Taking hospital care into the home
Giving wider smiles to kinder kids
Health through the consumer’s eyes

WIN!

Complete our survey for your chance to win 1 of 2 EFM gym memberships!
Welcome

Your local health service

More than ever, it is evident that Barwon Health, like the region it serves, is rapidly changing. We now have more than 6,000 staff across 21 sites, making us the largest employer in the region. In addition, we currently have over 1,000 volunteers and consumer representatives engaged with activities across the organisation, like we are providing care to more than 100,000 people in the Barwon South West region and have seen growth in most areas, particularly in Emergency, Department presentations and elective surgery demand. With this in mind, it is important that the services we provide reflect the needs of the community.

To find out more about the community’s needs, we have introduced the Consumer Centred Care Committee and most recently the Consumer Representative Program. The function of both the committee and the program is to provide a platform to listen to consumers when making decisions that ultimately shape the future of health services in the region...

The objective of this commitment to our consumers is about making sure patients are at the heart of the health service and all the centre of care. Inside this magazine, you will read articles on areas where the consumer voice is helping to shape the way we do things and ultimately improve the satisfaction in the quality of care we provide.

In line with being a health promoting health service, we have included information and tips to help readers improve their knowledge of a broad range of health topics. The magazine also showcases areas where we are improving the already high number of safe and positive experiences within the public healthcare system, and striving to achieve superior health outcomes for our patients.

The Quality of Care magazine is distributed across the region through the Geelong News and Echo and is available to download from our website www.barwonhealth.org.au. We’re listening, so if you would like to contribute feedback about this magazine, there is a survey at the back of this issue. We look forward to hearing from you and encourage you to tell us what you would want to read about...

Our local health service

Barwon Health is the major regional health provider for the Barwon South West region. It is Victoria’s largest regional health service provider for the Barwon South West region. We provide care at all stages of life and circumstance through a range of services, from emergency and acute to mental health, primary care, community services, aged care, and sub-acute/rehabilitation.

We are proud to present our 2012/13 Quality of Care magazine to you and we hope it provides useful information about the continued improvements in the quality and safety of services at Barwon Health.
Taking hospital care to the home

Barwon Health’s ‘Hospital in the Home’ program is bringing healthcare to the comfort of a person’s own home and having a number of positive impacts in the community.

The program, commonly known as HITH, is an alternative to an admission and stay in hospital. Patients are still regarded as hospital inpatients, and remain under the care of a hospital doctor, but their care may be provided in their home or other suitable environment.

Eligible patients can be offered this option if the case type requires they can receive care safely at home by a nurse, doctor and/or allied health professional.

HITH Medical Director, Dr James Pollard, said in 2012/13 more than 1,250 eligible patients participated in HITH and had care delivered safely in their own home.

“Most patients prefer to be treated at home, with their family or friends around them and this means they can resume normal activities and routines quickly,” Dr Pollard said.

Patients may be admitted to HITH in different ways, depending on their condition and treatment. Some patients may be directly admitted from the emergency department or the community, or they may have a stay in hospital first, and then convert to be transferred into HITH to continue their treatment.

Participation in HITH is voluntary—patients and their carers must agree to have their care provided at home.

Dr Pollard said that research showed patients in the HITH program had improved outcomes and recovery of a hospital doctor, but their care may be provided in their home or other suitable environment.

Eligible patients can be offered this option if the case type requires they can receive care safely at home by a nurse, doctor and/or allied health professional.

HITH Medical Director, Dr James Pollard, said in 2012/13 more than 1,250 eligible patients participated in HITH and had care delivered safely in their own home.

“Most patients prefer to be treated at home, with their family or friends around them and this means they can resume normal activities and routines quickly,” Dr Pollard said.

When will I be discharged from hospital?

Will will be admitted to the HITH program after receiving a prescription believed to be caused by a septic bone. The site was badly infected and became an abscess which had a single infection. Will’s initial treatment was provided by his GP but when he didn’t improve after treatment he was referred and immediately admitted to the HITH program.

Who can access HITH?

Any patient of a public hospital
• assessed as being clinically stable
• appropriately supported in the home, for example a carer or other supports
• living in a suitable environment, with access to care in the home
• with a medical condition suitable for HITH treatment
• willing to be treated by HITH

Located at the Mickleover Centre in North Geelong, Blakiston Lodge offers specialised care and behaviour management to people living with dementia, Alzheimer’s and acquired brain injuries, all of which can lead to behaviour management issues.

With symptoms such as a memory loss, confusion, apathy, withdrawal and the loss of ability to do everyday tasks, dementia and Alzheimer’s have a significant impact on residents and their families.

Staff at the facility identified an opportunity to trial an exercise program aimed to improve balance, coordination, flexibility and social interaction in an alternate environment, and to assess the effect of exercise on residents’ mood, behavior, falls residents and sleep patterns.

In early 2013, Blakiston Lodge teamed up with the Mickleover Centre’s on-site gym, EFP/Health Club, and together with the club’s manager Paul Folly, created an activity plan that residents could safely and easily perform.

The residents participating in the program complete exercise circuits of various intensity involving moving machines, exercise bikes, boxing, treadmills, weights, cross trainers and pool play. The aim is to keep residents continually moving without exhausting them. This enables them to increase their speed, resistance and endurance a little each week as their condition improves.

Currently, the program runs twice a week and includes 15 residents aged between 46 and 90 years participating.

Residents are guided through the 45 minute sessions by a registered nurse, a gym instructor, lifestyle officers and trained volunteers.

Blakiston Lodge Facility Manager, Julie Fisher, explained that the program has encouraged residents to re-engage in being active and social.

Activities you can do to improve your memory

Meet Irene

Sixty-six-year-old Irene was always a healthy and active adult. Her favourite hobby is dancing and cooking, which has always been an important part of her life.

In 2007, Irene began to show the first signs of dementia. After a few years being cared for at home by her husband Ron and in a low care facility, Irene moved to Blakiston Lodge.

For Irene, this meant long walks around her local community weren’t possible. So when the opportunity to become physically active again in a safe and supportive environment arose, Irene was quick to jump on board.

Irene’s husband Ron has also been able to attend and observe the program and see first hand the positives regular gym exercise has had on Irene.

“The program keeps Irene occupied and gives her something to focus on. It’s really good for her and the other residents,” Ron said.

Who can access HITH?

Any patient of a public hospital
• assessed as being clinically stable
• appropriately supported in the home, for example a carer or other supports
• living in a suitable environment, with access to care in the home
• with a medical condition suitable for HITH treatment
• willing to be treated by HITH

Located at the Mickleover Centre in North Geelong, Blakiston Lodge offers specialised care and behaviour management to people living with dementia, Alzheimer’s and acquired brain injuries, all of which can lead to behaviour management issues.

With symptoms such as a memory loss, confusion, apathy, withdrawal and the loss of ability to do everyday tasks, dementia and Alzheimer’s have a significant impact on residents and their families.

Staff at the facility identified an opportunity to trial an exercise program aimed to improve balance, coordination, flexibility and social interaction in an alternate environment, and to assess the effect of exercise on residents’ mood, behavior, falls residents and sleep patterns.

In early 2013, Blakiston Lodge teamed up with the Mickleover Centre’s on-site gym, EFP/Health Club, and together with the club’s manager Paul Folly, created an activity plan that residents could safely and easily perform.

The residents participating in the program complete exercise circuits of various intensity involving moving machines, exercise bikes, boxing, treadmills, weights, cross trainers and pool play. The aim is to keep residents continually moving without exhausting them. This enables them to increase their speed, resistance and endurance a little each week as their condition improves.

Currently, the program runs twice a week and includes 15 residents aged between 46 and 90 years participating.

Residents are guided through the 45 minute sessions by a registered nurse, a gym instructor, lifestyle officers and trained volunteers.

Blakiston Lodge Facility Manager, Julie Fisher, explained that the program has encouraged residents to re-engage in being active and social.

Activities you can do to improve your memory

• Regular exercise
• Cross word puzzles
• Card games
• Memory quizzes
• Conversation
• Reading
Heart Attack Facts

When experiencing chest pain or discomfort,

- Call 000 immediately.

- Let someone know you are calling 000.

- Take a few deep breaths and rest.

- Do not worry about making a mistake.

- If you know the person has a pacemaker,
  inform the emergency services.

- If the person is already in hospital,
  inform the emergency services.

- Follow the advice of the person or
  the emergency services.

- If the person is conscious,
  ask them to sit down and take
  their medication as prescribed.

- If the person is unconscious,
  ask the emergency services
  to perform CPR.

- If you are not sure whether
  the person is having a heart attack,
  call 000 immediately.

- Do not give the person anything
  to eat or drink except for water.

- Do not give the person anything
  to take except for their medications.

- Do not give the person anything
  to drink except for water.

- Do not give the person anything
  to eat except for their medications.

- Do not give the person anything
  to take except for their medications.

- Do not give the person anything
  to drink except for water.

- Do not give the person anything
  to eat except for their medications.

- Do not give the person anything
  to take except for their medications.

- Do not give the person anything
  to drink except for water.

- Do not give the person anything
  to eat except for their medications.

- Do not give the person anything
  to take except for their medications.

- Do not give the person anything
  to drink except for water.

- Do not give the person anything
  to eat except for their medications.

- Do not give the person anything
  to take except for their medications.

- Do not give the person anything
  to drink except for water.

- Do not give the person anything
  to eat except for their medications.

- Do not give the person anything
  to take except for their medications.

- Do not give the person anything
  to drink except for water.

- Do not give the person anything
  to eat except for their medications.

- Do not give the person anything
  to take except for their medications.

- Do not give the person anything
  to drink except for water.
The peer support worker uses knowledge from their own peer support worker who has a lived experience. Earlier this year, the Belmont Community Rehabilitation Facility (CRF) began a pilot project to explore the role of a workforce; which means employing staff who have lived experiences in recovery-oriented practice, a key component of the national mental health reform agenda. Recovery-oriented approach emphasises hope, commitment to start living a recovery journey. That meant struggle and with that realisation in mind, Ken made a commitment to have a better understanding of the medications. So this role in a way helps to fill a gap that usually led to another hospital admission.”

New mobile emergency response unit to help those in crisis

It is estimated, that each year one in five residents in Geelong and throughout the Barwon South West region are affected by mental health problems. Emergency services agencies including police, mental health and ambulance are usually the first to respond to someone experiencing a mental health crisis. Improving how we respond in these situations as well as our capacity to respond to the mental health crisis and the nation’s mental health. Mental Health Drugs and Alcohol Service (MMH) in Geelong and throughout the Barwon South West region are affected by mental health problems. PACER has the potential to reduce the number of people experiencing a mental health crisis being taken to the Geelong hospital Emergency Department as well as reducing the length of time patients may need to spend in hospital. Ken explained that police initially responding to mental health crises will often be released more quickly, enabling them to pivot other demands for emergency response in the community. “This is a great example of how collaboration between Research Unit, Ambulance Victoria and Victoria Police is resulting in better outcomes for the Geelong community.”

The PACER Program commenced in Geelong in July 2013 and will be evaluated over a 12-month period.

Bowie, Senior Constable Richard Knopp, Clinical Coordinator Karen Rifici, Sergeant Megan Jakimovski and Social Worker Mike Bost...

Research is vital to improving clinical care and practice

In Innovation, Barwon Health is committed to patient safety and the improvement of patient care. In order to fulfil these commitments, the adoption and integration of the most up-to-date technologies is applied. As an example of this commitment, Barwon Health and Deakin University Professors Sanda Dimitrovski, Michael Berk and Richard Money embarked on a project to better identify people at high risk of suicidal behaviour. Geelong Hospital is one of few hospitals whose clinicians routinely perform risk assessments with mental health clients. In these risk assessments, clinicians use checklists of known factors in order to rate a person’s risk. Over the past decade, this has produced a database of more than 10,000 risk assessments.

The innovation was to add computerised machine learning tools to see if a computer could automatically search for factors in Barwon Health’s electronic medical records and discover if this enhanced the ability to detect patients at risk of suicidal behavior. Professor Michael Berk, who leads the Barwon Psychiatric Research Unit, explained that indeed it did and it was the first time that machine learning had been used in such a way. “The computerised machine learning tool, using data in the existing electronic medical record, was able to detect suicidal risk than clinician assessment alone.”

Ken Hawkins was the 2013 recipient of the Victorian Minister for Health Volunteer Award for outstanding achievement by an individual in a registered health service. He was also the 2012 winner of the Members of Parliament National Volunteer Award.

Peer Support Worker Ken Hawkins

Research type

<table>
<thead>
<tr>
<th>Number of Studies</th>
<th>Research type</th>
</tr>
</thead>
<tbody>
<tr>
<td>New treatments and medicines</td>
<td>10</td>
</tr>
<tr>
<td>Quality improvement</td>
<td>30</td>
</tr>
<tr>
<td>Patterns and predictors of disease (epidemiology)</td>
<td>30</td>
</tr>
<tr>
<td>Exploring personal outcomes (life satisfaction)</td>
<td>10</td>
</tr>
<tr>
<td>Other</td>
<td>40</td>
</tr>
</tbody>
</table>
Medication safety refers to the correct prescription, dispensing and administration of medicines, and with thousands of medicines dispensed and administered each day processes and systems must be in place to ensure the right medicine is given to the right person, at the right time, in the right place.

In some circumstances medication errors can and do occur. Most incidences are detected and corrected before they reach the patient, and there are very few medication errors that result in a serious impact on patients.

To oversee efforts that prevent and reduce medication errors and ensure medication safety alerts, Barwon Health has a Medication Safety Committee. The committee consists of managers from all areas of Barwon Health including surgical, medical, mental health, aged care, rehabilitation, safety and quality, and education and training. The role of the committee is to provide leadership in the management of medication safety across their organisation and also provide a forum for decision making in relation to risks.

Medication Safety Pharmacist, Marissa Izzard, explained that medication errors are placed in three different categories which include administration treatment, dispensing/issue and prescription/order/decision.

“The committee’s function is to establish and roll out processes and procedures to exercise and where possible, prevent medication errors,” Marissa said.

“The committee maintains oversight of policies, procedures and guidelines, reviews organisation-wide medication incidents and advises on implementation of national and jurisdictional policies and medication safety alerts and notices.”

In 2013, staff welcomed consumer representative, Darryl Towers, to the Medication Safety Committee.

“The goal of consumer involvement is to raise issues and consider things from a community and consumer perspective. Darryl ensures that when it comes to setting targets and benchmarks, we strive to meet the highest standard that we possibly can to minimise risk to patients,” Marissa explained.

“Consumer involvement and particularly Darryl’s, really focuses the committee’s view that our ultimate goal is patient safety.”

As a relatively new volunteer at Barwon Health, Darryl was impressed with the work of the pharmacy department and the many medical staff involved in multiple areas covered by Barwon Health.

“I was surprised by the number of hospital units and breadth of areas covered by the pharmacy department staff and practitioners,” Darryl said.

“It is pleasing to notice that a professional attitude and culture of continuous improvement is evident in striving for the highest possible standards with medicines, practices and safety.”

“I am very happy working with this team. I can ask questions, offer my thoughts and make suggestions for improvements. I feel I can add some value due to my work and life experiences.”

The chart below shows the breakdown of medication errors for 2012/2013.

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration/treatment</td>
<td>50.4%</td>
</tr>
<tr>
<td>Dispensing/issue</td>
<td>6.0%</td>
</tr>
<tr>
<td>Prescription/order/decision</td>
<td>3.6%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration/treatment</td>
<td>50.4%</td>
</tr>
<tr>
<td>Dispensing/issue</td>
<td>6.0%</td>
</tr>
<tr>
<td>Prescription/order/decision</td>
<td>3.6%</td>
</tr>
</tbody>
</table>

### Medication safety in the home with pharmacist Marissa Izzard

- **Know it’s a medicine.** Medicines don’t just come on prescription – they include over-the-counter medicines from a pharmacy, supermarket or other store, as well as herbal remedies, vitamins and other supplements.
- **Know the active ingredient.** Active ingredients are what make your medicines work. If your pharmacist offers you an alternative brand of a prescription medicine you can be sure it will work the same way on your usual medicine.
- **Keep track of all your medicines by using a Medicines list.** Your doctor, nurse or pharmacist can help you fill it. Keep your Medicines list with you, especially on visits to your doctor, pharmacist or to the hospital.
- **Always follow instructions from your doctor or pharmacist and read the labels and packaging of your medicines carefully.** Ask your pharmacist for Consumer Medication Information leaflets for more detailed information on your medicines.
- **Ask your pharmacist for advice on medication arrangements such as those pills yourself each week, or blister packs.** This will help you separate your medicines into the times and days you should take them.
- **Have your medicines reviewed regularly.** Ask your pharmacist or doctor if a ‘Home Medicine Review’ would be useful to help you avoid problems with your medicines.
- **Store medicines away from heat and damp because these conditions can damage most medicines. Do not store medicines in the bathroom or near a sink.** Always keep them out of reach of children.
- **Take out-of-date or unused medicines to your pharmacy for safe disposal.**

For more tips on medication safety, visit the Aged Care Safety website.

---

### Meet a consumer representative

**Name:** Christie Croy

**Why did you decide to become a consumer representative?**

I was invited to the workshops to look at the new National Safety and Quality Health Service Standards. The standards provide the framework for a patient trusted service. I felt that I could make a contribution given my personal and voluntary experiences. A number of volunteers were involved with this process and one of us was invited as Consumer Representatives for Barwon Health.

Tell us a little bit about your role and what you do?

I have been part of the WISE (Written Information Suitability Evaluation) Steering Committee. These sessions are part of the mandated approach to the production of written information for use by Barwon Health consumers. I have met with a group to review written information and other suggestions or changes. As a palliative care volunteer, I am involved in the building of WISE, which was developed under the planning, development and evaluation of our service.

How do you feel about the feedback you are able to provide to AHPRA?

As a consumer and a palliative care volunteer, I’m often in a position of listening to patients and their families at the most stressful time of their life. The feedback I am able to give to staff is most appreciated and from this feed there are better outcomes in health care.

---

In 2011, Barwon Health developed the Consumer Representative Program to establish new ways to listen to and learn from consumers.

The program recognised that while staff are experts in the technical aspects of care, the community are experts about themselves and what is important to them.

Head of Consumer Centred Care, Lisa-Jane Moody, explained that Barwon Health’s consumer representatives participate in a wide array of roles across all levels of the organisation.

“Our consumers have very powerful voices, they provide opinions on new ideas and old challenges alike by participating in strategic and business planning, in safety and quality committees and in redesigning and improving care projects,” Lisa-Jane said.

“Being a consumer representative is a different way of volunteering, and many consumer representatives undertake different volunteering roles, both at Barwon Health and in the wider community.

“Our consumer representatives receive training and support to enable them to be actively involved in the planning, development and evaluation of our service.”

One of the most popular consumer representative roles is the role of a WISE consumer reviewer.

---

WISE is the ‘Written Information Suitability Evaluation’ strategy, at Barwon Health. Established in January 2013, the WISE strategy combines web based tools, templates and guidelines for staff with a consumer review and approval process.

“By partnering with consumers in the production of written information, Barwon Health can ensure that consumers can understand and use the information we provide to them,” Lisa-Jane said.

“The process recognises our consumers and what matters to them – what helps them understand their healthcare needs and risks, and supports them in managing their health.”

The hallmark of WISE is the formal review and approval of all documents by our consumer reviewers, and the formal branding of approved documents with a WISE logo.

Are you interested in becoming a consumer representative at Barwon Health? For more information, please visit www.barwonhealth.org.au or email consumer.rep@barwonhealth.org.au.
The current focus of the Geelong Health Appeal is the redevelopment of the Special Care Nursery at Geelong Health.

The redevelopment is a $3 million community-funded project that will see a total of 20 cribs added to the nursery, state-of-the-art neo-natal care equipment, has overnight rooms, for parents, separate treatment rooms, and much more. The Cotton On Foundation is the major appeal partner for the project.

In 2012/13, more than 540 babies were cared for in the Special Care Nursery. In fact, 25 per cent of all babies born at the Geelong Hospital are admitted to the nursery, making it a vital part of Victoria’s largest regional health service.

Special Care Nursery Manager, Allyn Smith, said the redevelopment of the facility would meet the growing needs of the community.

“Population growth and resulting urban sprawl across Victoria has shown increased need for more essential beds and space. As requirements for bed numbers increase, the need for more space and facilities for parents increases as well,” Allyn said.

The redevelopment Special Care Nursery will provide a far more supportive environment for the dedicated clinicians and most vulnerable members of our community.

Over the past 12 months, the Barwon Health Foundation and Geelong Hospital Appeal raised $2.5 million dollars to support various areas throughout Barwon Health.

Special care for a special boy

One local family who knows all too well about the importance of the Special Care Nursery is the Frazer family. Lauren and Julian Frazer’s baby boy Max made an unexpected arrival into the world eight weeks premature, weighing just 2.14kg (4.7 pounds).

The unexpected arrival into the world of Lauren and Julian Frazer’s baby boy Max made an un

Max was placed on a continuous positive airway pressure (CPAP) machine which gently inflated his lungs through a mask on his face.

Lauren admitted the first time she saw Max in the Special Care Nursery was confronting.

“He was wearing an oxygen mask to keep his lungs open and the sight of all the equipment was a little overwhelming,” Lauren said.

The following day, after 18 hours on the CPAP machine Max was moved into an incubator crib. An incubator crib is a clear plastic enclosed crib that maintains a warm environment and isolates the baby from germs.

After his move, we were able to cuddle him each day and do kangaroo care, but not for too long as he needed to be kept warm in the incubator. He also had a feeding tube in his nose, as he was not strong enough to feed on his own,” she said.

Kangaroo care gave the new parents the opportunity to experience and spend time holding their baby. During kangaroo care, babies are placed on the chest of either parent for skin-to-skin contact.

“This really helped us to bond with Max and helped to calm him by hearing our heartbeat and was an amazing feeling having such a tiny baby against your chest. We did this at any opportunity we got, we heard kangaroo care had benefits to premature babies,” she said.

After a couple of weeks, Max was getting stronger and able to maintain his own temperature and move from the incubator into an open crib. Max had more energy and was able to breastfeed three times a day, and take bottles of milk at night.

Lauren and Julian were finally able to take Max home.

“The staff at the Special Care Nursery did an amazing job looking after Max, and we can’t thank them enough for what they did for him,” Lauren said.

“Just like the community to get behind this amazing redevelopment that will ensure we have the best facilities for our sickest and most vulnerable members of our community.”

Community Kitchens – a recipe for success

A Community Kitchen is a group of people who come together, often weekly, to cook, socialise and share a meal. Community Kitchens are a great way for anyone interested in gaining knowledge and skills about nutritious food and how to prepare it in a fun and affordable way.

Plums from local primary schools who love to try new recipes, people living with diabetes wanting to learn more about nutrition and a group of bikers from Pen’s Shed are just some of the people trying their hand at cooking in Geelong Health’s Community Kitchen program.

The even from the Geelong East Men’s Shed all agreed that they had never really had an interest in cooking, however they all thought it could be a great skill to learn.

Jack Butterworth, one of the members of the group, said he wanted to learn how to cook to help his wife who has cooked for him for many years.

“My main job is to drive the sink – otherwise known as doing the washing up. I’d like to keep my hand at cooking in bulk, participants can enjoy affordable and nutritious meals, a lower cost.

“Many of the participants said that they feel their cooking skills have improved and that they are also cooking more meals at home. A large number have also reported that they now have a better understanding of nutrition, different foods and how to make better food choices as well as eating more fruits and vegetables,” she said.

Continence Service Coordinator, Shani Hill, explained that incontinence is socially difficult to accept and that any issues do to bladder or bowel health can be sensitive.

“Community Kitchens aren’t just about cooking teamwork is key and the reason so many of the Community Kitchens are so successful. Participants are involved in all stages of the cooking process from planning the menu, budgeting, shopping, cooking and of course eating,” Sue said.

“Symptoms of incontinence can include leaking or dribbling urine, waking up in the morning, waking during the night, leaking or soiling during coughing or sneezing. Incontinence can affect anyone at any age and can be caused by many reasons such as losing weight, pregnancy, menopause, and surgical procedures,” Shani said.

“The important thing to remember is that bladder and bowel health problems can be improved, and cured,”

“Once people make the first step by seeking assistance, a GP can refer you to Barwon Health Continence Clinic where clients are provided with a full assessment, management plan and often with much with our continence problems,” she said.

Continence Service Coordinator Shani Hill has recently won the Franklin Family Health and Wellbeing Service of the Year Award for 2012-2013 Continence Care for her outstanding contribution to Continence nursing.

Continence Tips

1. Drink plenty of fluids – our bodies need fluid to work efficiently. Drink eight glasses of water daily
2. Eat food – avoid constipation and keep your weight within a healthy range.
3. Drink water – make water your first choice. Cut down on irritants such as coffee, tea, fizzy drinks and alcohol
4. Exercise regularly – helps in toning pelvic floor and weight loss
5. Practice good toilet habits – go when your bladder feels full, don’t go to the toilet “just in case”
6. Keep your pelvic floor toned – practice pelvic floor exercises for better bladder and bowel control
7. Avoid irritants such as coffee, tea, fizzy drinks and alcohol
8. Exercise regularly – helps in toning pelvic floor and weight loss
9. Practice good toilet habits – go when your bladder feels full, don’t go to the toilet “just in case”
Hand hygiene in the hospital

Hand hygiene is one of the single most effective ways to prevent the spread of infection in hospital.

For this reason, hand hygiene compliance audits are completed regularly on all Geelong Hospital wards.

Everyone visiting hospital or any other healthcare service has a role in stopping the spread of infection. Performing hand hygiene involves using the pink alcohol hand rubs located across all Barwon Health sites.

For staff, there are Five Moments for Hand Hygiene recommended by Hand Hygiene Australia, measured by direct observation of healthcare workers.

Below, the graph shows the results of the March-June 2013 Hand Hygiene Compliance Audit at Geelong Hospital. The compliance benchmark is 70% and nearly all wards achieved success of this benchmark.

Hand hygiene compliance audit / March–June 2013

Activities connect dots

A new activity trolley on Geelong Hospital’s stroke ward is helping to enrich the hospital experience for stroke patients.

Each year, more than 6,500 people are admitted to Geelong Hospital after having a stroke.

A stroke occurs when the blood supply to the brain is interrupted. When brain cells do not get enough oxygen or nutrients, they die. There are different types of stroke and survivors can have a range of different problems afterwards. Some of these problems include poor coordination, weakness, slurred speech, communication difficulties and reduced sensations.

The stroke ward activity trolley commenced in 2012. After research revealed patients spend up to 50 per cent of their time in hospital inactive.

Stroke Services Coordinator, Heather Smith, explained that the brain can learn new ways to achieve function and if stimulated, old pathways will remain active.

“The activity trolley contains board games, dominos, puzzles, playing cards and crosswords; we’ve worked with allied health to look at day-to-day activities that are stimulating and complement clinical rehabilitation,” Heather said.

“Patients who are involved with these activities are provided with a point of conversation which facilitates language/speech. This encourages communication and increases engagement with the environment.”

Volunteer Services provide volunteers to facilitate the activity trolley three days a week and activities are available to patients at any time.

“We find that volunteers have the time to provide patients with the opportunity to chat beyond discussions with the clinicians. They are also great at encouraging patients to keep their minds active and providing useful feedback about the activities,” Heather said.

Things to remember about flu...

Flu is highly contagious. It is spread by respiratory droplets or contact. Handwashing and wearing face masks reduces the spread of infection.

• StaffCare e-database provides a definitive record regarding their immune system (immune or not), on site vaccinations and a roving service.

• The immunisation status of new staff is recorded at their pre-employment health check, and is updated throughout their employment. Each staff member having an individual immunisation record, reminders about boosters can be sent when required and outbreaks can be managed more effectively, “he said.

The e-database also supports monitoring of a wide range of other immunisations that are recommended for healthcare workers by the Department of Health.

How immune are we?

3,681 (63.7 per cent) of staff received their influenza flu shot in 2013. (Source: VMS/Health Associated Infection Surveillance System)

How immune are you?

Phone the Barwon Health Immunisation Service on (03) 4215 6970 to talk to someone about your immunisation requirements.
In 2013, Barwon Health joined a number of health services in committing as a signatory to the Victorian Statement of Intent to close the gap on Aboriginal Health Inequality.

In this statement, Barwon Health commits to:
- Developing a comprehensive, long-term plan of action that is targeted at addressing the existing inequalities in health services, in order to achieve equality of health status and life expectancy between Aboriginal and Torres Strait Islander peoples and non-Indigenous Australians by 2030.
- Ensuring primary health care services and health infrastructure for Aboriginal and Torres Strait Islander peoples are capable of bridging the gap in health standards by 2019.
- Ensuring the full participation of Aboriginal and Torres Strait Islander peoples and their representative bodies in all aspects of addressing their health needs.
- Working collectively to address the social determinants that impact on achieving health equality for Aboriginal and Torres Strait Islander peoples.
- Achieving improved access to and outcomes from mainstream services for Aboriginal and Torres Strait Islander peoples.

One of the aims of the Aboriginal Health team is to improve the identification of Aboriginal and Torres Strait Islander patients, to deliver culturally appropriate care, and to ensure Aboriginal and/ or Torres Strait Islander people across the health service. The team work with Barwon Health staff, providing them with cultural support and encouraging them to ask patients if they identify as Aboriginal or Torres Strait Islander to ensure they receive the health support they require.

The Aboriginal Health Liaison Officers (AHLOs) provide support to people who come to Barwon Health and identify as being of Aboriginal and/or Torres Strait Islander origin.

The AHLOs work closely with the Wathaurong Health Community Service, and Barwon Medicare Local to ensure Aboriginal and/or Torres Strait Islander people’s health care needs are addressed.

The Aboriginal Health team continues to grow with a new Aboriginal Maternity Services Project Officer and Support Worker, and most recently an Aboriginal Health Team Leader.
Improving education in the use of blood and blood products

The Barwon Health Transfusion Service supports patients with blood products during cancer treatment, major surgery such as cardiac, and orthopaedic, intensive care admissions and renal patients.

During 2012/13, Barwon Health developed a project for junior medical staff to improve their knowledge of blood transfusions when informing patients of their requirement for blood and blood products.

The project, known as 'Three Rules of Transfusion Prescription,' aims to improve the information provided to patients prior to non-urgent blood transfusion treatment as well as improve the experience for the patient by transfusing during the day and by providing only the components from one person into another. Researchers stated that medical staff do this well is very important.

"The project will continue for new junior doctors in 2014, with an evaluation to follow that intake," Lisa said.

A Q&A session with patients to improve their knowledge of blood transfusions was also conducted. "We are finding that medical staff do this well is very important," she said.

Living blood

In May 2013, 57-year-old grandfather Michael was diagnosed with a blood cancer. With a long journey ahead, Michael began treatment at Barwon Health’s Andrew Luce Cancer Centre and haematology unit the following month.

The chemotherapy treatment Michael was having not only destroyed the cancer cells, but also his red and white blood cells and platelets. During his six stages of chemotherapy, Michael required multiple red blood cell transfusions and platelet transfusions.

Michael, who is a former blood donor himself, said he was very grateful and thankful to people who donate blood.

"Without blood transfusions, the treatment I’m having wouldn’t be available. The red and white blood cells would get so low that they wouldn’t be able to replace themselves and you wouldn’t survive," Michael said.

Michael is one of more than 3,500 patients across Barwon Health to receive blood products in the past year.

Blood facts

What is a blood transfusion?

A blood transfusion is the transfer of blood components from one person (the donor) into the bloodstream of another person (the patient).

How is a blood transfusion given?

A transfusion is given through an IV, also known as a drip, through a soft plastic tube in either a person’s arm or hand.

How donated blood is used?

The majority of donated blood goes to people with cancer, as well as people who have suffered traumatic accidents, burns or those undergoing surgery.

Where do blood products come from?

Blood products are made in a laboratory from the blood of one person (the donor) into the bloodstream of another person (the patient). A blood transfusion is the transfer of blood components from one person (the donor) into the bloodstream of another person (the patient).

Improving access to health services for refugees

Geelong is a vibrant city made up of people from all walks of life. Geelong is now home to a number of people who came to Australia as refugees and is one of the most preferred and largest regional resettlement areas in Victoria.

Barwon Health has been working with four refugee communities – Karen, Afghan, Congolese and Sudanese, to gain a more in-depth understanding of the health and social issues these communities are facing and to identify and address barriers that may prevent access to health services.

Lauren Farnsworth, from Barwon Health’s Refugee Health Program, led the research project and said it was important to involve consumers in the development of the Refugee Health Plan.

“Through talking to consumers, information was collected which would be used to develop culturally acceptable health services for clients who come from a refugee background,” Lauren said.

“We knew that the experiences of refugees both prior to and on arrival in Australia can lead to the development of a range of unique physical, psychological and social issues, however until now Barwon Health had not conducted any formal community consultation involving refugees resettled in Geelong.”

Barwon Health is committed to patient centered care, meaning it supports active involvement of patients and their families in the design of new care models.

Lauren Farnsworth and interpreter Phoaphote Gomney-Kanou

<table>
<thead>
<tr>
<th>Language</th>
<th>Interpreters 1/13</th>
<th>Interpreters 1/12</th>
<th>Interpreters 1/11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Karen (Burmees)</td>
<td>912</td>
<td>1175</td>
<td>1077</td>
</tr>
<tr>
<td>Mandarin</td>
<td>181</td>
<td>238</td>
<td>193</td>
</tr>
<tr>
<td>Nauru</td>
<td>217</td>
<td>101</td>
<td>200</td>
</tr>
<tr>
<td>Arabic</td>
<td>176</td>
<td>95</td>
<td>144</td>
</tr>
<tr>
<td>Dutch</td>
<td>84</td>
<td>72</td>
<td>66</td>
</tr>
<tr>
<td>Albanian</td>
<td>26</td>
<td>25</td>
<td>36</td>
</tr>
</tbody>
</table>
Compliments & complaints
Tell us about your experience

At Barwon Health, we have a dedicated team that receives and investigates compliments and complaints from the community. In 2012/13, Barwon Health received 721 compliments, up from 382 in 2011/12, and 545 complaints, also up from 477 in 2011/12.

Community feedback is recorded, reported and used to help shape changes in our service and to provide feedback to staff. This feedback is received through various avenues including phone, mail, fax, email surveys, through the Barwon Health website and via social media.

Managing complaints
We always hope that your experience at Barwon Health will be positive, but if your experience has not met your expectations, we will work with you to investigate the circumstances and find an outcome.

We want to hear about your experience because we know that listening to you helps us improve our service. It also helps us understand how we can make our services better. We also enjoy hearing about your positive experiences, or new ideas.

You can make a complaint or raise a concern with our Consumer Liaison Officer at any time, but we encourage you to raise any concerns you have with the staff involved and at the time the issue arises. Reporting your concerns when the problem occurs provides the best chance for your concerns to be addressed quickly, and prevents any ongoing problems.

You can also speak to the manager of the area who can investigate the problem and work with you to resolve the issue. Making a complaint will not affect the care you receive in any way.

The Consumer Liaison Officer
Complaints are best reported, addressed and resolved at the time and place they occur. But when an issue cannot be resolved by the area manager, or when the issue is particularly complex for some other reason, we begin an important process to collect and review all the information we need to understand your concerns.

The Consumer Liaison Officer (CLO) role is a very varied one. The CLO can help you lodge a complaint, and they can also help provide support to staff in the management of routine or involved complaints. One of the most important parts of the CLO role is to coordinate the management of complex and highly complex complaint issues. This makes sure that the right people are involved in addressing your complaint and preventing future problems.

Tips for giving feedback:
- If you have a complaint or concern, the best option is to first speak to the staff member who provided the service, or to the manager of the area.
- Report your feedback as early as possible to the area the feedback is about.
- Try to provide as much detail as you can - this helps the review and investigation process.
- Think about the outcome you are seeking and talk about this when you lodge the complaint.

The Victorian Patient Satisfaction Monitor (VPSM) is a formal survey sponsored by the Department of Health and results are provided twice a year. This survey benchmarks Geelong Hospital against the State's metropolitan hospitals. The following table outlines Geelong Hospital’s VPSM results for 2012, with Geelong Hospital recording higher levels of patient satisfaction than its peer hospitals.

<table>
<thead>
<tr>
<th>REPORTING PERIOD</th>
<th>JAN-JUNE 2012</th>
<th>JUL-DEC 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Geelong Hospital</td>
<td>77.5%</td>
<td>77.7%</td>
</tr>
<tr>
<td>Peer Hospitals</td>
<td>76%</td>
<td>76%</td>
</tr>
<tr>
<td>Geelong Hospital</td>
<td>81%</td>
<td>80%</td>
</tr>
<tr>
<td>Peer Hospitals</td>
<td>79%</td>
<td>79%</td>
</tr>
</tbody>
</table>

Overall satisfaction with care indicates the level of satisfaction with the hospital stay.
Consumer participation indicates the level of satisfaction with involvement in making decisions about care and treatment.

There are more than 1,000 volunteers across Barwon Health’s sites and services.

From former police officers and school teachers to truck drivers and musicians, each volunteer brings with them broad and unique skills that contribute to making Barwon Health’s Volunteer Services Department one of the most comprehensive of all the health services in Australia.

In early 2013, the department began engaging with youth in the region to ensure the concept of volunteering continues to be instilled in future generations. The service established several partnerships with local high schools and expanded the development of youth-focused volunteer roles.

One person who is leading the way for young volunteers is year 11 Saint Ignatius College student Josh Smith. The 15-year-old became a volunteer in early 2012 and joined the seniors award-winning Emergency Department volunteer team at Geelong Hospital.

While many of his peers would be celebrating the end of the school week, Josh is in the Geelong Hospital Emergency Department providing valued support as a volunteer.

For Josh, who has aspirations to become a health professional, his volunteer role has given him great insight into the hospital system.

“I want to give back to my community and the hospital for what they have done for me as a child, and when I finish school I wish to study medicine, so I wanted to start early,” Josh said.

“Volunteering has really impacted on my life; it has helped me deepen my people skills and taught me that when people are sick they need someone to talk to, and the fact that this someone is me has made me feel really special.”

While the contribution Josh makes helps improve the overall patient experience, Josh explained that volunteering has also helped him personally in a number of ways.

“Because of volunteering I feel that I have grown a lot as a person, I have become a lot more confident. It’s also helped me in school because I have found that I have an interest in medicine.”

“Helping other people makes me feel happy.”

To help out at a place like Barwon Health gives you a real insight into the world of health care and the amazing work that nurses and doctors do every day.”

How to become a volunteer
Volunteers of all ages and backgrounds support our organisation in a variety of positions, including:
- Consumer representation
- Companionship
- Recreational activities
- Peer support
- Mentoring
- Information and enquires
- Patient transport
- Other

To view a list of volunteer roles available at Barwon Health visit www.barwonhealth.org.au or phone 03 4211 8888.
1. What did you think of the information in this report?  
<table>
<thead>
<tr>
<th>Poor</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Comment: _____________________________________________________________

2. What did you think of the presentation of the report?  
<table>
<thead>
<tr>
<th>Poor</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Comment: _____________________________________________________________

3. Did you like the magazine format?  
- Yes
- No
- Half

Comment: _____________________________________________________________

4. Did you find the articles to be ... ?  
- Too technical
- Poor
- Strongly disagree
- Very interesting
- Strongly agree

Comment: _____________________________________________________________

5. The report gave me a better understanding about the services Barwon Health provides:  
- Strongly disagree
- Poor
- Strongly disagree
- Poor

Comment: _____________________________________________________________

6. Did you like the magazine being distributed inside the Geelong News/Echo?  
- Yes
- No

Comment: _____________________________________________________________

7. Please tell us about yourself, I am a:  
- Patient of Barwon Health
- Relative/Carer
- Health professional
- Other

Comment: _____________________________________________________________

8. Please tick the age range that applies to you:  
- < 20
- 20-30
- 31-50
- 51-60
- 60+

Comment: _____________________________________________________________

9. Can you please tell us which suburb/town you live in?  

Comment: _____________________________________________________________

10. Do you have any suggestions for improving this magazine?  

Comment: _____________________________________________________________

11. Are you interested in being a part of a community committee that is committed to improving Barwon Health’s services?  
- Yes (include contact details):
- No

Name: __________________________________________
Address: ________________________________________
Phone: _________________________________________
Email: _________________________________________
Postal code: ____________________________________

Please remember to include your name and telephone number to be eligible to win one of two EFM gym memberships located at the McKinlay Centre in North Geelong.

*Memberships are for 12 months.

Thank you.
TIME TO SHAPE UP?

FITNESS COACHING SPECIAL OFFER!
30 DAYS FOR $30*

TIME TO SHAPE UP?

HURRY!
Only fifty $30 memberships available!
Make the call to EFM today!

Call Matt Jolley NOW to register!
T 0400 207 303
E matt.jolley@efm.net.au

EFM Health Clubs Geelong
McKellar Centre
45-95 Ballarat Road, North Geelong

*Conditions apply. New members only. Not valid with any other offer. Participating clubs only.