

Western Wellbeing

A NEWSLETTER FROM
Western District Health Service



WDHS Chief Executive Officer Jim Fletcher, Coleraine Campus Manager and Director of Nursing Tim Pitt-Lancaster, Coleraine Campus Advisory Committee Chair Grant Little, Board President Mary-Ann Brown and Member for Western Victoria David Koch officially open the one stop shop health precinct for Coleraine.

Health precinct vision now a reality

The official opening of the new \$27m one stop shop Coleraine health precinct saw the vision for the precinct become a reality, according to Western District Health Service Chief Executive Officer Jim Fletcher.

“Five years of planning and lobbying the State Government for funds and 27 months of construction has paid handsome dividends with new modern facilities for patients, residents, clients, staff and the community,” he said.

The new health precinct includes a brand new hospital with 10 acute beds and 27 aged care beds with a support services building for catering, maintenance and administration.

It also incorporates a new medical, dental, maternal and child health and primary care services

building and a total redevelopment of the 24 bed Mackie House aged residential unit plus new facilities for physiotherapy, podiatry, planned activity group and other allied health services.

The new precinct was officially opened by the member for Western Victoria Region Mr David Koch, who was born in the old Coleraine hospital and whose mother was a Life Governor of the Coleraine Health Service.

Mr Fletcher said “Western District Health Service and the community were extremely privileged to be part of this incredible development. It is not often that an opportunity comes along to create a new health precinct and it’s extremely rare that you get the opportunity to complete an entire redevelopment as one single project.

Generally projects are funded and completed over a number of stages over many years if you are lucky and in some instances building project plans are never fully completed as some stages remain unfunded.

In this instance we have created a new health precinct with everything we could virtually wish for in one single project; it is truly a magnificent achievement for our health service and the community,” he said.

The project was funded by a \$25.2m grant from the State Government and significant contributions from the community. The community donations included a \$1.3m bequest from long term Coleraine resident Mr Thomas Hodgetts and a community fundraising campaign that raised \$211,000. The Coleraine Community Bank contributed \$103,000, in excess of \$40,000 from a community auction, \$6,500 from the Coleraine Pedal Car Grand Prix and other generous individual donations.

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From the CEO



Gratitude & appreciation

As I pen my final Western Wellbeing Community Newsletter report with my retirement day of 31 July 2014 looming fast, I wish to take the opportunity in my opening comments to express my thanks and appreciation to all community members for their outstanding support during my 14 year period as Chief

Executive Officer of Western District Health Service (WDHS).

For me personally it has been a magnificent journey and an important part of my life. It has been an honour and privilege to serve the health service and its community and I have been fortunate to have been supported by a highly skilled Board and importantly surrounded by a very skilled and high performing Executive and staff team. These factors together with the exceptional community support have all contributed to a very successful era for our health service, which I am certain will continue for many years to come.

I am extremely grateful for the privilege of being part of Western District Health Service's rich history:

Final touches to the Coleraine Campus redevelopment

Early December 2013 and the first quarter of 2014 has seen the finalisation of our \$27 million 'One Stop Shop Health Precinct' for Coleraine. The official opening of the precinct was attended by over 180 people and it was a great celebration of an outstanding development that will serve the Coleraine community into the next century and beyond.

With the opening of these state of the art facilities, the old disused hospital has been demolished. The old hospital served the community right to the end of its life with a community auction held by Service Clubs raising in excess of \$35,000 for the Coleraine community through the sale of surplus equipment, furniture and other goods from the hospital. In addition various materials and equipment have been acquired by community members throughout the demolition process.

As a final contribution the restored land of the hospital site together with the Anne Kealy House site will be sold with the proceeds to go back into healthcare for Coleraine.

Our future blueprint for Hamilton & Peshurst

As we come to the end of our \$37 million capital development program of the past 3½ years, it is important that we continue to progress our next projects on the drawing board, namely the first stage development for Hamilton Base Hospital and Peshurst campuses. To this end we have met with the Department of Health onsite to progress the future redevelopment of the Hamilton Base Hospital site over the next 5 to 10 years. We have also submitted a funding application to the Department for \$1.8m under the Rural Capital Support Fund for the first stage development of the Peshurst campus.

Our aim is to have the first stage of the Hamilton Base

Hospital development on the November 2014 State Election agenda to enable progression through the various planning phases and eventual funding. In support of this quest, the Southern Grampians Shire Council have included the project in their Advocacy Program. It is also in the Great South Coast Future Projects Plan.

Watermark Charity House

The construction of the Watermark Charity House continues to make great progress thanks to the remarkable support of trades businesses and volunteers.

The Charity House is a great project for WDHS and the community. We expect the house to be completed early June 2014 and be ready for sale in July 2014. Proceeds from the sale will be directed to the purchase of state of the art theatre, intensive care and emergency equipment, to ensure Hamilton Base Hospital remains at the forefront of healthcare.

Community donations expand services

Recent donations from the Hospital Opportunity Shop for orthopaedic surgical equipment and a bequest from The Estate of Alec McBride were used to purchase a new microscope for neurosurgery which has enabled the introduction of new procedures at Hamilton Base Hospital. This has reduced travel burdens and costs for our community. These are both great examples of how community support expands the range of services we can provide to benefit all community members.

National Centre for Farmer Health

The fight continues to obtain both State and Commonwealth funding for the National Centre for Farmer Health (NCFH). The Centre needs support so that it can continue its important work looking after the health, wellbeing and safety of our farming families, thereby improving the productivity and sustainability of our agriculture industry.

It appears that Governments can find money for a lot of big spending initiatives, but not farmer's health.

Unless funding is provided by both the State and Commonwealth, the highly successful delivery arm of the Centre, in the form of the Sustainable Farm Families (SFF) program will cease on 30 June 2014. This will bring the loss of jobs from the Centre to nine since State Government funding ceased in July 2012.

It is ironic that the continuation of the SFF program is under threat, when the Canadian Government has provided funding to the Alberta Farm Safety Centre to commence the SFF program for Canadian farming families in October this year, following their visit to the NCFH in 2013.

The Canadian delegation described the SFF program as the 'magic' to enhance the health, wellbeing and safety of farmers, their families and workers thereby improving productivity.

We all hope that our politicians will see the light before it is too late.

New dental health service model

Following a review of how best to provide public dental health services to our community and improve access, continuity and sustainability, a new sub regional service model was introduced in January 2014.

The new service model places the Hamilton Public Dental Clinic under the management of South West Healthcare Dental Health Service and will ensure continuous access to a public dentist and dental therapist. Aside from this improved access and continuity everything else will remain the same.

Whilst it is early days we have already seen the benefit of a full time five days per week service for our community.

High standards achieved

Over the past few months we have continued to achieve very good outcomes with an excellent cleaning audit result of 98.7%, full compliance with food safety standards across all WDHS food outlets and Baby Friendly Re-accreditation for three years for our Maternity Services team.

Top speakers for community events

Two of WDHS's major events open to all members of our community have attracted high quality speakers.

The 15th Handbury Lecture held on 6 May 2014 was presented by Professor Sue Walker, Director of Perinatal Medicine, Mercy Hospital for Women and Chair of the Shelia Handbury Maternal and Fetal Medicine. Her topic 'The Fetus as a Patient' revealed some of the amazing developments in medicine in treating medical and surgical conditions in babies whilst they are still in their mother's womb.

We will also have a great speaker with three times World Champion Aerial Skier, Jacqui Cooper at our 2014 Annual General Meeting to be held on Tuesday 11 November 2014.

Best wishes for the future

In signing off I wish the WDHS Board, staff, volunteers and all community members all the very best for the future and thank you once again for the honour and privilege of being your Chief Executive Officer. Western District Health Service is a great organisation that enjoys a very good reputation and outstanding community support, which provides a wonderful environment for any new Chief Executive Officer to come into.



Behind every successful man lies a tolerant & hardworking woman!

Marilyn Grant, retiring Executive Assistant to the Chief Executive Officer at Western District Health Service

After 26 years of service, WDHS will bid farewell to one of its longest serving and favourite employees, Executive Assistant to the Chief Executive Officer, Marilyn Grant.

The health service might be focused on the pending retirement of the Chief Executive Officer, Jim Fletcher, but as they say, 'behind every successful man lies a very tolerant and hardworking woman'. As Executive Assistant, Marilyn has been organising or involved in many aspects of the day to day running not only of the CEO's and Board of Director's agendas, but also the entire health service. Now sadly, she too will be leaving us.

Jim has described Marilyn as a 'great ambassador' and a 'great support'.

"Marilyn is extremely professional, very efficient and knows her job inside and out. Part of her role is providing support and

assistance to the board, and any director will tell you she is tops," he said.

During her time at WDHS Marilyn has seen out five CEO's. She has been planning her retirement for some time, but each time it was mentioned, somehow Jim managed to persuade her to stay on.

We have become accustomed to seeing her as we climb the stairs to the 'tower of power', sitting like a female St Peter guarding the entrance to the kingdom. Marilyn and her dedication will be hard to replace.

Whatever her future plans, we thank Marilyn sincerely for her years of service, wish her well and hope that she will enjoy a well-earned rest.



Accepting the Clinical Excellence & Innovation Award at the AGM are Stuart Willder, Jane Sharp, Janine Enright, Sue Cameron, Rosie Rowe with guest speaker Glenn Manton.

Clinical excellence & innovation at WDHS

Installation of state of the art communication technology at WDHS was recognised when it's Clinical Excellence and Innovation Award was presented to the Telehealth services team.

Telehealth services involves using video conferencing technology for people situated in different locations to communicate 'live in camera'. The technology has exciting and far reaching potential for the delivery of health services between remote sites. It can for example, enable medical experts from across Australia to provide advice instantly to local health practitioners. More commonly for WDHS, the technology allows patients to avoid costly travel to metropolitan centres by participating in face to face consultations with remotely situated medical practitioners via video conferencing.

WDHS CEO Jim Fletcher said:

"During the year, four Telehealth services have been established to increase access for our rural clients to specialist services and

to increase our student training capacity. Telehealth is still in its infancy within the health sector, however the work of our team has led the way for the region and, in some cases, for the state. Each team member has demonstrated commitment and dedication to improve our services for the community."

In particular Mr Fletcher commended the efforts of WDHS staff members who were instrumental in establishing the Telehealth services. They included:

- HARP Chronic Care Coordinator Janine Enright who successfully engaged Hamilton Medical Group and Dr Malcolm Hogg, President of the Australian Pain Society to provide pain specialist services in Hamilton. WDHS was the first Telehealth clinic in Victoria established with Melbourne Health.
- Men's Health Nurse Practitioner Stuart Willder, has considerable experience and a strong partnership with Urologist Mr Richard Grills, that has enabled him to establish Telehealth urology reviews for clients in Hamilton. This has now expanded to a clinic at Warrnambool coordinated by Stuart.
- Cancer Link Nurse Jane Sharp, in conjunction with specialists at the Andrew Love Cancer Centre in Geelong, has established a specialist medical oncology Telehealth service for cancer patients.
- Sue Cameron, Senior Speech Therapist at WDHS has successfully used Telehealth services for student supervision and for remote consultations with clients.

"In direct costs and travel it is estimated that the Telehealth programs will each year save community members around \$120,000 in costs, reduce travel by 150,000 kilometres and significantly reduce waiting times for appointments," Mr Fletcher said.

Accreditation treble



WDHS has come through several re-accreditation surveys recently with flying colours, achieving the maximum three years accreditation for the three separate accreditation surveys undertaken.

Four surveyors from the Australian Council of Healthcare Standards surveyed all WDHS campuses under the new National Quality and Safety Standards over three days in late 2013.

The new National Quality and Safety Standards were introduced from 1 January 2013 and WDHS was audited to assess how it was meeting these standards.

Mr Fletcher said:

"The result was outstanding with all 209 core elements fully met with 12 upgraded to meet with merit.

I am very proud of all staff for the great team effort in implementing new systems, processes and practices to achieve accreditation under the new National Standards.

As a whole team we commenced the implementation of the new standards in October 2012 and to achieve so much in just over 12 months is a credit to every staff member, board member and consumer representative.

Our aim of embedding the National Standards into our culture and everyday work is well advanced and we have a great base for further development and improvement," he said.

In addition to reaccreditation under the National Standards, WDHS also achieved great results for the re-accreditation of its community programs under the Community Care Standards and Maternity Services under the Baby Friendly Initiative.

"Both Community Care and Baby Friendly were separate accreditation processes undertaken by separate surveyors, and to achieve a treble success within the space of a four week period was a great team effort for which all those associated with the health service can be extremely proud," Mr Fletcher said.

New Life Governor inductees

Two outstanding contributors have been recognised with Life Governor Awards. The Life Governor Award is the highest recognition that WDHS can bestow on an individual's exceptional contribution to the Health Service and to the wider community.

Mr John Dean was made a Life Governor for his voluntary contribution to Coleraine District Health Service (CDHS) and WDHS over 22 years from 1984 to 2006. During this period Mr Dean was a Board and Advisory Committee Member of CDHS and a Board Member of WDHS.

Mr Dean also held numerous office bearing positions over the years and played a key role in the formation of CDHS through the merger of the Coleraine Hospital, the Coleraine Home for the Aged, and the Merino Bush Nursing Centre.

Dr Dale Ford was also presented a Life Governor Award for his outstanding contribution to medical services at WDHS during the last 30 years.

In addition to working as a General Practitioner and Relieving Physician servicing WDHS and the community since 1983, Dr Ford has undertaken many leadership and support roles in the broader health system. These include being appointed Local Medical Director for the Emergency Medical Displan for the Southern Grampians Shire Council, a board member of the Great South Coast Medicare Local and its predecessor, the Otway Division of General Practice.

Since 2004 Dr Ford has been actively involved with the Australian Primary Care Collaborative, a continuous quality



L-R: WDHS CEO Jim Fletcher with new Life Governors John Dean and Dr Dale Ford, AGM Guest Speaker Glenn Manton and WDHS Board President Mary-Ann Brown.

improvement program in primary care. He is currently also working with the Australian Improvement Foundation as the Principal Clinical Advisor.

In 2008 the Rural Workforce Agency of Victoria presented Dr Ford with a Victorian Rural Doctor award for his outstanding services to the community and in 2012 he was a finalist for the National Primary Care award.

Mr Ford has been a leader in the development of new service models which focus on treatment, care and management of chronic disease, including his involvement with the Greater Green Triangle Health/Deakin University Diabetes Life Program."

WDHS Board President Mary-Ann Brown said:

"The presentation of Life Governor Awards to both Dale and John is fitting recognition for their exceptional contributions to the health service and our community."

McBride bequest expands services



L to R: With the new surgical microscope: Hamilton Base Hospital theatre staff Julie Schultz, Acting Theatre Manager, Donna McCallum Theatre Nurse, Dr Caroline Tan Surgeon, John Foong & Andrew Foong from Foong Microptics

the microscope, demonstrated its capabilities to visiting surgeon Dr Caroline Tan and Hamilton Base Hospital (HBH) Operating Theatre staff. The microscope allows both the surgeon and an assistant to simultaneously view the area being operated on and will expand the range of surgical services provided at HBH.

Caroline Tan, who visits the hospital to perform surgery each month said:

"Hamilton Base Hospital is one of the few regional Victorian hospitals with this particular type of microscope. The hospital will now be able to offer several spinal surgical procedures previously unavailable. Using the microscope is far less invasive and results in less post-operative pain for the patient, while reducing the risk of complications and increasing the speed of recovery."

WDHS CEO Jim Fletcher said:

"The health service is very fortunate to have received such a generous bequest from the Estate of Mr McBride, to enhance and expand our services to our local community".

A generous bequest by the late Alec (Jim) Scott McBride to WDHS has enabled the health service to purchase a state of the art surgical microscope at a cost of \$80,000.

Recently John Foong, whose company Foong Microptics supplied



L – R: 2014 Hamilton Base Bikers Murray to Moyne Cycle Relay Team.

Murray to Moyne

What do sixteen people dressed in Lycra, four delicious curries, a mountain bike raffle and the rescuing of millions of dollars worth of art from war torn Germany all have in common?

For those who don't know, these were all fundraising initiatives of the Hamilton Base Bikers Murray to Moyne Cycle Relay Team.

This year saw this diverse group of athletes join together to stage a range of events for their Murray to Moyne team. The team is a close knit group, bound together by the camaraderie engendered after spending three days together in a minibus and pedalling 520kms in their relay groups from Mildura to Port Fairy.

The fundraising kicked off in November with the Annual Ride-athon held outside the Blue Malt Café, where volunteers and team members rotated between pedalling consistently for twelve hours and rattling bedpans for donations from the crowd.

From February onwards team members could be seen selling raffle tickets for two mountain bikes, donated by Hilary King, which were drawn at a cinema fundraiser, organised by Kate Coote. The movie 'The Monuments Men', based on the true story of the rescue of hundreds of artefacts from Germany was a hit with the crowd.

Another highlight was the 'Great Curry Cook Off'. Usha Naidoo and her husband, team member, UK Naidoo, suggested holding an informal lunch for a dozen friends which somehow escalated

into a fantastic Master Chef Curry Night at Darriwill Farm.

Head Chef John Hedley, Jordan Lanigan, Usha Naidoo and 14 year old Timothy Gilling battled it out amongst the spices and tagines to produce four delicious curries for 70 ravenous and enthusiastic guests. In the end the new Head Chef at the Grangeburn Motor Inn, Jordan Lanigan and his duck curry was voted the number one dish on the night, with only a handful of votes separating the curries.

All of these events show how proactive the team has been in the last six months and their efforts certainly paid off in raising over \$18,000 for WDHS. These funds will be well spent;

purchasing equipment for the Physiotherapy, Occupational Therapy, Aged Care, Midwifery, Podiatry and other Allied Health departments.

WDHS congratulates team members, Hilary King, Jeremy Upton, Jackie Greed, Ron Sommerville, Kate Coote, Tracy Plunkett, UK Naidoo, Robert Scaife, Dion Rhook, Peter Smith, Rowan Coote, Cathy Wagg, Jeanette Ryan, Susan Anson, Graeme Moore and Ian and Raewyn Powlton for their efforts.

Of course none of this success would have been achieved without the help of their great sponsors and supporters:

Hamilton Farm Supplies, Darriwill Farm, Jordan Lanigan, Timothy Gilling, Usha Naidoo, Dakтари Sports, Western District Pastoral Company - Yarram Park, Finchett's Plumbing, C & J Engineering, Lakeside Service Centre, Barry Francis, Permewans, PK Bearings, Maxi Tankers, Hunts Auto Pro, Cervus Equipment Australia, Genr 8, Gorst Rural Supplies, Elders, Wannon Rural, Elanco, Novartis, Coopers, Hamilton Produce, LMB Linke, Kerr And Co Real Estate, Cogger Gurry Accountants, Nationwide Artificial Breeders, Cowland Electrical, Robert & Margie Beggs, Jenny Upton, Hamilton Furnishings, David Rowe Sign Design, Steve Palling Transport, Boyles Transport, Taylor Motors, Slades Newsagency, MJ's Roadhouse Glenthompson, The Caledonian Hotel, HF Richardson, Max Murray Builders, Maslon & Eventide Lutheran Homes, PFD Food Services, The Meat Barn & Grange Dairies.

Wardrobes stuffed with charitable potential

Men, prepare to be astounded! Surprisingly, 83% of women have items in their wardrobe that they have never worn or will only wear once!

But there is hope. Australians love more than anything a bargain and an op shop. So now unwanted but quality garments can be recycled from your wardrobes and be sold to raise funds for a great cause.

The Hamilton Hospital Op Shop volunteers have donated just under \$40,000 in the last 12 months, raised solely from the sale of pre-loved clothing and goods.

This year they have contributed funds to purchase a new ACL kit, which is used to repair tears in the ligaments of the anterior cruciate ligament, and a new ureteroscope. A ureteroscope is a small rigid camera used to look inside the urethra and remove stones from the bladder.



Op Shop volunteers inspect new equipment purchased with their donation L-R: Cecilia O'Donnell, Margaret Cameron, WDHS Theatre Manager Rachal Porter, Eloise Warren, Margaret Perkins and Helen Walker.

In the past the Op Shop volunteers have purchased dialysis chairs, tourniquets and joint retractors, arthroscopes, and videocolonoscopes to name just a few items and have become the major sponsors of the WDHS Golf Tournament.

Charity House

After several years of planning and a year of construction, the Watermark Charity House is nearing completion thanks to the extraordinary contributions of hundreds of tradies, volunteers and businesses and the dedicated committee who have worked hard to coordinate this massive community effort.

In recent weeks much of the painting and interior fit out has taken place. The top quality bathroom fittings, cabinetry, appliances and floorcoverings are nearly all in, and the easy care garden is taking shape on this unique Hamilton block with uninterrupted lake views.

With over 200 sponsors and a workforce of several hundred who have helped on site, the build has demonstrated some wonderful community spirit in the form of months of hard work, generosity and cooperation.

"In just over 12 months we've created a very unique family home, it's a great community achievement and a real boost for our health service and the Southern Grampians Shire," WDHS CEO Jim Fletcher said.

"Apart from the fantastic support from locals, we have also received a lot of help from suppliers outside the region who have also really embraced the project.

The final product is something the whole community can be very proud of," he said.

A big thankyou to our sponsors:

2 Pac Shack	Carter's Transport	Grampians Mini Diggers	Landscape Creations	Robert Walter Building & Joinery
A Grade Electricians	CFA	Grand Central Hotel	Lawrence & Hanson	Rural Steel
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ACE Radio	Clipsal	Grangeburn Office & IT	Brian Loria	Schultz Concreting
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Alan Ames	Cowland Electrical	Hamilton Farm Supplies	MiTek	Stramit Building Products
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Rory Austin	John & Rhonda Crawford	Hamilton Rotary Club Inc	John Murrhly	Robert Templeton
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AWM Electrical & Data Suppliers	Dale Hutchins	Hamilton Spectator	National Tiles & Solomons	The Roxburgh
B&D Doors & Openers	Damien Vaughan Joinery	Hamilton Steel	Flooring & Blinds	Tim Spillman Plastering
Corey Baker	Dan Tehan MP	Hammonds Paints	Steven Nattrass	Tongue n Groove Flooring
Matthew Baker	David Rowe Sign Design	Geoff Handbury AO	Neville Groves Plumber & Gasfitter	Tony Lambert Kitchens
Bakers Delight	DB's Timeless Stonework	Hanson	Nicholson Construction	Daniel Trimnell
Baltica Blue Projects & Design	Dipping Dynamics	Kevin Harris	Nigel Fry Plumbing	Unicraft Joinery
Bandicoot Bobcats	DJ & I Fitzpatrick Builders	Tremayne Hayes	Noel Ellis Plumbing	Walker's Earthworks
Bank of Melbourne	DK & TN Dark Bobcat Hire	Haymes Paint	Noel's Machinery	Walkers Engineering
Barry Raymond Plumbing	Donehue Builders	Heath Goodman Plumbing	Norm Kenny Contracting Service	Walkers Frames & Trusses staff
Bendigo Radiology	RD & BR Duncan	Gerald Hicks	O'Keeffe Lawyers	Wannon Security
DW & SM Bensch	DW & SM Bensch	Andrew Huf Builder	Parfrey Plumbing Pty Ltd	Wannon Water
John Betts	E&S Trading	Thomas Hurley	Paslode	Warrnambool Timber Industries
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Bluescope Distribution Ballarat	Elders Insurance	Ivory Print	Peter Graham Plumbing	Gerard & Sabrina Watt
Bluescope Distribution Portland	ERA Nurseries	James Hardie	Darb Peterson	Wayne Rhook Electrical Inspector
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Boundary Metals	Jim & Brenda Fletcher	Kanawalla Pastoral Agency	R&E Scott	Your Beauty Laser & Spa
Brayley & Hayes	Fox Refrigeration	John & Heather Kelsall	Ray White Staircases	
Sam Brewer	G James Safety Glass	Peter Keogh	RD & KE Huf Pty Ltd	
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Carolyn & Craig Collins	Gorrie & Slater Pty Ltd			
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Peter McDonald & Michael King from Finchett's, James Jensen & Gary Hearn from GW Hearn Builders and (balcony) Dylan Golding and Laurie Gordan from DJ & I Fitzpatrick with retiree Graham Smith all lend a hand.

At nearly 55 squares, the Watermark House has been built on an impressive scale. Featuring top of the range finishes, appliances, fittings and a high tech C-bus system, it will be auctioned in the coming months and Co Project Manager Rod Papworth believes the attention to detail is a credit to the tradies, volunteers and suppliers involved, who have all worked very hard to create an impressive, high quality finish.

"Everyone involved is keen to help WDHS and they have done an incredible job in creating such a 'wow factor' with this house, so we really do have an exceptional home to sell on auction day - now all we need is a buyer...or two!" Mr Papworth said.



WATERMARK
CHARITY HOUSE™

Consumer feedback into health services

The Consumer and Friends Network Forum (CFN) is held quarterly to hear feedback about WDHS services and to identify service improvements. Over the last 12 months forums have focussed on the use of volunteers in acute wards, consumer information, aged care, disability and mental health services. Each forum has been attended by approximately 10 consumers, carers and 10 staff, providing valuable discussion and exchange of information.

The recent forum in March focussed on mental health services and 35 people attended, including staff from a range of mental health agencies. Individual consumer journeys were documented, identifying areas that were effective and those that in the consumers' experience required improvement in relation to mental health service access.

Feedback noted the importance of service provider's improving information and communication regarding the availability of mental health services and the importance of having local access to services and specialists, such as psychologists.

Information from the forum has been included in the Great South Coast Medicare Local's Health Needs Assessment and actions are being planned via the Primary Care Partnership (PCP) and Medicare Local Partnership.

Actions from previous Consumer and Friends Network Forums, include:

- successful establishment of volunteer program in WDHS acute wards
- enhancement to information, including on website, at the Emergency Department and on WDHS brochures
- new initiatives in residential aged care, including diversity of leisure and recreation programs, access to new self-service café and enhancements to meal times
- actions to improve access and information for people with disabilities have been included within the three year WDHS Diversity and Action Plan



Consumers and carers sharing their experience of mental health services at the March Consumer and Friends Network Forum.



2014 WDHS Registered Nurse Graduate Program participants, L – R: Back Row: Jemma Gale, Helen Edmondson, Kaitlin Sinclair, Jessica Kelly, Hannah Mugavin, Jessica Payne, Jeanette Rantall. Front Row: Katherine Uebergang, Erin Cooper, Sarah Schmidt, Krystal Morris.

including opportunities to work in Acute, Sub-Acute and Aged Care.”

Throughout the 12-month program participants rotate between the three WDHS campuses at Coleraine, Peshurst and Hamilton. The graduates gain valuable nursing experience and exposure to the responsibilities and demands of a nursing career in both Aged Care and Acute Care. Along with the clinical care, graduates continue with study sessions and complete a variety of assessment projects and competencies.

WDHS Nurse Educator, Chris McGennissen explained that the

Graduate Nursing Program is a valuable year for the graduates. The program provides exposure to a diversity of experiences allowing them to consolidate their nursing skills and increase their professional awareness under the supervision and guidance of experienced nurses.

“The Health Service is committed to the development of its new nurses. We continue to build on our role as a teaching facility, training both nurses and doctors, giving them an opportunity to have a broad ranging experience in a regional health centre, which includes the full spectrum of service delivery.

We aim to provide our new nurses with a comprehensive range of experiences and support them to develop their skills and knowledge, essential for their long-term contribution to the provision of high quality healthcare for our community.” WDHS CEO Jim Fletcher said.

WDHS welcomes new graduate nurses

The 2014 Registered Nurse Graduate Program at WDHS, once again welcomed a strong team of newly graduated nurses into its program. Having completed a three year Bachelor of Nursing degree, they have now embarked on the next step of their career journey by participating in the program offered at WDHS.

WDHS Nurse Educator Leah Swainston said:

“Participants were excited to join the WDHS program, particularly as it offers a more structured format than some other teaching hospitals. We offer four month rotations

Birches Auxiliary donation

Raising nearly \$2,000 from their raffle allowed the newly formed Birches Auxiliary to purchase a much needed food processor and microwave oven for the Birches Acacia Café.

L-R Seated: Residents Jenny McLean and Norma Walkom
 Standing: Birches Auxiliary Treasurer Peter Tew, WDHS CEO Jim Fletcher, Auxiliary member Elizabeth Brennan, WDHS Lifestyle and Leisure Co-ordinator Margaret Bilston, Birches Auxiliary President Faye Gumley and WDHS Acting Nurse Unit Manager Sheeja Santhilayam



Tee off at the Op Shop Golf Day

The 5th Annual Golf Tournament tee's off on Friday November 21 and is expected to again be a huge success and lots of fun.

The field is limited to 36 teams of four players and follows the Ambrose Stableford format.

Sponsorships and entries will be called for during June / July.

For enquiries and entry details contact Jeanette Ryan on 5551 8284 or email jeanette.ryan@wdhs.net



Dr James Muir, Dr Ann Cass, Dr Andrew Bowman and Dr Laurie Ryan ham it up at the 2013 Golf Tournament

Celebrating nurses

On Florence Nightingale's birthday each year the hard work and dedication of our wonderful nurses is recognised throughout the world with a very special day to honour their significant contribution towards better health.

International Nurses Day takes place on May 12 each year and at WDHS nurses celebrated by sharing cakes decorated with this year's emblem at a series of morning and afternoon teas.

WDHS Chief Executive Officer Jim Fletcher visited each unit to present the cakes to nursing staff in appreciation for their dedication and commitment to patient care.

"I think it is very important to take this opportunity each year to reflect on the essential care our nurses provide to people in our community. We are incredibly fortunate to have such passionate and skilled nursing staff at WDHS, they are really at the front line of much of our service delivery and make an extraordinary contribution to people's lives," Mr Fletcher said.



Operating Theatre staff are presented with a cake to celebrate International Nurses Day by CEO Jim Fletcher, Director of Nursing Janet Kelsh & Deputy Director of Nursing Judy Esson.

SAVE THE DATE... & start training for the

- 42 km marathon
- 21km ½ marathon
- 10km run / walk
- 4.2km run / walk
- 1.6km run for kids

For more information, or to register visit the website:

hamiltonfunrun.com



Allied Health Conference launched at WDHS



BACK: WDHS Primary Care Services Manager Belinda Payne, Senior Project Officer, Allied Health Work Force Barwon South Western Region Kate Breen, Manager Allied Health Southwest Healthcare, David Meade, WDHS Chief Physiotherapist Tatum Pretorius, WDHS Chief Dietician Jodie Nelson, Regional Allied Health Works Program Manager Grampians Region Dean Taylor
FRONT: WDHS Chief Occupational Therapist, Fran Patterson, Associate Professor University of Southern Queensland Rosalie Boyce, WDHS Chief Speech Pathologist Sue Cameron.

Telehealth and community engagement,” WDHS CEO Jim Fletcher said.

WDHS Manager of Primary Care Services, Belinda Payne said:

“The networking as well as the sharing of ideas and expertise between the participants was a highlight. The quality of the presentations and the willingness to listen and learn from each other was very positive.”

WDHS launched and hosted the inaugural Allied Health Regional and Rural Conference for the Barwon-South West and Grampians Regions.

One hundred Allied Health professionals gathered in Hamilton from regional cities Geelong and Ballarat, joining colleagues from the South West and Grampians areas. The successful conference was designed to outline new services, initiatives and technologies relating to Allied Health.

“The conference was an excellent way for Allied Health professionals to share best practice. WDHS was pleased to present its work and to continue building on the excellent work currently being undertaken by our Allied Health team in care-coordination,

Dietitians, occupational therapists, physiotherapists, podiatrists, social workers and representatives from many other disciplines attended. Key note speaker Associate Professor Rosalie Boyce from Queensland outlined strategies for a sustainable future in Allied Health. Ms Kathleen Philip, Chief Allied Health Advisor for Victoria, discussed the essential role of Allied Health alongside the Medical and Nursing professions.

WDHS Allied Health Manager’s Fran Patterson and Sue Cameron were two of the eighteen presenters. Sue was a popular winner of the ‘first time’ presenter with her innovative presentation on Telehealth in Speech Pathology.

WDHS Sub Regional Team takes the Non-Clinical Excellence & Innovation Award

The WDHS ‘Trak Pas’ team received the Non-Clinical Excellence and Innovation Award for leading the South West Sub Region with the introduction of a new patient management system.

The complex Trak Pas system records all patient information across admissions, discharges, transfers, and ward and theatre movements within one electronic system regardless of patient’s method of entry to a WDHS facility. Its development included:

- Replacement of an obsolete patient management system
- Upgrade of electronic hardware
- Retention of historical patient data
- Standardisation of systems, workflows and processes across 13 SWARH sites



The TrakPas Team accepting the Non-Clinical Excellence & Innovation Award at the WDHS Annual General Meeting (L-R): Paula Foley, Fran Patterson, Carolyn Gellert, Lorraine Northcott, Michelle Walkley, Guest Speaker Glenn Manton & Tatum Pretorius.

Implementation into hospital theatre management systems
 The WDHS Trak Pas Implementation team developed the system’s configuration and software functionality and were also responsible for testing, implementing improvements, learning its operation and training end users.

The team represented several departments and campuses and comprised: Project Leader, Carolyn Gellert, Alison Criddle, Paula Foley, Lorraine Northcott, Michelle Walkley, Natalie Povey, Sam Milne, Jane Robertson, Tatum Pretorius and Fran Patterson.

Southern Grampians Region Youth Achievement Awards

Each month WDHS partners with Blue Light (Hamilton Police), Glenelg & Southern Grampians LLEN and Standing Tall supported by the Southern Grampians Youth Network, to recognise young people aged 12 to 25 years from the Southern Grampians Region by awarding various Youth Achievement Awards. The awards recognise young people who have demonstrated excellence within their peer group from across the local region.



L-R: Tracey McDonnell, Standing Tall Coordinator; Paula Cutler, Youth Resource Officer Victoria Police; Jane Cooper & Jess Hays, Rotaract Hamilton; Steve Turner, School Focused Youth Service Coordinator, Brophy Family Youth Services; Briana Picken, Youth Development Officer Western District Health Service; Belinda Carroll, Partnership Broker Glenelg and Southern Grampians LLEN

15th Handbury Lecture inspirational



WDHS Board President Mary-Ann Brown, Dr Geoff Handbury AO, Professor Sue Walker and WDHS CEO Jim Fletcher, at the 15th annual Handbury Lecture.

and mind provoking lecture noted that although in 2011 The Age described her as a "Miracle Worker", he concluded that Professor Walker described herself as:

"Part of a group of Victorians who have crossed health service boundaries, who have come together to look at a problem largely regarded

as not solvable, but by leadership and collaborative working showed a world to us today as being wondrous. And we are truly grateful."

In her summation Professor Walker gave three pieces of advice – particularly for young clinicians:

"Dare to connect, connect with your patients. Dare to inspire, be the person who inspired you and be the person who inspires the next generation. And dare to discover, do not be afraid to do research."

Professor Walker thanked Sheila Handbury, Dr Handbury's mother, after whom the Chair is named for enabling her to anticipate future clinical needs, educate tomorrow's careers and discover the prevention of still birth, improved diagnosis of fetal growth restriction and new therapies for preeclampsia.

Professor Walker said she was privileged to be connected to; to be inspired by and to be discovered by Geoff Handbury.

Opening the lecture, WDHS Board President, Mary-Ann Brown, explained that the Handbury Lecture is about sharing knowledge and enabling the community to hear world class researchers and medical practitioners speak about their cutting edge work in many areas. The 15th Handbury Lecture was heralded an enormous success and delivered on all these accounts, closing to great applause in acknowledgement of both Dr Handbury's philanthropic inspiration and the continued innovative and life preserving work performed by Professor Walker.

There was standing room only in the WDHS auditorium as Professor Sue Walker, Director of Perinatal Medicine at the Mercy Hospital for Women and Chair of Shelia Handbury Maternal Fetal Medicine with the University of Melbourne delivered the 15th Handbury Lecture. The Chair of Shelia Handbury Maternal Fetal Medicine was established in 2011 through the generous support of Dr Geoff Handbury AO and the Mercy Health Foundation and is named in honour of Dr Handbury's Mother, Sheila.

Lecturer, Professor Sue Walker deals daily with the most vulnerable and complicated pregnancies that can result in the death or disability of either mother or baby, or both. She enthralled her audience as she spoke about the incredible advancements achieved in treating fetal patients in 2014 helping to save the lives of mothers and babies.

Assisted by research in hospitals and universities in Melbourne, Paris, London and Cape Town, new techniques and medications are being discovered to help prevent still births, reduce preeclampsia and diagnose fetal infections. Professor Walker has recently helped establish at the Tygerberg Hospital in Cape Town, an exciting research program aimed to understand and reduce preeclampsia. Research and surgery has significantly reduced perinatal mortality rates in conditions such as 'Twin to Twin Transfusion Syndrome', which left untreated, results in a 90% mortality rate. Thanks to Professor Walker's team, mortality rates for the syndrome have dropped to less than 3% in 10 years.

Dr Dale Ford in thanking Professor Walker for her informative

Course provides insight into farmer health

A group of health and agricultural professionals from across the country gained new skills and insights into the lives and health needs of Aussie farmers when they visited Hamilton for a week long workshop at the National Centre for Farmer Health (NCFH) in March.

Kate Roberts, an Occupational Therapist at Mallee Track Health & Community Service was among six scholarship recipients to participate in the workshop and was impressed by its scope and the list of specialist speakers.

"It's been fantastic, beyond all expectations and I would recommend it to any health professional wanting to work in rural communities. I now have a better understanding and even more respect for farmers," Ms Roberts said.

The intensive forms part of a unique post graduate course being delivered in a partnership between the NCFH and the Deakin University School of Medicine.

The Deakin University Agricultural Health and Medicine unit (HMF701) is the only course of its kind in Australia and aims to improve the health and wellbeing of farmers, farm workers and their families, by educating and supporting health professionals and others to deliver services more effectively in agricultural rural communities.

Felix Ho, a paramedic who travelled from Darwin to participate in the workshop said it had given him greater compassion and empathy for farmers and their families and a range of new skills to apply.

"You're not just looking at the medical conditions, but the range of factors that impact on these conditions in an agricultural context – the family, community and economic aspects.

The course has also made me better informed and aware of mental health, farm hazards and safety and the often later presentations that occur in rural areas," Mr Ho said.

A long list of specialist speakers at the workshop provided advice on vet chemicals and zoonotic diseases, remote emergency medicine, agricultural trauma and surgery, skin cancer, addiction, suicide, mental health, respiratory health, perceptions and stereotypes, and musculoskeletal injuries.

Another of the scholarship students, Dr Sjaan Davey from Pasadena South Australia, works as an agricultural scientist running field trials on tolerance and resistance to cereal cyst nematodes that can cause substantial yield losses in cereal crops.

She believes there is not enough emphasis placed on the health and wellbeing of growers.

"Although I'm not a health professional, I think it's important for people working in agricultural communities to keep health in the back of their minds and be conscious of the context in which farmers operate.

I'm doing the course so I can up-skill and engage more effectively with farmers at field days and in my research," Dr Davey said.

The students visited the Hamilton Livestock Exchange and a local family farm to gain insight into on farm hazards that are common causes of agricultural injuries and discussed ways to prevent accidents.

With the demand for global food output predicted to double by 2050, the need to look after this small but highly productive workforce contributing a staggering 12% to the nations GDP is greater than ever.

National Centre for Farmer Health Director Sue Brumby said:

"There is a real need for more support and access to health services with a more targeted approach to address the health, wellbeing and safety needs of those in farming communities.

Following an evaluation undertaken in 2013 of the 90 previous Agricultural Health and Medicine students we know they are making a difference to practice and policy in farming communities," she said.

Unfortunately a lack of funding commitment from the state and federal governments is placing the work undertaken by the NCFH in jeopardy.

For further information contact The National Centre for Farmer Health on 5551 8533 or visit the website farmerhealth.org.au



Participants at the recent 5 day workshop that forms the foundation of the NCFH and Deakin University Agricultural Health and Medicine unit



Learning from Tom Day about the Sundial at Lake Hamilton were (L-R): Jane Coshutt, Project Coordinator Southern Grampians Shire Council, Steve Laidlaw, Community Liaison Manager WDHS, Becky Morton, South West Community Transport & WDHS, Rosie Rowe, Director, Primary & Preventative Health WDHS, Robyn Wilken, Occupational Therapist WDHS, Briana Picken, Youth Services Officer WDHS, Kara Winderlich, Quality Coordinator WDHS, Jessica Nobes, Dietician WDHS, Belinda Payne, Manager Primary Care WDHS.

Closing the Gap

WDHS held a staff event to mark National Close the Gap Day on 20 March at the Sundial, Lake Hamilton. The event was held for support staff to increase their knowledge and skills in improving Aboriginal health.

Aboriginal community member, Mr Tom Day conveyed the important history regarding the Guditjmarra people and the association and connection to the Sundial at Lake Hamilton.

WDHS Youth Development Officer, Briana Picken said:

“Hearing about the Dreamtime stories and symbolism from across the region that is represented on the Sundial was fascinating”.

WDHS staff saw the gathering as a wonderful opportunity to improve their cultural awareness.

“Mr Day gave a very insightful talk about the health and social issues facing the Guditjmarra community and I was very interested to hear and take on board their vision to improve health and wellbeing into the future,” said WDHS Dietician Jessica Nobes.



Major sponsor Kings Cars Manager Nic Cullinane with Drive In Committee members Renae Porter, Libby Macgugan and Carly Behncke

Friday Night Drive In

Hamilton families enjoyed a great night out under the stars reliving the Drive In era at a fundraiser in April which raised over \$4000 for the Hamilton Base Hospital (HBH) Operating Theatre.

Over 120 cars packed the Monivae oval for the return of the Friday Night Drive In, featuring a giant 10 x 5 metre outdoor screen showing the hilarious animated family movie 'Free Birds'.

Funds raised from the Drive In have been directed to purchase a new 45 degree telescope for the HBH Operating Theatre. The

new telescope will provide greater vision for laparoscopic procedures and in particular will facilitate surgical access and vision for bariatric surgery.

Drive In Committee Chair, Renae Porter said she was ecstatic about the turn out and atmosphere on the night.

“We all remember the excitement of being at the Drive In as kids, and it was great to see all of the families enjoying the night, with many of the kids having their first Drive In experience”, Mrs Porter said.

Kings Cars were the major sponsor and Manager Nic Cullinane said he was keen to support the local community and the hospital.

“We were honoured to sponsor this initiative because as locals we all need and use the hospital. To be able to invest in the night to allow a new piece of life saving equipment to be purchased to help any local requiring it in the future is great news.

We promote local to buy local because Hamilton thrives if everyone adopts that attitude,” Mr Cullinane said.

Thank you to our generous sponsors:

Kings Cars, Monivae College, Danielle Thomas, ACE Radio 3HA Mixx FM, Southern Grampians Shire Council, Coleraine Road Takeaway, Cafe Gray, Java Jive, Fringe Benefits Men's Hairdressing, Just Chips, Vitality Health & Fitness, Ripple Effect, Hamilton Performing Arts Centre, Teena Saunders Face Painting, Mad About Shoes, Affair with Hair, Aldi, Charlottes Webb.

Employee of the Month



October – Brenda Uebergang
Planned Activity Group Manager



November – Lyn Christie
Director of Pharmacy



December – Nancy Jones
Midwife



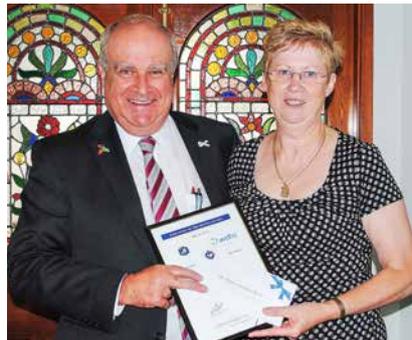
December – Linda Miller
Unit Manager Birches



January – Robyn Beaton
HARP Chronic Care Co-ordinator



February – Tim Hicks
Nurse at The Birches



March – Kay Diana
Human Resources Executive Support Officer

Above & Beyond Award



Craig Richardson recipient of the 2013 WDHS Staff 'Above & Beyond Award' presented at the 2013 Annual General Meeting for his outstanding contribution to the health service.

Charlie Watt **Volunteer** of the Month



Eric & Jan Collins – Hamilton Community Transport, Consumer & Friends Network, events volunteers
Volunteers of the Month for October



Gail Darling – Grange Residential Aged Care Facility volunteer
Volunteer of the Month for November



Leonie Jacobson – Hamilton Base Hospital volunteer
Volunteer of the Month for December



Janet Shalders – Penshurst Campus and The Birches volunteer
Volunteer of the Month for January



Neil & Rosemary Sandford – Community Transport & Palliative Care volunteers
Volunteers of the Month for February



Barbara Botterill – Merino Campus and Community Transport volunteer
Volunteer of the Month for March

Staff receive Shire Australia Day Awards



Cheryle Casey – Penshurst & District Health Service
Received a Southern Grampians Shire 2014 Australia Day Community Recognition Award for her outstanding voluntary work for the Penshurst community and her role at the Penshurst & District Health Service campus.



Matthew Gebert – Electrical Apprentice, Hamilton Base Hospital
Presented with the Southern Grampians Shire 2014 Australia Day Young Citizen of the Year Award in recognition of his voluntary commitment to many school, community and fundraising projects and organisations.

Coleraine Ladies Auxiliary donates \$30,000 to new hospital



From rabbit drives to raffles the Coleraine Ladies Auxiliary raised \$30,000 towards the re-fit of the new Palliative Care rooms at the Coleraine Hospital.

President Sherri Robertson presents the \$30,000 cheque to CDHS Advisory Committee Chair Grant Little with Lesley Kruger and CDHS Director of Nursing Tim Pitt-Lancaster

