

QUALITY OF CARE

ANNUAL COMMUNITY MAGAZINE

DECEMBER 2014

Culturally appropriate care for Indigenous mums

24

Telehealth: Opening the doors to better healthcare
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Barwon Health

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Why we produce the Quality of Care magazine

The Quality of Care magazine is produced
as part of a commitment to the State
Government to increase community
awareness of the safety and quality of Barwon
Health's services.

Disclaimer

This publication is intended only as a general
guide to the services provided by Barwon
Health. It does not substitute health advice
from an individual's medical specialist, general
practitioner (GP) or other health advisor.



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Welcome

On behalf of the Barwon Health Board, staff and
volunteers, we are pleased to present our annual
Quality of Care magazine.

The report is designed to describe the quality and safety
systems, processes and outcomes of our health service for
consumers, carers and the health service community.

As our service levels continue to grow, we are treating more
people across the organisation than ever before. We continue to
plan and build for the future, using our Service Plan as a guide,
to meet the growing demand across our community for better
access to healthcare services and facilities.

In May 2014 we achieved a key milestone in the redevelopment
of the University Hospital Geelong site with the opening of the
state-of-the-art Intensive Care Unit (ICU). The new ICU includes
dedicated paediatric bays; an outcome that is significant for our
community, enabling us to provide care to our youngest and
sickest patients closer to home.

Quality and safety continue to be a focus and we enjoyed a
fantastic outcome following accreditation in October 2013.
Barwon Health is totally accredited and the audit this time had a
focus on staff at all levels of the organisation across all sites, and
everyone performed with style.

The report also showcases areas where we are improving the
already high number of safe and positive experiences within the
public healthcare system, and striving to make good progress in
our vision of becoming Australia's leading health service.

We always like to hear your feedback, and you can share your
contribution by completing the survey at the back. We look
forward to hearing from you and encourage you to tell us what
you want to read about.

As we head into the holiday season, we'd like to take this
opportunity to thank our staff, volunteers and consumers for
contributing to another great year at Barwon Health. Please
take care on the roads and stay safe.

Professor David Ashbridge
CEO

Dr Sarah Leach
Chair, Quality and Clinical
Governance Committee



Your local health service

Barwon Health is Victoria's largest regional
health service serving up to 500,000 people
in the Barwon South Western region.

We are a major teaching facility with links to Deakin
University, The Gordon and other tertiary education
facilities around Australia. Barwon Health's University
Hospital Geelong is one of the busiest in Victoria. We
provide care at all stages of life and circumstances through
our comprehensive range of services from emergency and
acute to mental health, primary care, community services,
aged care and sub-acute care and rehabilitation.

Care is provided to the community through:

- One main public hospital and its associated services
- A sub-acute site for inpatient and community
rehabilitation through the McKellar Centre
- Aged care through the McKellar Centre at its sites in
North Geelong and Charlemont (Grovedale)
- A total of 16 community-based sites at key locations
throughout the region
- Outreach clinics and home-based services.



“We are extremely fortunate to have such expertise and facilities so close to home.”

Partnerships key in new ICU

Building the Intensive Care Unit
University Hospital Geelong's new, state-of-the-art Intensive Care Unit (ICU) is providing patients with critical care services, expert staff and equipment to treat life-threatening conditions.

The \$36 million redevelopment contains two pods each with 12 single rooms, including two dedicated paediatric bays, and is almost double the size of the old unit.

Patients and staff were moved into the new space on 16 June, after months of planning. ICU director Neil Orford said the move went smoothly and everyone involved was feeling settled and happy by the end of the day.

“The move included an extensive orientation program organised by the nursing staff in the weeks leading up to it. Nursing and medical teams were doubled for the morning and senior staff came in the night before to review the running sheet for the morning, with details on who would be moved where and when,” Neil said.

“It is a wonderful facility with fantastic staff, and we are excited about being able to deliver high quality, patient-centred care to critically ill patients in Geelong and south west Victoria.”

Kai's story

Nine-week-old Kai from Barwon Heads was the first baby to be treated in the new ICU, after developing bronchiolitis. His mum Erin was told he was critically ill and was confronted with the possibility of Kai having to be airlifted to the Royal Children's Hospital. Here, she shares their story:

“Kai had been unwell for a few days, with what seemed to be the cold that his siblings already had. Leading up to his stay in hospital he lost his voice and was 'cry-less' for three days.

“I took him to our GP, who diagnosed him with croup, but after two days of taking prednisolone he was absolutely no better.

“In early hours of the morning I had intended to take him back to the GP, I had just fed Kai when I began to notice how unwell he was. He threw up on me straight after the feed and I sat him up only to have him flop forward, he was panting and totally exhausted with a fast respiratory rate.

“I sat with him contemplating what to do; my maternal instinct was telling me something was really wrong, so I took him straight to the Emergency Department. He was assessed and they took him straight in. I knew I had done the right thing.

“Being a nurse myself, although not a paediatric nurse, I could see how unwell he really was. The next few hours were a blur of canulating, crying, inserting a tube, taking blood, a chest x-ray and more crying. We were faced with the possibility of Kai being taken to Melbourne in a helicopter for treatment, this is when I really fell apart; it had all become too serious too fast.

“Instead of having to travel to Melbourne, we were blessed with one of the paediatric beds in the new Intensive Care Unit. To have such high quality treatment available in Geelong was an enormous relief.

“The staff in ICU, as well as the Emergency Department team, were all amazing, they were all supportive, understanding and took the time to explain everything and answer all my questions.

“As a nurse, you often hear about negatives surrounding the health system such as wait times, and you become a little disheartened. My experience could not have been more opposite; my husband and I cannot speak more highly of the professionalism and compassion we encountered during what was a very daunting time. We are extremely fortunate to have such expertise and facilities so close to home.”

“To have such high quality treatment available in Geelong was an enormous relief,”

Kai's mum, Erin.

Opposite: Nine-week-old Kai, pictured here with mum Erin, was the first baby to be treated in University Hospital Geelong's new ICU, which has tele-links to the Royal Children's Hospital, enabling bedside video examination.



(continued from pg 5)

Expanded ICU services

The development of the new ICU and delivery of extra facilities has also opened up a number of partnership opportunities, allowing Barwon Health's ICU to extend our level of service provision even further.

Barwon Health partnered with the intensive care units of the Royal Children's Hospital and Alfred Health to implement a collaborative approach for improving the outcomes of patients in the Barwon South Western region.

The two important health partnerships enabled Barwon Health ICU to expand our model of care to include:

- A regional nurse-led extracorporeal membrane oxygenation (ECMO) service supported by the Alfred ICU; and
- A regional paediatric ICU supported by the Royal Children's ICU.

Barwon Health's ECMO service is the first regional nurse-led ECMO service in Australia. It is a vital lifesaving technique which supports failing lungs or a failing heart by removing blood from the body, passing it through an oxygenator and then pumping it back into the body.

Before this innovation, patients were provided a basic model of ECMO that involved early transfer to the Alfred

ICU. It was a limited service as it needed skilled staff to manage the ECMO process around the clock.

The second partnership, the regional paediatric ICU model, built on the existing relationship between Barwon Health and the Royal Children's Hospital and supported a clinically appropriate model of localised service delivery.

Implementation of the model involved forming a collaborative team between Royal Children's and Barwon Health ICUs, as well as up-skilling of Barwon Health ICU medical, nursing and allied health staff with Royal Children's staff in the care of a selected group of lower risk critically ill children.

The two dedicated paediatric ICU beds in Barwon Health's new ICU also have telelinks to the Royal Children's Hospital. This enables clinical information to be obtained via bedside video examination and electronic transfer.

Exciting surgical partnership for our kids

To further supplement the care that we give children in our community, we have also implemented an exciting new partnership between Barwon Health and the Royal Children's Hospital (RCH).

This partnership means children throughout the Barwon region will now have access to the highest quality surgical care. Specialist

paediatric surgeons from the RCH are now running outpatient clinics and surgical sessions at University Hospital Geelong, allowing sick children and their families to receive treatment and care closer to their homes.

There are a large number of children throughout the Barwon region on the waiting list for treatment in Melbourne and this partnership gives many of them the opportunity to be treated in Geelong by the same specialist surgeons.

While Barwon Health has completed low complexity paediatric surgery for years, this new partnership with the RCH means that more complex procedures will be able to be undertaken at Barwon Health.

At a time that can often be stressful for families, receiving treatment locally will reduce the burden and high cost of travelling to and finding accommodation in Melbourne. This new model brings with it the highest standards of paediatric surgery available in Australia and will ensure the Barwon region has a safe and sustainable paediatric surgical service long into the future.

It's a truly exciting partnership, with surgeons from the RCH expected to treat approximately 200 children in Geelong in the first year, along with plans to grow the service in terms of the number and complexity of cases.

Protecting our healthcare workers – protecting our community

At Barwon Health we are committed to caring for our staff so they can provide the best possible care to our patients. This is why we offer an onsite employee health service, which provides medical, nursing and psychological support.

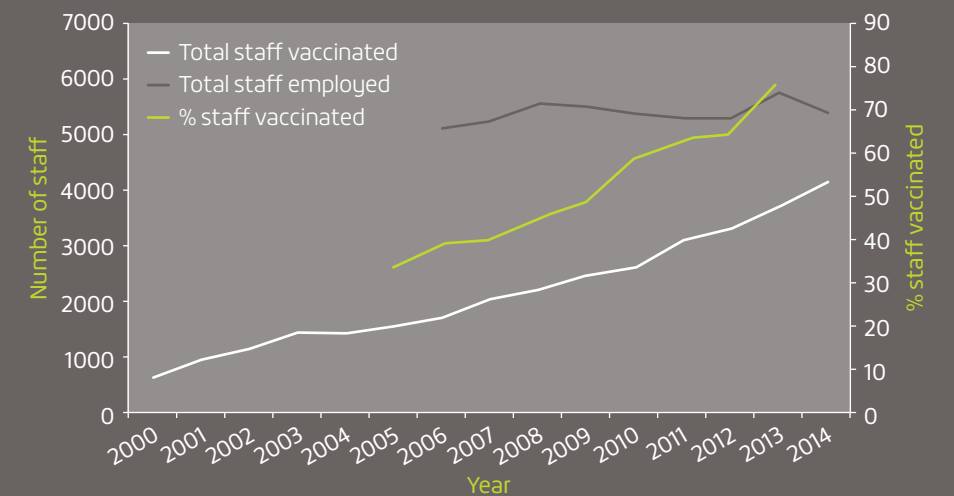
An important aspect of the service is the vaccination program, which helps to protect our staff, and in turn protects our vulnerable patients from diseases such as measles, mumps, rubella and whooping cough.

A particular focus is our annual influenza vaccination program, since flu can have a significant impact on those who are acutely ill, as well as the elderly, the very young and those who have chronic health conditions.

We have worked very hard to achieve a high uptake of the influenza vaccine; this year exceeding the Health Department target of 75%, and achieving almost complete uptake in high risk areas such as the Emergency Department, Intensive Care, Maternity Services and the Children's Ward.



BARWON HEALTH'S FLU UPTAKE SINCE 2000



Above: StaffCare nurse Bridget is part of the team offering a vaccination program for staff, with a particular focus on the annual influenza vaccination, which this year exceeded the Department of Health target of 75%.

Knowing about medicines

Medicines are something we all take, but too often we take them for granted. We rarely stop to question what medicine we're taking, why we're taking it and what's in it.

Having the right information will help you get the most out of your medicines. You'll get more out of a visit to your doctor, pharmacist or other health professional if you ask questions about your medicines.

There are many questions you can ask about your medicines. It can be useful to take a list of questions with you.

Many of the answers can be found in the consumer medicine information (CMI) leaflet about your medicine. Sometimes the amount of information in these leaflets can be overwhelming – ask your doctor or pharmacist to go through it with you and point out the important information.

What are some questions you can ask about your medicines?

Brand name and active ingredient

- What is the medicine's brand name?
- What is the active ingredient in this medicine?
- Is it OK to have a different brand if the pharmacist offers me one?

How to take the medicine

- When should I take this medicine?
- Are there any special instructions relating to food or drink?
- Do I need to avoid taking other medicines with this medicine? (Including vitamins, herbal or complementary medicines)
- What should I do if I miss a dose?
- How long do I need to take it for?

Expected benefits of taking the medicine

- How will this medicine help my condition?
- How will I know the medicine is working?



Possible side effects of the medicine

- What common side effects should I be aware of?
- Are there any serious side effects, and how likely are they?
- What can I do to reduce the risk of side effects?
- What should I do if I experience a side effect?

Other treatment options

- Why is my medicine being changed?
- What else can I do, such as making diet and other lifestyle changes, to help my condition?
- What are my other treatment options?
- Are there other medicines that don't have the side effects I am concerned about?
- What would happen if I didn't take this medicine? Would my health get worse?

For more useful information on managing your medicines, visit the National Prescribing Service Medicinewise website www.nps.org.au or call the Medicines Line on 1300 633 424 (1300 MEDICINE) to get expert medicines information.

What should I do if I think I am experiencing a side effect to a medicine?

If you think you may be experiencing a side effect caused by a medicine, seek advice from a health professional as soon as possible. Once they have managed the reaction, they may tell you that they will report the reaction to the Therapeutic Goods Administration (TGA).

What is the TGA? Why would they report my reaction to the TGA?

The TGA is the part of the Australian Government Department of Health, responsible for ensuring that healthcare products available in Australia are of an acceptable standard. Everyone plays an important role in monitoring the safety of medicines by reporting any suspected adverse events to the TGA. When a medicine is first made available in Australia, information about its safety is usually only available from clinical trials. Clinical trials may not find all side effects because they have not lasted a long period of time, do not include enough patients to detect rare side effects, and may not include all the different people who could use the medicine (e.g. children, pregnant women). By reporting to the TGA, you can help monitor the safety of medicines once they are used more widely. Some medicines have been removed from the market due to safety concerns that were discovered through reports to the TGA.

Remember – **anyone** can report an adverse medicine event to the TGA.

You can always speak to your health professional for assistance. You don't have to be certain, just concerned!

To report an adverse event, go to the TGA consumer website at www.tga.gov.au/consumers and click on the link for 'Reporting problems', or call the Adverse Medicine Events line on 1300 134 237.

New adverse drug reactions July 2013 – June 2014

From July 2013 to June 2014, there were 52 instances where a patient experienced a new side effect to a medicine, either started before admission to hospital or during their stay.

For these patients, their reaction was recorded in Barwon Health's incident system. Then, the Medicines Information pharmacist sent a letter to both the patient and their GP to ensure they were aware of the specific medicine and reaction so it could be avoided in the future. The reactions were also reported to the TGA to help monitor the safety of these medicines across the country.

Examples:

- Anaphylactic reaction (swelling of the tongue and lips and around eyes, rash over the whole body and trouble breathing) due to ibuprofen, a common anti-inflammatory medication (Nurofen®)
- Altered heart rhythm due to ondansetron, a medication used for nausea.
- Kidney damage due to pantoprazole, a medication used for heartburn and stomach ulcers.

Opposite: Pharmacist Marissa Izzard says having the right information will help you get the most out of your medicines. Marissa is pictured using Barwon Health's new robotic system for dispensing medications, the first of its kind to be installed in an Australian health service.



Telehealth

Opening the doors to better healthcare for residential aged care

“Telehealth worked for me. I didn’t have to make a big trip out. Instead, the doctor came to me!”

Aged care resident.

Like any consultation with a doctor, you will always be asked for your consent if photos are needed in your situation. It is conducted over a secure link so your information and privacy are protected.

Access to medical specialists has always been limited for people living in residential aged care. There are a range of reasons for this. Sometimes it can be very difficult for an older person to feel well enough to make the trip out to a specialist appointment, as well as organising transport and support for the visit. Waiting times for appointments and costs of the travel and treatment can also make it difficult for older people to seek specialist help. Having the opportunity to “see” the specialist from the comfort of their

own room, via a video link, overcomes many of these difficulties.

One of the positive aspects of seeing the specialist using telehealth is that family members, facility staff and the GP can also be present at the appointment, which means everyone is in the room at the same time, working together with the resident to assist with their healthcare. This speeds up the treatment that may be prescribed during the consultation as the specialist can fax prescriptions to the facility on the spot, and staff can be instructed on how to assist the older person with their particular medical issue.

Telehealth in residential aged care facilities is happening with the help of funding from the Australian Government that has enabled the purchase of equipment and the establishment of a telehealth program across the 16 facilities supported by Barwon Health’s residential in-reach program based at McKellar Centre.

Telehealth might not be suitable for every appointment but GPs and staff at the facilities are keen to support residents find the best option possible that will allow them greater access to specialist medical care. Using telehealth will save time and travel, and avoids the difficulties people can experience when needing to make a trip away from their home.

As one aged care resident put it: “Telehealth worked for me. I didn’t have to make a big trip out. Instead, the doctor came to me!”

Telehealth is simple to use. All that is required is a device like an iPad, iPhone or laptop; an internet connection; and a software platform that allows people to ‘visit’ with each other. The GP will make the referral to the medical specialist in the same way as he or she usually does. The staff will assist with making an appointment for the resident with the specialist, and they will set up the telehealth visit. The most common comment everyone makes after their first experience is, “It’s so easy to do!”

To see how it works, have a look at the following YouTube clip that shows telehealth in action in aged care: <http://youtu.be/yQuvCQCO-m4>

When telehealth is suggested to people as an alternative to a visit to the doctor, their first question is usually, “What is telehealth?”

Put simply, telehealth means you talk with your medical specialist over a video link, rather than seeing them in person. This is the same as a visit to the specialist – but it happens using the internet, and you don’t have to leave your home.

It happens in real time – a bit like a phone call but with video. It is not recorded although sometimes there may be a need to have photos taken, e.g. the dermatologist may need to see photos of a skin condition.

19

The number of telehealth consultations that have occurred in the first eight months of the project to June 2014.

Opposite: Wallace Lodge resident Shirley attends telehealth appointment with Dr Boon Ng, with clinical support from Nurse Practitioner Helen Newell.

Physios helping prevent falls



Falls prevention is important for everyone staying, working in and visiting Barwon Health. It is of a higher concern when working with those aged 65 and over, as the consequences of having a fall are greater as we age.

At University Hospital Geelong, physiotherapists regularly see patients who have had a fall. Physiotherapists look at the physical aspects of why they are falling. They would look at the way the patient moves and the posture they adopt when walking.

They might then look at the person's strength and balance, particularly looking for things that increase a person's likelihood of falling such as weakness in muscle groups or reduced co-ordination. Once they have all this information, they then discuss their assessment with the patient before settling on a plan that is best suited to them.

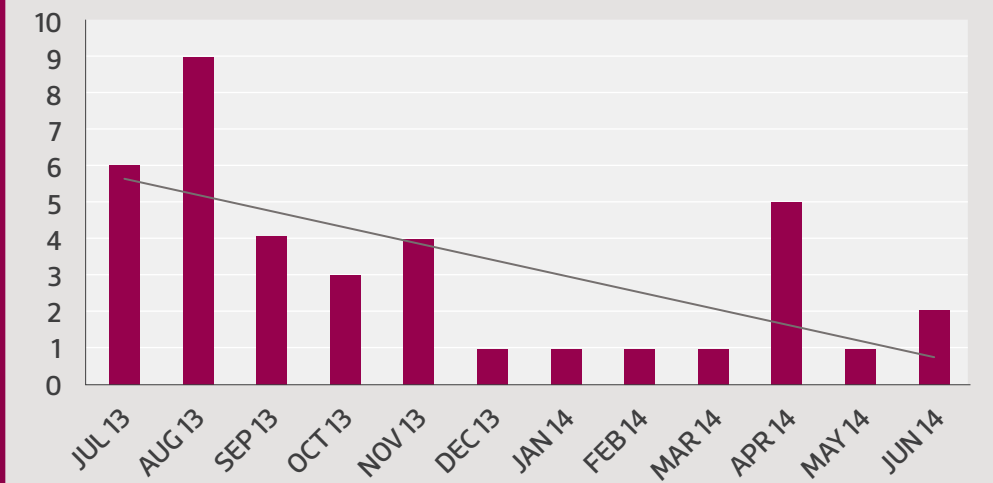
Matt Ely has worked as a physiotherapist at Barwon Health for the past six years. His current role is extremely varied and requires him to fit in across many different areas of the organisation. In the area of falls prevention, Matt explained, it's the physio's role to assess and manage a patient's fall risk and the physical aspects that can affect potential falls.

Research has shown there are over 200 identified factors that can increase a person's risk of falls such as visual impairments, inappropriate footwear and clothing. Physiotherapists try to focus on the physical aspects of falls risk. "The first thing when developing

Top tips for preventing falls whilst staying in hospital

1. Bring your usual walking aid for example a stick or a frame, if you are unable to bring it in by ambulance ask your family and friends to bring it.
2. Bring a pair of good shoes that fit properly, that are fully enclosed.
3. Bring comfortable clothing that fits well and is easy to move in.
4. Bring your glasses and/or hearing aids.
5. And remember it is "OK to call" and ask for help. Most falls that occur in hospital happen when people try to get up to go to the toilet by themselves.

NUMBER OF FALLS RESULTING IN SIGNIFICANT INJURIES



Falls both at home or in hospital can result in significant injuries such as bone fractures or head injury. This figure shows the number of falls resulting in significant injuries within all Barwon Health programs. The trend line highlights that the number of falls with significant

injuries has decreased in the second half of financial the year with on average 1.8 falls per month resulting in a significant injury compared to on average 4.5 falls per month throughout the first half of the financial year.

a treatment plan with a patient is to educate them as to their individual risks of falls whilst in hospital. Together the patient and physiotherapist work on methods for eliminating or reducing these risks. Mobility aids such as walking frames or sticks can be used. Exercises to assist with strength and balance can also help to address the problems," Matt said.

Matt also emphasised the importance of seeking help. "Do not be afraid to ask for help. Often people are embarrassed to tell health professionals that they have had a fall or think that there is nothing that can be done to help them", he said. The message from Matt is that there is a lot that can be done to help people that have had a

fall, and that the sooner these things are worked on, the more likely they are to improve. If you are worried about falls or concerned about others with this problem his advice is to discuss your concerns with your GP in the first instance, who may suggest a referral to see a physiotherapist.

1.8

average falls per month in Jan-Jun 2014 – a decrease from an average 4.5 falls in June-Dec 2013

Opposite: Physiotherapist Matt Ely gives patient Malcolm tips on how to prevent falls.



Empowering refugees through their health journey

The introduction of a second community health nurse to Barwon Health's Refugee Health program is helping broaden the support to newly arrived residents in our region.

The refugee health program responds to the complex health issues of newly arrived people (refugees and asylum seekers) and aims to increase and improve their access to primary health services in the Geelong region, while enabling individual, family and community health and wellbeing improvements.

Community health nurse Heather Roydhouse, who has a background in refugee health, started in the role in May 2014, meaning there are now two community health nurses who specialise in refugee health. Although she has a particular affinity with newly arrived women, Heather also deals with families, men and children.

Heather's diverse role includes health assessments with new clients to identify their health needs, liaising with GPs and other agencies, advocacy and helping clients navigate the health system, while also educating Barwon Health staff about refugee health. Sourcing wigs for women undergoing chemotherapy who couldn't otherwise afford them and helping them obtain nursery items through local charity Geelong Mums are other ways in which Heather makes an extra effort to help her clients.

The health system can be complex, so it's important for these individuals to be able to access our services and to also understand the variety of services available, which can be overwhelming as their experiences of health services are likely to be limited.

"Geelong has many women arriving on 'woman at risk' visas, many who have lived in refugee camps for a significant amount of time and who have suffered great trauma and torture.

As a result, 90 per cent of women I see have headaches, stress and anxiety," Heather said. Linking these clients with relaxation groups is one way to help ease their stress.

"Most clients I deal with come from countries where they don't make appointments so they often don't understand the concept of arriving on time for appointments. One of my aims is to reduce the incidence of 'did not attend' for refugees accessing our health services," Heather said.

As well as cultural barriers, Heather said another challenge in her role is communication: many women are illiterate because they never had the chance to go to school. Establishing relationships and building up trust is key to the role.

"Having a second community health nurse means we are now able to have a female and male perspective on client health issues," Heather said.

NUMBER OF INTERPRETER SERVICES PROVIDED FOR NEW AND EMERGING LANGUAGES

New language	Interpreters 13/14	Interpreters 12/13	Interpreters 11/12	Interpreters 10/11	Interpreters 09/10
Arabic	287	176	94	144	130
Burmese, Karen and Karenni	1127	1029	1126	1077	1093
Dari	1211	656	256	238	79
Farsi	757	168	30	57	16
Hazaragi	700	118	39	7	1
Pushtu	142	118	25	50	11
Tamil	156	20	1	15	3
Thai	52	43	46	16	16

Opposite: Refugee Health nurse Heather Roydhouse with Burundian Josephine Kimbifya, who arrived in Australia in early 2013, after living in a refugee camp in Zambia for 13 years.



Special Care Nursery

Bubs one step closer to state-of-the-art nursery

As fundraising for the Special Care Nursery redevelopment continues, University Hospital Geelong's smallest patients are one step closer to their brand new nursery.

The Special Care Nursery team moved all of the tiny patients to their temporary home earlier in 2014 as construction on the new nursery commenced. The delicate transition featured each baby in the nursery paired with two nurses to make the early morning move.

Nursery Unit Manager Alyson Smith said she was excited for the move,

because of what it meant for their future.

"While we are only moving to our temporary home in the old Intensive Care Unit, we are just so excited because it means we are getting closer to our new nursery. The plans for the new nursery look amazing and we can't wait until they become a reality," Alyson said.

Construction on the new nursery started in July and it is expected to be completed in the first half of 2015.

Fundraising is still underway to ensure the nursery is completed and funded. The Barwon Health Foundation and Cotton On Foundation are working

together to achieve the \$3.8 million redevelopment. The funds raised from this year's Geelong Advertiser campaign 'The Little Cribs Project' were vital to funding and finishing the nursery. Almost \$170,000 was raised by members of the community who came together to purchase vital pieces of equipment for the nursery.

The current nursery has outgrown the needs of the community with comfortable space for only 13 cribs. The aim is to provide additional space for more cribs and storage, plus a separate treatment room and parents' room.

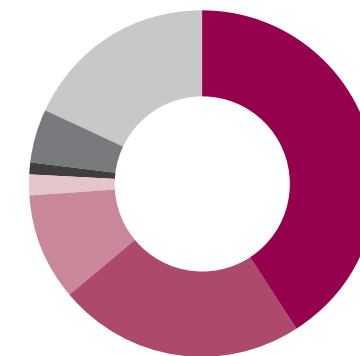
Last year 540 babies were cared for in the nursery. Sometimes babies

are transferred to University Hospital Geelong from other areas if a hospital exceeds their Special Care Nursery capacity.

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. A first-class facility will provide a far more supportive environment.

To donate to the Special Care Nursery go to geelonghospitalappeal.org.au

BARWON HEALTH FOUNDATION INCOME DISTRIBUTION 2013-14



- Children's ward
- Andrew Love Cancer Services
- Community Health and Mental Health Services
- Surgical Services
- Aged Care
- Medical Research
- Other Barwon Health Medical Services



Faces of the Special Care Nursery

One in four babies born at University Hospital Geelong will spend time in the Special Care Nursery. As part of the Little Cribs campaign we met four of these families and their gorgeous babies who all spent time in this special place.



Baby April

April was born seven weeks premature at 33 weeks. April needed to spend time in the nursery for monitoring of her growth, feeding and weight gain.



Baby Meisha

Meisha spent time in the nursery as her breathing was laboured and required monitoring. Meisha also had an infection that required antibiotics.



Baby Hunter

Hunter was born one month early and needed to spend some time in the nursery to assist him with feeding. Hunter also had some breathing difficulties and required assistance from a machine but he can now breathe unassisted.



Babies Zac and Kai

Twin boys Zac and Kai were both of small gestational size when they were born and had low blood sugar so they have spent some time in the nursery for monitoring.

Opposite: An artist impression of the new Special Care Nursery, due for completion in the first half of 2015.

Improved access to oral health

Barwon Health's Voluntary Dental Graduate and Oral Health Therapy Graduate Program is helping children and people of all ages access vital oral health services across the Barwon South West region.

Dr Michael Smith manages both Barwon Health and Colac Area Health dental programs. These services were not able to expand at the community health centres, so he had the idea of creating a mobile dental service that could go out and reach the people in need of care.

"It's a new and innovative way of reaching patients who live outside the normal service areas to ensure they receive the very best in oral healthcare," Michael said.

"The Voluntary Dental Graduate Year Program (VDGYP) funded by the Australian Government Department of Health and Ageing has offered oral health service providers the opportunity to host fully-qualified graduate dentists for up to 12 months. Barwon Health hosted three graduate dentists in 2013 and the program supports clinical activity and also has a non-clinical curriculum component with support provided by an experienced mentor. The VDGYP



also provided infrastructure funding to support the graduate placements and Barwon Health secured funding for a mobile dental clinic," Michael said.

There is considerable research to suggest greater levels of oral disease are seen in rural residents. Some areas covered by the Barwon South West region are as far as 100km or more from the nearest static public or private dental clinic, Apollo Bay being one example. Between May and August 2014 staff in the van screened 293 people who otherwise might not have received the service.

"The mobile clinic began service in May 2014 and is allowing staff to provide dental services to communities that don't have reasonable access to public or private dental clinics. The Oral Health Therapist Graduate Program started this year and has provided funding for a second mobile dental clinic that should begin service early 2015 and enable the service to be expanded to other communities in the Barwon South West region," Michael said.



Above left: Dr Michael Smith (far left) and his team operate the mobile dental service, which travels all over the Barwon South West region. Above right: The van in action.

The first van has been to Winchelsea, Moriac, Lorne and Apollo Bay schools, providing dental care to children from Prep to Year 12. Staff have also treated adult patients in Apollo Bay and Lorne Aged Care. Brock Shiels, the Aged Care Unit Manager at Lorne Community Hospital, feels there are a wide range of benefits: "Having access to a dental service has probably been my number one problem since I started here 10 years ago. We usually have to travel to Torquay which can become very difficult especially for those cognitively and physically challenged. Having them visit us here helps meeting the oral and dental care standard so much easier and we hope this can be a regular event."

Now staff who work in the van face the novel prospect of children rushing in and asking to be seen even if their parents have forgotten to make an appointment.

Five tips to prevent tooth decay in children

1. Assist your children with brushing up until the age of 10
2. Limit the amount of sugary or sweet foods and drinks
3. Start regular dental check-ups within a year of the first baby tooth emerging
4. Use fluoride toothpaste to brush twice daily – morning and night
5. Stop giving children bottles after six to nine months of age – if children are left sipping from bottles of milk for long periods of time i.e. when going to sleep, damage can occur to the baby teeth from the sugars present in milk.

Clinical indicators for dental services

Dental Health Services Victoria measures a variety of data and provides each oral health agency, including Barwon Health, with quarterly clinical indicator data at local, regional and state level.

The reports are used to monitor the quality of clinical services provided, by detecting trends in retreatment and unplanned returns for different treatment services.

Examples of the clinical indicators currently reported on include:

- Restorative retreatment for adults and children within six months
- Repeat emergency care within 28 days
- Denture remakes within 12 months
- Unplanned return within seven days after a tooth extraction.

Barwon Health's Oral Health Service then uses these reports to benchmark our performance, as well as to change and improve areas of clinical practice, staff training or recruitment, where required.

One such change has been the introduction of Minimal Intervention Dentistry (MID) principles and practice in clinics and the outreach program.

MID brings an holistic approach to the treatment of dental decay. It is a cost-effective way to improve oral health, general health and quality of life. It includes early diagnosis, personalised risk assessment, early detection of mineral loss, non-surgical treatment and preservation of tooth structure. MID also recognises the importance of the patient's role in controlling their own dental caries and works by:

- Diagnosis including identification of risk factors
- Remineralisation of early decay
- Individual prevention strategies
- If unavoidable – restoration with minimum cavity preparation
- Where possible – repair not replace fillings.





Platelet support

The use of blood and blood products

What are platelets?

Platelets are disc-shaped blood cells much smaller than red and white cells in the blood. There are about 250 million per millilitre of blood.

What do they do?

Their main function is to help clot the blood and seal wounds. If a blood vessel is damaged, platelets clump together to help 'plug the leak'.

Why do we need platelet donations?

A platelet transfusion can be the difference between life and death. Conditions such as leukaemia or chemotherapy treatment can decrease a person's platelet count. This can also happen when the body's immune system attacks the platelets or during pregnancy. If the number of platelets becomes too low, spontaneous bleeding can occur.

Where have we used platelet donations at Barwon Health?

In 2013-14 Barwon Health used more than 1,660 platelet donations from Australian donors; some have been specifically matched to a patient during their treatment. Some of our patients receiving platelets have been only a few hours old and just starting out in life. Others undergoing cardiac surgery, treatment for cancer and immune issues have all received platelets to

support them during their treatment, over 1,000 patient episodes of care (some people have more than one transfusion episode).

The Australian Red Cross Blood Service separates the platelets from blood and as the platelets only last five days before they expire, ongoing donations are needed to ensure an adequate supply.

Alma's story

Torquay grandmother Alma Robertson knows all too well the importance of platelet donation. In mid-May 2014, the 77-year-old was diagnosed with acute myeloid leukaemia, a blood cancer that causes excess immature white blood cells.

The diagnosis came out of the blue, during a trip to Queensland to visit daughter Helen. After her leg swelled up, she went straight to hospital in Mackay before being airlifted to Townsville where a bone marrow biopsy revealed leukaemia. Alma began treatment at Barwon Health's Andrew Love Cancer Centre as soon as she was able to return from Queensland.

"With low levels of platelets, leukaemia patients can have serious bleeds and low white blood cells make one susceptible to infections, but Mum's blood infusions have meant she's been able to avoid serious bleeds and infections and over winter." Alma's daughter, Karen.

Alma relied on donated platelets to boost her body's decreased supply. An allergic reaction to mixed platelets (meaning they came from more than one donor) saw her hospitalised, so she needed to be matched to a specific donor to supply matched platelets.

Daughters Helen and Karen were already regular blood donors but their mother's diagnosis has reinforced the importance of donating. Karen now donates plasma and Helen platelets.

"I didn't have an understanding of the need for single person donation before," said Karen, "This has caused us both to think and made us talk about donation as a family."

"With low levels of platelets, leukaemia patients can have serious bleeds and low white blood cells make one susceptible to infections, but Mum's blood infusions have meant she's been able to avoid serious bleeds and

infections and over winter. During her treatment, Mum has had a number of transfusions, having at least four a week at one point."

Platelet donation involves donating a concentrated collection of platelets only, through a process called apheresis. Because platelets are replaced within a few days of donation, people can donate every two to four weeks.

Now in remission, Alma's outlook is positive and she is looking forward to getting back into her beloved activities such as travelling, golf, croquet and gardening.

Interested in donating?

To make an appointment call 13 95 96 or book online at donateblood.com.au.

1,660

the number of platelet donations in 2013-14

Opposite: Torquay's Alma Robertson (centre) relies on donated platelets after being diagnosed with leukaemia. Daughters Karen (left) and Helen were already regular blood donors and now donate plasma and platelets.



Improving quality of care for Indigenous clients

(Throughout this article, the term Aboriginal will be used to identify both Aboriginal and Torres Strait Islander people)

Barwon Health's Aboriginal Cultural Consultant, Gary Hamence, is helping improve the quality of care for Aboriginal mental health clients by providing culturally appropriate mental health, drugs and alcohol support services.

"It's a hands-on role," Gary explained, "I'm there to improve access for Aboriginal clients who use Barwon Health services."

Working within the Mental Health, Drugs and Alcohol access team, Gary acts as a link between the Aboriginal community and case managers.

"Part of my role includes making our community and mental health services more welcoming, such as by introducing Indigenous artwork, welcome mats or adding appropriate reading material. It's all about making

Aboriginal clients feel comfortable and supported when seeking help."

To maximise Aboriginal clients' opportunities for recovery and emotional wellbeing, their unique cultural and spiritual needs should be considered when they present with mental health and substance issues.

"A traditional hurdle we face," Gary said, "is that Aboriginal people see hospitals as places where you go only if you're sick or to die. There is also a stigma attached from as late as the 1970's where many people associated

"It's about Aboriginal people getting fair and equitable service, being supportive of the client to get the best health outcome for them,"

Aboriginal Cultural Consultant Gary Hamence.

hospitals with babies being taken away. Aboriginal clients are more likely to have trans-generational trauma, which stems from the Stolen Generation and many other historical factors, so part of my role is educating case managers about these barriers.

"It's about Aboriginal people getting fair and equitable service, being supportive of the client to get the best health outcome for them. Each individual has a choice and they get to have a say in what their treatment choice is going to be," he said.

Identification of Aboriginal clients remains a key component in ensuring clients receive culturally appropriate care, as well as ensuring accurate data reporting.

"One of the challenges in the role is when case managers may not feel comfortable asking clients if they identify as Aboriginal. For our reporting purposes, we need to know if we're succeeding in closing the gap."

The role of the Aboriginal Cultural Consultant is varied; A typical day starts by receiving handover from the night-shift Access team to see how many Aboriginal clients have accessed mental health services, and could then include a home visit anywhere in the Barwon South West region, presentations to students, spending time with the psychiatric registrar at the Wathaurong Aboriginal Co-Operative in North Geelong or educating Barwon Health staff who have had interaction with Aboriginal clients.

In May 2012, Barwon Health committed to and signed off a 'statement of intent' which works toward achieving equality in health status and life expectancy between Indigenous and non-Indigenous population of Australia by 2030.

Opposite: Aboriginal Cultural Consultant Gary Hamence helps improve access for Aboriginal clients who use Barwon Health services.

Celebrating our Indigenous community

Key highlights for our Aboriginal Health team during 2013/14 included:

- Reconciliation was observed at Barwon Health on 27 May 2014 at the McKellar Centre, organised to celebrate the relationship between Aboriginal and Torres Strait Islanders and all other Australians. This year's National Reconciliation Week theme was 'Let's Walk the Talk', focusing on turning past conversations into actions and Barwon Health used the occasion to raise, for the first time, the Torres Strait Island flag. Guest speaker was Matthew Lloyd, from the Department of Health, who spoke about his experience as an Aboriginal person and finding his identity, and getting to know his family. After the speeches the Torres Strait Island flag was officially raised by Devinia Wainwright, Torres Strait Island Aboriginal Health Liaison officer, and the event concluded with the cutting of the commemorative reconciliation cake.
- National Aborigines and Islanders Day Observance Committee (NAIDOC) was commemorated on July 9, 2014 with a community celebration at Geelong Hospital. NAIDOC celebrates the history, culture and achievements of Aboriginal and Torres Strait Islander peoples. The theme for this year's celebration was 'Serving Country: Centenary & Beyond' which honours all Aboriginal and Torres Strait Islander men and women who have fought in defence of our country. Features of the event included local musicians, Koori dancers, guest speaker Shona Muir and an unveiling of a Statement of Intent to close the health gap between Indigenous and non-Indigenous Australians.
- The Aboriginal Health team have been involved in providing information and cultural guidance in the artwork for the new Geelong Hospital building development
- The recruitment of a permanent ongoing team leader for the Aboriginal Health team
- Installation of new Wathaurong glass artwork in the Birthing Suite to provide a welcome for all new Koori babies into Wathaurong country and Barwon Health.

Culturally appropriate care for Indigenous mums

Barwon Health is committed to providing culturally appropriate care for Aboriginal and Torres Strait Islander patients who give birth at Geelong Hospital.

The Aboriginal Maternity Pathways Project, which featured in last year's Quality of Care report, ran from May to October 2013, to help promote and create culturally sensitive and safe maternity care pathways. University Hospital Geelong, in partnership with the Aboriginal Health branch of the Department of Health, is continuing this important work through an evaluation.

This evaluation will investigate the methods and processes that were adopted during the project that led to a significant increase in Aboriginal babies being identified when born at University Hospital Geelong during this time.

As developed and documented by the Australian Bureau of Statistics, improved documentation of Aboriginal and Torres Strait Islander identification for women and all newborns is both significant and important. Such statistics provide culturally and linguistically appropriate services, aid early intervention and identification of predisposing illness, and drive policies to address health inequalities.

Additionally, these investigations and evaluation will provide appropriate



referrals and patient support to social workers, interpreters, disability support workers, religious workers and Aboriginal and Torres Strait Islander Liaison and health workers. Furthermore this evaluation and continued commitment to provide

culturally appropriate care will support and strengthen our work within the region's growing Aboriginal community.

The project aligns with the national agenda to Close the Gap of health inequality of Indigenous Australians.

Above: Grovedale Mum, Jasmine Kildea birthed her baby Willara at The University Hospital, during the Aboriginal and Torres Strait Islander Maternity Pathways Project, which provided culturally appropriate care. One year on, they catch up with the Aboriginal Maternity Support Worker, Meg Torpey who is evaluating the project.

Residential aged care framework

Providing appropriate and responsive care

A quality framework in Residential Aged Care is required to ensure services provided are flexible, appropriate and responsive to our aged care residents.

Barwon Health conducts regular activities to seek feedback from our aged care residents so we can respond to their needs. We do this through auditing programs, surveys, resident meetings, staff meetings and staff training.

A number of group and individual forums exist to encourage and receive feedback from residents, families and other stakeholders. This information is used to review the way we do things, and find opportunities for change to meet evolving consumer needs. We also periodically run resident surveys to capture their experience of living in residential aged care. This information is used to identify, plan and implement improvements.

In 2014, Barwon Health Residential Aged Care received an award from the Australian Aged Care Quality Agency for the 'Drink, drink, drink' project.

In 2014, Barwon Health Residential Aged Care received an award from the Australian Aged Care Quality Agency for the 'Drink, drink, drink' project. The aim of this project was to ensure all residents are drinking enough, and involved reviewing opportunities to increase or encourage fluid intake. Other highlights have been the ongoing gym program for aged residents, the community garden program and telehealth in aged care.

GP liaison

Barwon Health communicates with GPs in the community with the aim of improving patient care after discharge.

Once a patient is discharged, the ongoing managements is often best done by a GP or other community-based clinician. To try to make this as smooth as possible, there are many forms of communication to the GP to let them know what has occurred at Barwon Health.

- An automatic notification is sent to your GP if you are admitted to the hospital to any of the acute services.
- Discharge summaries are also sent to GPs for any admission
- If there is a presentation to the Emergency Department a letter is sent to the GP from the emergency physician
- Operation reports are sent to GPs after surgery
- A notification is sent to a GP in the event of a death
- Ongoing communication to GPs from all Outpatient clinics.

Most of this communication is sent electronically.

Discharge notifications

The aim is to complete a discharge summary in a timely manner, so that when you return to your GP after a visit to hospital, they know what has happened.

For the period of January – June 2014, the average time taken to complete discharge summaries:

	48 HOURS	1 WEEK	4 WEEKS
Medical	67%	79%	89%
Surgical	67%	79%	94%
Community & Rehab	60.8%	79%	96%
MHDAS	78.6%	94%	99%

Celebrating our volunteers

Barwon Health has more than 1,000 volunteers who, in 2013/14, donated a combined 65,000 hours of service and support to the organisation.

Given the significant contribution volunteers make to the organisation, Barwon Health acknowledges the importance of recognising their valuable work in a number of ways.

During National Volunteer Week in May 2014, Barwon Health hosted two major events, to thank and reward the volunteers who give so much to the organisation.

The inaugural Volunteer Services Health Forum saw an amazing turn-out of around 150 volunteers from both Barwon Health and various community organisations within the Barwon South West region. Information sessions with health expert guest speakers, free health checks, influenza injections and a number of information stalls were available during the day. The event was a great opportunity to be able to give something back to the volunteers who do so much for Barwon Health and the wider community.

Later in the week, more than 100 people came together to take part in Barwon Health's Volunteer Awards Ceremony, now an annual celebration to present the Long Service Award and to induct Barwon Health Life Members.

Life membership for volunteers was introduced to Barwon Health in 2013, and is awarded to volunteers for



valuable and admirable service, above and beyond the expected level of contribution.

The decision to award a life membership is made by Barwon Health Chief Executive, Professor David Ashbridge, along with Deputy Chief Executive, Paul Cohen before being formally announced at the awards ceremony. Considered the most prestigious award presented to volunteers at Barwon Health, it is one not given lightly: the most deserving, passionate and committed individuals are inducted.

Barwon Health was proud to induct 12 Life Members to the Life Member Honour Role in 2014, joining the existing 11 members inducted at the inaugural event in 2013. One of these new Life Members is palliative care volunteer Christine Corby, who has been volunteering at Barwon Health for eight years.

Christine decided she wanted to volunteer for Barwon Health as a way of saying thank you to the health service after her husband was cared for in University Hospital Geelong's Intensive Care Unit.

"I also felt I had the skills to make a contribution in palliative care and needed a challenge," Christine said. Receiving Life Membership was something that made her feel humble, but valued and delighted. Volunteering for Barwon Health is something that Christine says makes her feel truly appreciated by patients and their families, as well as staff members.

"The most rewarding part of volunteering for me is that I feel a sense of being. I feel valued and I am continually rewarded by the difference I can make to a patient or family member. It has made me cherish the simple things and work hard to help make change for the greater good in health care," she said.

"Volunteering is an enriching experience that keeps me connected to community and focused on remaining stimulated by the experiences I encounter."

To get involved with volunteering at Barwon Health, view our current roles available at www.barwonhealth.org.au or phone (03) 4215 8901.

"Volunteering makes me feel valued and I am continually rewarded by the difference I can make to a patient or family member."

Opposite: Torquay's Christine Corby, who volunteers within Palliative Care at the McKellar Centre, said receiving Life Membership at the Volunteer Awards in 2014 was humbling. Above: Barwon Health volunteers at the inaugural Volunteer Services Health Forum at Simonds Stadium.

ACCESS team providing a one stop service: 1300 094 187

After more than two years of work, planning and much discussion with stakeholders and staff, Barwon Health's ACCESS team launched its new Mental Health Triage Service in May 2014.

A continuation of the innovative and reforming culture that characterises Barwon Health's Mental Health, Drugs and Alcohol Services (MHDAS), what sets this model apart is that it treats patients with both drug and alcohol problems within the same team.

In March 2014 the MHDAS ACCESS team was formed. Its purpose was to centralise all referrals, triage and assessment functions across mental health and drug and alcohol services into one highly skilled assessment and referral service. Team leader Karen Bourke-Finn says that now, all mental health triage calls are managed by senior clinicians and are made by phoning 1300 094 187.

It's a seven days a week 24 hour service. Karen feels it's led to a more holistic and efficient service for consumers rather than spreading resources over five different sites and the costs involved in administering multiple sites and phone lines.

"We wanted to take our services to the people, make it easy for them to use. The formation of the ACCESS team has increased our ability to see patients within the context of their own environment, with their loved



ones present to make collaborative decisions about the way forward. It's a more sensitive service that encourages early intervention with our patients," she said.

Each morning Karen and her team make a responsive assessment to the patient needs across the region and deploy their resources accordingly. A triage scale is used to categorise patients and decide who requires the most urgent care. Under the previous model this kind of patient-centred, flexible approach was not possible. Staff are now allocated to meet periods of greatest demand. "We are seeing more patients and the number of face-to-face assessments we make have gone up. We are also getting more phone calls, so it means, all in all, we are reaching more and more people in our

community who need our services," Karen added.

Under the new system, the ACCESS team also manage and coordinate all GP referrals. They do face-to-face mental health assessments in Geelong Hospital's Emergency Department and also have a substantial outreach program in addition to the phone triage service.

"We are committed to continually improving our service and making it even more accessible and responsive to the needs of the community. Our staff have adapted superbly to the new practices and the longer the service runs the more we can observe where our greatest demands are and continue to modify our practices for the benefit of our consumers," Karen said.

Above: Karen Bourke-Finn and the ACCESS team.

Fighting the superbugs

Antibiotics have long been considered one of the most important inventions in medical history and have saved countless lives. Now, inappropriate use of antibiotics is starting to cause problems.

When bacteria change to protect themselves from antibiotics, this is called antibiotic resistance. When this happens, antibiotics that previously would have killed the bacteria are no longer effective. Bacteria that are highly resistant to antibiotics are commonly called 'superbugs'. These 'superbugs' may be found in hospitals and can be difficult to treat because of their resistance to antibiotics.

Antibiotic resistance can be caused by:

- Taking antibiotics when they're not really needed (like for a cold or flu),
- Using the wrong antibiotic for a particular condition,
- Not sticking to the prescribed doses, or
- Stopping them too soon or taking them for too long.

'Antimicrobial Stewardship' is an initiative that has been created from this threat of resistant bacteria. Antimicrobial Stewardship is a term used to describe multiple strategies to improve the appropriateness of antimicrobial prescribing (the most common of which are antibiotics) and minimise adverse effects of antibiotics such as side effects, cost and resistance.



Barwon Health's Antimicrobial Stewardship (AMS) Program was set up in 2012 to ensure appropriate prescribing of antimicrobials, in order to reduce the threat of antibiotic resistance both now and for future generations.

The program also aims to prevent patients being given antibiotics that are unnecessary or that may cause side effects. The program supports doctors in choosing antibiotics that specifically target particular bacteria and to assist them with selecting the appropriate length of therapy.

Along with infection control and hand hygiene, AMS is considered an important part of local and national programs to prevent the emergence of antimicrobial resistance and decrease preventable healthcare associated infection.

Everyone can help fight antibiotic resistance by:

- Understanding colds and flu are caused by viruses, which cannot be treated by antibiotics
- Telling your doctor you only want an antibiotic if it is really necessary
- Taking the right dose of your antibiotic at the right time, as prescribed by your doctor
- Taking your antibiotics for as long as your doctor tells you to.

Source: NPS Medicinewise.

Above: Alicia Neels, Ohide Otome and James Pollard make up the Antimicrobial Stewardship team, which ensures appropriate prescribing of antimicrobials.



The Progressive Neurology Clinic

Bringing specialist services closer to home

Barwon Health established the Progressive Neurology Clinic (PNC) toward the end of 2013 to provide help to people living with progressive neurological conditions – such as Parkinson’s disease, dementia, multiple sclerosis or motor neurone disease – within the Barwon South West region.

The service is a partnership service with Calvary Health Services and the Victorian Respiratory Support Service, whereby consultants attend the PNC to provide specialist support for clients. Based at the Belmont Community Rehabilitation Centre, the clinic is staffed by specialist Allied Health clinicians and a specialist care coordinator, all with extensive experience working with people with progressive neurological conditions, as well as a consulting neurologist.

Prior to the commencement of the PNC, people with progressive neurological diseases had no option but to travel to Caulfield to access the specialist allied health treatment they required. This was often an exhausting ordeal for people who already experience considerable fatigue and significant difficulties with mobility due to their condition.

Within 10 months of opening, the clinic had treated 75 clients, many on multiple times. The Belmont setting,



Hello Rebecca!
 Just a quick one mate!
 Me, Mum & the lads think you & the team are doing a great job!!!
 MND is a shithouse illness & you guys are making it easier for me!!!!
 Cheers Steve ;-)

with plentiful free parking, has proved to be an accessible location for the region’s clients.

This is the first regionally delivered specialised service providing for people with progressive neurological diseases.

Clients throughout the Barwon South West region have greatly benefited from the close proximity of the clinic, allowing many to access repeated appointments to ensure they receive optimal care. One such client was 46-year-old Steve from Ballarat, who lived with motor neurone disease.

Motor neurone disease is the name given to a group of diseases in which the nerve cells (neurons) controlling the muscles that enable us to move, speak, breathe and swallow undergo degeneration and die. With no nerves to activate them, muscles will gradually weaken and waste. The patterns of weakness vary from person to person.

Steve required a power wheelchair for mobility and maximal assistance for all daily tasks. His mum Trish lives in Geelong and found out about the PNC, while researching local care providers for motor neurone disease. In collaboration with the specialist care coordinator, a referral to the PNC was arranged and Steve was a regular client since the clinic started, often supported by his mates who also provided hands-on help at home.

In addition, the PNC clinicians worked closely with Steve’s local healthcare providers in Ballarat such as his speech pathologist, occupational therapist and palliative care nurse to provide integrated care and ensure best practise and specialised input. Sadly, Steve passed away in August after losing his battle with MND however he was keen his experience with the PNC was shared with the wider community.

To find out more about the clinic, phone 03 4215 7009.

75
 the number of clients treated within 10 months of the clinic opening

Opposite: The Progressive Neurology Clinic, based in Belmont, is the first regionally delivered specialised service providing for people with progressive neurological diseases. Pictured (L-R) are the team: Occupational therapist Sharna Luty, speech pathologist Nikki Daniels, neurologist Dr Caron Chapman, social worker Jeanette Wallish and clinical coordinator Rebecca Rush. Absent: Physiotherapist Lauren Woodall. Above: PNC client Steve, with mum Trish and son Fraser.

Listening to the consumers

Barwon Health's Consumer Representative Program

Barwon Health's Consumer Representative Program, which has been in place since 2011, continues to grow and is now one of the largest programs of its kind in the state.

The program provides opportunities for Barwon Health to involve consumers across all aspects of its operations, and to include the patient and community voice in decision making.

A consumer is anyone who is, or is likely to come in contact with Barwon Health. Our consumer representatives include past and current patients, family members and carers, and community members with an interest in health care. The consumer representative program recognises that consumers are the experts in relation to their own health, and that they can provide insights into how health care can be provided to best support their individual needs and to help them manage their own health.

Across Barwon Health, consumer representatives are included as members of many committees, are

involved with improvement initiatives and contribute to service redesign activities. For example, five consumers contributed to Barwon Health's 2014-2015 business planning process, and 17 consumers were involved in discussions about the changes to Barwon Health's logo. Consumer representatives have also been involved in more than 16 service redesign projects, providing input through steering committees or focus groups.

Barwon Health's WISE (Written Information Suitability Evaluation) process has 28 consumers regularly contributing to the review of patient information to ensure the information is easy to understand and meets the needs of consumers – helping them to actively contribute to decision making about their own health care. WISE reviews up to 46 documents a month from all Barwon Health services. Look out for the WISE logo on patient information to see if it has been consumer reviewed.

Barwon Health staff who have worked with consumers, and have seen the results of consumer involvement and review, have commented that it has changed the way they think about the

information Barwon Health provides for consumers. They say the process has provided insight into the priorities for consumers and has influenced the way they would provide care in future. In some cases, consumer involvement has resulted in solutions to long-term problems, and staff have noted that the consumer perspective has provided a new context, which has enabled decision making that meets both clinical and consumer needs.



The consumer representative program provides training and support for the consumer representatives to ensure they are comfortable in fulfilling the wide variety of roles. If you are interested in becoming a consumer representative at Barwon Health, please visit www.barwonhealth.org.au or email consumer.rep@barwonhealth.org.au.

Barwon Health's WISE (Written Information Suitability Evaluation) process has 28 consumers regularly contributing to the review of patient information to ensure the information is easy to understand and meets the needs of consumers.



Get to know a consumer representative

Name: Sharna Goulding

Why did you decide to become a consumer representative?

After completing my studies, I found myself with extra time on my hands and volunteering within the health field has always been a goal of mine. Being a consumer representative has given me the opportunity to give back to the region by contributing to projects and committees, and have a voice in health care decision making. It is a great way to volunteer as you can take on as little or as much as your schedule allows.

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

I am currently a committee member on the Teaching, Training & Research Governance Committee, which has only just started. I attend these

meetings to provide a consumer voice in the discussion of issues and development of protocols within Barwon Health.

I have also attended a focus group that reviewed bed signage, which I found extremely interesting and loved being a part of. It allowed me to express my ideas in a supportive environment, and brainstorm until a solution presented itself.

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

I feel as though I can give an outsider opinion, which can be underrepresented at times within the medical setting. I believe consumer representatives can provide a voice on behalf of the public to help deliver better health care within the Barwon region.

Above: Consumer rep Sharna Goulding is a committee member on the Teaching, Training & Research Governance Committee.

Clinical governance

Consumer centered care and patient safety

Nothing is more important to Barwon Health than ensuring we are listening to the voice of our consumers and providing the safest care possible.

Addressing the needs of our community and improving safety are among the highest priorities of our Board and senior management team. To this end, we have implemented a series of Board and Executive walk-arounds to discuss what matters most to people in our hospital and talk to staff about any safety concerns they may have. They are also a way of demonstrating visible commitment by listening to and supporting staff when issues of patient safety are raised and developing an open culture where the safety of patients is seen as a priority.

Consumer stories are also a regular inclusion at monthly Board meetings, giving Board members the opportunity to remain connected to the people they are responsible for.

Our sites communication accessible

Barwon Health is the first healthcare network in Australia to have its community health sites awarded with disability service provider Scope's Communication Access Symbol.

Our Newcomb, Corio and Belmont community health centres now all display the Communication Access Symbol. This symbol is awarded to services that successfully meet the communication accessibility criteria and demonstrate preparedness to work with people who have a communication disability and communicate in ways other than speech.

The Communication Access Symbol joins other universal symbols in providing instant recognition of businesses and services which provide access for people with a disability.

Scope CEO Jennifer Fitzgerald said when people see the symbol, they know the service is communication accessible.

"One in every 500 Victorians have little or no speech and need support for successful communication. If you can't communicate using speech you are at risk of being isolated and marginalised," Jennifer said.

Barwon Health Chief Operating Officer of Community Health and Rehabilitation Services, Robyn Hayles, said the award highlighted our vision to be a leader in providing accessible community health and rehabilitation services.

"A key component of providing high quality, safe community and rehabilitation services to the people of Geelong, is ensuring we are both accessible to all and that our service is person-centered. Ensuring all people are supported in accessing our service is crucial," Robyn said.

"We are very proud of the staff who have achieved this award and are committed to continuing with this work. It is our aim to use what we have learned through the communication access assessment to make all of our sites communication accessible in the future."

Barwon Health is currently in the process of having the McKellar Centre site assessed and accredited to display the Communication Access Symbol and hope to have achieved this in the near future.



About Scope

Scope's mission is to enable each person they support to live as an empowered and equal citizen. Scope provides 7,106 services to people across 97 sites in Victoria and works with 1,260 community organisations to improve inclusiveness for people with a disability.

For further information on the Communication Access Symbol, please contact Scope's Communication Resource Centre on 1800 888 824 or visit www.scopevic.org.au/communicationaccess.

Above: Barwon Health Deputy CEO Paul Cohen (second from right) and Chief Operating Officer Robyn Hayles (left) proudly accepted the award from SCOPE representatives in 2013. Since then, a further two sites have received accreditation to display the symbol. Photo: Reg Ryan

Clean hands = best care



'Stop.' It's not the most welcoming word to greet visitors walking into University Hospital Geelong but it is helping raise the profile of our hand hygiene program.

Hand hygiene is one of the most effective ways to prevent the spread of infection in hospital and Barwon Health's 'Clean Hands = Best Care' project is aiming for 100% compliance with hand hygiene.

The Clean Hands = Best Care project began in November 2012 and seeks to embed Hand Hygiene Australia's program and engage the community to increase hand hygiene compliance to 100%. A major component of the project is the visually striking signage on all the entrances to the hospital stating that everyone entering must clean their hands.

Penny Radalj, from Barwon Health's Infection Prevention Service, said staff hand hygiene compliance had plateaued at 70% in 2012 and that Barwon Health is aiming for 100% compliance. A review of the hand hygiene program highlighted that this would be helped by an increased visual presence about the importance of hand hygiene.

"Introducing the new signage allows our consumers, as well as staff, to gain knowledge, skills, and attitudes to engage them as part of our hand hygiene program," Penny said, adding focus groups, educational posters and surveys were also part of the program.

"We aim to educate the community about the importance of hand hygiene and invite them to be part of the solution."

Above: Barwon Health nurses using the hand hygiene station at the ICU entrance.

Hand hygiene tips:

When should I clean my hands?

- Before touching or eating food
- After you have gone to the bathroom/toilet
- After sneezing, coughing or disposing of tissues
- Before touching your eyes, nose or mouth
- After handling dirty clothes or linen
- Before and after touching a dressing

If you are a visitor or carer

- Do not visit someone in hospital if you feel unwell or have a cold, or have been vomiting or had diarrhoea. Wait until you feel better.
- Clean your hands with alcohol hand rub or soap and water before visiting friends/relatives, and before going home.
- Avoid bringing too many visitors at one time to visit someone. Always check with healthcare facility staff.
- Be careful not to touch dressings, drips or other equipment around the bed.

Source: National Health and Medical Research Council

Barwon Health accreditation

Barwon Health is committed to delivering high standards of care. The quality of care that Barwon Health provides is assessed via formal accreditation processes, which check that our services meet the required standards.

In October 2013, the University Hospital Geelong, McKellar Inpatient Rehabilitation Centre and Oral Health services at Newcomb, Corio and Belmont were assessed against the 10 new national Safety and Quality Health Service Standards. In addition, our Mental Health Drugs and Alcohol services were assessed against the 10 national Mental Health Services Standards. Barwon Health was one of the first organisations to be accredited against these standards. Barwon Health services met the requirements of all of these standards, and in many cases the quality of the services was awarded a 'met with merit' assessment.

Barwon Health's Aged Care Residential Care Services were all assessed against the Aged Care Standards in 2012 and 2013 – Alan David Lodge was assessed in July 2012, Wallace Lodge and Blakiston Lodge were assessed in August 2013, and Percy Baxter Lodge was assessed in September 2013. All facilities met the requirements for all of the standards.

A lot of work over the past two years has gone into ensuring we are providing safe, quality care that meets the needs of these standards, and the excellent results achieved at accreditation was a testament to the many Barwon Health staff that were involved in this process.

The Australian Commission on Safety and Quality in Health Care (the Commission) developed the NSQHS Standards to protect the public from harm and improve the quality of health service provision. The ten NSQHS Standards provide a nationally consistent statement about the level of care consumers can expect from health service organisations.

In order to maintain the currency and relevance of the NSQHS Standards, the Commission has identified that the NSQHS Standards will be reviewed and a revised version ready for implementation in 2017. Barwon Health is playing an active role in this review by providing feedback to the commission on our experience with the national standards and the impact they have had on the delivery of safe, high quality patient care.

Community Health Accreditation Programs

Community Care Common Standards

Barwon Health's Home and Community Care (HACC) funded services achieved accreditation against the Community Care Common Standards in October 2013. Our community services provide care to the Barwon South West region. The care provided within our community services includes long term chronic disease management, acute care and palliative care, provided both within the home setting and in numerous community health centres around the region.

Department of Human Services Standards

Barwon Health's Continence Clinic provides a continence assessment service for our clients with a disability

who are experiencing difficulties with maintaining continence. The continence clinic achieved accreditation against the Department of Human Services Standards in September this year. These Standards and accreditation process seek to assure the community that our service meets the needs of our clients and that the rights of people accessing our services are promoted.

Consumer liaison

Barwon Health's mission is to provide accessible high quality services to our community.

One of the ways we do this is by encouraging consumers to provide us with feedback. Barwon Health's Consumer Liaison has built up a reputation of providing a service built on transparency, open communication and delivering timely resolutions of complaints. We also hear about what works well in the health service and received 937 registered compliments for 2013/14.

With care at the heart of everything we do here at Barwon Health we are looking at more ways to hear the consumer voice. Our executive teams from the CEO down and Barwon Health's Board are visiting areas of the organisation to speak with consumers, carers and their families about their experiences with the health service and giving them opportunities to say what matters most.



Readers' survey
Tell us what you think

You spoke, we listened! Thanks to your feedback from last year's report, we have incorporated some of the following changes:

- Larger font size for easier reading
- Smaller report format
- Representation of various areas within Barwon Health
- A continued focus on patient-led stories

Let us know what you think of this year's report – fill out the survey overleaf and return to us for your chance to win one of two personal training packs valued at \$300 each!

Win!

Complete our survey for your chance to win win one of two personal training packs valued at \$300 each, thanks to BANG Fitness Adventures!

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

Poor 1 2 3 4 5 Excellent

Comment _____

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

Poor 1 2 3 4 5 Excellent

Comment _____

3. What did you like most about the report?

Comment _____

4. Did you find the articles to be ... ?

1 2 3 4 5

Too technical Very interesting

Comment _____

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

1 2 3 4 5

Strongly disagree Strongly agree

Comment _____

6. Where did you read this report?

Geelong News Online

Surf Coast Echo Other (please specify)

Barwon Health site _____

7. Please tell us about yourself, I am a:

Patient of Barwon Health Relative/Carer

Health professional Other

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

<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?

Comment _____

11. Are you interested in being a part of a community committee that is committed to improving Barwon Health's services?

Yes (include contact details) No

Name _____

Address _____

Postcode _____

Phone _____

Email _____

Please remember to include your name and telephone number to be eligible to win one of two personal training sessions thanks to BANG Fitness Adventures.

Post to (no stamp required):

Communications & Marketing Department
Barwon Health
Reply Paid 281
Geelong, VIC 3220

Thank you.

Directory

Hospital Services

UNIVERSITY HOSPITAL GEELONG

Bellerine Street, Geelong

General enquiries 4215 0000

Emergency Department 4215 0100

Aboriginal Health 4215 0769

Admissions 4215 1298

Andrew Love Cancer Centre 4215 2700

Barwon Medical Imaging 4215 0300

Barwon Paediatric 4215 3352

Bereavement 4215 1250

Consumer Liaison 4215 0000

Cardiology (Geelong) 4215 1383

Diabetes Referral Centre 4215 3600

Dialysis Unit 4215 2841

Gretta Volum Centre 4215 1530

Home Referral Service 4215 1530

Hospital in the Home 4215 2060

Maternity Services 4215 1390

Outpatients 4215 5700

Palliative Care 4215 1627

Perioperative Service 4215 1582

Pharmacy 4215 0777

Social Work 4215 1624

Waiting List Service 4215 1282

Veterans Liaison 4215 8900

Barwon Health Foundation 4215 8919

Barwon Health Volunteer Services 4215 8919

Community Health Centres

General enquiries

Anglesea 4215 6700
11 McMillan Street

Belmont 4215 6800
1-17 Reynolds Road

Corio 4215 7100
2 Gellibrand Street

Newcomb 4215 7520
104 -108 Bellarine Hwy

Torquay 4215 7800
100 Surfcoast Highway

Community Health Services

Carer Respite Services 1800 052 222

Hospital Admission Risk Program 4215 7401

Immunisation Service 4215 6962

Paediatric & Adolescent Support 4215 8600

Referral Management 1300 715 673

Day programs

Anglesea 4215 6720

Belmont 4215 7049

Norlane 4215 7300

Torquay 4215 7935

Dental services

Belmont 4215 6972

Corio 4215 7240

Newcomb 4215 7620

Community Nursing 1300 715 673

Aged Care

General enquiries 4215 5200

Alan David Lodge 4215 6500

Blakiston Lodge 4215 5241

Percy Baxter Lodges 4215 5892

Wallace Lodge 4215 6190

Barwon Regional Aged Care Assessment Services 4215 5610

Rehabilitation Services

MCKELLAR CENTRE 45-95 Ballarat Road, North Geelong

General enquiries 4215 5200

McKellar Inpatient Rehabilitation Centre 4215 5200

McKellar Community Rehabilitation Centre 4215 5301

McKellar Hydrotherapy Centre 4215 5851

Belmont Community Rehabilitation Centre 4215 7000

Continence Service 4215 5292

Mental Health, Drugs & Alcohol Services

For crisis support, information and referral enquiries (all ages) 1300 094 187

Needle & Syringe program (freecall) 1800 196 187

Families where a parent has a mental illness 5222 6690

barwonhealth.org.au

facebook.com/barwonhealth

twitter.com/barwonhealth



Bang Fitness Adventures is where fitness and health meet adventure, where **DOING** is more important than just talking about it, where making **AWESOME** things really happen; achieving the big goals is what we do every day.

From a corporate adventure training camp to a week-long Bali fitness camp or challenging yourself on the Great Ocean Walk, we make it happen for you, your team, your business because YOU want it and are tired of not having it happen.

Contact Matt Jolley on 0400 207 303 or email info@bangfitness.com.au for more information or head to www.bangfitness.com.au and click on the 'Adventures' tab for our events.



WWW.BANGFITNESS.COM.AU