

QUALITY OF CARE

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**WALKING TOWARDS
A MORE MOBILE
FUTURE**

**COMPLETING THE
JIGSAW OF YOUNG
PEOPLE'S HEALTH**

**COMPASS NO LONGER
REQUIRED AT THE
MCKELLAR CENTRE**

**A NEW WAY
OF CARING
FOR NEW
MUMS**

BARWON HEALTH
ANNUAL COMMUNITY MAGAZINE
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Barwon
Health

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Disclaimer: This publication is intended as a general guide to the services provided by Barwon Health. It does not substitute for health advice from an individual's medical specialist, general practitioner or other health adviser.

On the front cover new mum, Carly Headlam, with 3-week old baby Max.

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YOUR LOCAL HEALTH SERVICE

Barwon Health is Victoria's largest regional health service and Geelong's biggest employer, employing over 5,700 people. We provide high quality, safe, people-focussed care to more than 450,000 people in Geelong and South Western Victoria.

Health services available through Barwon Health cover the full spectrum from

emergency and acute to mental health, primary care, community services, aged care and sub-acute/rehabilitation.

Barwon Health serves a geographically dispersed population through 2 major sites with 973 beds and over 21 sites stretching from Geelong down the coast to Torquay, Anglesea and Lorne.

Geelong Hospital Attendances



■ Geelong Hospital Inpatients ■ Emergency Department Attendances

WELCOME

Since 2000, Barwon Health has focussed attention on quality of care through Quality Awards as a way of recognising excellence and valuing achievements in improving care.

Each year the standard of entries submitted has steadily improved, as has the level of expectation from the judges. The entries for the 2007/2008 year were no exception, and have formed the basis for this year's Quality of Care Magazine.

Following feedback from last year's magazine, we have worked towards a much more magazine-style approach with lots of pictures and improved readability. Once again we would appreciate your feedback on how well you have received this magazine and hope that you can take the time to complete the Reader's Survey, which you will find on pages 19-20 of this magazine.

By completing the survey you will go in the draw to win a three month gym membership from Contours.

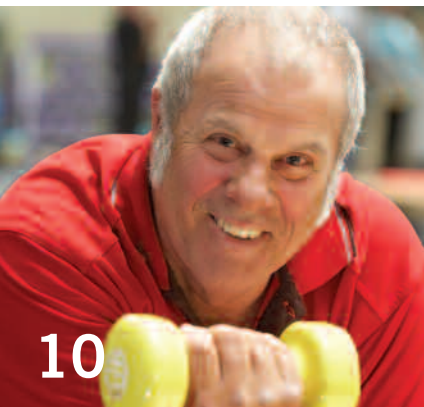
We trust that the magazine gives you a better understanding of the work that our staff do in ensuring that the community receives the very best of care.



Sue De Gilio
Chief Executive



Janet Farrow
Chair, Clinical Quality &
Risk Management Committee



WHY WE PRODUCE THE QUALITY OF CARE MAGAZINE

Barwon Health exists to care for the health of people in the Greater Geelong community and the region. To ensure that people receive the best of care we are constantly looking at ways to improve the quality of care offered, whether it be streamlining processes, changes to treatment methods or improvements in technology.

As part of a commitment to the State Government to increase community awareness of activities and achievements within

Barwon Health this report is produced annually.

This report profiles various projects that evolved from an identification of areas that needed improvement. Representatives of our Community Engagement Committee have been involved in the process of selecting stories to feature in this magazine based on their opinion of what the community would like to hear about.





WELCOME TO THE WORLD

For Carly Headlam, Geelong Hospital's new postnatal care after the birth of her son Max, gave her the confidence to go home from hospital feeling competent and capable in caring for herself and her newborn.

Carly gave birth to Max in November and said she and partner Tony came home from hospital feeling confident.

"I can say as first-time parents, our experience was fantastic. I thought everything would be very structured, but I played an active part in the decision making for my care."

When caring for their newborns, new mums experience a more individualised approach at Geelong Hospital. A new model of care was introduced in early 2008 with the aim of building women's confidence and competence when caring for themselves and their babies.

Midwifery Unit Manager, Diane Watkins, said the evidence-based postnatal care was the first of its kind in Victoria.

"Over the past decade, three surveys were conducted in Victoria and the results showed that out of all aspects of maternity care, new mothers were least satisfied with their postnatal care."

"Overwhelmingly, women said they wanted more personalised and flexible approaches to their maternity care," she said. "The biggest complaints from women were they received their breakfast at an inconvenient time, they didn't have enough rest time and they received inconsistent advice."

Diane said as a result, the kitchen was remodelled to allow women to make their own breakfast when it suits them, a communal lounge is available for women to meet in and for daily educational sessions, and strict visiting times have been introduced.

"In regards to individualised care, on admission to the postnatal ward, the midwife sits with the woman and assesses her individual needs to ensure she receives the appropriate care throughout her stay," said Diane.

"Mothers have responded very positively to these changes and are leaving us feeling much more capable in caring for themselves and their babies."

Carly said she was constantly reassured throughout her stay and had ready access to information and advice from staff.

"I went home when I felt ready and didn't feel there was a rush to move on. It was mastering the simple things – learning to bath, change, dress and feed Max - that made a big difference," said Carly.

For more information, contact Baxter Maternity Services on 5226 7511 or visit www.barwonhealth.org.au



Tahnee Marks, baby Thomas and midwife Tina Pettigrew.

CARING FOR MUMS-TO-BE

Midwifery Group Practice (MGP) is a midwife-led model of maternity care that offers continuity of care to women and their families throughout pregnancy, birth and the 2 weeks at home with a new baby.

Launched at Geelong Hospital in July 2008, the new service provides complete care for women anticipating a normal low risk pregnancy and birth.

After a woman's first visit, they will see the same midwife for their pregnancy, birth and early parenting care. A small group of midwives provide 'back up' care should that particular midwife be unavailable.

MGP Coordinator, Ann Evans, said the best maternity care occurs when women make informed decisions about their health care. "Midwifery care is holistic in terms of addressing a woman's social, emotional, physical and cultural needs and expectations."

"Midwife means 'with woman' and MGP allows women to form a close relationship with their midwife during their pregnancy through until 2 weeks after the baby is born – they are also on call when it is time for their woman to give birth," said Ann.

"From our experiences we have learnt that a woman is more likely to have a natural birth if she feels safe and well supported by a known midwife."

For Tahnee Marks, being involved with MGP provided her with the support and confidence to achieve a natural birth with her third child Thomas, after two caesarian births.

"Regularly meeting with my midwife enabled me to discuss my desire for a natural birth and she gave me the confidence to achieve my wish."

"Being able to call Tina and having that one on one support was a huge help – it was like having a haven to go to if I wasn't sure about something," said Tahnee.

Tahnee's midwife, Tina Pettigrew, said as a midwife MGP is like midwifery heaven.

"Trust in pregnancy and labour enables women to feel safe and as a professional, you are able to better manage risk when you know a woman's history," she said.

"Building a knowing and trusting relationship with Tahnee was a key part of her care and knowing her anxieties and fears, meant we were able to better manage her labour."

Demand is already exceeding places available and a geographic boundary and allocation process is in place. Priority is given to women who have particular needs such as refugees, previous poor outcome (ie. Stillbirth), postnatal depression and other special needs.

For more information on MGP, contact Ann Evans on 5260 3440 or visit www.barwonhealth.org.au

WALKING FOR FISH AND CHIPS

In May 2007 the challenge went out to residents of the McKellar Centre's Wallace Lodge to walk to Queenscliff.

Keeping the elderly active has many benefits to their physical and emotional state. With this in mind, a team of lifestyle, nursing and physiotherapy staff at Barwon Health's McKellar Centre have devised a fun activity for residents with a serious objective.

Residents at Wallace Lodge have participated in a virtual walk to Queenscliff during 2008 and according to Nurse Unit Manager, Christine Lunardelli, the walk's aim was to increase mobility and socialisation, ultimately ensuring a better quality of life for residents.

"Many of the residents have fond memories of Queenscliff, so it was easy setting the goal to 'walk' there," said Christine. "We took a bus trip with the residents to pick out key landmarks and took photos to use as markers - our lifestyle staff did a great job recording and tallying distance."

"The reward of fish and chips proved a great motivator not only for the participants, but also for other residents who supported them," she said.

The seven 'walkers' selected the pace and distance to walk, with markers set at 10 metre increments. At first, some walkers

only managed a few metres each day, while others notched up much longer distances - all adding to a group total. "One resident joked that there was no wonder she was puffed considering how far she had walked!" said Christine.

Wallace Lodge Lifestyle Officer, Georgi Baker, said the activity also proved a positive for staff enabling them to spend quality one on one time with residents.

"Having time with residents on a more social level really helped our staff and residents to connect," Georgi said.

Shirley McDonald, a resident at Wallace Lodge and participant in the walk, has noticed a benefit from increased activity in the simplest daily task.

"I can now stand at the basin without being supported to brush my teeth, something I haven't been able to do for sometime," she said.

Having reached Queenscliff, the residents have now set a new goal to 'virtually' walk to Ballarat. There are plans for the program to be rolled out to other Barwon Health residential aged care facilities in the coming year.



Wallace Lodge residents and staff are 'walking' to Queenscliff.

TAKING IT TO THE COMMUNITY

While sitting on the beach enjoying the sunshine, a casual conversation between friends turned to how to let local people know what community services are available in the Geelong region.

Geoff Anderson, who at the time was the Station Manager of Pulse FM, mentioned to Deb Scanlon from Barwon Health's Carer Respite and Carelink Services, that he would like to put a program together that promoted community services.

"The discussion was timely, as we had not long taken over the Commonwealth Carelink program and were looking for ways to promote the service. Next thing I knew, I was producing and hosting a radio program, which was a great opportunity to utilise my media skills," she said.

The project, which ran from February to July 2007, involved the production of weekly one-hour radio programs with key service providers across aged care, disability, mental health and other community health services.

"Initially we tried interviewing three guest speakers per program, but found it was too rushed, so we cut it back to two guest speakers to ensure we covered everything we needed to," she said.

Deb said each interviewee was asked a series of questions including what services they offered, how much it cost and how people could access the service.

"Connecting people to services is the guiding principle and the increase in calls to the Carelink line showed the message was getting out there," she said.

Barwon Health's Veterans Affairs Liaison Officer, Stephen Hartle, said enquiries increased after he participated on the program.

"I spoke to several clients as a direct consequence of the radio programs. I was able to help them, which is a really great outcome, otherwise these people may not have received the help or information they needed," he said.

Carelink is a free information and referral service operating across Australia to help people find out about services that can help them live at home independently. Barwon Health has operated the service in the Barwon South West region since 2006.

For more information contact 1800 059 059.





PLAYING IT SAFE IN THE WATER

A review process has been introduced at the McKellar Hydrotherapy Centre to improve the safety and quality of care for clients.

Over the past four years, the centre has seen a 200 per cent increase in the number of people attending supervised and non-supervised classes.

Aquatic Physiotherapist, Ross Piper, said the reviews were important given the ageing clientele, the potential hazardous surrounds and being in water.

“The reviews were well received by clients and gave the staff the opportunity to ensure the programs were appropriate and personalised,” he said.

Joan Palmer came to McKellar with the aim of being able to attend her regular water based exercise classes at Splashdown without flaring her back pain.

“I had been involved in water therapy for an ongoing back complaint for over 20 years and was finding my back was being aggravated during the routine and I was no longer enjoying myself,” she said.

The review identified the need for modifications to Joan’s program, which has seen some great results.

Ross said for many people, these group exercises provided vital social connections. Helping Joan modify her program enabled her to continue attending her classes, which was important for her overall wellness.

“Education was a very important part of the review process to ensure Joan has the skills and confidence to self-manage her exercises.”

“Through the review process, we know we are providing an improved service that is valued, is individualised and helps achieve greater safety for the clients,” he said.

For more information on McKellar Centre’s Hydrotherapy service, contact 5279 2222.



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GOING FROM STRENGTH TO STRENGTH

Recent statistics revealed over 12,000 people have been diagnosed with diabetes in the Geelong region, 80 per cent of them with type 2.



Herb Marrell practising his strength training at Splashdown Leisure Centre.

Type 2 diabetes can be managed through good diet and regular exercise. Understanding type 2 diabetes and what to do about it is the key to the successful management of this chronic illness according to Community Health Nurse, Jennifer Cooper.

Jennifer assists with the Newcomb 5-week community based group education program for people with type 2 diabetes, which also runs at Anglesea, Corio and Surfcoast (Torquay) Community Health Centres. There has also been an initial program run at the Bannockburn Family Services Centre, which will continue in 2009.

“The aim of the program is to empower participants through education and practical activities, such as strength training, to better self manage their illness,” she said.

“We have found on completion of the 5 weeks, the participants have the knowledge and skills to make a choice to change their lifestyle.”

Jennifer said participant’s progress is followed up with an assessment at 6 and 12 months and ongoing support from a multi-disciplined team was available on request.

“We have a diabetes educator, podiatrist, dietitian, physiotherapist and psychologist/social worker who present to the group during the program and who are also available for follow up afterwards for specific issues,” she said. “This is a great way to have quick access to particular type 2 diabetes information as a starting point to help manage the disease.”

Jennifer said an evaluation of the program has taken place across all the sites, which has shown it is helpful to participants by increasing their knowledge of diabetes and assisting them in managing key aspects of their condition.

“Many clients also go on to participate in a ten week group strength training program,” said Jennifer.

Herb Marrell, who had triple bypass heart surgery 5 years ago and has since developed type 2 diabetes, participated in the education program in early 2008.

“I was referred by the physiotherapist I had been seeing for a dislocated shoulder,” he said. “I found the program very helpful, especially learning to read the labels of food products – I now put lots of things back on the shelf because they have too much sugar!”

“When I started doing the strength training, I noticed a big difference and found I could do things I didn’t think were possible. I just had to learn how to do them differently,” said Herb.

For more information about this program, contact your local community health centre - contact numbers are located on the inside back cover of this magazine.



Anne Shirley at McKellar Centre with hundreds of files that will soon be made available electronically.

REDUCING OUR CARBON FOOTPRINT

Documentation for Residential Aged Care residents is extensive and traditionally has involved countless reams of paper and duplication of information.

The Commonwealth Department of Health and Ageing provided funding and gave the challenge to Barwon Health to reduce paper usage and convert aged care documents into an electronic format. The “Lee Total Care Project” commenced in July 2006 and concluded in June 2008.

The team, based at Barwon Health’s McKellar Centre, was led by Anne Shirley and enlisted advice from Lee Consulting and the South West Alliance of Rural Health (SWARH) in developing an IT solution.

“We were finding that there was a diverse range of forms being used across the service, which created problems. The volume of repetition in terms of information being written on forms was slowing the admission process and taking up vast amounts of staff time, which could be better spent caring for patients,” Anne said.

Software was installed at all Barwon Health aged care sites to enable staff to access to main database with a swipe-card, without the need to log on each time.

“All aged care resident files are now electronic and can be easily accessed by the staff quickly providing a better level of care.”

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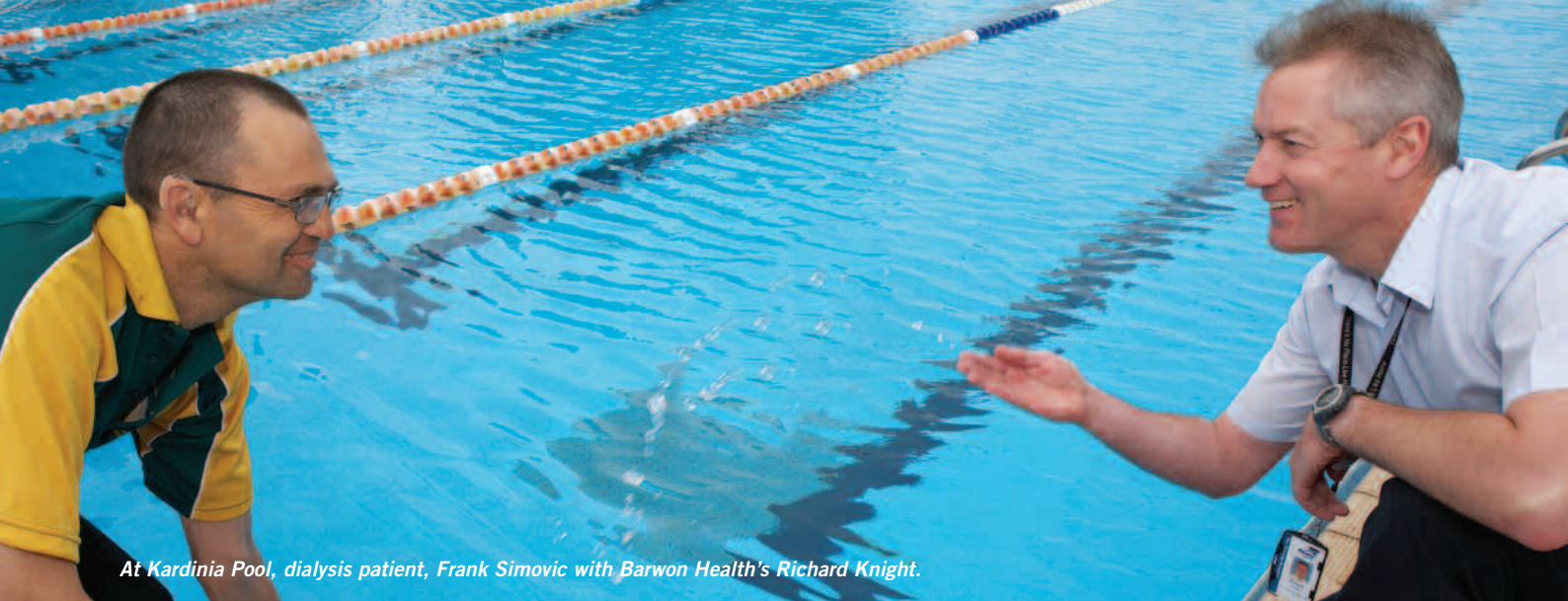
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At Kardinia Pool, dialysis patient, Frank Simovic with Barwon Health's Richard Knight.

UNCHARTED WATERS

Barwon Health is recycling around 100,000 litres of water each week from its dialysis units, redirecting much needed water to community projects.

With awareness raised by the drought and conscious of the high levels of water used during haemodialysis treatment, a recycling system was successfully trialled within the home of one of the people on home haemodialysis.

Barwon Health's Director of Renal Services, Associate Professor (A/Prof) John Agar with the support of Alcoa, led the development of water recycling programs being implemented in the three Barwon Health haemodialysis units.

He determined that the reject water from reverse osmosis units was concentrated fresh water that could be recycled.

"The recycled water is now being used for all steam generation needs for instrument sterilisation, some janitor stations, gardens and local sports ovals."

"Currently, one-fifth of our home haemodialysis patients reuse reject water for their home utilities, garden and stock watering while an innovative re-circulation design has reduced mains water use by 83% for 7 patients," said A/Prof Agar.

Currently there are no national or international regulations mandating water conservation for haemodialysis, despite an estimated 400 million litres (0.4 gigalitres) – or 400 Olympic sized swimming pools – of water disappearing down stormwater drains in Australia each year.

A/Prof Agar was recently awarded the 2008 Smart Geelong Researcher of the Year "Save the Planet" Award in recognition of this work.

Barwon Health gratefully acknowledges the support of Alcoa and Russell Scott of Max Scott Lawn Mowing Services



FRANK'S GLORY AT 2008 AUSTRALIAN TRANSPLANT GAMES

Frank Simovic is a source of inspiration for many patients attending Barwon Health's South Geelong Renal Unit for their dialysis treatment.

In August 2008, he participated in the 11th Australian Transplant Games in Perth, where he won gold, silver and bronze medals in track and field and tennis events.

After being diagnosed with kidney failure, Frank started dialysis in 1983. He received two kidney transplants in 1983 and 1986 and has been supported with

haemodialysis treatment for eleven years since his last transplant failed in 1997.

Even though Frank has to balance his three days a week dialysis regimen, family life and work at Gordon TAFE, he is still a keen advocate for exercise and keeping active as being vital for maintaining his health.

This year, Frank will travel to the Gold Coast for the 17th World Transplant Games as a volunteer as competitors for these games have to have a current functioning transplant.

NO COMPASS REQUIRED

Reducing the stress in finding our services

When clients and visitors attend the McKellar Centre, finding their way around the site is now much easier.

According to Karen Heseltine, Program Manager for Improving Care for Older People, people are generally at their most vulnerable when accessing services at the McKellar Centre.

“We had to find ways to help a diverse range of people find the services they needed to reduce their anxiety and ensure they gained the most from their therapy,” said Karen.

“By carrying out an audit of the site and a visitor survey we identified the key problem areas.”

“As a result, we have gone from having 80 per cent of visitors describing the site negatively, to only 13 per cent after the

implementation of the improved signage,” she said.

These improvements are an initiative of the Communicative Access Care Improvement Group (CACIG), led by Martin McCall-White, Chief Speech Pathologist. CACIG is focused on ensuring people can access the information needed to actively participate in their own health care.

“Through the CACIG, Barwon Health is working towards producing consistent, high quality accessible information for all clients,” said Martin.

“We now have the tools to improve access, which will vastly improve people’s ability to find their way across all Barwon Health sites and services.”



Barwon Health volunteer, John Sheaf shows you no longer need a compass to navigate the McKellar Centre.



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COMPLETING THE JIGSAW OF YOUNG PEOPLE'S HEALTH

Barwon Health's youth services have been streamlined to provide a single point of access and the redesign has seen a more practical interface between Barwon Health's youth services and other partners of headspace Barwon, including Clockwork, Pathways and the Mental Illness Fellowship.

Melissa O'Shea, Program Manager, said the aim of the integration of the mental health, community health and drug and alcohol services was to increase access for young people aged 16-25 years to Barwon Health's services and to aim to intervene earlier in the development of mental illness.

"Providing a single point of contact for enquiries and referrals from schools and GPs, has meant young people have access to a greater number of services provided by Barwon Health and other agencies," said Melissa.

"Barwon Health Youth Services include community health nursing, mental health assessment and case management, drug and alcohol outreach support," she said. "But our wider partnerships allow us also to access general practice, trauma counselling, psychology services, financial counselling and support, depending on the needs of each young person - some of these additional services are co-located with JIGSAW."

"Young people will also experience a more consistent approach to their care, with greater collaboration between

mental health and drug alcohol services," she said.

Melissa said clients are seen where they want – at home or a community health centre - if a client moves, their support will follow.

For 24-year-old Shaun, who has battled with a number of health and behavioural issues, the support provided by both his caseworkers has seen positive changes in his health and behaviour over the past few months.

"I've been a lot more settled and found I've developed better coping skills since I started seeing my case managers," said Shaun. "I've also had the opportunity to learn how to make positive decisions and better health choices."

"Having a caseworker specifically for mental health and another for drug and alcohol, means I've got a great support network and there's always someone I can call if I need to," he said.

For further information, contact JIGSAW Young Person's Health Service on 5279 2754.



THE GIFT OF LIFE - PIPER'S STORY

The Geelong Hospital Appeal for 2009 will be launched in February and will culminate in a giving weekend over the Queen's Birthday in June.

This year's 'Face of the Appeal' is Belmont's Piper Lee, who has had a difficult journey in her short five and a half years. In December 2006, the young Belmont girl was diagnosed with an inoperable tumour in her neck that had her fighting for her life.

Piper's mum, Amy, first knew something wasn't right when she noticed Piper's right eye wouldn't focus.

"We visited our GP, who then referred us to an eye specialist and then to a paediatrician. A MRI scan was ordered and a tumour was discovered. Piper was given a 60-90 per cent chance of survival," said Amy.

The then three year old was quickly sent to the Royal Children's Hospital. Due to the position of the tumour an operation wasn't possible, so doctors decided intensive radiation therapy and ongoing chemotherapy would help to shrink and contain it.

While some trips to Melbourne were required every few months, Piper's more regular monthly treatments took place closer to home at Barwon Health's Andrew Love Cancer Centre.

All seemed to be on track until Valentine's Day in 2007 when the Lee family were faced with their biggest hurdle yet. Not long after arriving home from her radiation therapy, Piper was administered her usual dose of morphine by her mum.

"It was less than three minutes after I'd given it to her that she started vomiting blood," Amy said. "The radiation had caused the tumour's surrounding tissue to weaken, leading to a break in one of Piper's major blood vessels."

An ambulance arrived within a few minutes, but by the time the little girl arrived at the Geelong Hospital's Emergency Department, she had gone into cardiac arrest.

As the medical team fought to keep Piper alive, her parents were faced with the harrowing decision of whether to risk the chance of a stroke by allowing doctors to operate.

"In the end, we really had no choice," Amy explained. "It was either let them operate and run the risk of Piper having a stroke compared to them not doing it and the very real risk of her dying."

After seven hours in the Emergency Department, Piper was finally stable enough to be transferred to the Royal Children's Hospital where she spent three days heavily sedated in the Intensive Care Unit. Piper's parents then had an anxious wait for signs of improvement until day four when Piper began to show positive signs. Having laid Piper's favourite blanket on her bed, their daughter showed she recognised it. "She was still heavily sedated, but we saw her fingers feeling the blanket and her hand hold it and we knew that was good," Amy said. "That was one of our really emotional days – her father (Steven) and I just broke down and cried."

Following her recovery from the operation, Piper continued her cancer treatment, receiving her last dose in October 2007. Since then, she has continued to have regular check-ups every three months and will need to do so for the next five years.

Despite the few side effects of her cancer treatment, such as a loss of teeth and an inactive tear duct on her right side, life for Piper is starting to return to normal. The young girl now enjoys going to kindergarten and is excited about starting school.

The little girl and her family are lending their story to help raise funds for the services of Barwon Health. Following the launch of the inaugural Appeal in 2008 that saw over \$900,000 raised, it is hoped that 2009 will be just as successful.

Barwon Health Foundation Executive Director, Gavin Seidel, said Piper's story is a perfect example of how one patient can come to rely on the many areas within the Geelong Hospital and beyond.



Piper Lee - Face of the Geelong Hospital Appeal



Geelong Hospital Appeal

*Supporting the Services of Barwon Health
give the gift of good health*



Piper with her parents Amy and Stephen and younger sister Andrea.

“During Piper’s illness, she used the Andrew Love Cancer Centre, the Emergency Department and the children’s ward at the hospital, “Mr Seidel said.

“It just goes to show the impact that these services can have on any one person’s life and how important it is they remain available for those in our community when they need it most.”

For the Lee family, lending their support to the 2009 Geelong Hospital Appeal is just a small way that they can show their appreciation.

“It’s simple. The hospital saved Piper’s life,” said Amy. “They made an extremely difficult time for us much easier because they were with us to answer questions and offer help during her treatment. We just can’t thank them enough for what they’ve done.”

Give the gift of good health and help save a life. Donate now to the Geelong Hospital Appeal by phoning 5260 3355 or donating at any Bendigo Bank branch.


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VOLUNTEERING FOR ALL AGES

Being a volunteer is not just for retirees. There has been a growing trend of young people signing up to contribute back to society by becoming Barwon Health volunteers.



Young volunteer, Reanna Thompson, is undertaking a food services survey across all Barwon Health sites.

Local Student, Reanna Thompson is evidence of this trend in volunteering. She is currently conducting a food services survey across all Barwon Health sites.

“I became a volunteer as I want to be nurse. I felt that this would be a good way of really getting a feel for things,” she said. “I really enjoy the interaction with patients.”

Maree Dertien, Volunteer Services Manager, is encouraged by this trend.

“It shows that young people of today have a real commitment to the community. Given the diversity of roles that volunteers carry out, together with the growing cultural mix of volunteers, we are able to better meet the needs of patients,” she said. “Our volunteers enrich the lives of patients, residents and clients and we thank them for their efforts.”

For more information, contact Volunteer Services on 5260 3134.

NEW SPIRITUALITY CENTRE AT GEELONG HOSPITAL

Barwon Health's Geelong Hospital celebrated the official opening of its new architecturally designed Spirituality Centre in February 2008.

The new centre provides patients, visitors and staff a place of contemplation and comfort and accommodates people of diverse faiths and those who profess no particular faith tradition in their need for reflection and peace.

Reverend Rosemary Maries, Barwon Health's Anglican Chaplain, said the region's increasing cultural diversity led to the need for a new space.

“The Sacred Space on level 7 of the hospital provided patients, visitors and staff with a place of reflection, prayer and peace since it opened in 1984.”

“However, as the Geelong region has become increasingly culturally diverse, a purpose built multi-faith centre was necessary to ensure that people of all beliefs were catered for and felt comfortable in the space, to acknowledge our unity in diversity and to be a sign of reconciliation and peace,” she said.

The new Spirituality Centre is located on level 3 near the hospital's front entrance, which is more easily accessible for patients, visitors and staff.

“The new centre features universal symbols – earth, air, fire and water – which are integral to most faith traditions.”

A representation of indigenous Australian spirituality is on display along with the sacred texts of the world's major religions.



Monsignor Murray, from the Geelong Interaith Network and Reverend Rosemary Maries in the Spirituality Centre.



QUALITY OF CARE

WWW.BARWONHEALTH.ORG.AU

What did you think of this magazine?

We invite you to comment on Barwon Health's Quality of Care Magazine so that we can continue to improve and meet your needs. By returning this questionnaire to us, you go into the running to **win one of three Contours Gym memberships*** - these are great for you and are also a great gift idea for a loved one. Simply return this questionnaire by 24th February 2009. All winners will be notified by telephone.

1. What did you think of the information in this report?



Comment: _____

2. What did you think of the presentation of the report?



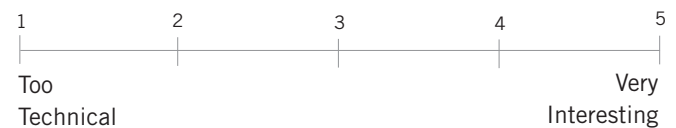
Comment: _____

3. Did you like the magazine format?

Yes No Indifferent

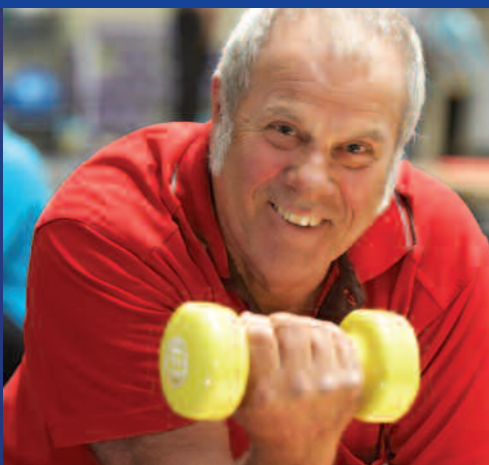
Comment: _____

4. Did you find the articles?



Comment: _____

Continued overleaf



5. The report gave me a better understanding about the healthcare services Barwon Health provides:

1	2	3	4	5
----- ----- ----- -----				
Strongly disagree				Strongly agree

Comment: _____

6. Did you like the magazine being distributed inside the Geelong News/Echo?

Yes No

7. Can you please tell us about yourself, I am a:

- Patient of Barwon Health
- Relative/Carer of a Barwon Health patient
- Health professional
- Other

8. Please tick the age range that applies to you:

Less than 20 21-30 31-40 41-50 51-60 60+

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

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

Comments: _____

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 _____

_____ Postcode _____

Phone _____

Please remember to include your name and telephone number to be eligible to win one of three Contours gym memberships. *Memberships are for three months.

Post to Communications & Marketing Department - Barwon Health
PO Box 281 Geelong VIC 3220 or fax to 03 5226 7210.

Thank you for your time.

COMMUNITY ENGAGEMENT

COMMUNITY ENGAGEMENT COMMITTEE

Barwon Health has a history and culture of community engagement. The amalgamation of the Community Advisory Committee (CAC) and the Cultural Diversity Committee in 2007 to form the Community Engagement Committee (CEC) is regarded as an important step in further consolidating the role of community engagement.

EVALUATION BY DEPARTMENT OF HUMAN SERVICES (DHS) 2008 RESULTS

- A high degree of compliance with the DHS CAC's guidelines in the area of membership evident by the commitment to obtaining membership that reflects the community.
- A high degree of compliance with the DHS CAC's guidelines in respect to accountability to the Board of Directors and reporting to the community.
- A high degree of compliance with the DHS CAC's guidelines in respect of resourcing with the Resource Officer and Executive Sponsors.
- A high degree of compliance with the DHS CAC's guidelines in respect of evaluation and monitoring of programs and annual business plans.

COMMUNITY FEEDBACK

The Consumer Liaison Office is established to provide assistance to resolve concerns and complaints arising from care received within Barwon Health.

In 2007/08 the Office received feedback from 1477 consumers comprising:

- Compliments 967 (67%)
- Complaints 510 (35%)

Many complaints related to waiting times either to be seen or to get an appointment. Managing demand is challenging particularly in the last few years where capacity issues have reduced access to beds and theatres increasing waiting times for all non-acute and elective health problems.

Finding ways to manage demand has stretched our imagination but certain systems have been put in place to ensure efficient management.

Some examples are:

EMERGENCY DEPARTMENT WAITING TIMES:

- A standardised triage process is used to ensure the sickest people are seen first.
- All attendees are triaged using the Australian Triaging Scale 1 to 5, with 1 being the most critical.
- Fast tracking of people not requiring a cubicle means immediate treatment and discharge for minor problems.
- Staff provide attendees with details of alternative medical services in the community if the problem is non-urgent and could be managed elsewhere.

DENTAL SERVICES WAITING TIMES:

- Emergency appointments used to prioritise urgent requirements.
- Alternative appointments are offered with private dental services where appropriate.

PODIATRY SERVICES WAITING TIMES:

- New clients are prioritised and categorised to ensure they receive treatment at suitable intervals.
- Categorisation is based on the clinical condition and may differ from the person's own perceived need.

SURGERY WAITING LIST:

There are three urgency categories:

- **Category 1 (urgent):** admission for a condition that has the potential to deteriorate quickly to the point that it may become an emergency.
- **Category 2 (semi-urgent):** admission for a condition causing minimal or no pain, dysfunction or disability, but which is not likely to deteriorate quickly or become an emergency.
- **Category 3 (non-urgent):** admission for a condition causing minimum or no pain, dysfunction or disability, which is unlikely to deteriorate quickly and does not have the potential to become an emergency.

The length of time waiting for a surgery date is dependant on a number of factors, including the clinical urgency of the surgery required and the total number of people on the waiting list. Unfortunately, from time to time elective surgery is sometimes postponed due to unforeseen circumstances. The hospital makes every effort to avoid this. Consumers are advised if they believe their condition has deteriorated to contact their General Practitioner to escalate their surgical urgency category.

VICTORIAN PATIENT SATISFACTION MONITOR – ANNUAL REPORT

The Victorian Patient Satisfaction Monitor (VPSM) provides feedback on the quality of a public hospital experience from the adult inpatient's perspective. The VPSM annual report presents the category averages and trends that have emerged during the twelve months of the reporting period. The Geelong Hospital and McKellar Centre – Sub-acute services participate in the VPSM and receive individualised result reports twice a year.

Overall, Barwon Health performs very well against other health care providers. The Geelong Hospital overall care measure was excellent. Geelong Hospital is a major teaching hospital with a range of specialised services and the annual results achieved ranked them fourth within the group of twelve peer hospitals. McKellar - Sub-acute services demonstrated an annual result that is significantly higher than the average results for peer services, ranking it second within a group of thirteen.

CULTURAL DIVERSITY

Geelong is the second largest city in Victoria and the 11th largest in Australia. The Geelong region's growth rate remains strong with 67% of the regional population living in urban Geelong.

The region is multicultural with 10% of the population over 5 years of age speaking a language other than English. The most common languages include: Italian; Greek; Croatian; Macedonian; German; Polish and Chinese dialects.

GEELONG REGION HEALTH SERVICE INTERPRETER UTILISATION

During 2007/08 interpreter bookings have increased with 3,383 clients accessing interpreters, representing an increase of 12% from 2006/07.

Barwon Health Programs	Interpreter Bookings
Acute Services	1700
Aged Care Services	101
Community Health	445
Mental Health	96
Sub-Acute Services	630
INTERPRETERS PROVIDED	2972

Language	Interpreter Bookings 06/07	Interpreter Bookings 07/08
Established communities		
Greek	24	165
Turkish	76	126
Vietnamese	93	190
Emerging communities		
Burmese (Karen)	0	84
Nuer	20	83
Mandarin	36	81
Dinka	11	48
Albanian	12	37

BARWON HEALTH'S ETHNIC HEALTH SERVICE

This service provides interpreter support to people with low English proficiency or impaired hearing.

NEW INTERPRETERS PROJECT

This Australian Government funded project aims to increase the number of qualified interpreters to support access for all areas throughout Australia.

Diversitat is recognised as Geelong's leading multicultural and ethno-specific organisation with current knowledge of established and emerging ethnic communities living within the Geelong region. Strengthening the working relationship with Diversitat has assisted in the collaborative provision of education sessions for Barwon Health staff.

A CULTURALLY DIVERSE VOLUNTEER WORKFORCE

In 2007/08 the volunteer service was reviewed to ensure it was meeting the current and emerging needs of our dedicated volunteers and to build on the diversity of volunteer participation.

In partnership with Diversitat and the Department of Planning and Community Development, a video showcasing active volunteers engaging in a range of volunteer roles was produced. Throughout 2008 this video has been utilised as a way of 'reaching out' to various cultural community groups within Geelong, encouraging people from diverse backgrounds to become active volunteers within Barwon Health and other areas.



MONITORING QUALITY OF CARE

The three key approaches to monitoring quality of care are: Clinical Governance, Clinical Safety and Incident Reporting

CLINICAL GOVERNANCE

Clinical governance is the process by which Barwon Health from Board level through to individual staff members ensures that the principles of safe, patient-centred and high quality care is undertaken in a systematic and sustainable manner.

Overall, Barwon Health Board monitors through the Board Clinical Quality and Risk Committee meeting monthly to review management of quality and risk across Barwon Health. The Chief Executive reports to this Committee which has a number of medical and clinical staff plus independent external members with clinical and legal backgrounds.

The Chief Executive is held accountable to the Barwon Health Board for the safety and quality management of patient care throughout Barwon Health. This responsibility includes ensuring the appropriate systems are in place such as Riskman, a computer system into which staff log all incidents for follow-up and reporting. Incidents are categorised in terms of level of risk.

THE AUSTRALIAN COUNCIL ON HEALTHCARE STANDARDS (ACHS)

ACHS is an independent external body who assess health care services against an evaluation of 44 separate criteria with 5 levels within each criterion, many being mandatory.

Assessment is on a four-year cycle of continuous monitoring with accreditation for a maximum of four years.

Currently Barwon Health is accredited across all its services through to August 2009 when reassessment will occur.

AGED CARE STANDARDS AND ACCREDITATION AGENCY (ACSAA)

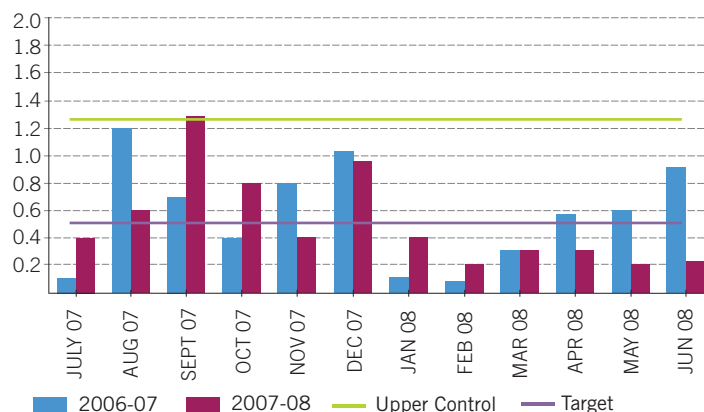
ACSAA is an independent body under the Federal Government that assesses on a continuous basis including random audits. Barwon Health has all its Aged Care Residential facilities accredited with a full accreditation due mid 2009.

CLINICAL SAFETY

Barwon Health participates in both state and national safety initiatives driving a culture of constant improvement in quality of care. Within Barwon Health all year round staff are working on innovative and creative solutions to manage care better. During the year Awards are given for projects that have shown improved outcomes for people being cared for. At year-end there is an Awards event showcasing a range of excellent activities with winners in categories receiving plaques, certificates and prizes.

Significant Adverse event rate

% of reported incidents



Acute Health	Death	Permanent Disability
2005/06	0.05%*	0.01%*
2006/07	0.04%*	0.00%*
2006/07	0.02%*	0.00%*

*% ACUTE REPORTED INCIDENTS



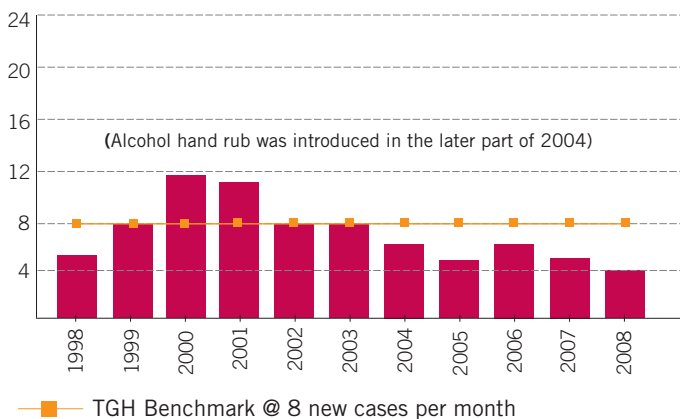
INFECTION PREVENTION SERVICE

The Infection Prevention Service continues to promote a safe environment for patient management. Daily assessment of all patients with multi resistant organisms (MRO) is undertaken to ensure that these people are appropriately managed and thus preventing the spread of MRO's to others.

The department accesses several computer systems to alert various departments within Barwon Health if patients require additional precautions.

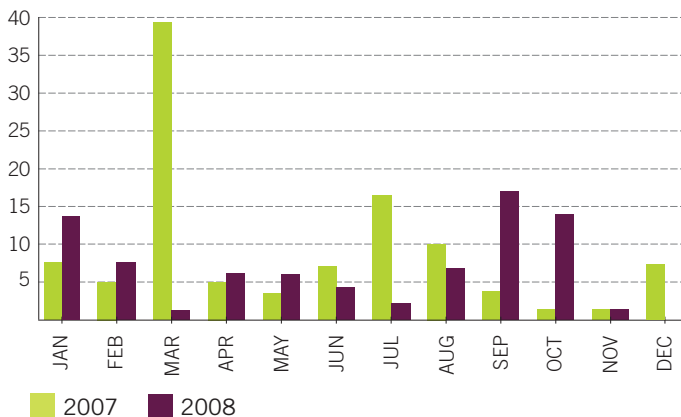
Methicillin Resistant Staphylococcus aureus (golden staph) noted improvement with the incidence of new cases. Alcohol hand rub, introduced in 2004, has impacted on the incidence of MRSA (VRE)

Average MRSA 1998-2008 to date (Total number of cases)



Vancomycin Resistant Enterococcus (VRE)

No. of cases per month



This organism was first detected in Victoria during the mid 1990s. Until last year Barwon Health only had to manage a hand full of cases. This organism is also on the increase in other large hospitals. Currently DHS are undertaking a study to assess the extent of the problem. We are revising the VRE guidelines based on the risk of patients transmitting this organism. Unfortunately VRE can survive on surfaces for long periods of time.

During 2007, 6 isolates originated from other organisations, during 2008, 21 cases originated elsewhere.

PROACTIVE INFECTION CONTROL ON BUILDING SITES DURING HOSPITAL REDEVELOPMENTS

Barwon Health has had a lot of building activity over recent years and dust and water borne organisms become more active whilst building is occurring. Whilst that might not impact on well people, those who are unwell are much more vulnerable. Therefore, Barwon Health has adopted the Alfred Hospital course designed to reduce risk of infections associated with demolition and construction. Construction staff, both external and internal, have undertaken the course designed and conducted at the Alfred Hospital.

All workers entering a building site are required to undertake an induction programme that includes infection prevention.



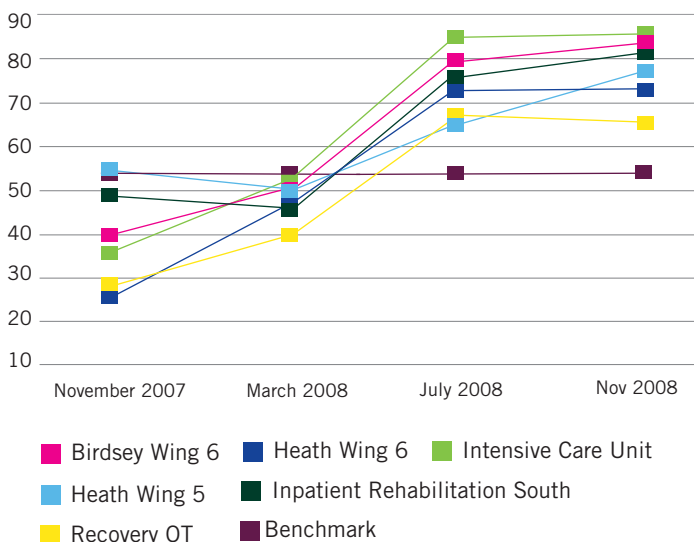
HAND HYGIENE PROJECT

Hand hygiene is the most important factor in reducing infections in hospital. Staff, visitors and patients are all required to abide by the hand hygiene rules using the hand wash made available at bedsides and ward entrances.

The hand hygiene project commenced in 2006 and since then the incidence of MRSA at Barwon Health has reduced. The project involves both education and promotion of hand hygiene.

Hand Hygiene Audit Results

% Successful moments for hand hygiene



INCIDENT REPORTING

RISKMAN

Riskman is an electronic reporting data base. Staff are encouraged to report any incident no matter how big or small.

Consistently high reporting rate across Barwon Health demonstrates a culture of no blame and attention to service improvement. Analysis of 2007/08 data shows the rate of unexpected incidents resulting in temporary harm and requiring increased level of care, remains well within accepted confidence levels

Most common themes through 2007/08 were:

- Falls
- Infection
- Pressure Ulcers
- Medication
- Aggression by patients
- Equipment malfunction

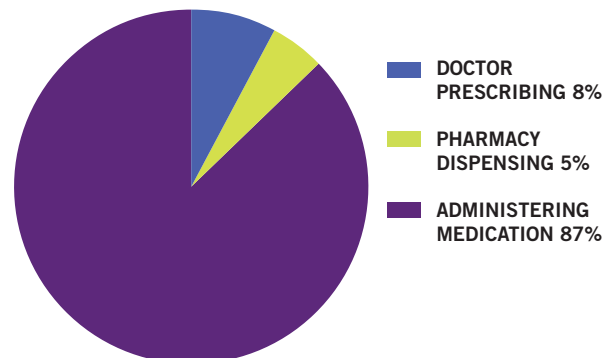
MEDICATION SAFETY

Incident reporting by staff highlights the value of a no blame reporting policy and increases the potential to learn from reports to reduce future errors.

There are very few errors with a serious impact on patients. Identifying less serious errors helps reduce the chances of more serious ones. It makes it possible to introduce system changes to prevent further errors.

The chart below shows the type of errors occurring during the course of prescribing, dispensing and administering medications. The most frequently reported medication incidents related to documentation errors on the medication chart.

Type of errors



Barwon Health's Medication Safety Committee is made up of pharmacists, doctors and nurses. They review all medication errors and in particular those associated with high risk drugs such as insulin and blood thinning agents.

Pharmacists use a new medication reconciliation form to document all patient related medication including a history of medications patients were taking at the time of admission. This should improve continuity of care between hospital and home and reduce medication discrepancies and omissions on admission and discharge from hospital.



FALLS MONITORING AND PREVENTION: A NATIONAL AND STATEWIDE HEALTH PRIORITY AREA

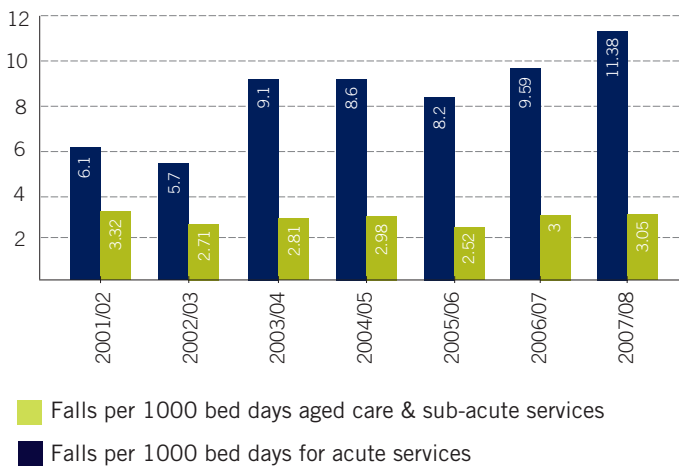
Falls are an ongoing concern for staff. Patients often get out of bed when they shouldn't or wear slippery slippers that skid on the polished floors or try to balance on the edge of the bed and tip off.

Barwon Health audits falls across the organisation reporting through to the Board Clinical Quality and Risk Management Committee along with solutions to prevent incidents happening again.

Minimising falls at Geelong Hospital has been through:

- Additional electronic bed alarms for mentally impaired patients who have a mobility problem
- Improved identification of cognitively impaired patients
- Additional 'Lift Care Beds' to accommodate those who cannot be prevented from falling
- Continuous observation of patients at very high risk

Average Falls per 1000 bed days



To continue to minimise the risk and incidence of falls in Barwon Health's rehabilitation and aged care facilities the following strategies have been implemented:

- Integration of bed/chair alarms with the nurse call system.
- Mobility and strengthening exercise programs.
- Awareness and engagement with current DHS initiatives through improving care for older people program.

PRESSURE ULCER MONITORING AND PREVENTION

As an internationally acknowledged patient safety problem, pressure ulcers are increasingly recognised as an indicator of the quality of care provided. Pressure ulcers are a largely preventable adverse outcome of a healthcare admission. Barwon Health submits data to the Department of Human Services (DHS) to contribute to the Pressure Ulcer Clinical Indicator Data Set. These indicators focus on two key areas - the number and severity of hospital-acquired ulcers and risk assessment of patients.

Barwon Health results are bench marked against 109 other health services. The results of the number and severity of hospital-acquired ulcers indicates a healthy reporting culture at Barwon Health reflecting the higher incident of superficial or minor pressure ulcers (stage 1 and 2) reported. It is pleasing to note the severe or full thickness acquired pressure ulcers or (stages 3 to 4) are well within the state average.

The completion of pressure ulcer risk assessment of patients is at the high end of state results again reflecting Barwon Health's desire to be proactive in preventative care.

Results for 2007/08

- Results are bench-marked against 109 other health services.
- The severe or full thickness acquired pressure ulcers (or stages 3 & 4) are well within the state average.
- The completion of pressure ulcer risk assessment of patients is at the high end of state result.



HOW TO CONTACT BARWON HEALTH

HOSPITAL SERVICES

GEELONG HOSPITAL - Bellerine Street, Geelong	
General enquiries	5226 7111
Emergency Department	5226 7564
Aboriginal Health	5226 7669
Admissions	5226 7616
Andrew Love Cancer Centre	5226 7644
Barwon Medical Imaging	5226 7559
Barwon Paediatric Bereavement	5226 7269
Consumer Liaison	5226 7986
Cardiology (Geelong)	5226 7263
Diabetes Referral Centre	5226 7307
Dialysis Unit	5260 3251
Gretta Volum Centre	5226 7790
Home Referral Service	5260 3999
Hospital in the Home	5260 3999
Maternity Services	5226 7511
Outpatients	5226 7254
Palliative Care	5279 2800
Perioperative Service	5226 7056
Pharmacy	5226 7556
Pregnancy Advice	5226 7525
Social Work	5226 7525
Waiting List Service	5226 7597
Veterans Liaison	5260 3351

AGED CARE

General enquiries	5279 2222
Alan David Lodge	5260 3980
382 Torquay Road, Grovedale	
Blakiston Lodge	5279 2341
Percy Baxter Lodges	5279 2431
Wallace Lodge	5279 2761
45-95 Ballarat Road, North Geelong	
Barwon Regional Aged Care Assessment Services	5279 2246
Opportunity Shop - 9 Minerva Road, Herne Hill	5222 6179

REHABILITATION SERVICES

MCKELLAR CENTRE, 45-95 Ballarat Road, North Geelong	
General enquiries	5279 2222
McKellar Inpatient Rehabilitation Centre	5279 2222
McKellar Community Rehabilitation Centre	5279 2239
McKellar Hydrotherapy Centre	5279 2222
Belmont Community Rehabilitation Centre	5260 3290
120 Settlement Road	

COMMUNITY HEALTH CENTRES

Anglesea - 11 McMillan Street	5260 3901
Belmont - 1-17 Reynolds Road	5260 3778
Corio - 2 Gellibrand Street	5260 3800
Newcomb - 104 - 108 Bellarine Highway	5260 3333
Torquay - 100 Surfcoast Highway	5260 9300

COMMUNITY HEALTH SERVICES

Carer Respite & Carelink Services	1800 059 059
Hospital Admission Risk Program	5279 2539
Immunisation Service	5226 7176
Paediatric & Adolescent Support	5226 7075

Day programs

Anglesea	5260 3905
Belmont	5260 3297
Norlane, 2 Wendover Ave	5278 2198
Torquay	5260 3910

Dental services

Belmont	5260 3710
Corio	5260 3827
Newcomb	5260 3540

Community Nursing

Belmont	5260 3635
Corio	5260 3814
Newcomb	5260 3516

MENTAL HEALTH, DRUG & ALCOHOL SERVICES

24 Hour Crisis Line	5226 7410
Aged Care Psychiatry	5226 7044
Community Rehabilitation Facility	5260 3738
Barwon Heads Road, Belmont	
Drug & Alcohol Services	5273 4000
MindlinX	5279 2542
Needle & Syringe Program (Freecall)	1800 196 850
Prevention & Recovery Care Program	5260 3738
Swanston Centre	5226 7410
Youth Mental Health, Drug & Alcohol Services	5279 2754

Community Mental Health Teams

Corio	5260 3855
Surfcoast	5260 3928
Bellarine	5226 7481
Colac Clinic, 13 Dennis Street	1300 763 254 or 5260 3260
Child & Adolescent Mental Health	5226 7075
Geelong West Clinic	5260 3700
headspace Barwon @ Jigsaw	5279 2754
Families where a parent has a mental illness	5222 6911

BARWON HEALTH FOUNDATION **5260 3355**

BARWON HEALTH VOLUNTEER SERVICES **5260 3134**

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