

# Auricle

QUARTERLY PUBLICATION OF BARWON HEALTH | EDITION 3 2016



## THEATRE TECHNICIAN TRAINEESHIP PROGRAM

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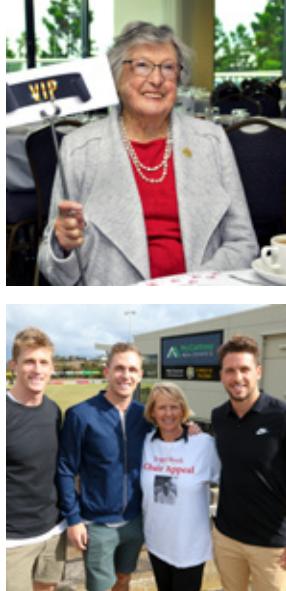
Digital Radiography

**8**

Intrahealth  
implementation project

**16**

Over 42,000 reasons  
to be thankful



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## 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.



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[www.twitter.com/barwonhealth](http://www.twitter.com/barwonhealth)



[www.instagram.com/barwon\\_health](http://www.instagram.com/barwon_health)



## Message from the CEO

Since arriving at Barwon Health in July, I have been warmly welcomed throughout the organisation. I have thoroughly enjoyed meeting the many people that work in our service.

Organisational structure is a key enabler to working more efficiently and we are currently implementing changes to our structure. These changes are designed to level out the management structure, raise the profile of clinicians in decision making, invest in clinical leadership and drive transparency and accountability throughout the organisation.

Two key appointments within this restructure have been Robyn Hayles to

the new role of Chief Operating Officer (COO) for BH and Cobus Lotheringen to the role of Chief Financial Officer. We have also sought Expressions of Interest for both Director and Co-Director roles for six Clinical Directorates: Surgery, Medicine, Mental Health, Aged Care, Women's and Children, Sub Acute, Rehabilitation, Community Health and Aged Care.

I am also reviewing all Barwon Health governance committees, including each committee's membership, purpose and function. As these changes are implemented, you will see an emphasis on having clinical staff on all key committees and decision making bodies.

With the commencement of a new financial year we will be working together to ensure staff have timely and accurate information at their ready disposal to make the right decisions for patients and consumers and this includes both clinical and financial information. We are all accountable for the resources we use in our daily working lives. Together we can live within our budget but it requires us all to work collectively on this.

I look forward to working with you all as we implement the new structure. Having the clinician voice as an integral part of decision making at Barwon Health is key to us ensuring our focus is very clearly centred on safe quality care and putting the patient/consumer first.

Run Geelong is only a few months away and I look forward to taking part in my first one! I plan on walking the 6km course and hope to see many of you and your families there too. All proceeds go towards the redevelopment of our Maternity Ward, so it's a really worthwhile cause to get behind.

Belinda Moyes / CEO

The advertisement features a blue silhouette of a runner on the left. In the center, the text "LET'S RUN GEELONG" is written in large, bold, red letters. Below this, the words "COTTON:ON" and "GMHBA" are displayed. To the right, there are four colored boxes: blue for "6KM RUN", red for "3KM RUN", blue for "12KM RUN", and grey for "6KM WALK". Further to the right, the date "20 NOV 2016" and the call to action "REGISTER NOW" are shown in large, bold, red and black text respectively. At the bottom right, the website "RUNAUSTRALIA.COM.AU" is written in red.

## Audiology outpatient clinic goes digital

Barwon Health's Audiology Service delivers over 4,000 diagnostic hearing assessments each year.

These assessments are conducted in the audiometric booths located within Allied Health at University Hospital Geelong and while the program assists people of all ages, a key priority of diagnostic hearing assessment is the early identification of significant hearing loss in babies and children.

To help engage with consumers, a more consumer-focused program was developed. Audiologists and Clinical Engineering have worked together to phase in a new digital PC based testing platform, transforming the way hearing tests are delivered.

The implementation of the platform has enabled patient focused counselling tools which have enhanced the ability to share meaningful individual diagnostic information with parents of children with a hearing loss.

Another innovation has been the introduction of video-otoscopy where patients can see an image of their own ear drum. The video-otoscopy tool can be used to encourage young children to blow their noses – one preventative strategy to reduce temporary hearing loss associated with middle ear fluid in some children. It also provides a means of capturing and sharing images with medical specialists to ensure patients are on the right pathway.

The increasing consumer focus is not just limited to advances in equipment and technology within the clinic. Over

the last six months the outpatient clinic has achieved a 66 per cent reduction in average waiting times. This improvement was the culmination of a collaborative 'Audiology Administration Redesign' project including key staff from Allied Health and HIPO. A central principle was the introduction of 'Patient Focused Booking' - allowing consumers to drive the allocation of their own appointment, at a time and a place which suits them.

The program's improvements in consumer focused care have made a positive difference to hearing health in the region.



*Pictured: Audiology Manager Rachael Hyder explains the new digital PC platform to consumer Kim pictured with her five-month-old daughter Caitlyn.*

# Digital Radiography

Barwon Health recently completed the final installation and upgrade to low dose digital radiography (DR) across all of its Barwon Medical Imaging (BMI) sites.

Digital radiography and other types of digital imaging were first implemented at Barwon Health 10 years ago to replace film. This final round of system upgrades, including CT low radiation dose software early this year, places Barwon Health at the forefront for the provision of ultra-low radiation medical imaging services.

Digital radiography x-ray benefits:

- Higher image quality – improved resolution
- Significantly less radiation dose (up to 50% dose reduction)
- Faster and more efficient service.

High dependency areas such as ICU, the Special Care Nursery, Emergency and Theatre all benefit from the availability



of almost instant high quality, low dose x-ray images which can be used to support the immediate clinical management of the patient.

With these final upgrades, Barwon Health is one of the few large health care services in Australia to deliver a

comprehensive high quality and ultra-low radiation x-ray and CT imaging service. ❤

*Pictured: Digital radiography is BMI's new addition to their comprehensive range of imaging services.*

## RECYCLING PARTNERSHIP CONTINUES TO THRIVE

Ever wonder where your old office photocopiers and computers end up? Chances are they end up in North Geelong, thanks to the ongoing partnership between Barwon Health and Geelong Disabled People's (GDP) Industries.

Aimed at reducing our impact on the environment, the recycling partnership project allows for the disposal of difficult waste streams at no cost to the organisation.



GDP Industries collect goods for re-use and recycling and all e-waste, obsolete electronic equipment and furniture. Non-returnable pine pallets, mattresses and polystyrene can be diverted from landfill by utilising their services. Each year we recycle approximately 15 tonnes of pine pallets, 156m<sup>3</sup> of polystyrene and 60m<sup>3</sup> of IT equipment and much more.

GDP Industries operate a light industrial factory and a second-hand store where they provide their employees with a mix of skills training and rotation opportunities across a range of work areas.

The specialised resource recovery operations include:

- Collection and disassembly of e-waste e.g. TV and computer parts
- Stripping furniture and mattresses
- Collecting, shredding and bagging polystyrene for resale and local re-manufacturing

- Cutting fence posts for firewood and stripping scrap timbers for kindling
- Making old treated pine palings into seed trays for nurseries
- Repair of old broken pallets for resale
- Bagging sawdust for kitty litter and garden compost
- Repairing old furniture to be sold
- Donate reusable items to Donation In Kind (DIK) which is a part of Rotary supplying items to third world countries.

The partnership ensures Barwon Health contributes resources to the programs that assist GDP Industries to provide training, work experience and long-term supported local employment for adults and young people with disabilities. ❤

*Pictured: The GDP Industries light industrial factory.*



## COMMUNITY KITCHEN AND OT STUDENTS COOK UP NEW PARTNERSHIP

An innovative collaboration between Sue Harman from our Health Promotion Unit and the Occupational Therapy (OT) Student Program has enabled OT students to assist with facilitating Barwon Health's Community Kitchen group based at Vines Road Community Health Centre.

Two OT undergraduate students from each of the student cohorts taken throughout the year are able to partake in this partnership, which is intended to complement and enhance the students' primary Barwon Health fieldwork placement.

"This is a rich experience for the students, who gain exposure to a community health promotion program, group dynamics and people with diverse and often disadvantaged backgrounds," said OT Student Coordinator, Nikki Lyons.

"In turn, the Community Kitchen group responds positively to the students' involvement. This program is a lovely example of Barwon Health supporting undergraduate students and the community."

Flooding that occurred in February also meant that the group's usual facilities in Vines Road were damaged. Whilst these facilities were being refurbished, staff at the North Geelong Community Rehabilitation Centre provided access to the Occupational Therapy kitchen so the group could continue.

"This is another great example of how Barwon Health staff work together to ensure a continued service to the consumer and the community," said Nikki. ♦♦

*Pictured: The Vines Road Community Kitchens group with OT students, Tayla and Mali.*



## New online learning helps staff to give and receive the right message

Most would agree that effective communication is fundamental to the quality of life of every individual. This applies across all cultures and facets of life, including those times in our lives when we require access to healthcare.

People with communication support needs however, are at risk of not being able to communicate effectively with healthcare providers and as a consequence, have their right to participate in their own care compromised.

Learning how to make your communication accessible is a lot easier than most people realise, and has been made even easier thanks to the new Communication Access eLearning, launched by Barwon Health's Communication Access Advisory Committee.

The eLearning is aimed at helping staff learn approaches and techniques to support people with communication support needs, such as people who have a physical disability, brain injury, speech impairments, or simply understand limited English. The eLearning is for all staff, regardless of their role, because great communication is essential to everything we do at Barwon Health.

Funded through grants from the Estate of the late Teresa Mary Wardell

and the Laurence G & Jean E Brown Charitable Trust via Perpetual's IMPACT Philanthropy Program, the eLearning has been developed over the past 12 months through a community collaborative approach, with over 100 Barwon Health staff, volunteers, and consumers contributing to the design, or participating in one of the many workplace scenario videos and interviews that make up the eLearning.

Project manager, Suzanne Evas said the aim was to create an eLearning tool that is fun and engaging.

"We wanted to do something different, as most people learn by doing. This eLearning gives people a chance to practice how they may respond in a real situation and see what might result from their decisions."

The eLearning is currently available on Grow, the new learning platform on the Barwon Health Intranet.

For more information, contact Natalie Anderson on 4215 5304 or at [natalie@barwonhealth.org.au](mailto:natalie@barwonhealth.org.au). ♦♦

*Pictured: Speech Pathologist and eLearning steering committee member, Jen Bennett, with client, Gerry, who provided significant insight from a consumer perspective to assist with the development of the eLearning.*



## Barwon Health welcomes allied health graduates

Barwon Health employs newly graduated staff across a wide range of allied health and science professions, and since 2014, has run the Allied Health Graduate Program to support the transition from student to independent practitioner.

The program operates as a series of nine seminars, where graduates from a wide range of allied health disciplines gain invaluable peer support while learning with, from and about other professions.

This year, graduates in podiatry, occupational therapy, nuclear medicine, physiotherapy, dietetics, speech pathology and audiology have participated in the program,

which runs twice annually. Graduates employed in smaller local health services are also invited to participate, benefitting from formal support that would otherwise be limited for them.

Some graduates are employed in rotating positions, where they work within different departments or work areas every four to 12 months, while others have fixed positions.

Barwon Health welcomes all newly graduated Allied Health clinicians. We hope you are enjoying working at Barwon Health and have long and fulfilling careers ahead! ❤

*Pictured: Allied Health Graduate Program participants that completed the program during the first half of 2016.*

## Staff Activities Club update

Barwon Health Staff Activities Club (BHSAC) members have enjoyed a variety of fun activities throughout the year with their colleagues, family members and friends.

Some of these exciting events have included The Sound of Music theatre show, June Happy Hour with a few social drinks and pizza and Disney on Ice. The Disney on Ice event was so popular this year that two full buses headed up to Melbourne for the show. It is an annual favourite for members and their children, and was described as "an amazing day out"! Check out the Staff Activities Club One Point site for details of all upcoming events and to download a membership form to join.

*Pictured: Making Memories – Julie Sabol (Heath Wing 4) took her mum Kristina to her first ever Theatre Show, The Sound of Music, with the BHSAC in May.*



## HOSPITAL EXTENDS VISITING HOURS

Visiting hours to general wards at University Hospital Geelong have been extended to 9am - 8pm.

The changes took effect on 1 July and are in response to surveys conducted with patients, families and staff and a dedicated committee establishing procedures to liaise with patients about their needs at admission.

Barwon Health strives to create an environment that supports our patients. We recognise family and friends play an

important role in the patient's healing process and have standardised the visiting hours because it became confusing for visitors when patients moved between wards within the hospital.

Rest time is based on individual patient preference and the nursing staff's assessment of a patient's clinical condition.

Standardising visiting hours means patients have more say in their care, while spreading demand for car parking around the hospital throughout the day. ❤





## Managing diabetes after being in hospital

Diabetes in older people is common and the prevalence is increasing. Diabetes is recognised as having a substantial impact on the need for hospital and post-hospital care, and is associated with increased risk of potentially avoidable hospital admissions.

In 2015, researchers Nicole Duggan, Sally Savage and Trisha Dunning AM received a Nurses Board of Victoria Legacy Limited Major Research Grant to undertake a study to develop and formatively evaluate diabetes-specific discharge planning information.

The researchers worked with older people with diabetes and family carers to develop user-friendly, readable and relevant diabetes-specific discharge information to support them to safely manage their

diabetes after discharge and to help them to identify when to seek help. The researchers worked closely with Heath Wing 7 nurses, Nurse Unit Manager Kelly Lestrange and other health professionals not directly involved in the study to ensure the information was clinically relevant and usable.

The study found:

- Older people with diabetes and family carers found the diabetes-specific discharge information met their needs, was helpful and easy to read.
- The Older People with Diabetes Advisory Group Members members enjoyed contributing to the content and design of the diabetes-specific discharge information and expressed their willingness to assist with implementing the information into the clinical setting.

- Health Professionals found the information clinically relevant, useable and addressed relevant issues.
- The diabetes-specific discharge information is transferrable to other care settings and could be adapted to suit other age ranges and languages.

The preliminary study findings were presented at the Australian Diabetes Educators Association Victorian Branch Conference in July and were awarded the Best Experienced Presenter Award. The researchers are eager to expand the study and trial testing the diabetes-specific discharge information in various clinical settings. ❤

Pictured: (L-R) Heath Wing 7 Nurse Unit Manager, Kelly Lestrange and Nurse Researcher Nicole Duggan.

# Hospital's new helipad in view

On June 15, the first air ambulance landed on University Hospital Geelong's new \$11.5m emergency medical services helipad atop Baxter Tower.

Seven-year-old patient Karly was accompanied by her mother on the trip from Warrnambool to Geelong, where she recovered well in the Intensive Care Unit (ICU).

The helipad is a state-of-the-art design featuring the latest safety systems available. The entire deck of the helipad is connected to a Deck Integrated Fire Fighting System (DIFFS) that will automatically activate on the detection of flames and deluge the deck in 20,000 litres of water. In addition the helipad is fitted with a Pilot Activated Lighting Control system (PALC) that can be activated remotely by helicopter pilots as they approach the hospital.



Air Ambulance Victoria recently upgraded their fleet of helicopters to the new HEMS helicopters which are significantly heavier than the legacy air ambulances. The helipad has been designed with this in mind and has a load rating of eight tonnes but could handle more than three times that weight.

Jacob Beard, Acting Manager, Capital Works, explained that the old ground level helipad was used on average twice a week.

"We believe the new helipad will enable an increase in the number of patient transports due to the improved flight paths and faster hospital access created by the new facility," he said.

"The new helipad will also provide improved patient privacy as the helipad is serviced by two lifts that connect directly to the Intensive Care Unit and Emergency Department, eliminating the need to transit patients through public areas."

As part of the new facility, Barwon Health has trained key nursing attendant staff to act as Heliport Safety Officers, ensuring the patient transition from heliport to the ward is seamless. It is anticipated that the time saved in getting patients to critical care services will ultimately save lives. ❤

*Pictured: The first air ambulance to land on University Hospital Geelong's new helipad.*

## BMI COMMUNICATION PROJECT

In 2015, registered nurse Carmen Whiting created a communication and in-service program to aid in collaborative patient care between Barwon Medical Imaging (BMI) and wards at University Hospital Geelong.

Through working in BMI and on different wards across the hospital, Carmen encountered a general uncertainty amongst nurses regarding the protocols and requirements for patients requiring medical imaging. This first-hand experience motivated Carmen to create a change.

The in-services provide the opportunity for wards to deliver information, feedback and concerns directly to BMI staff. Sessions are then tailored to each ward and delivered by Carmen or other BMI nurses. With over 35 in-services delivered to date, the program has been well received and has resulted in a marked improvement in nursing communication and streamlining patient care needs.

Topics covered include preparation requirements for scans, procedures and



angiography. Documentation and sample equipment is also provided. In efforts to address common concerns, each ward has received a copy of the specially created a 'cheat sheet', which provides common information and direct phone numbers for each modality. Additionally, Prompt documents have been created to address gaps that were identified.

For her work in creating and directing the program, Carmen was recently awarded the Barwon Health Nursing Excellence Award in May 2016, for which she was nominated by the BMI multiple-disciplinary team.

All wards and disciplines are invited to contact Carmen Whiting or Karen Stow, BMI NUM, on 4215 0371 to discuss booking an in-service for their ward. BMI nursing staff are happy to provide information on any medical imaging topic staff would like clarified or explored further. For more information on what happens in medical imaging, 'What to Expect' videos are now available on the BMI website under 'For Patients' – choosing the relevant imaging exam.

[www.barwonmedicalimaging.com.au](http://www.barwonmedicalimaging.com.au) ❤

*Pictured: BMI Nurse, Carmen Whiting, with her Nursing Excellence award.*

## GET SNAP HAPPY

Being outside in natural environments such as creeks, the bush and the beach is good for our physical and mental health, and helps build stronger, more resilient kids.

Research has shown that access to and interaction with a healthy natural environment can have a positive effect on the physical, social, mental and spiritual health of individuals.

Barwon Health is presenting a photo competition to encourage families, children, and young people to go out into nature (e.g. national parks, bushwalking). Take a photo and tell us why being outside makes you feel happy or peaceful.

### How to enter

- Go outside into nature
- Find a place or a scene in nature that makes you feel happy or peaceful
- Take your best photo
- Write the story of why or how this particular thing, or view, makes you happy or peaceful (younger children can seek help for this part).
- Complete the application form online at [barwonhealth.org.au](http://barwonhealth.org.au) and send back following the instructions for submission. Entries close 1 October.
- Be in the running to win one of three \$25 Anaconda vouchers! ♡

*Pictured: Barwon Health's Snap Happy photo competition encourages people to go outside and explore the natural environment.*



## Intrahealth implementation project

Community Health and Rehabilitation Services cover a broad spectrum of health provision across the region including primary care, nursing services and planned activity groups, which are provided in home based and centre based settings.

In order to deliver collaborative and coordinated care to consumers with complex chronic illnesses, there was demand for a new information technology (IT) system within some of our services. These services currently operate with a database called PJB, which does not interface with any other Barwon Health programs including BOSSnet and iPMs.

After an expression of interest, a rigorous evaluation process and negotiation period, the implementation of a new IT system from Intrahealth has commenced.

The system, an integrated practice management and electronic medical record package, will provide Barwon Health staff with software that will ultimately improve consumer

outcomes and service provision, particularly for those who require the services of multiple health professionals across different settings.

Intrahealth and key Barwon Health stakeholders met at the end of March to kick-start the implementation and development phase.

"We need all staff to pull together to ensure that our new system meets our service requirements," said ICT Project Officer, Helen Grufferty.

"This can be achieved by everyone's input and taking every opportunity to provide feedback and keep your department personnel informed."

The new system is generically called 'Profile by Intrahealth'. All staff are invited to try and come up with a new name and icon idea – the winning idea will win a mystery prize and bragging rights!

You can email your ideas to [helengr@barwonhealth.org.au](mailto:helengr@barwonhealth.org.au) ♡

*Pictured: Community Nurse Merryl discussing the new system with Barwon Health client, Mrs Came.*



## Theatre Technician Traineeship Program

To improve recruitment of suitable applicants to work within the Operating Theatres at University Hospital Geelong, our recruitment team led the development of a traineeship program for Theatre Technicians.

The program, which has been implemented in partnership with Gforce and The Gordon, means potential employees can be adequately screened for their suitability to the role and their ability to perform consistently in the dynamic and sometimes stressful work environment.

The process includes information sessions and assessment days to ensure selection of the most suitable candidates. The selected trainees complete a Certificate III Health Services Assistance (Operating

Theatre Technician specialisation) over a 12-month period.

"Our intention is to offer permanent positions to our trainees on successful completion of their course," said Jill Hommelhoff, Senior Theatre Technician.

"Here at Barwon Health the theatre technician is considered an integral member of the operating suite team, assisting nursing, anaesthetic and surgical staff to deliver quality service and provide positive patient outcomes."

Theatre technicians are responsible for preparation of the operating room with relevant clinical equipment, ensuring a clean, safe environment for each procedure. They assist with patient transfer to the operating table and ensure correct and safe positioning for each procedure. They are also responsible for

the maintenance of all relevant clinical equipment.

Trainees are paired with a preceptor for up to 12 weeks to gain exposure and experience, working a variety of shifts. They are then rostered on day shift to run a theatre list with full support of the experienced technicians. Trainees also participate in a weekly study session facilitated by the Gordon, which allows time to complete the theory component of their course.

"We are team focused and embrace new technology and change with enthusiasm and confidence. It has been a really rewarding and positive experience and we will certainly be considering this model for our recruitment in the future," said Jill. ❤️

*Pictured: Theatre Technician Trainees (L-R) Oliver, Simone, Peter and Jackie.*



## Pulmonary Rehabilitation Program

**Barwon Health's Pulmonary Rehabilitation Program (PRP) offers exercise, education and psychosocial support to people with chronic lung disease.**

The program operates at the McKellar Centre and Belmont Community Rehabilitation Centre (CRC) over an eight-week period and has been shown to improve quality of life by helping people learn to manage their breathlessness more easily, keeping them out of hospital and enabling them to resume activities that they have previously had to give up. Partners and carers are also encouraged to attend.

Seventy-eight-year-old Don Pulford participated in the PRP at the McKellar Centre, aiming to achieve his primary goal of returning to work on and service lawn mowers and other gardening tools.

When Don first started the program, he was able to spend half an hour in the morning and half an hour in the afternoon working on mowers. This increased by the end of the program, with Don able to spend up to two hours each morning and afternoon working on lawn mowers.

The PRP team follows up with all clients six weeks after they have completed the program and when a team member followed up with Don, he was proud to report that he had far exceeded even his own expectations; spending up to three hours in each morning and afternoon working on the mowers.

For someone like Don who is used to keeping busy, he found it difficult to give up activities that he enjoyed doing because of his breathing difficulties. He expressed his gratitude toward the PRP, for empowering him to be able to take up his hobbies again.

**"The program couldn't have been better,"** Don said. **"I'd go back and do it again in a heartbeat!"**

Once clients have completed the program, they are encouraged to keep up their activity by joining a community exercise/activity group to maintain the benefits they have gained.

To find out more information about Barwon Health's Pulmonary Rehab Program, please contact Colleen Ward at Belmont CRC and Sarah Thompson at McKellar CRC. ❤

*Pictured: Pulmonary Rehabilitation Program client, Don Pulford.*

# Learning from, with and about our colleagues

The Advancing Interdisciplinary Clinical Excellence (AdvICE) Framework is Barwon Health's commitment to raising the quality of healthcare delivered across all areas.

This framework directs attention to organisational readiness for interprofessional education, describes key capabilities for clinical excellence, and identifies a series of opportunities in which interprofessional education can be integrated with existing programs.

The pilot 'core course' for experienced clinicians was conducted over five sessions with 19 participants and course facilitators representing nursing, medicine and allied health. The course explored five capabilities

of interdisciplinary clinical excellence, with the themes of communication and person centred care common to all.

This new program was designed to provide powerful learning opportunities by placing the patient at the centre of the learning and allowing the participants to shape the learning to maximise its professional relevance.

Results of course evaluations demonstrated a greater perspective and a deeper understanding of the work of other disciplines, roles involved in the patient care journey, common concerns, and the value and need for interdisciplinary collaboration that benefits patient care.

Further courses are being considered for later in 2016 and in 2017. ♡



## PARTICIPANT FEEDBACK:

"When I go to work now I'm talking to the occupational therapists, the patients and the doctors more; having more discussions with them, so I think that's really helped my professional practice."

## DIABETES RISK AND ORAL HEALTH: ESTABLISHING NEW PATHWAYS

Diabetes is on the agenda for Barwon Health's Oral Health Service, with the successful implementation of a pilot program to screen dental patients who may be suffering from undiagnosed diabetes.

The pilot study, which commenced in collaboration with Colac Area Health in March, is designed to determine whether there is a relationship between diabetes and periodontal disease.

Diabetes can have a detrimental effect on oral health, with those suffering from diabetes often experiencing gum disease, tooth loss and dental decay.

Patients are invited to participate in the program at their scheduled dental visit, with those consenting to participate completing a diabetes risk assessment questionnaire to determine their level of risk of having diabetes.

Patients identified as high risk undergo a 'finger prick' blood test which establishes those with elevated levels of glycated haemoglobin. Patients who potentially test positive for diabetes are referred to their general practitioner for confirmation of diagnosis, treatment and education. They are then able to integrate with specialist diabetes services for future management and counselling.

Colac Area Health Oral Health Educator, Abbey Jackson, has been impressed with the participation levels of patients.

"Patients are more inclined to consent to the diabetes screening knowing that the service is free and can correspond with their regular dental appointments," she said.

"Many patients are unaware of the affect that diabetes can have on their oral health, and are very thankful for the education and the service."

The results of the project will be used to design and implement a model of care to promote early intervention for at-risk patients, and establishing collaborations between health professionals and appropriate referral pathways.

The project now is scheduled to commence in Newcomb, Belmont, Wathaurong and Corio community clinics in January 2017. ♡



## Wound Care Clinical Nurse Consultant

### Introducing Jemma Ugrin, Barwon Health's Wound Care Clinical Nurse Consultant (CNC).

Jemma has worked at Barwon Health for nine years as a surgical nurse, and has taken on this newly developed position following the completion of her post-graduate studies in wound management.

"I enjoy working across the varying sites and engaging with clinical staff and consumers to provide support and assistance in the wound care field. The Wound CNC role has provided me with many exciting challenges and learning opportunities," said Jemma.

The primary focus of the role is the provision of direct support for clinical staff throughout all bed-based services across acute, inpatient rehabilitation and residential aged care. This support includes:

- Secondary consultation for assessment and management of complex wounds after nursing staff have carried out an initial review to ensure support is required.
- Provide wound care when the complexity and/or risks associated with a wound indicate that the skills, knowledge and understanding of an

advanced wound care practitioner are required.

- Develop and provide education to support staff in the prevention of pressure injuries and the assessment, care decision making, product/equipment selection and management of wounds.
- Development of Skin Integrity Champions; clinical staff members recognised as leaders in preserving skin integrity and the prevention and management of wounds.
- Work collaboratively with the Community Wound CNC to ensure the ongoing development and evaluation of the Barwon Health Wound Product Catalogue and resources.
- Promote a multidisciplinary team approach to the prevention, assessment and management of pressure injuries
- Work with Safety and Quality to analyse incident reports, clinical practice and governing systems to promote improvements in the provision of safe, high quality healthcare.
- Review and update policies and procedures relating to wound assessment and management.

Jemma said given the volume of requests she receives in her role, the information provided on the referral from clinical staff is critical in assisting her to triage the urgency of each request.

"Higher priority will be placed on significant pressure injuries, wounds responsible for the admission or delay of discharge, infected wounds and complex dressing requirements outside the skill level of clinical staff or skin integrity champions," said Jemma.

"I often receive referrals for individuals with chronic wounds that already have management plans in-place with community nursing services, these wounds can usually be managed as per this plan during the individual's acute admission, unless there is a clinical change causing concern. Wound Consultant reviews can also be arranged with our Barwon Health Wound CNC post-discharge in the home to avoid any delay to discharge."

If you have any questions about the Wound Care Clinical Nurse Consultant role, please contact Jemma on 4215 5949. ❤️

*Pictured: (R-L) Jemma with Skin Integrity Champion, Orthopaedic Nurse, Lynn from Baxter Wing 5.*

# Staff Acknowledgements

Sharon Lewis has been appointed to the position of Executive Officer, taking up the role of secretariat to the Barwon Health Board of Directors. Sharon is a governance, policy and management professional with over 20 years' experience in a variety of roles. Since 2014, Sharon has been the Trauma Audit Coordinator at Barwon Health and so is familiar with the operations of a large health service. We welcome Sharon to her new role.

David Meade has been appointed as Director, Allied Health and Program Director, Rehabilitation. David commenced in this role in early May, bringing with him a wealth of knowledge and experience in leading clinical programs and developing a culture of innovation and improvement. David is a speech pathologist and most recently held the position of Manager, Allied Health and Ambulatory Rehabilitation at South West Healthcare in Warrnambool.

Congratulations to Mick Ryan, Aboriginal Health Liaison Officer at Barwon Health on receiving the Community Member of the year Award from Wathaurong Aboriginal co-operative at the NAIDOC flag raising/ community members award ceremony. Mick is a valued community member who is committed to volunteering with young

Aboriginal and Torres Strait Islander people in the Barwon Region.

Deanne Linde has joined the Cancer Services team, taking on the role of Supportive Care Centre Coordinator. Deanne's role is to investigate what consumers would like from the Supportive Care Centre (SCC), in order to make recommendations for a future model of care. She is hoping to establish a timetable

of evidence-based wellness programs and educational services which will offer a holistic and variable approach to supporting cancer patients.

Barwon Health Social Worker, Paul Dodemaide, recently attended the 8th International Conference on Social Work in Health and Mental Health with over 800 delegates. The conference, held at National University of Singapore, was themed Enhancing the Human Condition: Negotiating and Creating Change. Paul had his abstract accepted for presentation as a poster and it was one of 10 awarded a 'Best Poster Award'. The poster was titled: 'Therapeutic Affordances of Social Media for Young Adults living with suicidal thoughts: A scoping review'. Paul is undertaking his Masters in Social Work at Melbourne University and the focus is researching the use and benefits of Social Media, in health; in particular for young adults living with suicidal thoughts. ♡

Pictured: Social Worker Paul Dodemaide with his winning poster, presented at the International Conference on Social Work in Health and Mental Health.



## Consumers share their experience

In April our Capturing Consumer Stories work was trialled by Clinical Education & Training as an Allied Health student project.

The Safety and Quality Unit gathers consumer experience stories to inform our quality improvement activities. As part of the pilot project, students of speech pathology, social work and occupational therapy met and recorded interviews with three people about their experiences with Barwon Health.

The students learnt about planning and working with students from other disciplines, conducting interviews and a final presentation of the project. Each story was then analysed against a set of principles of consumer centred healthcare.

"For Barwon Health, we learnt from the consumers; we heard what to encourage our clinical staff to do more of and also the things we need to change," said Clinical Education & Training Allied Health Manager, Leonora Coolhaas.

Consumers involved with the project expressed that the most important thing to them is staff showing they really care.

The students also valued the opportunity to have an open conversation with people and gained an insight into the lived experience of people requiring healthcare.

"We worked with a talented group of students, their supervisors and generous consumers. We are looking forward to more Student Work in Capturing Consumer Stories as we found that there are benefits for the Students, the Consumers and for Barwon Health," said Leonora. ♡



## BAREND'S BACKYARD BLITZ

A new initiative by Volunteer Services is engaging support from community groups to provide a helping hand to our palliative care clients.

The most recent recipient of a helping hand was 83-year-old Alfred Barends and his wife Ruth, who have called Belmont home for the past 34 years. Alfred has stage four prostate cancer so was grateful for the support of the 10 East Geelong Football Club players who turned up one cold and wet Friday afternoon in July to help tidy the yard.

Originally from South Africa, the pair are keen gardeners and enjoy growing their own fruit and vegetables, as well as keeping chooks. They were delighted with the tidy up their yard received from the players, with Ruth dishing out hugs to all involved!

Volunteer Services and Barwon Health Foundation Deputy Executive Director, Zoe Waters, said she was blown away by the support shown by the football club and the generosity of the players donating their time.

"This is a great reminder of how lucky we are to be part of an organisation who can make someone's day a little brighter,"  
Zoe said.

"Any other groups or teams within the community interested in joining forces to blitz one of our palliative care patient's backyards can get in touch by emailing [volunteers@barwonhealth.org.au](mailto:volunteers@barwonhealth.org.au) or calling 4215 5700," she added. ♡

*Pictured: Palliative care patient Alfred Barends and wife Ruth with the East Geelong Football Club players who generously donated their time to blitz their yard in July.*



## Congratulations Betty – 50 years of volunteer service

Ninety-three-year-old Betty assists aged care residents to attend church services at our McKellar Centre. Commencing her position in 1966, Betty has dedicated 50 years of service as a valued and respected Pastoral Care Volunteer. She tasks herself with the responsibility of setting the altar, liaising with the pastoral care team to assist with service facilitation and provides support to elderly patients to transport them from their beds to the chapel. Each week, Betty arrives hours early, often coming in the day prior to receive lists of patients due to attend Pastoral Care programs to coordinate the efficient pickup of residents and patients to ensure minimal distress or disruption to their schedules. Betty's level of dedication toward her volunteer position has meant that no individual within our aged care facility has been disadvantaged or has missed out on receiving spiritual care, regardless of one's own health or individual beliefs. During National Volunteer Week, we recognised Betty as our first ever volunteer to achieve a remarkable 50 years of volunteer service! She is the longest serving volunteer at Barwon Health. Congratulations Betty. ♡

*Pictured: Barwon Health's longest serving volunteer, 93-year-old Betty.*

## 2016 LIFE MEMBERSHIP AT BARWON HEALTH

Life membership is an honour awarded to Volunteers who have rendered valuable and admirable service to our organisation, above their expected contribution. Only the most deserving, passionate and committed individuals are inducted. It is not an award measured by length of service. The following volunteers were recognised for this prestigious award in May, at our 2016 National Volunteer Breakfast.

**Sandra Anderson**  
**Heather Trethowan**  
**Allan Gray**  
**Patricia Scott**  
**Pamela Stanley**  
**Richard Pekin**

Congratulations to our 2016 Life members, you can read more about each of these dedicated volunteers on the Volunteer Services One Point site. ♡



## Rotary clubs join forces

Each year, Barwon Health's Patient Transport Service completes over 15,000 patient trips for community members in need. Without this service, many would find it difficult to get to their important medical appointments including weekly dialysis and chemotherapy appointments.

The service provides free transportation for patients who do not have access to safe or reliable transport. Barwon Health is extremely fortunate to have a fleet of five vehicles and a team of 60 dedicated volunteers who donate their time to deliver this essential program.

The Patient Transport Service relies on the generous support of the community to continue this vital program for our consumers. This year, Rotary Clubs across the region joined forces to support the program by donating a generous \$24,500.

Volunteer Services would like to highlight the significant sponsorship received from these Rotary clubs in our region by sharing the new car designs complete with Rotary logo and thank them again for their support for this service that is continually growing in demand.

Contributing Rotary clubs:

- Rotary Club of Geelong West
- Rotary Club of Lara
- Rotary Club of Kardinia
- Rotary Club of Geelong Central
- Rotary Club of Geelong
- Rotary Club of Torquay
- Rotary Club of Grovedale
- Rotary Club of Drysdale
- Rotary Club of Bayside
- Rotary Club of Geelong East. ♡

## Farewell to two wonderful volunteers

Volunteer Services recently farewelled much-loved volunteers, Fr. Bernard Michael "Mick" Fitzpatrick and Ron Cargill.

Fr. Mick was part of the McKellar Centre community as a volunteer for the past 16 years, hosting fortnightly services and attending to the needs of Catholic residents.

These requests would often come in the early hours of the morning, and at an age when most would be long retired; Fr. Mick was still able to offer the spiritual assurance and human warmth needed by residents, families and staff alike.

At the conclusion of services, he would seek a joke or story to capture the deeper meaning of the service theme – most residents looked forward to these almost as much as the service itself. Thanks and farewell to a great friend and a sincere and faithful servant of the McKellar community.

Ron Cargill was a dedicated volunteer for both Barwon Health and the Vietnam Veterans Federation. Ron was also the longest standing President for the Vietnam Veterans Federation.

He was a kind and caring gentleman who went to great lengths in both of his roles to offer help, support, care and guidance to Veterans and their families in the greater Geelong Community. He was a much-loved husband, father and grandfather and he will be sorely missed by all who knew him.

Barwon Health extends deepest sympathies to the families and friends of both Fr. Mick and Ron. ♡





# Over 42,000 reasons to be thankful

## COMMUNITY SUPPORTS NEW EQUIPMENT

Thanks to generous community support, the Barwon Health Foundation purchased close to \$800,000 worth of vital medical equipment.

One world-class piece of equipment, purchased through the Worksafe Victoria annual charity golf day, is the Tobii Dynavox for the McKellar Centre. This speech generating device enables patients to engage in daily communication through speech, email, text messaging, social networking and telephone calls.



**\$800,000**  
spent on vital medical equipment

Patients with conditions such as Cerebral Palsy and Motor Neurone Disease benefit from this device as they rely on augmentative and alternative communication to make their voices heard, in order to live more independent and integrated lives.

An infant ventilator was also purchased for the Special Care Nursery (SCN) at University Hospital Geelong.

This can be used to provide full ventilator support for sick and premature babies for the initial emergency care in our SCN until the Newborn and Paediatric Emergency Transport service can transfer them for care in a Melbourne Neonatal Intensive Care facility. ♡

The Barwon Health Foundation would like to sincerely thank the Geelong community for generously donating during this year's Barwon Health Hospital Appeal Giving Weekend.

This support will provide vital funds for the redevelopment of the Chemotherapy Day Ward and Pharmacy at the Andrew Love Cancer Centre (ALCC), ensuring people within the Geelong region who are diagnosed with and treated for cancer at the ALCC will continue to have access to world-class facilities, where they will receive the highest standard of treatment and care.

The Barwon Health Foundation also thanks local businesses Buxton Highton, Deakin, Telstra, The Gordon, Geelong Cats, Avalon Airport, Coulter Roache and Commonwealth Bank, as well as over 270 volunteers who assisted over the weekend. The volunteers' efforts including



tin shaking, operating merchandise stalls and cooking up a storm at local BBQs did not go unnoticed!

With the support of our amazing volunteers and the generosity of the local community, \$42,000 was raised for the planned Andrew Love Cancer Centre redevelopment. An incredible effort! ♡

## KEEN GOLFERS LIGHT UP SIMONDS STADIUM FOR #PROJECTLOVE

More than \$25,000 was raised for #ProjectLove at the second annual Hanlon Industries Light up the Green event in June.

The event, held at Simonds Stadium, was attended by 120 guests including Geelong Cats legend Billy Brownless and former Australian cricket player Simon O'Donnell. The stadium was transformed into a unique driving range under lights, allowing guests the opportunity to aim for a pin on the famous football oval.

Cats superstars Steve Motlop, Daniel Menzel and Scott Selwood kicked off the event, which boasted a prize of \$10,000 cash for a hole in one thanks to Sonic Lighting. Unfortunately there wasn't a winner of the hole in one prize, but one guest will enjoy a trip for two to Auckland for nearest to the pin, thanks to Geelong Travel.



The Hanlon Industries Light up the Green was proudly supported by Ross Parke The Good Guys, Sonic Lighting, Geelong Travel, Whitford Property and Slater & Gordon. ♡

# Dry July reaches \$65,000

Dry July is a national campaign designed to raise money for adult cancer services. This year, 187 'Dry Julyers' enjoyed 31 hangover-free days while refraining from alcohol, all in the name of #ProjectLove – raising funds for the redevelopment of the Andrew Love Cancer Centre (ALCC). Around \$65,000 was raised by this year's Dry Julyers - fantastic effort!

Each year, Barwon Health Foundation Dry July Ambassador, Mike Hirst, CEO of Adelaide Bendigo Bank, participates on behalf of ALCC and this year was again amongst the top fundraisers in the country!

New to Dry July in 2016 was Geelong Supercats Captain, Nathan Herbert, joining Mike as an ambassador for Barwon Health. Nathan is also a Registered Nurse at Barwon Health, and understands the need for the ALCC redevelopment.

"Through my role at Barwon Health, I witness first-hand the amazing work that the Barwon Health Foundation is doing with #ProjectLove and really wanted to get involved," said Nathan.

"As someone with two small children, my nights of drinking are few and far between so it really wasn't too hard, although I did utilise a 'golden ticket' in the first two weeks for a night off!" ❤️



## UPCOMING EVENTS

### Catwalk for Cancer

Sunday 9th October

### Gala Parade – 100th year

Saturday 12th November

### Girls on Track Spring Ladies Luncheon

Sunday 13th November

### Run Geelong

Sunday 20th November

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

# Our community

## BEACHSIDE BALLROOM LOVE TO DANCE FOR #PROJECTLOVE

Torquay's Beachside Ballroom dancers recently held the inaugural 'Love to Dance' Ball, which raised more than \$10,000 for the redevelopment of Barwon Health's Andrew Love Cancer Centre.

The ball was attended by 150 dancers and friends and was a spectacular night of glitz and glamour. Guests enjoyed demonstrations of elite dancing, great food and music.

The group decided to support the Barwon Health Foundation after much-loved member, Brian Meade, who was treated at the Andrew Love Cancer Centre sadly passed away in October. The members wanted to honour Brian's memory by raising much needed funds for #ProjectLove. ❤️

Pictured above: Pauline Butterworth and Carol Meade from Beachside Ballroom presenting their cheque to Danni Flowers from the Barwon Health Foundation.



## TORQUAY TIGERS TEAM WITH BOAK FAMILY FOR #PROJECTLOVE

In May, the Boak family partnered with the Torquay Tigers Football, Netball and Cricket Club to hold the Roger Boak Chair Appeal Fundraiser.

The fundraiser was held in memory of 'Boaky' – a life member of Torquay's cricket and football club who was a patient of the Andrew Love Cancer Centre.

The event featured appearances by a number of popular AFL players and aimed to raise \$10,000 for the purchase

of a treatment chair for the soon to be redeveloped Chemotherapy Day Ward at the Andrew Love Cancer Centre.

The event was an overwhelming success, with a total of \$20,000 raised! The extra \$10,000 contributed by the Torquay Tigers will support a youth centred space in ALCC. ❤️

Pictured below: AFL stars Scott Selwood, Joel Selwood and Travis Boak with Chicki Boak.



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



**OUR VALUES**

RESPECT

COMPASSION

COMMITMENT

ACCOUNTABILITY

INNOVATION