

Auricle

QUARTERLY PUBLICATION OF BARWON HEALTH | EDITION 1 2015



Barwon
Health



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Evaluation of Cancer
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Engaging consumers
in care

**SPECIAL CARE
NURSERY
OPENS**



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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.



Message from the CEO

Welcome to the first edition of Auricle for 2015. It is with great enthusiasm that I welcome you into the New Year, and I would also like to extend my thanks to all staff and volunteers who worked through the busy holiday period.

Barwon Health has already seen a great start to the year as we officially opened the new Cotton On Special Care Nursery at the beginning of February, with our smallest patients being moved into the nursery the following week.

It has been inspiring to witness the support from the Cotton On Foundation and the Geelong community over the past two years to see this project come to fruition. Through key fundraising events including Run Geelong and the annual Geelong Hospital Appeal, we have been able to see the transformation of our Special Care Nursery to a state-of-the-art facility.

As I said at the opening, I would like to extend my thanks to all the organisations, groups and individuals who played a major role in this redevelopment, with a particular mention to our Special Care Nursery staff, who demonstrated great cooperation and patience through this process. I am thrilled the facility in which these staff work will now match the high level of care they provide to our youngest patients.

Another key milestone we will see this year will be the implementation of our new five-year Strategic Plan. The process to develop our 2015-2020 plan has started and it will be put into action on 1 July this year.

This is an exciting time for our health service as it allows us to evaluate how we have evolved over the past five years, as well as providing the opportunity to consider challenges and new opportunities to further improve for the next five years.

Finally, a warm welcome to all our new staff members who commenced their employment with Barwon Health at the end of last year and at the start of 2015, including nearly 40 new interns and over 70 graduate nurses and midwives who started in January and February. I wish you a positive start to your new careers with Barwon Health.

Prof David Ashbridge / CEO



BARWON HEALTH STAFF ACTIVITIES CLUB

Our Barwon Health Staff Activities Club is looking forward to another exciting year featuring activities including family movie nights, Melbourne concert and theatre trips, basketball and football memberships, discount movie tickets and happy hours. If you are looking to get to know your work colleagues and have some fun, complete a member application form located on our wavelength site or email bhsac@barwonhealth.org.au or phone 4215 2119.

Here's to a fun and active 2015 - we hope to hear from you!

New Interns 2015



Thirty-nine new doctors commenced their internships with Barwon Health in January.

The interns began their first year pre-vocational training with a four-day intensive orientation program in the Deakin University Medical School.

Their first year will include rotations in medical, surgical and emergency departments, with optional placements

in specialised areas including psychiatry, rehabilitation and more.

Around half of the interns studied locally at Deakin University, which means many of them would have also undertaken their two years of clinical training at University Hospital Geelong, rotating through various departments within Barwon Health and already familiarising themselves with the organisation.

Many of the interns are also originally from the Geelong region and are returning to begin their medical careers following study at universities including Monash, Melbourne University, Adelaide University, along with one even studying overseas in Newcastle. ♥

Pictured: Barwon Health's new interns for 2015.



MEET AN INTERN: COLIN KNIGHT / GEELONG

Where did you study?

Deakin University

What is your area of medical interest?

Emergency medicine and general practice.

Why did you apply for placement at Barwon Health?

I'm from Geelong originally and also studied here, so I already know and love the community.

I also appreciate the connection that the Deakin University Medical School has to the Geelong region, that's something that really attracted me to the area.

As Barwon Health is a major regional hospital, serving a large catchment area,

I knew that the care delivered here is of a high-quality and innovative standard.

What aspect of your internship are you most looking forward to?

Working in teams, especially with my other interns, and the support and satisfaction you get from working in an environment with peers that you have studied with.

What do you hope to do after your internship?

I hope to continue working at Barwon Health for my second year.

Barwon Health Quality Awards

Now in its 15th year, Barwon Health's 2014 Quality Awards were held in November and continue to be an important way of recognising project teams and individual staff members who improve the care and services we deliver.

Congratulations to the 21 award winners and highly commended recipients.

Four of the major awards presented were:

LIFETIME ACHIEVEMENT AWARD

Barwon Health's highest honour for an individual in recognition of their dedication, commitment and achievements over their career. Professor Tom Callaly was the recipient of the 2014 Lifetime Achievement Award. He has dedicated his working career to improving the systems that lead to improved quality of care and outcomes for patients. One of his most significant achievements was rebuilding the community mental health service in Geelong from the ground up – employing psychiatrists and creating a training scheme.

CHIEF EXECUTIVE OFFICER AWARD

Recognising significant performance of hand hygiene over the 2013–2014 financial year. This award was won by the Haematology Oncology Inpatient Unit, where staff have maintained a monthly average compliance rate of 90 per cent.

In the Haematology Oncology Inpatient Unit, staff have maintained a monthly average compliance rate of 90%

BOARD OF DIRECTORS' AWARD

Won by 'Opportunistic seasonal influenza vaccination for people attending the Christ Church Meals Program'. This project demonstrated leadership in the prevention of influenza for an at risk group in our community. The team seized an opportunity to offer vaccination in a setting where people felt secure and had some ownership. The initiative improved

the immediate health outcomes for 65 highly vulnerable people who attended the Christ Church Meals Program.

PROJECT OF THE YEAR

Won by 'Planning for a better day – Clinic to Chemo'. This project has improved the patient experience at the Andrew Love Cancer Centre. Prior to the redesign of workflow and processes, patients had extensive waiting times on their day of treatment in the Chemotherapy Day Unit and in the review clinic. New structures and processes have been introduced and maintained to align clinic and treatment appointments and have resulted in improved flow from the clinic into the Chemotherapy Unit.

Thank you to all award participants and see you for the 2015 awards! ♥

Pictured: A few of our major award winners at the 2014 Barwon Health Quality Awards.



PAEDIATRIC CLINICAL TRIAL

Barwon Health recently reached an important research milestone through enrolling the organisation's first paediatric patient on a clinical trial.

The clinical trial is being conducted as a collaborative initiative between the Department of Infectious Diseases, Paediatrics, Orthopaedic surgeons and the Department of Medicine Clinical Trial Unit.

Not only was it a first for Barwon Health, but the patient was the first enrolled in Australia for this trial, which highlights the organisation's high standard of research capabilities.

The clinical trial, which is being conducted throughout 100 different sites worldwide, is assessing the effectiveness of an antibiotic currently approved for treating skin infections, in treating other types of infection, in this case osteomyelitis.

Clinical Trial Manager, Alana Sarah says that participating in this trial has been a real team effort.

"The collaboration between the various departments involved, together with support from the nursing staff on Heath Wing 3 has really demonstrated the number of staff within our organisation who are living the values and working together to achieve common goals of benefit to the community," Alana said. ♥

INNOVATIVE PROJECTS IN EVALUATION OF CANCER OUTCOMES STUDY

In 2014, the 'Evaluation of Cancer Outcomes Study' collected data more comprehensive than that of the Victorian Cancer Registry.

This innovative project is a collaboration between the Barwon South Western Region Integrated Cancer Services at University Hospital Geelong and the participating Health Services of Barwon Health, Colac Area Health, Portland District Health, Western District Health Service, South West Healthcare (Warrnambool & Camperdown), St John of God Healthcare (Geelong & Warrnambool) and Geelong Private Hospital.

It has led the way with supporting cancer research for regional areas of Victoria and supplied evidence based data to many projects. Led by Leigh Matheson, Health Information Manager, this project bridges the gap in cancer data collection. Of note, the team supported the Vic Department of Health and Commonwealth Department of Health and Ageing, to discover under-utilisation of radiotherapy patterns in regional areas.

An improvement in recording of clinical information for cancer patients has been a major outcome of the study. Moving forward, there are plans to transition to a clinical registry quality register with real time clinical indicators. ♥

Pictured: Cancer patients benefit from the detailed collection of clinical information by the ECO study.



Remembrance Day Care Package Drive

In November 2014, 140 care packages were put together to be delivered to Australian troops serving overseas during the Christmas and New Year period.

This was the third year we have run the charity care package collection drive, resulting in the biggest response so far.

The items were collected to commemorate Remembrance Day, with Barwon Health staff encouraged to donate small personal items and food, which were then sent via Australia Post to the Australian Defence Force troops overseas.

As a result of the drive, a number of the troops have got in touch via email to express their thanks to Barwon Health for the care package they received over Christmas, with some even sending photos of themselves with their care pack. Flight Lieutenant Shannon Monk is serving in the Middle East region and wrote:

Yesterday I received a care package from your organisation and am writing to thank you for the kind thought and effort that the Barwon Health staff and patients have put into sending us these

thoughtful gifts. It is especially kind hearted, I think, given the work that you do for our Australian community. My package was very generous and contained not only things that I can use myself, but also items that I can share with my fellow servicemen and women.

Thanks to everyone who donated items and to our volunteers who assisted with putting together all the care packages! ♥

Pictured above: Veteran's Liaison Officer, Tyne Smith with the 140 care packages before they were sent overseas.

Pictured below: Lieutenant Colonel Peter Fleming, who was serving in Kandahar, Afghanistan when he received his care pack.



Telehealth

WHAT IS TELEHEALTH?

Telehealth is healthcare at a distance, facilitated by telecommunications technologies. Video-conferencing is one of the main ways in which services are delivered via Telehealth.

Telehealth is another way to connect patients with health professionals. It can be used in community settings (e.g. a local GP or health centre) or from a patient's home.

Telehealth is also being used to connect and provide support between health professionals. This includes clinical supervision, case conferencing and delivery of education and training activities.

Barwon Health is already using Telehealth in a number of services (ICU, ED, Aged Care), and is in the process of investigating Telehealth for use in others (HARP, Stroke rehabilitation).

Telehealth may be an option for your service – to provide an alternate, more convenient, way for your consumers to access your service; or to provide options for regional care coordination.

BARWON SOUTH WEST (BSW) TELEHEALTH COLLABORATION

Barwon Health's consumers are drawn from across the Barwon South West region, and Telehealth enables us to offer consumers another way to access our services, often in collaboration with other health service providers in the region.

Barwon Health is a member of the regional Barwon South West (BSW) Telehealth collaboration, which includes 18 other health services that provide care to the communities of the Barwon South West Region. The BSW Telehealth Program aims to facilitate health service provision to BSW communities so that people receive the right care, in the right place, at the right time, irrespective of where they live.

FIND OUT MORE

You can access information about Telehealth, including resources to get you started if you are considering Telehealth as an option for your service, on the Telehealth Portal: <http://bhspthealth01/Pages/Home.aspx>

Many professional bodies have already developed Telehealth standards and professional development modules for Telehealth – see the links on the Telehealth Skills page: <http://bhspthealth01/Pages/Telehealth-Skills.aspx>

If you have any questions about Telehealth, or would like some support to consider using Telehealth within your service, contact the Telehealth team: telehealth@barwonhealth.org.au ♥

Pictured: Barwon Health uses Telehealth through a number of services and is looking at expanding this further.

Shared success in EMET program

The Emergency Medicine Education and Training (EMET) program seeks to improve care for patients requiring urgent and emergency medical services, particularly those in rural and regional Australia. Our Emergency Department (ED) has seen success through recent involvement in this program.

EMET provides education, training and supervision to the large number of doctors and nurses working in hospitals and emergency care services who are not specifically trained in emergency medical care.

The Geelong Emergency Department EMET program has been recently awarded additional funding to expand this service. This is both recognition of the excellent work to date and confidence in abilities to expand this valuable program.

Since joining the EMET program, the Barwon Health team has supervised 10 doctors who have successfully completed the Emergency Medicine Certificate (EMC) – a six month non-specialist emergency training program. A further six doctors are currently undertaking the EMC as part of the program.

A component of the EMC requires doctors based at remote or regional centres to spend 80 hours at an



approved site. During January 2015, two doctors from Hamilton Base Hospital travelled to our ED to fulfil a part of this requirement, gaining valuable experience under the expert supervision of Dr Jean Moller and Dr Rubina Bunwaree.

During the latter half of 2014, the Geelong EMET team delivered education to 417 attendees at regional emergency centres including Lorne, Winchelsea, Apollo Bay, Colac and Hamilton.

Doctors, nurses, paramedics and pharmacists have all shared in the

diverse education offered by Geelong Emergency Specialists. Topics have ranged from envenomation to advanced paediatric life support. In addition, simulation training has helped coastal centre staff practice skills and team work in preparation for the busy summer holiday period.

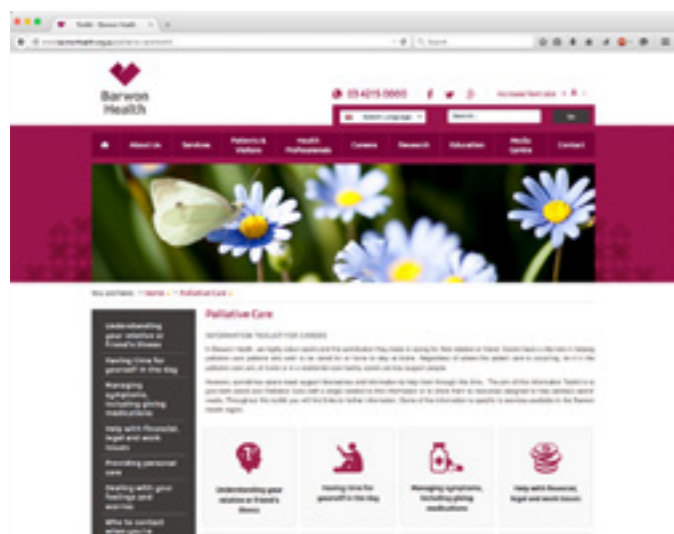
Congratulations to the Geelong EMET team and our regional partners for the shared success of this wonderful program. ♥

Pictured: In action at one of the EMET sessions in our Emergency Department.

New website helps carers find vital info

A new resource is now available on the Barwon Health website for carers looking for support and information.

The information toolkit can be found at www.barwonhealth.org.au/carer/toolkit and aims to give carers, staff and volunteers a single location to find information to help address the needs of palliative care carers. Some of the information in this toolkit will apply more broadly to all carers with links to information on *legal, financial and work issues, dealing with feelings and worries and looking after yourself* which could be of potential interest to other carers. ♥



New year, new career!

In January and February we welcomed 75 new nursing/midwifery graduates as they started their careers with Barwon Health. In this article, one of our 2014 Graduate Nurses shares her reflections from her graduate year, and two of our new 2015 graduates share their thoughts on the year to come.

GRADUATE NURSE EXPERIENCE

Mim Harrison

Mim undertook her graduate year in 2014, following completion of the Bachelor of Nursing at ACU Ballarat. She rotated to Lorne Community Hospital for six months and Heath Wing 6 for six months during the year, and reflects on some of her experiences below.

"I found that I gained invaluable experiences throughout the year. Undertaking a rotation at Lorne Community Hospital was really challenging but exciting at the same time. I feel it enabled me to become a lot more independent in my practice due to the nature of rural nursing.



What challenges did you face during the year, and how did you overcome them?

"It was slightly difficult transitioning from Lorne to a very busy surgical ward in HW6 – the experiences of both rotations were so different. However, I really enjoyed the challenge and found myself adjusting to the change with the support of the staff. I ensured I was really careful and safe with my practice and diligently made a time planner for each shift. Not being familiar with many of the other new graduates with another challenge I faced, but I just tried to be as friendly as possible, and soon made friends quickly!"

Advice for the new 2015 graduates?

"Remember that you will always be surrounded by others – ask lots of questions, especially of those who have a wealth of knowledge and experience! Although it may feel daunting now, you do know your stuff, and you need to trust in your ability. Take every learning opportunity you can, as you only get one grad year!"

Chloe Reid and Felicity Jobling

Chloe and Felicity are graduate nurses commencing their nursing career with the Barwon Health graduate program in 2015. Both Chloe and Felicity completed the Bachelor of Nursing at Deakin University, and joined Barwon Health in January 2015. Chloe started her year in the paediatric unit, and Felicity in the oncology unit.

Why did you choose Barwon Health to undertake a graduate year?

Chloe: I feel Barwon Health has a great deal to offer, especially in the way it supports staff in further education and

continued professional development. The organisation's community involvement is also important to me, being a part of things like Run Geelong and Gala Day.

Felicity: The Barwon Health graduate program has a great reputation, especially in the support of the grads. I also like the prospect of ongoing career opportunities, as well as the variety of online education modules available.



What are some of the expectations you have for the year, and some challenges you might face?

Chloe: I expect to have support from staff, and guidance in my practice as I am just starting out. I am sure the year will be challenging, but I'm really excited! I think the biggest challenge I will face will be a lack of knowledge, but I know this will improve with experience.

Felicity: My expectations for the year also include having lots of support, as well as attending valuable study days, education and completing competencies. I'm looking forward to undertaking the graduate project, and most importantly, can't wait to feel like a 'real' nurse! ♥



Enhancing our inclusive practice for GLBTI consumers

Staff working on the Gay, Lesbian, Bisexual, Transgender and Intersex (GLBTI) Inclusive Practice and Workplace Culture are looking to make 2015 a breakthrough year for inclusive practice at Barwon Health.

In November 2014, 16 staff members from across the organisation participated in a training session, which was run by Gay and Lesbian Health Victoria. The committee was established in 2013 and includes representatives from various departments across the organisation.

Marjan Geertsema, Director of Adult Community Services and Chair of the committee, said the aim of the committee is to drive quality and equity of care for the GLBTI community through the overseeing of training and awareness raising initiatives, staff surveys and other events that celebrate the rich contributions made to society by this community.

"Overall, we want to improve the health experience and outcomes for GLBTI consumers and help create a workplace where diversity is valued and celebrated," she said.

"We now have an expanded membership due to the positive impact the training provided, meaning that longstanding members now feel re-energised to drive this project forward so we continue to demonstrate why inclusive practice is important to our organisation."

The long term goal is to position Barwon Health and our Mental Health, Drugs & Alcohol Services (MHDAS) as a leading provider of care for GLBTI people, who often suffer more social and emotional health problems due to the prejudice and obstacles they encounter.

"This is just the beginning, we are looking to engage as many staff and consumers as possible to move towards the ultimate ambition of Rainbow Tick accreditation for the organisation as a whole," Marjan said.

"In 2015, we are planning events to show our commitment to improving health outcomes for the GLBTI community and to celebrate the diversity amongst the workforce. Any staff interested and wanting to know more can get in touch with me as we look to make this a special year." ♥

Pictured: Barwon Health's GLBTI Committee is helping raise awareness and start conversations about inclusive practice.

"This is just the beginning, we are looking to engage as many staff and consumers as possible to move towards the ultimate ambition of Rainbow Tick accreditation for the organisation as a whole,"

– Marjan Geertsema

CERTIFICATE THREE: ALLIED HEALTH ASSISTANT (MEDICAL IMAGING) 2014 GRADUATES

Barwon Medical Imaging (BMI) is currently undertaking a project funded by the Victorian Health Department, which aims to introduce additional Allied Health Assistant (AHA) roles to support Medical Imaging Staff.

As a part of this project, some of the staff elected to undertake a Certificate Three, Allied Health Assistant - Medical Imaging, and recently completed their studies at The Gordon Institute of TAFE and Kangan Institute Moonee Ponds.

In February 2015, Clinical Education & Training hosted the Barwon Health Certificate Presentation to acknowledge the achievements of staff that completed formal education and training programs during 2014.

We are excited to have two BMI staff – Diana Kunovic and Christopher West – and three Cardiology staff – Maria Wilson, Dom Roussety and Hope Lamplough – awarded a Certificate Three in Allied Health Assistant - Medical Imaging.

This was the first time this Medical Imaging elective has been offered as an adjunct to the Allied Health Assistant Certificate Three course. Our staff travelled to The Kangan Institute of TAFE in Moonee Ponds to attend weekly lectures to complete this elective.

Project lead, Jodie Ringin, has assisted with overseeing their studies, and said BMI and Cardiology are very fortunate to have such enthusiastic staff who are prepared to step up and study in addition to their everyday roles.

"They have shown great initiative, not only throughout their training, but ongoing in their workplace and we would like to congratulate them for their achievements and hard work," Jodie said. ♥

Pictured: Our BMI and Cardiology staff, with project lead, Jodie Ringin, who recently completed a Certificate Three: Allied Health Assistant (Medical Imaging).



Our HANds on deck complete pilot program

Six trainee Health Assistants in Nursing have successfully completed their Certificate III in Health Services Assistance as part of the Health Assistants, Nursing pilot program at University Hospital Geelong.

Concluding on 11 January, 2015, the 12-month program saw the Health Assistants, Nursing working on Birdsey Wing 5, Birdsey Wing 6 and Heath Wing 7, together with completing classroom style courses.

Education and support were provided throughout the program by Barwon Health staff and The Gordon Institute of TAFE, with evaluation now underway to inform the future direction of the Health Assistants in Nursing program.

The group of six Health Assistants, Nursing shared their reflective thoughts of the traineeship following its conclusion, describing it as "a rewarding year" with "exciting prospects for the future."

"I've enjoyed being with people who are not in the best of health and making their life easier."

"This has been a challenge, a 'good' challenge. Everything has been new and different ...work, study. I'm happy I've passed!"

There will be opportunities for the group to obtain ongoing employment within Barwon Health. ♥

Pictured: Health Assistants in Nursing Jen Robertson, Mary Matthews, Naomi Holmes and Britta Fort with Lynne Beyer and Susan Vaughn from The Gordon Institute of TAFE and Director of Nursing, Lucy Cuddihy and Barwon Health Clinical/Education & Training staff.

Information and Access Service

The Information and Access Service (IAS) was implemented to support a single point of entry for referrals into Community Health and Rehabilitation Services (CHRS).

Health services can present a complex environment and the IAS establishment supports referring practitioners and patients to negotiate the system. The service commenced in 2011 with a single clinician and a small amount of administration support. Over the past few years it has grown dramatically in staff numbers and in function. Today IAS continues to support CHRS referrals as the single point of entry and through its growth the service also supports the Post Acute Care program (PAC), Community Nursing, Specialist Clinics and Hospital Admissions Risks Program (HARP) Intake.

IAS have a senior clinician in the 'triage role' to ensure that all received referrals are

reviewed to determine the urgency of the referral and which service will best meet the patient's individual needs.

During 2014, the Information and Access Service received over 20,000 referrals. It is a busy service that is constantly adapting and developing pathways to ensure best outcomes for all referrals received. The service also importantly supports the community including GP's and patients with general information as required. Staff are constantly learning and up skilling and have grown into a high performing team.

The IAS boasts a team of 23 experienced and dedicated clinical staff. The skill set within the team include RNs, ENs (med endorsed), physiotherapists, and occupational therapists, along with an administration team of seven to support the service. Staff are focused on quality and safety, keeping their knowledge base



up-to-date and responding with resilience to change, to the needs of the service and to all stakeholders. The service looks forward to further growth in 2015, ensuring that the client is at the forefront of care delivery and service design at all times. ♥

Pictured: Barwon Health's Information and Access Service team.

REFERRALS TO BARWON HEALTH INFORMATION & ACCESS SERVICE

Community Rehab Centres

Belmont (B) & McKellar Centre (M)
Amputee (M)
GEM (B & M)
Home Based Rehab
Neurology (B & M)
Orthopaedic (B & M)
Polio (M)
Pulmonary Rehab (B & M)
Spinal (M)
Trauma (M)

Specialty Clinics

CDAMs (Memory Clinic) (M)
Continence Service (M)
Falls & Balance Assessment Clinic
MS Assessment & Planning Clinic
Transition service
Victorian Paediatric Rehabilitation Service

Community Health Centres

Better Health Self-Management courses
Community Health Nurse (based at CHC)
Community Nursing (district nursing)
Diabetes Education
Dietetics
Key Worker
Occupational Therapy
Physiotherapy (incl. assessments for hydro)
Podiatry
Psychology (Corio & Newcomb only)
Refugee Health Nurse (based at Corio)
Smoking Cessation
Social Work
Speech Pathology (pre-school)
Women's Health (Belmont, Corio & Newcomb only)

WHERE ELSE MIGHT YOU REFER WITHIN BARWON HEALTH?

Mental Health

Single Point of Entry
T 1300 094 187

Community Palliative Care

F 03 4215 6390

Dental

Belmont F 4215 6998
Corio F 4215 7265
Newcomb F 4215 7651

Outpatients (University Hospital Geelong)

F 03 4215 1383

Note: Referrals to Bellarine Community Health Services go directly to Bellarine as they are not within Barwon Health catchment.

Allied Health 03 5258 0864 | Community Nursing 03 5258 0864



Staff Acknowledgements

Congratulations to Advance Care Planning Program Coordinator, **Jill Mann**, who was awarded the inaugural Annual Marion Seal Oration at the 2014 National Conference on Advance Care Planning and End of Life Care. The award, judged by a peer review panel, is named in honour of one of Australia's leading exponents of advance care planning. Jill was awarded this oration for her community implementation of advance care planning in the Barwon Region presentation. The winning oration was attended by Ms Seal's family, who had travelled long distances, and her many peers and friends.

In October 2014, **Barwon Health's Dental Services** received the Smart Geelong Network 'Smart Initiatives for Healthy Minds and Healthy Bodies' award, for their Kinder Wide Smiles program. Led by Dr Michael Smith, Barwon Health and Colac Area Health Dental Services developed a method to improve pre-school children's access to dental services by initiating a Minimal Intervention Dentistry approach. Sixty kindergarteners throughout the Geelong and Colac-Otway regions were visited during the pilot program, where early 'white spot' lesions were identified and fluoride varnish was applied. Children also received three dental check-ups throughout the year, together with parent engagement sessions. During 2013, over 1,950 children were examined by the oral health therapists. Two virtual chairs have been created as the dental teams visit kindergartens throughout the Barwon

Region, significantly easing pressure on community dental clinics. The Kinder Wide Smiles program has proven to be effective in achieving its objectives and was extended to primary school children in 2014. This Kinder Wide Smiles initiative went on to be a finalist in the Public Oral Health Awards for the Dental Health Services Victoria. Plans are underway to replicate the service for other regions of Victoria.

Dr Peter Stow announced his retirement from Barwon Health in February 2015. This marks the end of a wonderful, 19-year career as an Intensive Care Specialist, Deputy Director of ICU, Director of the ANZICS Adult Patient Database, and colleague. Peter has been an integral part of ICU, and with wisdom, experience, and compassion has guided growth in workforce, beds, service, complexity of care, and three geographic locations. During Peter's tenure, over 20,000 critically ill adults and children have been cared for in our ICU, and his empathy, concern, and dignity have been a constant presence during this time.

Congratulations to **Mr William (Bill) Huffam**, retired Orthopaedic Surgeon, who was given an Emeritus appointment in July 2014 and was awarded with the certificate recently. ♥

Pictured: Jill Mann was awarded the inaugural Annual Marion Seal Oration at the 2014 National Conference on Advance Care Planning and End of Life Care.

MAKING AN IMPACT IN 2015

Deakin University's Strategic Research Centre for Innovation in Mental and Physical Health and Clinical Treatment (IMPACT SRC) is gearing up for an exciting 2015. With the co-location of collaborative research between Deakin University and Barwon Health, it is an exciting time for research in Geelong.

The IMPACT SRC has a multitude of opportunities for new research projects, and is fostering the next generation of researchers through academic progression.

More importantly, we are looking for your help. The IMPACT SRC is currently seeking community volunteers for exciting research opportunities, recruiting for both clinical trials and observational studies researching bipolar disorder and depression among men and women.

If you would like to contribute to research as a participant and have a clinical diagnosis of bipolar disorder or depression please contact Yuval Samuni (clinical trial- A new approach to Bipolar Depression Study) on 4215 3309 or Amanda Stuart (observational study- Bipolar Lifestyle Study) on 4215 3308. If you have a diagnosis of depression and are interested in research, please contact Olivia Dean (clinical trial-A new approach to depression) on 4215 3300. ♥



Engaging consumers in care

An emerging field of Australian and international research is proving that 'consumer engagement' is more than just a buzz term, with clear linkages drawn between consumer involvement in health services and better health outcomes.

Consumer engagement refers to the active involvement of consumers – people who use a health service or who have the potential to use a health service, carers and family members – in decision-making; including in their own individual care, policy development, service planning and design, research and evaluation. Consumer engagement is an integral aspect of a consumer-centred approach to delivering health care.

Proven clinical benefits of consumer engagement in health services include decreased mortality, lower rates of healthcare acquired infections, reduced length of stay, reduced risk of suffering an adverse event, reduction of medical errors and greater health literacy which allows patients with chronic conditions to better self-manage.

Substantial Australian and international research points more generally to the development and implementation of more accessible and relevant services; including better access and uptake of services in rural areas and more culturally-appropriate and relevant services for marginalised groups.

The link between consumer involvement in the development of patient information and improved health literacy is particularly strong, with research concluding that consumer input produces health information which is more relevant, 'readable' and understandable than information produced by clinicians alone.

At Barwon Health, consumer engagement is an active and deliberate program that touches all levels of the organisation; from strategic and operational planning to clinical care and service planning and design.

A pool of 60 consumer representatives volunteer their time to perform roles such as participating as active members of

committees, providing advice on strategic and operational planning and contributing to the redesign of clinical areas.

Barwon Health's consumer representatives also review all consumer information produced by the organisation through the WISE (Written Information Suitability Evaluation) program to ensure that information meets the needs of consumers - an integral consumer engagement activity given that 45% of Australians over the age of 15 having reading skills below the 'minimum required to meet the complex demands of everyday life and work'.

Director of Volunteer Services, Zoe Waters, said it was clear that consumers played an instrumental role in Barwon Health providing a safe and quality health service which was responsive to consumer needs.

"Far from being a tokenistic or a 'tick-box' gesture, consumer engagement at Barwon Health is about empowering consumers to be active partners in their own care and in our organisation," Zoe said.

"This is an important strategy in delivering true consumer-centred care to all who come into contact with our services."

"By asking consumers to help us continually improve, we can ensure we are providing the right services to the right people in the right way, which will benefit everyone who uses Barwon Health's services now and into the future." ♦

Pictured: Our WISE process is just one of the ways we engage our consumers.



'Below Ten Thousand': flying high

The operating theatre works daily by the premise of 'surgical precision', embracing every opportunity to work as a holistic team, as an effective way to get things done, maximise patient safety and reduce risk.

To achieve more positive outcomes, surgeons, anaesthetists, nurses and theatre technicians are embracing a new concept in operating theatre team dynamics, developed by nurses at University Hospital Geelong.

John Gibbs, Clinical Nurse Specialist in anaesthetics, studied crew resource management strategies common in the airline industry and found that some dimensions of aeronautical crew resource engineering could solve dilemmas in the operating theatre environment, in particular, the reduction of behavioural noise and distractions at sentinel times of anaesthesia.

In collaboration with other staff, he has worked on and improved upon the idea, arriving at the prototype concept of Below Ten Thousand.

'Below Ten Thousand', in aeronautical terms, refers to the time when a plane is below ten thousand feet, when the pilot requires optimum focus and minimum distractions.

The idea was apply the term to medical situations, where focus on the task at hand is paramount and ambient noise and distractions need to be reduced.

"It's pure magic," John said. "You can have up to five separate conversations in the room when you are trying to navigate quite delicate anaesthetic moments; surgeons discussing a case, nurses sorting out the order of the list, documentation requests from recovery, techs organising equipment, and the anaesthetic team trying to communicate with the patient. Now, everyone respects the need for unquestioned quiet at the mention of three words, and they have more situational awareness and are more available in the moment to render immediate assistance."

Below Ten Thousand was presented at several conferences in 2014, leading to its uptake in a number of leading hospitals in Australia.

"When we started, we thought Below Ten Thousand would be just one small thing in isolation. We seem to have discovered that it is just the start of something big," John said. ♦

Pictured: The minds behind 'Below Ten Thousand', Pete Smith and John Gibbs.

"When we started, we thought Below Ten Thousand would be just one small thing in isolation. We seem to have discovered that it is just the start of something big,"

– John Gibbs

Volunteer transport app - an Australian first

In a health sector and Australian first, Volunteer Services is thrilled to launch the Barwon Health Volunteer Transport App.

The app will revolutionise the way in which we provide free patient transport to our community using our five patient transport vehicles, which have already transported over 14,000 patients to and from Barwon Health medical appointments.

Feedback from volunteer drivers, staff and consumers found that while the volunteer transport service is extremely valuable, there were also some areas where improvements could be made to enhance the efficiency of the service.

We engaged the expertise of ACRESTA, along with our mobility partner Optus to create a Volunteer Patient Transport App, which will:

- Automatically make transport bookings into a booking system
- Allocate patients to vehicles that are in close proximity
- Allow four patients per vehicle rather than constantly making single trips
- Allows Volunteer Drivers to take regular driving breaks
- Provides drivers with a clock in and clock out facility
- Streamline the booking system for staff

- Allow staff to make changes to transport bookings directly via the system
- Have an inbuilt GPS and communication system
- AND all this is done using an iPad which is installed into each patient transport vehicle.

Barwon Health staff and volunteers will be invited to attend training on how to navigate the system from late February to early March.

We look forward to ensuring a reliable and efficient patient transport service; a real benefit for the consumers of Barwon Health. ♥



TRAINING AND DEVELOPMENT OPPORTUNITIES FOR VOLUNTEERS

Volunteer Services was blown away with the fantastic response to the Training and Development program, introduced in February 2014. Since its inception, we have seen almost 700 volunteer attendances at one or multiple training sessions.

If you are available to support our program by joining us as a guest speaker, as a way to thank our volunteers, we would like to hear from you!

Thank you to the staff that have supported this program by offering their skills and knowledge to our volunteers.

For any enquires please contact Lyn Stack via email lyndas@barwonhealth.org.au or 4215 8901. ♥

Pictured: Volunteer Health Forum held during May 2014 to celebrate National Volunteers Week.

WE FAREWELL TWO SPECIAL VOLUNTEERS

It is with great sadness that we farewell a respected volunteer, Lorraine Donlen. Lorraine was a very well-known volunteer at Barwon Health, who dedicated many hours assisting within the Andrew Love Cancer Centre over many years. Lorraine will be remembered always by Volunteer Services, along with her generous support and passion for supporting our consumers. Our thoughts are with Lorraine's family at this very difficult time.

We also said farewell to one of our valued volunteer drivers, Ern Simpson, who passed away on 15 January 2015.

Ern was a Patient Transport Driver for over two years, and had driven for Red Cross for many years before joining our team. Ern was a very energetic, caring and compassionate person, who enjoyed his volunteer role, especially the rapport he built with the patients who utilised the service. ♥



Cotton On Special Care Nursery officially opens

Thanks to the generosity of the Geelong community, our smallest patients will now receive care in the new state-of-the-art Cotton On Special Care Nursery at University Hospital Geelong.

Members of the community came together for the formal opening on 5 February. The event saw a great turn out, and provided donors and supporters a chance to tour the beautiful new nursery before the babies were moved in.

The two-year project was made possible through a partnership between the Barwon Health Foundation and Cotton On, and through events such as Run Geelong and the annual Geelong Hospital Appeal Giving Weekend, the community raised \$3.8 million to build the new nursery.

Catering for up to 20 cribs, the redeveloped nursery will provide more space for parents and their babies, along with two dedicated resuscitation/treatment rooms offering more privacy for families.

The new development also features overnight rooms for parents to stay close to their babies, a dedicated feeding room and milk preparation room, a parents room and a more spacious and comfortable environment for families who are going through a stressful time.

Last year 540 babies were cared for in the nursery and 25% of babies born at University Hospital Geelong spent time in the nursery. The service provided by the Special Care Nursery is vital to the community and there are many dedicated clinicians committed to the care of the infants.

The Barwon Health Foundation would like to thank all the sponsors, donors and supporters who provided support to this special project.

The babies officially moved into the new nursery on the 12 February. ♥

Pictured: Special Care Nursery project face of the appeal Sullivan "Sully" Eddy with parents Nick & Carly at the official opening.

Donor in the spotlight

Barwon Health Foundation receives many generous donations from community groups and individuals, and from various areas within Barwon Health.

This edition, we would like to especially thank the organisers of the Brown Ribbon Ride & Fly Day for their contribution to Barwon Health's Andrew Love Cancer Centre.

The Brown Ribbon Ride & Fly Day was held in September by the Geelong Harley Owners Group, raising funds and awareness for the fight against prostate cancer.

Over 750 riders from across Victoria left from Geelong Harley Davidson and

followed the windy country roads to the Lethbridge Airpark, where they enjoyed a BBQ lunch and joy flights.

Ted Whitten Jnr from the EJ Whitten Foundation spoke to the crowd about the importance of prostate cancer awareness and the role the Foundation play in raising funds to help others fight against the disease.

A total of \$11,520.25 was raised from the event, which was then shared between the EJ Whitten Foundation and Barwon Health's Andrew Love Cancer Centre. ♥

Pictured: Motorbike riders of Geelong gather for the Brown Ribbon Ride.





HUMA CHALLENGE NEPAL TREK

Nepal is known for its beautiful and dramatic scenery, Avid walkers and non-walkers alike are drawn to its mountains and foothills to view the Himalayas and the world's highest peaks.

The Barwon Health Foundation is teaming up with Huma Charity Challenges to trek Nepal to raise money for Barwon Health's Hospital Appeal.

The trip will run from 17 October – 30 October and will allow you to challenge yourself and experience what Nepal has to offer, all whilst supporting an important local cause.

During your trek you will also be introduced to the villages and culture of the Sherpa people. You will explore the colourful markets of Namche Bazaar and the famous Thyangboche monastery – the spiritual heart of the Khumbu region.

The Barwon Health Foundation is running information sessions to answer all your questions about the trek. For more information, please visit <https://geelonghospitalappeal.org.au/whats-on/item/humour-nepal-trek> or contact Hayley from the Barwon Health Foundation on 4215 8904. ♦



Gala Day

The rain held off for the 98th Gala Day parade where crowds lined the streets of Geelong to watch the iconic parade make its way through, before enjoying a family fun day at Steampacket Gardens.

Geelong Mayor Darryn Lyons and Mayoress Elissa Friday led the parade as King and Queen. Other popular characters, including Bob the Builder, Fireman Sam and Geelong Cats players were crowd favourites.

Narana Creations teamed up with Barwon Health to create an indigenous themed float comprising traditional dancers, didgeridoo players and famous indigenous icons. The float highlighted various elements of Aboriginal culture, together with Barwon Health's commitment to close the gap.

The 100th year celebration of Gala Day is fast approaching, taking place in 2016! ♦

Pictured: The 98th Gala Day parade making its way down Malop Street.



Community spirit brings success to another Run Geelong

Run Geelong 2014 saw over 12,008 participants run, walk or roll the streets of Geelong to raise an incredible \$503,651.80 to help complete the redevelopment of the Special Care Nursery at University Hospital Geelong.

Ambassadors Joel Selwood, Madi Robinson, Richard Colman and young ambassador Noah led the thousands of participants along the city streets in support of Geelong's tiniest patients.

Participants took part in either the 12km run, 6km run or the 6km walk. The 2014 event also saw the introduction of the 1km kids run, which was a popular addition.

100% of funds raised through the community's entry fees went toward completing the new Special Care Nursery. ♦

Pictured above: The inaugural 1km kids run as part of Run Geelong. Below: Run Geelong Ambassadors Joel Selwood and Madi Robinson with young Ambassador Noah.



UPCOMING EVENTS FOR 2015

World's Longest Lunch
Friday, 13 March
Steampacket Gardens

Our Women Our Children Easter Egg Hunt
Sunday, 5 April
Bellarine Estate

Hot Chocolate Day
Friday, 1 May

Rotary McKellar Golf Day
Thursday, 7 May
13th Beach Golf Links

Blue Ribbon Ball
Saturday, 30 May
Mercure Hotel

Giving Weekend
Friday, 5 & Saturday, 6 June

Dry July
Month of July

A night on the green
Thursday, 2 July
Simonds Stadium

Catwalk for Cancer
October

Trek Nepal
17 – 30 October

Gala Day
Saturday, 14 November

Run Geelong
Sunday, 22 November



Barwon Health Locations

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

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

www.barwonhealth.org.au



OUR VALUES
RESPECT
COMPASSION
COMMITMENT
ACCOUNTABILITY
INNOVATION