there's thousands of our people out there who still don't know where they come from."

Ms Hayles said Barwon Health recognised that access to medical services was a vital key determinant of good health for Geelong's indigenous community.

"We are committed to ensuring better access and culturally-sensitive care for all Aboriginal people accessing our health services," she said. ♦

*Pictured: Aboriginal Health Programs Manager Renee Owen, community Elder Colleen Howell and Acting CEO Robyn Hayles following Barwon Health's commemoration of the Apology to the Stolen Generations.*



# Say g'day to our new CPA

During her 25 years of nursing, Jo Stafford had never come across a 'softglide', which has the potential to save a patient a trip to the day ward, or heard of 'cool sense', which numbs the skin prior to cannulation.

But in her new role as Barwon Health's Clinical Product Advisor, these are some of the many items that land on her desk from staff looking to trial new products within Barwon Health.

Previously a nurse on BC5, Jo commenced the role in November 2016 and is based in Kitchener House as part of the Practice Development Unit.

The Clinical Product Advisor role can be defined by both clinical support and product review. Some of the varied tasks include assistance with trialling and evaluating new products, reviewing existing hospital contracts to ensure Health Purchasing Victoria compliance and cost effectiveness, enacting product recalls/faults, sourcing replacements and engaging with stakeholders to ensure product quality and minimise wastage.

An employee might see a new safety valve at a conference and want to trial it at Barwon Health. Jo's role would be to sort out an application form on PROMPT, go through the form with the employee, engage any necessary stakeholders, such as OH&S, then present the product at committee level for authorisation.

The role is often viewed as a mediator between the clinical areas and management by providing briefing papers and research on trial products and presenting to both the Clinical Products Advisory Committee and the Procurement Governance Committee for further review.

**If you are thinking of trialling a new product, please contact Jo on ext 53450 or via [joann.stafford@barwonhealth.org.au](mailto:joann.stafford@barwonhealth.org.au) to discuss, or peruse the trial requirements by viewing the 'New Product Application Form' on PROMPT.**



*Pictured: Clinical Product Advisor Jo Stafford inspects catheters that can be used by patients in the home setting.*



## ALLIED HEALTH ASSISTANTS

Allied Health Assistants (AHAs) make up a vital part of the Barwon Health workforce, collaborating with Allied Health Professionals to increase the capacity and quality of care.

Barwon Health employs over 30 AHAs across the organisation, in a wide range of areas including dietetics, occupational therapy, speech pathology, home-based rehabilitation, transitional care, hydrotherapy, physiotherapy, audiology and radiology.

The AHAs hold a high level of skills and expertise, showing a willingness to

learn and take on new responsibilities. In June last year, Barwon Health's Allied Health Clinical Education and Training unit launched an education program specifically for AHAs, developing skills and knowledge relevant to all AHAs. In conjunction, the Barwon South West Allied Health Assistant Network has also provided opportunities for Barwon Health AHAs to network with colleagues and participate in joint activities for professional development.

The combined training sessions have increased AHAs valuable skills and knowledge, improving the quality of care for everyone who accesses Barwon Health's allied health services. ♦

# Bryce's barbecue wish comes true

More than 30 Barwon Health staff, past and present, helped make 15-year-old Bryce McKiernan's dream party a reality in February.

Bryce, a lifelong Barwon Health patient, has Kabuki Syndrome and recently made a wish for a huge barbecue with the people and things he loves the most - including all of his favourite nurses, MasterChef stars George Calombaris and Gary Mehigan, and Geelong football champions Paul 'Chappy' Chapman and Joel Selwood.

Paediatric clinical nurse educator Merrin Wake said the event went beyond all expectations. "He said everything from the Wiggles pinata, to Chappy and dancing to Bon Jovi, it was what he wanted it to be," she said.

"We had about 35 staff members, including former nurses who had cared for Bryce over the years. People were astounded to see our team pull together like that for a patient outside of work hours."

*Pictured top: Bryce with paediatric nurses Natalie Andrews, Moira Hiemstera and Carol Barber. Bottom: Bryce takes to the dancefloor with his nurses. Photos courtesy Geelong Advertiser. ♥*



## What really goes on in the Emergency Department?

The Emergency Department (ED) at University Hospital Geelong (UHG) must at times seem like a crazy place.

Indeed, there is a misconception in the community that it is full of drug-affected or drunk patients, as well as patients with minor problems who really should not be in ED. This is far from the truth.

The UHG ED is the pre-eminent emergency service in the region that currently sees close to 70,000 patients per annum or almost 200 patients per day. It is one of the busiest EDs in the state.

The ED does see a broad range of patients however the sickest or highest acuity patients in the community are brought to the UHG ED. It has highly trained and excellent staff that are able to manage an enormous range of illness. Any acute illness in patients of any age at any time of the day are treated by the ED. It is the one department in the hospital that accepts all comers. The doors are never closed, regardless of workload.

To give a flavour of what has come through the door in the last 12 months, see the statistics on the opposite page.

Other serious presentations include 42 patients with a diagnosed aortic aneurysm, 254 patients with possible miscarriage and a further 48 patients with ectopic pregnancy.

Geelong is now in the very fortunate position of having three emergency departments with St John of God and more recently the Epworth opening private EDs. This of course is great for the community, however the UHG ED will continue to be the pre-eminent and major referral service for our region.

**Dr Michael Ragg, Senior Specialist Emergency Medicine. ♥**





The relocation to Birdsey Wing 5 has been a major step forward for both patients and staff. All of the space issues have been addressed and the unit now boasts a single isolation room. Patients are already commenting on how bright and spacious the unit is and some are asking to be rotated into the chairs on the north side of the unit so as to enjoy the magnificent views over the bay.

Acknowledgement should also be made to Dialysis staff in the planning for the new unit and maintaining an uninterrupted service during the relocation.

Well done to the Capital Works team who coordinated a seamless operation to redevelop the ADU. Relocating the dialysis central water plant was a major operation in itself, however, with efficient planning and attention to detail, everything ran smoothly.

A big thankyou also to dialysis staff who planned the new unit and maintained an uninterrupted service during the relocation. ♦

*Pictured L-R in the new ADU are: Jenny Miller, NUM Leanne Freeman, renal operations manager Richard Knight, ANUM Kathy Kennedy and Hannah Dalton.*

## NEW HOME FOR DIALYSIS UNIT

On 23 January Barwon Health's Acute Dialysis Unit (ADU) at University Hospital Geelong relocated from level 3, Kardinia House, to the newly refurbished Birdsey Wing 5.

Since 1996, a permanent acute dialysis service has been provided at Barwon Health for both inpatients and outpatients. This acute haemodialysis service was initially established in Ward 4, on level two of University Hospital Geelong (currently the Supportive Care Unit).

In 1998, acute dialysis moved into the old Coronary Care unit in level 3, Kardinia House. Over this time, the number of acute haemodialysis chairs has increased to eight, with a mobile service provided for the critically ill and those patients unable to leave their wards.

Lack of space has been an increasing issue within the Kardinia House Dialysis Unit (KH DU), as well as a growing need to isolate patients with infectious diseases requiring haemodialysis.

The relocation and refurbishment of the unit is the first stage of an upgrade and expansion of Barwon Health's outpatient and acute renal services funded by the Department of Health and Human Services.

## THE PAST 12 MONTHS IN ED:

**534** critically ill patients

who have required admission to the Intensive Care Unit. The average age of these patients was 48 years.

**184** major trauma cases

of which approximately 50% were treated in Geelong and 50% transferred to Melbourne.

**375** patients treated for a heart attack

**39** patients who suffered cardiac arrest

**390** patients with a stroke

**413** joint dislocations

**3,625** patients with a fracture

(or 10 such patients every day)

Over **500** patients with severe allergy or anaphylactic reaction

**3,350** patients with mental health issues

who require the excellent service of our psychiatric triage nurses.





## Clinical Education and Training here to help

Barwon Health offers an excellent environment for learning and teaching with a workforce of highly skilled clinical teachers and supervisors, a comprehensive service with a varied and complex case mix, a positive learning culture, and strong education-sector partnerships.

There are a number of important points in relation to our work with students on clinical placement:

- All requests for clinical placement outside of Placeright (DHHS web-based information system for administering clinical placements for professional entry students) should be directed to CET in the first instance.
- All clinical placement activity must be covered by a formal agreement between Barwon Health and the education provider (or other employer) which creates obligations and defines processes for both parties; these are managed by CET.
- Clinical education and training is an important aspect of our work and Barwon Health offers a rich and supportive learning environment for learners at all levels. The Barwon Health Library offers student memberships, as well as services for staff.
- Consumers are partners in the facilitation of learning and we value their participation, stories and understanding of our teaching role.
- Formal procedures exist for responding to learners who are not achieving their clinical learning objectives. Please refer to the Prompt guideline for 'Underperforming Student'.
- Students are required to observe the Barwon Health Code of Conduct, policies and procedures.
- All patients have the right to decline to have students participate in or observe their care, and to withdraw consent at any time. It is the responsibility of the supervising health professional to ensure:
  - patients consent to having learners observe or participate in their care before observation or participation commences;
  - Students are introduced as students and not by other names that may confuse patients as to their actual status and qualifications. Students must not be identified as being from or representing Barwon Health.
- All students require supervision at all times in the practice setting and the identity of the supervisor should be clear.
- Students must not make entries in the hand-written or electronic records of patients unless these entries are clearly identified as a student entry AND counter-signed by the supervising health professional at the time of entry.
- Barwon Health staff must not share their IT access with students or allow students to search or make independent entries under their login identity.

Learners are valued in our health service, and give us the opportunity to showcase Barwon Health and the services we provide; they enable us to contribute to the quality and sustainability of the health workforce, and require us to be reflective and evidence-based in our own practice. It is important to remember, however, that learners can be a vulnerable group amongst us, for whom stakes are high as they work to achieve qualifications that will underpin their future careers.

**Clinical Education and Training Unit (CET) is here to assist and support you in your work with learners and the facilitation of learning – please contact ext 53258 for assistance. ♥**

*Pictured: The Clinical Education and Training Unit can assist and support your work with learners and the facilitation of learning.*



# Staff recognised at annual awards night

Barwon Health Clinical Education and Training held its annual certificate presentation evening on 9 February to recognise the achievements of staff who had studied over the previous year.

The evening commenced with guest speaker Maree Cuddihy, CEO of Kyneton Health, sharing her experience as a panellist in the recent Duckett Review, a comprehensive review of hospital safety and quality in Victoria. Whilst Maree's speech centred on the importance of safety and quality within hospitals, she also stressed the importance of not losing sight of the human aspect and the patient's unique experience.

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 Tarryn Simpson. Melinda Kotic presented the Mental Health prize, in memory of Alisha Kotic, to Sophie Hercus. Josh Griffiths awarded the Debbie Griffiths prize for the most outstanding Specialist Year Nurse in Operating services to Rebecca McCann. Lauren Towers received the Dr Carol Young Award of Excellence for cardiac nursing and Clare Lyon received the Dr Carol Young Award of Excellence for intensive care nursing.

Megan McKenzie, a graduate nurse in 2014, rounded out the evening with a thoughtful and heartfelt Graduannd Response. Megan highlighted her experiences as a graduate nurse and then as a participant in the Theatre Specialist Year, the support she had received and her passion for ongoing learning within her chosen field of perioperative 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 executives, managers and staff. ♦

*Pictured: Melinda Hopper and Barbara Kotic with the Alisha Kotic Mental Health Graduate Award winner Sophie Hercus.*

## NEW TOOL ENABLES CLINICIAN SELF-ASSESSMENT

A new supervision tool developed by the Department of Health and Human Services (DHHS) is assisting OT staff to develop learning goals.

The Clinical Supervision Skills Review Tool (CSSRT) was developed in 2015 by DHHS to support the Victorian implementation of the National Clinical Supervision Competency Resource. The tool aims to assess a clinical supervisor's skills, knowledge and behaviour and to assist in developing the competence of the clinical supervision workforce.

Barwon Health OT Student Program Co-ordinators, Nikki Lyons, Nicole Shaw and Salena Hibbard, saw the implementation of the CSSRT as an important component of ensuring a quality fieldwork program, as the tool assists to determine the level of experience and confidence clinicians have with supervision.

The OT student program is delivered across more than 30 Barwon Health sites and it is therefore important that the ongoing monitoring and development of supervision skills in our OT clinicians is supported. These specialised skills link directly to supervision quality and accountability.

The OT Student Co-ordinators use the tool as a clinician self-assessment tool, they then meet with each clinician to identify learning goals as identified by the tool and these form part of the clinician's Annual Performance Development Record. Graded learning opportunities are then identified and facilitated by the Student Co-ordinators through both supervision opportunities and professional development opportunities. The tool enhances the targeted support we can provide our clinicians. The tool is also designed for re-assessment with the ability to demonstrate change in workforce supervision skills over time.

When the DHHS became aware our OT Student Program were using the tool to such success, they approached us to feature in a CSSRT promotional video. Jo Menzies, Emily Waugh, Nicole Shaw and Nikki Lyons were interviewed for the video, which can be viewed at:

<https://vicknowledgebank.net.au/resource-library/project/national-clinical-supervision-competency-resource-in-victoria>. ♦



## New clinic supports streamlined treatment for lung tumour patients

An innovative approach to cancer treatment and care has allowed people with lung tumours to see multiple Barwon Health specialists in succession within the same clinic.

Late last year, a multidisciplinary group began operating a three-hour weekly clinic at the Andrew Love Cancer Centre, bringing 13 specialists together to streamline patient treatment.

Service Development Manager Heather Cameron, from Barwon South Western Regional Integrated Cancer Service, Cardiothoracic surgeon Cheng-Hon Yap said the new model of care was created to provide support to the specific needs of patients with lung cancer.

"The lung cancer working group is the first to develop this model of working in Geelong, and has spent a lot of time meeting to work out how to provide the best service to patients with lung cancer," he said.

"Patients referred to the lung tumour clinic can see all those specialists on-site, so they can move around to each person as they need to.



"They may start with a social worker and then go see a doctor and oncologist, or a physician who will look at certain diagnosis tests.

"They cater the service to individuals so the patient is getting the precise treatment and care that they need.

"Most of the metro services are doing this, but this is the first time it's been done in the Barwon South West region.

"Patients appreciate being able to see the multi-disciplinary team and the whole team approach, which is about holistic care."

Mr Yap also highlighted the benefit of a new diagnostic technique called EBUS (Endobronchial Ultrasound), which Barwon Health respiratory physician James Malone introduced to his practice six months ago.

"Thanks to a large fundraising effort by Cancer After Care Group Geelong, patients can receive this procedure in Geelong instead of travelling to Melbourne," she said.

"They insert a thin tube, which carries a video camera and ultrasound probe into the airways of the lung, enabling tissue samples to be taken from areas that were not previously easily accessible.

"It's quite revolutionary.

"It also means we can diagnose patients with lung cancer more quickly. The earlier we diagnose, the earlier we can treat, which will hopefully improve our survival rates for lung cancer, which is the biggest cause of cancer deaths in Australia." ♦

*Pictured: The Lung Tumour Clinic team at the Andrew Love Cancer Centre.*



## MAKING CLEANING COUNT AT UHG

University Hospital Geelong is now in month three of participation in a major national research trial that will build on current knowledge about the importance of cleaning in hospitals.

This trial, the Researching Effective Approaches to Cleaning in Hospitals (REACH) study, involves the use of a novel cleaning bundle to enhance cleaning practices.

Cleaning is important in maintaining a safe patient environment. So far, Patient Services Assistants and Housekeeping staff have participated in training activities and new technology is being used to monitor the thoroughness of cleaning across the hospital. Early results indicate an improvement in cleaning of the frequent touch points across the hospital.

Michelle from the REACH team visited recently to thank staff for their hard work and commitment so far, in this important research. University Hospital Geelong is focused on improving patient safety and is excited to participate in this national trial.

The REACH trial is funded by an NHMRC partnership grant (GNT1076006) and is led by Queensland University of Technology and Wesley Medical Research.

To find out more, visit: <http://reach.cre-rhai.org.au/> ♥

*Pictured: Michelle Allen from REACH was onsite recently to thank staff, including PSA Jenny Bailey, for their efforts so far in the REACH national research trial.*





## Collaborative approach sees Heather on track to good health

**Heather was 45, morbidly obese and suffering a range of crippling health issues, which meant she hadn't left home in three years.**

Thanks to a successful collaboration between two Barwon Health teams - Hospital Admission Risk Program (HARP) and Primary Care Newcomb - Heather was supported back to good health and able to achieve her health goals.

As well as having reduced mobility, Heather suffered social isolation, stress, anxiety, functional decline and no regular medical review. With support from Barwon Health and her 18-year-old daughter, Heather was able to achieve her care plan goals of significant weight loss, increased mobility, ability to self-care and accessing the community.

The initial referral from the council was for Newcomb Primary Care Occupational Therapy assessment. From that assessment, it was identified Heather needed extra support to follow up her health goals, so a referral was made to community health nurse Kaia De Burgh, a key contact person. Kaia provided support for 12 months by coordinating services, such as home based rehabilitation, dental,

home visiting podiatrist and diabetes education and an external referral to Box Hill Hospital for gastric stapling.

After a hospital admission, Kaia completed a referral to HARP, where Linda Kar commenced support as a care coordinator. To promote a smooth transition for Heather, Kaia and Linda initially worked together during the handover period, which proved a positive experience for Heather. HARP facilitated service providers in Heather's home as she was still housebound. As she continued to make small gains in her health and confidence, Linda linked Heather with a new GP in her local area. Heather was eventually able to attend appointments outside her home. As she put it: "Kaia and Linda have given me back my self-esteem and dignity. Working with Linda from HARP made me want to get out there and live again."

HARP provided care coordination for Heather for 14 months and in that time, Heather has made substantial health gains and discharge planning has commenced.

Heather has now left her home for social outings, walked along the beach, driven a car again after many years and visited friends and family in Melbourne. Linda

also worked with Samantha Marnell, head of Consumer Centred Care, to provide the opportunity for Heather to share her experience of Barwon Health services.

Heather's story is the first HARP consumer story captured on video and will be used for education and service development, aiming to identifying ways to improve care.

HARP is a team of experienced health workers who see people in the community. HARP works with consumers to determine their support needs. The service aims to improve consumers' ability to self-manage conditions and circumstances. Areas the team often help with include: Assistance and education to manage consumers' health, discuss health needs with the appropriate people, link people with appropriate services, and coordinate services between multiple agencies and professionals.

**Referral to HARP is via Information and Access Service on ph. 1300 715 673. ♥**

*Pictured: Consumer Heather is pictured in the middle of HARP's Linda Kar and community health nurse Kaia De Burgh.*





## Telehealth access to specialist clinics project

Barwon Health, in collaboration with Barwon South West regional health services, has received funding from the Department of Health and Human Services to establish and scale up Telehealth (video) access to specialist clinics (outpatient appointments).

Telehealth can improve health outcomes by improving access to specialist medical, nursing and allied health services, particularly in regional and rural communities where access may be limited locally. Telehealth access enables our patients to attend appointments without the burden of travel, and can improve patient experience through greater efficiency in the provision of care.

This project will address some of the challenges that have been identified to implementing Telehealth access, such as:

- Coordinating care with other areas in Barwon Health and with GPs
- Accessing interpreters
- Providing a single, consistent and easy to use access point for consumers (using the Healthdirect Video Call management platform).

The project team will work with specialist clinic staff across Barwon Health this year to scale Telehealth access to all appropriate specialist clinics. The project will support staff to establish and use Telehealth as a standard access option, where clinically appropriate. It will also provide education, support and resources for consumers, and their local clinicians, enabling consumers access to specialist clinics via Telehealth from home or with the support of local health care services. If you would like to find out more about the project please contact Alice King, Telehealth Coordinator on extension 51167 or [alking@barwonhealth.org.au](mailto:alking@barwonhealth.org.au).

### VICTORIAN TELEHEALTH COMMUNITY OF PRACTICE

The Department of Health and Human Services has recently supported the development of a Community of Practice (COP) for Telehealth in Victoria. The Royal Children's Hospital and Barwon South West Telehealth programs were successful in a collaborative bid to get the COP up and running – with the aim that it becomes self-sustaining! The project aim is to facilitate an environment for health professionals in Victoria, with an interest in

Telehealth, to share information, resources and experiences; problem solve; bounce ideas; advocate for Telehealth; provide support and advice to key stakeholders and stay connected with each other.

Membership is open to everyone in Victoria or Tasmania involved in Telehealth – clinicians, support and admin, executive, project staff, planners etc. The community members will drive the areas and activities of interest, and development of networks based on how you want to collaborate and engage.

All staff are encouraged to sign-up to the Telehealth Victoria COP - <http://tinyurl.com/telehealthvic>. Please share this information far and wide – the success of the COP will be reliant on the involvement of all of us – the Victorian Telehealth community. ♥

*Pictured: Telehealth access can improve patient experience through greater efficiency in the provision of care.*



# Barwon Health accreditation 2016

Barwon Health underwent accreditation against the National Safety and Quality Health Service Standards (NSQHSS) and the National Mental Health Standards (NMHS) in October.

Thank you to all staff who participated in the accreditation process and to all staff who contributed to the evidence provided to the auditors.

The scope of the audit covered:

- University Hospital Geelong acute services
- Mental Health Drug and Alcohol Services (MHDAS) acute unit and community services (NSQHSS and NMHS)
- McKellar Centre Inpatient Rehabilitation
- Oral Health Service
- Community Health Services

MHDAS had a standalone accreditation process and was audited by ACHS on October 25-28. The remainder of the organisation was audited by SAI Global from 17-28 October.

Since accreditation three years ago, the bar has been raised in relation to the level of evidence required to demonstrate the effectiveness of controls against these requirements.

Barwon Health has been notified that all requirements have been met and final reports are pending.

Barwon Health achieved five Met with Merit ratings in the following areas:

1. Incident management
2. Policy and procedure system
3. Consumer representative program
4. WISE program
5. Respecting Patient Choices/Advance care planning program

One core action item under the governance standard was not met at audit. This has since been actioned, evidence provided to the relevant accreditation agency and is now confirmed as Met.

There were a number of areas that were identified by the auditors as opportunities for improvement. These included:

**Clinical Audit program:** Completion of corrective actions and re-audit when results indicated poor compliance.

**Education and Training:** Review the quality of training data, staff compliance with mandatory and recommended training and the process for monitoring completion.

**Care planning:** Consider the function of the patient's care plan, to improve consistency and links to care provided and to incorporate plans developed from risks identified.

**Charter of Health Care Rights:** Improve patient awareness of this information.

**Infection Prevention risks:** Improve documentation and communication of infection prevention risks both on admission and on discharge/transfer.

**Medication Safety:** Document weight of patient on medication chart an increase compliance in withholding medications when allergy status is not documented.

**Patient identification:** Improve compliance with three forms of identification used at clinical handover.

An action plan developed to address all Not Met items and opportunities for improvement was presented at the February Safety, Quality and Innovation Governance Committee meeting for approval. ♦



## STAFF ACTIVITIES CLUB UPDATE

Barwon Health's Staff Activities Club has wrapped up a busy year in 2016 and is looking forward to another packed year of social events.

The Staff Activities Club Children's Christmas Party was the highlight of 2016, held at the Geelong Showgrounds. Members and their children enjoyed a fun-filled night with carnival rides and a visit from Santa. Over 450 children's gifts were handed out on the night.

The volunteer committee works tirelessly throughout the year to ensure many fun and safe nights are enjoyed by members and their families. Other events include regular bus trips to Melbourne for theatre nights, Disney on Ice, Queen Victoria night markets, as well as several social happy hours during the year.

If you are looking to meet fellow staff and have a bit of fun, visit the club's One Point site and download a membership application form, as well as other useful information. Membership is a \$5 joining fee and only \$2 a fortnight thereafter. Approximately 1,200 employees are members and enjoy a variety of our functions throughout the year. ♦

*Pictured above and below: Children enjoying the annual Staff Activities Club Christmas party.*





## KOAWATEA INTERNATIONAL EXCELLENCE IN HEALTH IMPROVEMENT AWARD

Barwon Health has been recognised for a statewide implementation of advanced practice physiotherapy in Post Arthroplasty Review (PAR) Services.

December's KoAweatea International Excellence in Health Improvement Award was part of a collective honour shared with the Department of Health and Human Services, Albury Wodonga Health, Austin Health, Ballarat Health, Bendigo Health, Eastern Health, Monash Health, Northern Health, South West Healthcare, and Western Health.

In the PAR services program, physiotherapists are trained by orthopaedic surgeons to conduct reviews of long term, post-operative hip or knee joint replacement patients. These reviews have resulted in a 551 hour capacity increase for orthopaedic surgeons to see new and complex patients, and an additional 3,053 orthopaedic appointments made available across the state.

The cost per patient appointment was reduced by 41 per cent, while maintaining safe and high quality care. 97 per cent of patients reported satisfaction with the model, and statewide bench-marking of patient outcome measures are now in place across every service.

At Barwon Health, the pilot phase was led by physiotherapists Bill Reynolds and Peter Schoch, with the support of Andrew Thomson (Orthopaedic Surgeon), Simon Williams (Orthopaedic Surgeon) and Professor Richard Page (Director of Orthopaedics). As well as establishing physiotherapist led clinics, the team at Barwon Health also investigated taking the PAR model a step further by identifying which patients could safely be transitioned to a remote review model, which does not require patients to attend face-to-face appointments for the rest of their lives. This model maintains patient-focused care, but has the potential to significantly reduce the demand for routine outpatient appointments, which frees capacity within orthopaedic outpatients without requiring additional resources. The results and feedback work were well-received in a presentation at the 2016 Australian Orthopaedic Association Annual Scientific meeting. 💎

*Pictured: Physio Peter Schoch and Professor Richard Page with the KoAweatea International Excellence in Health Improvement Award.*

## Staff acknowledgements

After more than 40 years of dedication to improving the lives of people in Geelong, Community Nurse Heather Rookes retired in January. Heather completed her nursing training at University Hospital Geelong in 1974 and in 1985, began working as a Community Nurse, a role she remained in until 2017! While sad to farewell the team at Corio Community Health Centre, Heather looks forward to a cruise to New Zealand with family. Heather's spirit of caring will continue on into retirement, volunteering at Diversitat to provide English language support to newly arrived refugees.

Midwife Maria Ackland hung up her scrubs in late January, retiring from a career spanning more than four decades. Since 1971, Maria has worked at University Hospital Geelong - 30 of those years working night shift in Birthing Suite. Described by colleagues as kind and generous, Maria has been an invaluable member of the Barwon Health team, sharing her immense wealth of knowledge with all staff. Maria leaves Barwon Health an extraordinary legacy, her two daughters, Emergency Department NUM Kathryn Ackland and ANUM Victoria Ackland.

In mid-November, Barwon Health farewelled Jodie Cranham, Director of Community Health and Rehabilitation Programs, after nine years of service. Jodie has taken up a role at Ballarat Health Services as the Executive Director of Aged Operations. During her time here, she provided outstanding leadership to her team, as well as ongoing passion, energy and commitment to her role.

Communications and Marketing has recently welcomed two new additions. Jono Pech is the new Communications & Marketing Advisor, while Greg Ho has come on board in the newly created role of Digital Communications Officer, offering video and digital support.

Barwon Health Clinical Director Palliative Care Services Dr Peter Martin has been appointed as Professor of Clinical Communication and End of Life Care at Deakin University. Peter will maintain a clinical practice at Barwon Health, and will be developing a number of different areas in his new academic role at Deakin University. Peter's extensive experience and expertise in both Clinical Communication and Palliative Care will play an integral role in developing the communication curriculum within Deakin University's medical degree and support staff development at Barwon Health.

The Pastoral Care Team welcomes Jessica Connor Kennedy who has begun in the Spiritual Care role. Offering patient, carer and staff support, bereavement care and mindfulness programs Jessica will work across the hospital site with a focus on Cancer Services. Jessica brings her passion for consumer centred care after 18 months with the Consumer Engagement Team. 💎





## Intern doctors embark on Barwon Health career

In January we welcomed 43 new doctors as they commenced their internships with Barwon Health.

The group hails from various backgrounds and universities including Deakin, Monash, Queensland, Melbourne and James Cook Universities.

Many of the interns returned to Geelong after completing their studies throughout Victoria or interstate, choosing Barwon

Health for its reputation of being a centre of excellence in care, education and research.

Their first week involved an overall orientation to Barwon Health, unit expectations and safety and quality within the health care setting. There were also clinical skill refresher updates involving ALS, IV insertion, use of urinary catheters and NGTs, basic suturing and plastering.

"We wish our new interns well in their transition from student to first year doctor and for their further professional development as medical practitioners with Barwon Health," said Medical Education & Training Director, Dr Rodney Fawcett. ♥

*Pictured: The 2017 intake of intern doctors in their first week.*



### INTERN DOC PROFILE

**Name:** Hilary Brown

**Where did you study?**

Monash University, Clayton

**Area of medical interest?**

Psychiatry, what better specialty is there?

**Do you have any secret talents?**

If I told you they wouldn't be a secret anymore, so I'm leading with a strong no but some eyes that say yes.

**What made you choose Barwon Health for your internship?**

The tales of Barwon Health's incredible sense of community and culture spread to even the far shadowy corners of Clayton.

**What aspect of the training are you most looking forward to?**

All the people that I will meet along the way and the experiences of camaraderie and friendship. Being involved in some of the toughest moments of people's lives and trying to ease the pain of the experience is a very special privilege.

**What do you hope to do after your internship?**

I've got my three weeks holiday booked already! A bit of a travel fanatic, I love to get out and adventure the world. ♥

*Pictured: Hilary Brown.*





## Coming soon to a backyard near you

Last year Volunteer Services were fortunate enough to partner with the East Geelong Football Club in a trial program called "Backyard Blitz."

The club's coach and players visited the homes of two Community Palliative Care patients and assisted with tasks around the yard, including mowing, weeding, cleaning rain gutters and sweeping. Alfred Barends was overwhelmed by the support they received from the footy players because he is no longer able to tend to his yard – or the vegie patch!

Due to the success of this trial, Volunteer Services submitted a funding application to turn this little idea into an ongoing Barwon Health volunteer program. It is an absolute pleasure to announce that the Hospice Foundation has approved our application and will be fully funding the program! We will launch the program during National Palliative Care Week at the end of May.

Our next steps are to recruit volunteers, buy equipment, and recruit Palliative Care patients who could use an extra hand

in the yard. In the meantime, if you are currently a Barwon Health volunteer and have an interest in getting your hands dirty – we'd love to have you join this new program. Email [jwalsh@barwonhealth.org.au](mailto:jwalsh@barwonhealth.org.au) if you'd like to discuss further. 💖

*Pictured: East Geelong footballers helped blitz the Belmont backyard of Palliative Care patient Alfred Barends and his wife Ruth.*





## Introducing Jamie-Lea Bronca

Volunteer Services is pleased to announce Jamie-Lea Bronca will be joining Volunteer Services as the Fundraising and Volunteer Projects Coordinator for a 12 month period.

Jamie comes to Barwon Health from the Cancer Council where she held the role of Community Engagement Liaison. Here Jamie spent five years managing up to six concurrent Relay for Life events across

regional Victoria and raised over \$500k per year for the Cancer Council. Jamie has also spent a significant amount of time as a volunteer Lifeline telephone counsellor.

Jamie has recently moved to Geelong with her family and is very excited to join the team while also continuing her passion of working with volunteers and fundraising.

Please join us to make Jamie feel welcome! 💖

## Family making a difference

Barwon Health's Community Health Centres are very supportive of the Volunteer program and volunteers.

The difference their contribution makes is invaluable, with many volunteers gaining employment with Barwon Health after gaining knowledge and experience through their volunteer role.

Matthew Buckingham (pictured with his brother Michael Buckingham, Community Nursing Coordinator) is another example of a volunteer making a difference. Matthew volunteers weekly, providing valuable support to the community nursing program.

Volunteer Services was fortunate enough to have Matthew referred to the program by his brother, who saw volunteering as an opportunity for his brother to contribute to the community. The staff at Belmont Community Health Centre have highlighted that Matthew's contribution has been "amazing" since beginning his role! 💖



## FAREWELL ROGER

Life Member Roger Verschuren sadly passed away in January 2017.

Roger was a Palliative Care volunteer who joined the team in April 2003 and most recently provided companionship and massage to patients in the community. Roger was an original life member who was dedicated to volunteering and will be dearly missed. 💖



# Project Love hits \$2 million mark

The Barwon Health Foundation team has been busily working over the past 18 months toward the goal of raising \$3 million for Project Love – the Andrew Love Cancer Centre Appeal.

Thanks to the generosity of donors, supporters and event attendees, we are well on our way to achieving this goal. We have currently raised \$2 million for the project and we need your support to raise another \$1 million so we can get started on this exciting development that will make a big difference to the 2,400 people in our region that will be diagnosed with cancer this year.

## OUR PLANS REVEALED

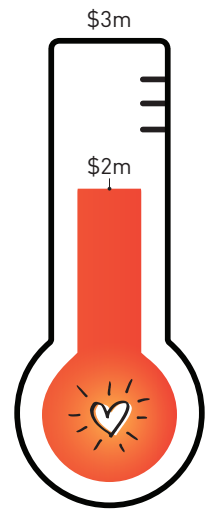
As part of Project Love – the Andrew Love Cancer Centre Redevelopment, the Barwon Health Foundation team along with Day Ward and Pharmacy

staff input, have taken the first steps of commencing the project and construction through initial concept plan development.

These plans have been created in partnership with specialised architects and designers and have resulted in our first view of this exciting new project.

Along with plans, architect artist impressions have also been created to offer staff, patients and donors an opportunity to see exactly how the new day ward and pharmacy will look.

As shown in the artist impressions below, the redevelopment will dramatically change the efficiency and atmosphere of the Chemotherapy Day Ward. Further to this, major changes to the layout and structure of the Pharmacy, will enable staff to create the life-saving medications and products in a safer and more comfortable environment. ♦



1. New layout for Day Ward enhancing patient comfort and care
2. State-of-the-art treatment chairs along with space for medical equipment
3. Improved workstations for staff
4. Kitchen area for patient food preparation
5. Direct link between Oncology Pharmacy and Day Ward will allow for safer and more efficient delivery of drugs
6. More space for individual counselling of patients
7. A new dispensary outlet allowing patients to receive appropriate counselling and information direct from the Pharmacists
8. Provide clinicians and pharmacists with more efficient facilities to support the continued growth in the volume of manufactured chemotherapy drugs





## HUMA Cycle to the Taj Mahal

The Taj Mahal is one of the universally admired masterpieces of the world's heritage and is a symbol of India's rich history.

The Taj Mahal attracts more than 7 million visitors a year. In 2007, it was declared a winner of the New7Wonders of the World (2000-2007) initiative.

Join us for an eight day cycle trip to the Taj Mahal. Raise funds for Barwon Health whilst you tick this wonder of the modern world off your bucket list.

This once-in-a lifetime opportunity takes place from 13 – 22 October and allows you to see the best India has to offer by bike.

For more information please visit [www.barwonhealthfoundation.org.au](http://www.barwonhealthfoundation.org.au) or contact Hayley Johnston at the Barwon Health Foundation on 4215 8904 or email [hayley.johnston@barwonhealth.org.au](mailto:hayley.johnston@barwonhealth.org.au) ♥



## 2017 CALENDAR OF EVENTS

### APRIL

8 – 24 April  
**HUMA Annapurna Challenge Nepal**

### MAY

Friday 5 May  
**Hot Chocolate Day**

Saturday 27 May  
**Blue Ribbon Foundation Ball , Rydges Hotel Geelong**

### JUNE

Friday 16 & Saturday 17 June  
**Giving Weekend**

### JULY

Dry July

### OCTOBER

Sunday 8 October  
**Catwalk for Cancer**

13 – 22 October  
**HUMA Taj Mahal Cycle Challenge**

### NOVEMBER

Saturday 11 November  
**Gala Parade**

Sunday 19 November  
**Girls on Track Ladies Luncheon**

**For tickets and to make a donation, please go to:**  
[barwonhealthfoundation.org.au](http://barwonhealthfoundation.org.au)  
♥

## Community news

### COMMBANK CYCLE FOR PROJECT LOVE

Staff from Commonwealth Bank cycled around the clock at Market Square Shopping Centre in January in support of the Andrew Love Cancer Centre redevelopment – Project Love.

The Commbank Cycle for Love Challenge involved several workers and supporters take shifts across two stationary bikes to complete the 12-hour challenge.

Staff had to raise a minimum of \$200 to take part, with many surpassing that goal.

Josh Mitchell, Area Manager of Commbank South West Victoria, was impressed with how committed his staff were and said he was very happy with the total raised.

“Our staff really jumped on board this initial idea and were fully committed. We are happy to be able to give back to such an important local cause and benefit the people of our region who are being treated for cancer,” Josh said.

Over \$18,500 was raised through the inaugural Commbank Cycle for Love Challenge, an amazing result. ♥

*Pictured: Josh Mitchell, Area Manager of Commbank South West Victoria taking part in the Cycle for Love challenge.*



# Barwon Health Locations

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

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

[www.barwonhealth.org.au](http://www.barwonhealth.org.au)



**OUR VALUES**  
RESPECT  
COMPASSION  
COMMITMENT  
ACCOUNTABILITY  
INNOVATION