

# QUALITY of CARE

BARWON HEALTH ANNUAL COMMUNITY MAGAZINE / ISSUED FEBRUARY 2011



11

## WELCOME BOOST FOR BARWON MEDICAL IMAGING

SOLVING THE PUZZLE OF  
YOUTH MENTAL HEALTH

*caring for the carers*

WIN 1 of 2 12 month  
Contours gym memberships!

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

## WHY WE PRODUCE THE QUALITY OF CARE MAGAZINE

This report is produced as part of a commitment to the State Government to increase community awareness of activities and achievements within Barwon Health. This report profiles projects that have evolved from an identification of areas that could be improved. Community representatives have been involved in the process of selecting stories to feature in this magazine based on their opinion of what the community would like to read about.

## ACKNOWLEDGEMENTS

Thank you to Hudson's Coffee at Geelong Private Hospital, A & B Music, Barwon Medical Imaging, Volunteer Services, Percy Baxter Lodge, the McKellar Centre, the Well for Life program in Norlane, Geelong Hospital Children's Ward, and all of those people who allowed us into their homes and shared their stories.



### on the cover

Cancer patient John Gillett  
with the new state-of-the-art  
PET/CT scanner



### OUR VALUES

RESPECT  
COMPASSION  
COMMITMENT  
ACCOUNTABILITY  
INNOVATION



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## Welcome

This is the sixth edition of Barwon Health's Quality of Care magazine which has been published on a yearly basis since 2004. The Quality of Care magazine is an opportunity to share and highlight improvements across our service with the community.

The Quality of Care report features services and programs that were submitted for Barwon Health's internal annual Quality Awards. This year, submissions for the Quality Awards featured a variety of developments which were focused on ensuring patients and their families have a positive experience and outcome with Barwon Health.

The feature articles in this magazine showcase how a commitment to innovation results in a higher quality service and makes Barwon Health one of Australia's leading regional health services.

Establishing a continuum of care for people that is accessible, accountable and responsive to the needs of the community is fundamental to Barwon Health's priorities for the future of health care in the region.

This magazine is produced based upon feedback received from the community from the previous year's edition. If you would like to contribute feedback we would like to hear from you and have included a survey for you to complete.

We trust you will enjoy reading about your health service.

Dr David Ashbridge  
CEO

Dr Sarah Leach  
Chair, Clinical Quality & Risk Management Committee

## Your local health service

Barwon Health is the major regional health provider for the Barwon South West region. It is Victoria's largest regional health service with one of the busiest hospitals in the State. We serve over 500,000 people through the efforts of more than 5,800 staff and 1,200 volunteers.

We provide care at all stages of life and circumstance through a range of services from emergency and acute to mental health, primary care, community services, aged care, and sub acute/rehabilitation.

Care is provided to the community through:

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

In the 2009/2010 period Barwon Health experienced substantial growth in demand for its services. This included a record 13.4 per cent increase of people needing emergency medical care, a record 25 per cent growth in people accessing community rehabilitation services, and a 12.5 per cent increase in youth mental health contacts. Barwon Health had a total of 1021 beds in the 2009/2010 period.



# Solving the *puzzle* of youth mental health

The burden of untreated mental illness in youth represents one of the most critical health matters facing our community.

Early and ready access to high quality mental health and drug and alcohol services represents the best chance for young people experiencing the early signs of mental illness.

Unfortunately however, many young people experiencing mental illness do not access services of any kind.

To address this, Barwon Health established a youth-specific, seven day per week mental health triage service with the aim of improving access to specialist mental health assessment and care as part of its JIGSAW service for 16 to 25 year-olds.

Twenty-year-old Chris Stefano is one local youth who has utilised the JIGSAW service and credits it for changing his life.

In July 2010, Chris's mother made a tearful phone call to **headspace** Barwon, desperately seeking help for her son, who seemed to be fading before her eyes, displaying manic symptoms.

The symptoms capped off months of depression and were later diagnosed as indicators of bipolar disorder.

Chris was put in touch with the JIGSAW triage service and assigned a case manager, Mark Moran.

Taking into consideration the family's reluctance for hospitalisation, a home management plan was developed by the consultant psychiatrist, Mark and Chris's family.

"Chris's mum was pretty grateful we helped get her son back," Mark said.

"She was comfortable with the care received. The family had to be fully supportive for the home care to work, as it requires constant family support."

Prior to the onset of bipolar, Chris, a budding singer and keen musician, was studying Psychology full-time at uni and working a part-time job - plans he has had to put on hold.

"I've had to reassess my goals because I have to align them with what's healthy for me.

"JIGSAW has helped change my life for the better. Without the service, I wouldn't be as stable as I am today.

"It has been a big thing. I now know I have to live a less stressful life to avoid having a breakdown."

Chris was recently successful in obtaining part-time work in retail and plans to take up study again in 2011.

"I'm working to get my head around things, let things pan out," he said.

For now, Chris remains open-minded about his future. "I'm not sure where I'm going but I know I'm going somewhere," he said, "I've come through this and I know what doesn't destroy me will make me stronger."

The JIGSAW triage program, as Program Manager Melissa O'Shea explains, is a component of the wider service of mental health and drug and alcohol care that JIGSAW provides.

"Our evidence indicates that young people prefer to access services that are youth-focused and youth-friendly."

"Fortunately, tremendous national momentum, as well as investment, has supported the establishment of mental health streams specifically for adolescents and young people that reflect the complex issues that face young people including social, education and sexual development.

"We have been particularly pleased that we have been able to link a large number of young people to either a **headspace** Barwon or community General Practitioner. We see primary care as essential to the overall care of young people.

"We have also been pleased that young people have referred themselves to the JIGSAW program directly or been supported to attend via family and friends. This is a positive indicator our service is seen as youth-friendly and stigma in relation to mental health and drug and alcohol problems is being tackled at a local level."

Melissa hopes with the success of the JIGSAW triage service to date, it can soon be extended to even younger people including children.

**For further information about JIGSAW, phone 5246 8216.**



*playtime*  
for all ages



Percy Baxter Lodge is a residential facility based at the McKellar Centre. It's a small community within a large landscape and with over 100 beds; life at Percy Baxter Lodge is everywhere.

In 2009, Percy Baxter Lodge and Playgroup Victoria commenced what was known as an 'Intergenerational Playgroup'. The project was designed to bring together people of all ages in a safe, caring and fun environment.

One thing is for sure and that is that playgroup at Percy Baxter Lodge is full of life and full of fun. Every Tuesday, residents are taken back to their own childhoods.

During playgroup, each generation shares something with one another, whether it be the residents teaching children nursery rhymes, talking to parents about parenthood or the children making 'pretend coffees' for the residents. Sharing things from each other's generation is important to everyone.

Janette Purcell, a Lifestyle Officer at the McKellar Centre, said she has seen remarkable changes in residents and the children since the program started.

"Residents who would normally prefer to be on their own are getting out and about, getting really involved in playgroup.

"The program is play time for the residents, mums, dads, staff and kids. Everyone gets involved and everyone has fun. No matter what age you are, you can still laugh and play as well as the next person!

"Playgroup has made Percy Baxter Lodge feel more homely and it's certainly creating conversation all over the McKellar Centre.

"By doing this, we're connecting residents with the community and connecting the community with residents. A lot of bonding takes place and children are learning about compassion and having a lot of fun on the way," said Janette.

Marjorie Sutcliffe, 95, has found playgroup to be something that is providing a new interest in past experiences.

For Marjorie, who has always loved children, it has given her an opportunity to reminisce about being a mother, grandmother, and great-grandmother to small children again.

"Even my great-grandchildren are grown up, they're in their twenties! So it's lovely to spend time with the smaller children and to spend time with their parents as well.

"Whether we're reading stories or singing songs, we're always having fun. There are always plenty of things to do and it is nice to have a change and do things with young people," Marjorie said.

Playgroup is run in a large grassed outdoor area at Percy Baxter Lodge where children can play in the sandpit, on tricycles, with toys and other play equipment.

Playgroup doesn't stop there; residents will go on outings with the children and their parents thanks to buses provided by Barwon Health's Volunteer Services.

**For more information about playgroup at Percy Baxter Lodge, phone Janette Purcell on 5279 2894.**

# VOLUNTEERS - BRINGING THE COMMUNITY TO BARWON HEALTH

For people who have conditions that make living a normal life difficult, it's important to maintain interests and find new ways to keep an active body and mind.

One of the programs helping people at Barwon Health do that is the woodwork program operated by Volunteer Services.

Cor Horsten, aged 70, is one of over 1,200 volunteers from the Barwon South West region providing valuable volunteer support to Barwon Health. Cor, a retired plumber, and a team of committed volunteers run the woodwork classes twice a week at the McKellar Centre and at Alan David Lodge in Grovedale.

Cor became a volunteer at Barwon Health in 2001 and commits over 30 hours each week to the program, preparing items for residents to put the finishing touches on.

Building toys is Cor's specialty. When finished, the toys are sold at the McKellar opportunity shop and at an end-of-year Christmas fete at the McKellar Centre. For all the hours Cor and many other volunteers contribute, there is a good support base at home.

"I have a very understanding wife!" says Cor.

"My parents were residents at the McKellar Centre and I became involved when I began to bring my father down. Doing this is a way of saying thanks for the care given to my parents but I never feel obligated to do it; it's a hobby and I enjoy being able to spend time with the residents."

These programs ensure residents have an environment where they can get together and share experiences.

Horry Reynolds has lived at the McKellar Centre's Wallace Lodge for the past two years. Horry, who was a truck driver for 30 years, came to McKellar after suffering a stroke and is a regular participant in the woodwork classes.

"Woodwork keeps me busy; it's a new interest for me. The stroke has meant I can't work but here I am able to paint and polish the toys so they're ready to go on sale.

"I help out at the McKellar fete and collect the cash from sales, it's a well-paying job!" jokes Horry.

**For more information about Volunteer Services, phone 5260 3036.**



## Respite program is bringing girls together

For many women, sharing a cuppa and a chat with girlfriends is one of life's simple pleasures.

For a small group of Geelong women, getting together every second Tuesday for a cuppa and a chat is forming part of a new out-of-home respite program called 'Girls Together'.

Introduced in late 2009, the program came about due to the fact women with early stage dementia were unwilling to take part in the forms of respite that groups of men had successfully participated in.

Because the majority of women with early stage dementia feel they do most of the cooking and the cleaning around the house - and in many cases they do - they are unable to see why their husband or family carer needs a respite break.

Flexible Respite Project Worker Cynthia Rossack said the service has identified a gap, especially for male carers.

"We identified that women with early stage dementia were not willing to take part in any form of respite. They would comment that they were still doing everything at home, which became a problem for us to work out how to allow their carers a respite break, while also having the women enjoying an activity that would not be perceived as being 'looked after' by a paid carer.

"The program has exceeded all our expectations, with these outings a much-anticipated part of the women's lives, while the men are very pleased to have some respite time."

The program works in the form of three groups of women from Geelong and the Bellarine Peninsula, with two paid carers transporting the groups to an agreed destination, such as a walk through the Botanical Gardens, followed by a morning tea.

The respite is structured to give the predominantly male carers a break from the caring role, in a block of four hours each fortnight.

The women taking part in the program have formed a close relationship with each other and have a laugh if they forget each other's names, rejecting any suggestion of wearing a discrete name tag.

They also say they've found the program a safe place to express some of the deep emotions of sadness and hurt that that has come from being diagnosed with dementia.

As one participant said, "Going out with the women doesn't make you feel different; you feel the same as each other.

"I don't play golf now with some former friends, as I had a bad experience. With the group, I think it's great. We feel like we understand each other."

Personal Care Attendant Judy Lister-Powley (Mercy Best of Care) co-ordinates the two groups and believes one of the most important aspects of the program is company.

"I observe the progressive changes often noticeable week-to-week and the ups and downs of their disease. They like to talk amongst themselves about this.

"The carers of the ladies often tell me how much they enjoy attending the fortnightly meetings, they get to talk amongst themselves and what brings them together.

"Some of the more popular activities for them to take part in are walks, coffee, cake and a good chat, anything to do with scenery - especially nurseries - and on occasions they have a special event such as a train trip to the city to visit the Arts Centre, theatre, museums or gardens."

**For more information on respite care in the Geelong region, phone 1800 052 222.**



## Caring for the carers

Caring for a family member or friend can take a lot of time, energy and patience.

With this in mind, it's vital for carers to look after their own needs and take a break from caring.

One of the many ways Barwon Health supports carers is with the introduction of the Carers Membership Program, providing carers with more choices in how and when to take a break.

Based on the popular concept of the Frequent Values Entertainment Book, the program is specially tailored to carers and was introduced in 2010, with packs being distributed to an initial 3,000 carers across the Barwon South West region.

The pack contains a customised booklet with useful contact numbers, information on supports and concessions, ideas for recreational activities and a personalised membership card.

Carer Respite & Carelink Services Team Leader Deb Smith said the Membership Program gives carers the opportunity to access a wide range of discounts and savings on goods and services.

"We're always looking for strategies to strengthen our relationship with carers, to support them in their caring role."

The Membership Program empowers carers to plan and take part in activities in a cost-effective way.

"The feedback we've had is that carers feel valued and recognised by having this card and being part of the program.

"We've found the Membership Program focuses on recreation and fun things to do, while also broadening community awareness around carers and the important role they play."

As well as providing vouchers for dining and recreation, carers are able to log onto a website to access accommodation and travel discounts, similar to the Entertainment Book.

For Lara mum Olivera Kocovski, the primary carer for her twin daughters with autism, Carer Respite & Carelink Services has been somewhat of a saviour. "Because we're pretty much doing it all by ourselves (my husband Boris and myself, with help from our eldest daughter), respite is really our lifeline - it helps us to do small things for ourselves, like go to the movies or a meal sometimes, things that make you feel human again. I had a much-needed massage recently.

"These things are usually left behind as most of the time we don't have the energy or the money to do them.

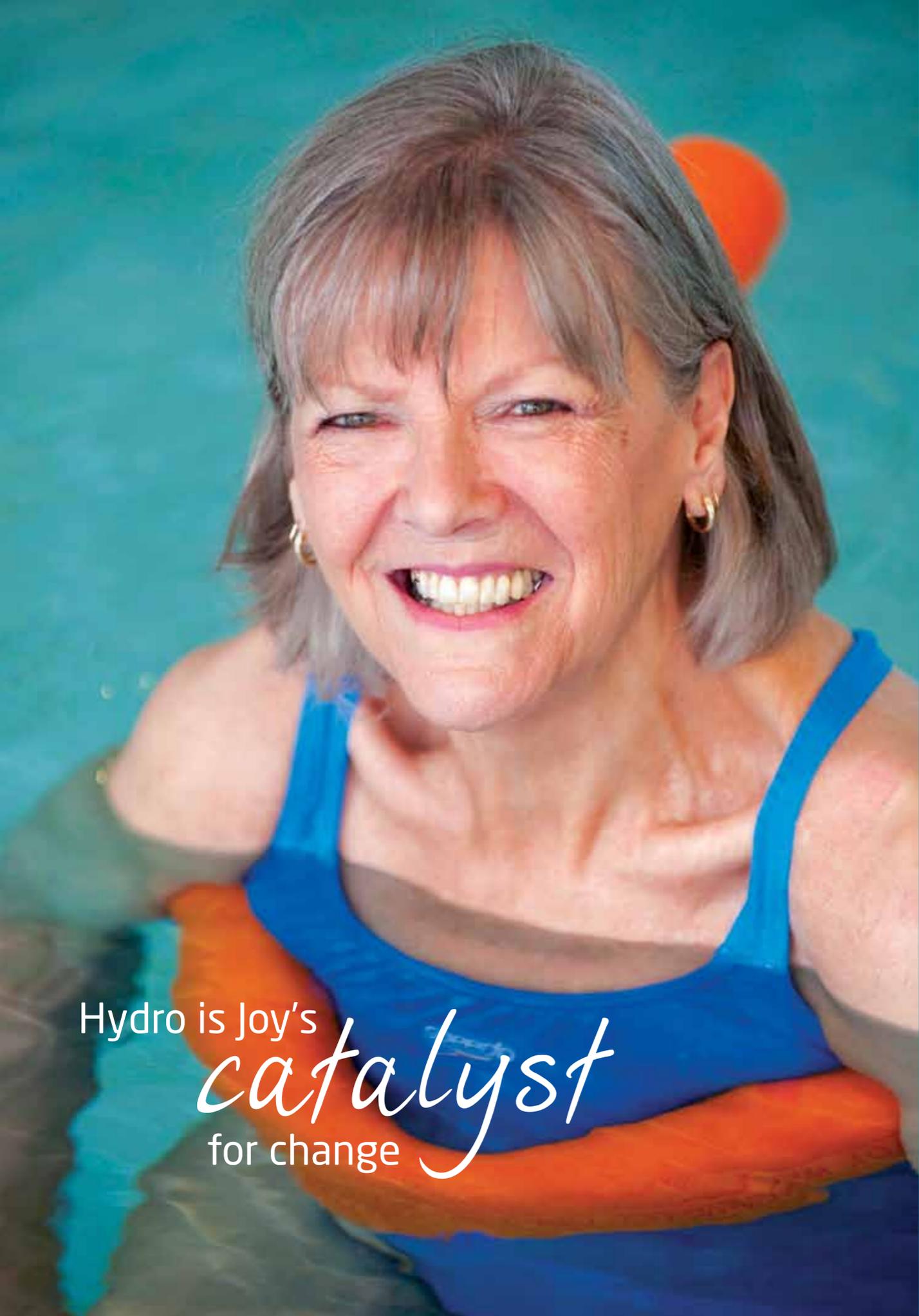
"Sometimes it's so vital to me just to have a chat to someone from the Carer Respite team and that's enough, as they're very attentive and non-judgmental."

"My favourite aspects of the service are the workshops and seminars - they provide the much-needed break and opportunity to learn new things as well as to mingle with people in a similar predicament. As carers, we don't make time for ourselves and it's very easy to come to a stage where you're burnt out. These little things help so much!

"I love the coffee vouchers as I've got an acquired passion for a good coffee - the ultimate indulgence. Right next to it is going to the movies too. We're currently looking to go out more often and would love to go to a fun park or the zoo."

**Are you a carer and not registered with Barwon Health Carer Respite & Carelink Services? Call 1800 052 222.**





Hydro is Joy's  
*catalyst*  
for change

## It was the delivery of some confronting news that marked the start of Joy Earle-Quick's McKellar Hydro Services journey and subsequent 'new life.'

In 2009, the 69-year-old Leopold resident saw a specialist to get her knees operated on for the osteoarthritis that had long been plaguing her and was told she was too overweight for surgery. He suggested the benefits of hydrotherapy to assist her preparation for surgery.

Hydrotherapy is a form of physiotherapy treatment conducted in a heated pool. It assists to strengthen muscles, improve flexibility, coordination and balance and relaxation, while increasing cardiovascular fitness and pain management.

The McKellar Centre's Hydrotherapy Service has been operating since 1998, catering for tens of thousands of local clients each year, just like Joy.

Twelve months on and Joy has shed more than 50kg and no longer has the urgency for the knee operation. The remarkable weight loss is the result of a good diet and a positive approach overall, as well as using the McKellar Centre Hydro facilities.

"To start with, I had an assessment and had a program compiled relating to the knees. The physio was with me for the first period, until I was able to complete the program by myself," Joy said.

"I have a greater sense of wellbeing since coming here; my mental health is better.

"What I love about the service is that if something goes wrong, the physio can have a look and change my program."

"I don't want to give this up because it has made me more flexible. The combination of weight loss and exercise in warm water has made me more flexible."

Hydrotherapy senior physio Ross Piper said the service's strength is individualised care and a focus on rehabilitation.

"There are not many hydro pools in regional Victoria, we are very lucky with what we've got," he added.

Ross explained that the facility caters for all age levels and clients currently range in age from three to 90 years. However, Joy is typical of the service's clientele.

"We have a strong community here; people get to know each other. The camaraderie and support is also very good for people's health and wellbeing." Joy is quick to agree: "Socially, it's been really nice. I've met some nice people. It's taken about a year to establish the friendships. I'm a quilter and I'm going on an outing soon with some new quilting friends.

"Being able to loosen my body and be free in the water, I just love that. I can jump, I can do squats and I can't do that on the land, I just love doing that in the water and having a physio on hand if something goes wrong."

With numbers swelling every year and involvement with the Victorian Paediatric Rehabilitation Service (Barwon) on the agenda for 2011, the future of the McKellar Centre's hydro service is looking rosy, just like Joy's outlook on life.

"I feel like I've been reborn actually. It was hard work when I first started coming here, hard walking from the car, I was scared I was going to slip with the walking stick. I feel very well; I've come a long way in the past year.

"I'm not going to have surgery at the moment, I feel too well. If I keep the weight down, my knees shouldn't deteriorate," Joy said.

**To find out more about the McKellar Centre hydrotherapy service, speak to your GP.**

## Moving into Aged Care?



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# little patient

## helps promote big event

Young cancer patient Georgia Siddall has spent many hours in the Geelong Hospital Children's ward, however in late November, Georgia was able to forget hospital visits and lend her support to the biggest regional fun run in Victoria, Run Geelong.

Georgia officially started the event with her hero Cats star, Joel Selwood. The two Run Geelong ambassadors also took part in the event and little Georgia had the pleasure of taking in the sights from her stroller thanks to her driver, Joel Selwood.

The second annual Cotton On Foundation Run Geelong event saw over 8,000 people take part in the 6km and 12km events and raised an amazing \$247,710 for the Geelong Hospital Children's Ward Redevelopment.

The exciting \$7.8 million Children's Ward Redevelopment project is a partnership between the Cotton On Foundation, Barwon Health Foundation and the Geelong community to improve patient care and facilities for children and their families in our region.

The North wing was the first stage to be completed and resulted in a new High Dependency room that will provide 24hr care for the sickest children, ensembles into rooms with improved facilities, new electric hi-lo beds and various pieces of medical equipment.

Once completed, all rooms, except the day stay, will have ensembles, the playground and play room will have been upgraded and there will be a new oncology room to treat children locally.

Georgia's Mum Kaaren recently put into her own words what the Geelong Hospital Children's Ward Redevelopment means to their family - here is their story.



Georgia was diagnosed on 2 October 2009 with T Cell Lymphoma. She had been sick for about seven days with a bad cough, when the chest x-ray came through we were sent to Geelong Hospital as the right side of her chest was completely blacked out on the x-ray. We then spent the night in the kids ward and transferred to Royal Children's Hospital (RCH) the next day. Whilst in surgery to insert a chest drain to drain the fluid off her chest, the surgeons found a mass behind her sternum.

The mass was about the size of a grapefruit and couldn't be removed - it had to be shrunk. They drained half a litre of fluid immediately off her chest. She struggled with the surgery and actually stopped breathing. During the past eight months we have travelled over 6000kms going to RCH whilst Georgia has had over 36 doses of chemotherapy, 18 lots of blood & platelet transfusions and over 75 blood tests and daily medications. She has had over 15 anaesthetics which includes putting in & removing an infected port and 11 lumbar punctures.

During this time she has been a remarkable, a very strong and vibrant young girl who has still been able to perform in her dance concert and attend kinder which she loves!

The redevelopment means a lot to myself as when Georgia is in hospital either myself or Edward is with her 24 hours a day. The redevelopment allows us to stay as a family and be able to have a bit of normality. The redevelopment will help Georgia and our family by being able to keep us together as a family. Georgia has a younger sister Taylor who is two years old. Georgia really misses her sister when she is in hospital. When we are in Geelong Taylor is able to visit Georgia a lot more as we are so close to home. We also can give ourselves a lot more rest by being able to swap over looking after Georgia whilst she is in hospital. We can still have dinner or lunch together as a family.

We are lucky to have family in Geelong and Melbourne but some families don't so they have to relocate the whole family to Melbourne whilst their child is having treatment. Georgia can also have some of her friends visit her. It will allow Georgia to go to kinder more often as when you have an appointment at RCH it takes the whole day up by the time you get your blood tests done, see the doctor in the clinic and then get your chemotherapy done.

We are very fortunate to have such a lovely Children's Ward in Geelong - everybody is so wonderfully warm to us each time we visit, all the nurses and the people who clean and deliver your meals. The nurses are outstanding and should have the best ward to work in. Georgia has spent over 50 days during the past eight months in Geelong Hospital, with most stays being for over 10 days. Due to her low immunity she is not allowed out of her room, Georgia is amazing at keeping herself entertained but has loved her visits from Marli (Barwon Health volunteer) who brings in craft & sticker activities for the children.

*Kaaron*  
Kaaren Falla





# WELCOME BOOST

## for Barwon Medical Imaging

The introduction of new state-of-the-art equipment to Barwon Medical Imaging (BMI) is welcome news to Geelong patients.

The new Magnetic Resonance Imaging (MRI) and Positron Emission Tomography - Computed Tomography (PET/CT) machines are giving patients local access to state-of-the-art diagnostic tools.

MRI is an imaging technique which uses a strong magnet and radio frequency energy to produce images. MRI images show the soft tissues of the body including muscles, nerves, brain, discs, ligaments and cartilage.

Two new MRI systems were installed in February 2009 and opened the following month, replacing the former 12-year-old technology. The MRI scanners are roomier for patients, providing faster, quieter and more comfortable scans. The new 3 Tesla scanner is twice as powerful as conventional scanners, producing incredibly detailed images.

Operations Manager Jeff Umbers said: "With the new MRI facility, BMI is able to provide world-class MRI imaging with minimal waiting times to the whole Geelong community."

The opening of a new PET/CT service in September 2010 - the first of its kind in a public hospital in regional Victoria - means Geelong residents now have better access to life-saving cancer facilities. The Siemens mCT scanner also provides a boost to BMI's CT service, reducing CT waiting times for all patients.

PET/CT accurately locates hard-to-detect tumours and produces a 3D image showing the location of disease and functioning of organs and tissue.

For Herne Hill resident John Gillett, the new scanner meant earlier detection of cancer which had spread to his lung.

John was diagnosed with bowel cancer over four-and-a-half years ago and thought he had beaten it.

As John was about to set off for a caravanning holiday with wife Barbara, he had a routine test before he left. The results showed he still had cancer in his system and results from a CT scan confirmed the cancer had spread to his right lung.

"I was then sent into Geelong Hospital for a PET scan to prove there was no other cancer in my body," John explained.

"Normally this would have been in Ballarat or Melbourne but luckily we now have it in Geelong. I used the equipment when it was only a month old.

"The worst part though, was that the PET scan showed a shadow on my left lung, which could mean the cancer has spread.

"Without that machine in Geelong, I would have had to go to Melbourne to be diagnosed with what I had."

The grandfather of ten will now have a follow-up chest CT scan to compare with the PET/CT images to find out if he will need to undergo a course of chemotherapy. John remains optimistic he can beat it.

**For further information about BMI services, log on to [www.barwonmedicalimaging.com.au](http://www.barwonmedicalimaging.com.au)**

# Living well for life

It's a Wednesday afternoon and through the doors of Norlane's Dorothy Thompson Day Program, the tune of the Beatles' 'When I'm 64' can be heard being sung with gusto.

One of the singers, 90-year-old Gertrude, has worked out if John Lennon were alive today, he would be 20 years her junior. Despite the small irony, Gertrude and her fellow singers continue in near-harmony.

Welcome to Well for Life, a day program aimed at improving the nutritional and physical activity of older people.

Around Geelong, four day programs are operated by Barwon Health at Norlane, Torquay, Anglesea and Belmont.

Program participants live independently in the community, either on their own or with their family carer and range in age from 40 through to their late nineties. They are collected for their daily program - whether they attend one day a week or four - by a Barwon Health bus or community taxi.

A typical day might involve a cooking lesson, group exercises and newspaper reading and discussion, a craft session or a bus trip down the coast.

In 2010, the program has been further enhanced to include a focus on improving emotional wellbeing, which is essential to a happy and healthy life.

To incorporate emotional wellbeing into the existing program, activities were broadened to include more sensory stimulation such as Wii games, gardening and the arts. So far, the new activities have been warmly received by clients.

As Dorothy Thompson Day Program leader Rose de Kook explains, the clients come from different backgrounds and circumstances.

"Participating in the day program plays a big part of keeping people at home for as long as possible," Rose said. "It keeps them involved in the community and what's happening in their neighbourhood."

"The program attracts clients by referrals from GPs, community services along with self-referrals," she said. Numbers are capped at 21 participants per day.

New to the program is 97-year-old Mick, who started coming to the Norlane Day Program in mid-2010.

Mick was originally apprehensive about taking part in the day program. In fact, when carers initially showed him around the rooms, he was looking everywhere for the beds, scared it was another aged care facility. He started coming one day a week and that soon turned into three.

"I just enjoy it," Mick said.

"There's a good show all the time. I've made a lot of friends. We go out on the bus, it's good. They're good people."

Having fathered 14 children, Mick never had his license or drove a car ("I was too busy pushing a pram," he says) so was thrilled when a vintage car display came to the Dorothy Thompson centre earlier in the year.

"I see everything," he said, "If there's something special on, I go and see it. I'm lucky to get out and be as good as I am."

"They're good to me, they come and pick me up and take me home on the bus. I'm happy the way I am. I'm enjoying life."

**For further information regarding Barwon Health Day programs contact:**

**Norlane / 5278 2198**  
**Belmont / 5260 3297**  
**Torquay / 5260 3910**  
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# building healthier communities through research

Everyday people, with everyday lifestyles are helping researchers in Geelong discover important information to help build a healthier community.

In 1993, Barwon Health researcher Associate Professor Julie Pasco and her team began the Geelong Osteoporosis Study (GOS). GOS assesses different people from around Geelong to look at the combined effects of lifestyle factors such as diet and exercise, mental health and genetics to discover what kind of lifestyle factors increase the risk of developing osteoporosis.

Eighteen years after it began, the study is still creating significant findings for the prevention and treatment of osteoporosis. The findings are also valuable in collecting data on other illnesses such as osteoarthritis, cardiovascular disease, obesity and more.

Associate Professor Pasco said the study looks at adults at any age and at any level of health.

"Osteoporosis affects many people. In fact, it affects 60 per cent of women and 30 per cent of men over the age of 60. So there is great need to learn more about the disease and continue to move towards innovative ways to prevent and treat it."

"It's a small but very valuable contribution that participants in the study make and that's benefiting Geelong and the future health of people right across Australia."

Geelong has a good mix of urban and rural areas and varying socio economic factors. Over 3,000 men and women, aged between 20 and 99 years of age, are committed to the study."

"The involvement of the community is highly appreciated and people who participate in the study should feel a sense of satisfaction that they are, among other things, helping develop evidence to shape policy", she said.

The study measures participants' bone density, body composition, and general health. There is an 80 per cent retention rate and participants are required to return for follow up once every two to five years.

Daryl Usher, of Leopold, is one of the participants in the ongoing study. Plumber by trade, Daryl wasn't at all apprehensive about joining the study.

"It's a good thing to do. It's quick, easy and convenient. I don't know why more people don't do it!"

"A bone scan isn't something you usually have so it's great to have your health monitored so thoroughly.

"The plus side is it can easily be worked into your lifestyle in terms of work/life balance. It's a small commitment and I'm glad to be a part of it."

Findings from the GOS study have so far changed health policy, broadened eligibility criteria for osteoporosis treatment, broadened drugs to treat fractures, developed a bone density reference range, and more.

Barwon Health has more than 400 different research studies in a variety of different areas.



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# planning ahead



Having a chronic illness can take an incredible toll on wellbeing and health. The treatment, doctors' visits, specialist visits and pharmacy visits can be very demanding on a person with a chronic condition.

The Multiple Sclerosis (MS) Assessment and Planning Clinic at both the McKellar and Belmont Community Rehabilitation Centres is proving to benefit clients greatly with the management and monitoring of their illness. Operating twice a month, the specialist clinic provides a dedicated service to people living with MS.

It was recognised that people with MS were in need of an integrated service that would combine and connect clients with a range of healthcare professionals at one time.

MS is an incurable disease that attacks the body's central nervous system causing long-term and permanent neurological damage. It can cause damage to vision, loss of balance, extreme fatigue, memory loss, weakness and poor mobility.

MS affects clients in a way that means a number of health professionals are required in order to maximise their health outcomes. Rather than having a number of appointments with different health professionals over a period of time, the MS clinic gives people access to a range of services in one appointment. This includes occupational therapists, physiotherapists, neurologists, nurses, rehabilitation consultants, social workers and speech pathologists.

Dy Tattersall, aged 48, was diagnosed with MS in 1996. The mother of three suffered a knee injury playing netball and after seeking treatment for the injury, she began a series of tests which lead to her diagnosis.

"I was pretty scared when I was diagnosed, I didn't know a lot about MS so things like 'what's going to happen to me?' and 'will I end up in a wheelchair?' were running through my mind," said Dy.

Dy has what is called secondary progressive MS; this means her condition declines over time. Dy experiences weakness in her legs, impaired mobility, fatigue and difficulty sleeping. Dy still leads a very busy and active life raising three children and working part-time as a mental health support worker.

Since Dy started accessing the MS clinic, she has gained a lot of positives on how to manage her condition.

"It's great to have access to everyone I need at the same time.

"Staff have helped me identify how to centre my weight better to improve my balance and posture. I used to play a lot of sport so it's good to be able to speak to a physio about how my body feels. I get great advice.

"If I have any questions that I need answered, they point me in the right direction. I'm taking care of things with their help before I need to; planning ahead. I've had home visits from the occupational therapist (OT) who has shown us where to put hand rails to make things safer at home.

"The OT was also able to identify other modifications that would make my house a lot safer. Our bathroom was a big problem for me in that our shower was over the bath and quite unsafe. With her help I was able to apply for a grant to have our family bathroom completely remodeled to suit my needs while still meeting the needs of our family.

"I absolutely love my new bathroom, and the whole family thinks it's pretty good too. We were thinking of selling up but with the help of Belmont CRC OT staff, the Aids and Equipment Program and all involved in making my bathroom safe, we can now stay in our own house with confidence."

Leonie Cairns, who is the MS Clinic Coordinator, has seen some real positives arise from the clinic.

"The MS Clinic provides clients with a collaborative approach to their health care. On the clinical side, health professionals from different areas come together to assess the progression of a client's MS while identifying their needs and clients are encouraged to bring their family/carer to attend the clinic as well so they can get a better understanding.

"We're finding that clients are more up-to-date with information about MS and we're providing an ongoing support to clients as much as possible. We are able to offer a taste of therapy that people with MS may be interested in accessing without waiting until a specific problem arises," said Leonie.

**Access to the clinic can be gained through a referral from a GP or treating specialist.**

# monitoring quality of care

## CONSUMER, CARER AND COMMUNITY PARTICIPATION

### CONSUMER PARTICIPATION

At Barwon Health, our commitment to consumer participation is a significant component of our key strategic goal of ensuring a positive experience for the community.

Consumer participation occurs at many levels of the organisation through activities such as community consultation and partnership on governance and management committees, and within improvement initiatives or clinical risk management activities.

### CLINICAL EFFECTIVENESS

Clinical effectiveness refers to ensuring the right care, at the right time, by the right clinician. It is also about making sure each patient is informed and involved in their own care. Strategies such as active involvement of consumers in their care, fostering clinical innovation, streamlining clinical processes, evidence based care, measurement of clinical care processes (particularly clinical outcomes), clinical audit and the safe introduction of new procedures and therapies are key components of every day care.

### EFFECTIVE WORKFORCE

Our staff are well trained and supported. A comprehensive workforce development program is in place to ensure clinicians and managers maintain high levels of competency to perform the tasks that are required of them. Processes are in place to support the appropriate recruitment, retention, credentialing and annual review of practice, and professional standards.

### RISK MANAGEMENT

Clinical risk management is part of a broader organisational risk management system, which integrates the management of strategic and business risk. Minimising clinical risk and maintaining a high level of clinical safety is achieved through the continuous improvement of work processes that are proven forms of prevention.

## CLINICAL GOVERNANCE

All care provided by Barwon Health is underpinned by an effective system of clinical governance. This means our staff doing the right thing as part of a safe, high quality program with appropriate accountability to patients, management and the community. Over the last year, the program has continued to evolve by adding more monitoring and reporting requirements as per the Victorian Department of Health's clinical governance policy framework. Despite the increased scope and complexity of the program, in 2010 Barwon Health again achieved high levels of performance in almost every area.

Our commitment to excellence and quality is what drives us to deliver the best care possible.



## CONSUMER FEEDBACK

To maintain quality and ensure patient satisfaction, feedback is an important tool in getting it right. Barwon Health's Consumer Liaison role is to ensure complaints are managed to the complainant's satisfaction.

During the 2009/2010 financial year, 394 complaints were received. Initial contact with the Consumer Liaison revealed that women (70 per cent) were more likely to contact the Consumer Liaison compared to men (30 per cent). The major mode of contact was the telephone (51 per cent) and increasingly over this period was the use of email (8 per cent). The annual total when compared to the previous reporting period has shown a decrease of 23 per cent.

Table shows the number of complaints made have decreased in 2009/2010

	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4	TOTAL
2007/2008	214	176	178	112	680
2008/2009	136	157	112	111	515
2009/2010	89	88	89	128	394

Barwon Health aims to have all complaints closed within 30 days. During this reporting period, the majority (99 per cent) were closed within this timeframe.

Some of the improvement activities that occurred were in the areas of:

- Emergency Department; changes to processes meant a 20 per cent improvement in patient admissions within 8hrs and non-admitted discharges less than 4hrs, and a decrease of 10 per cent in wait times.
- Elective Surgery Waiting List; Identified and implemented numerous strategies to reduce the waiting time for surgery.
- Outpatient Department; implemented patient focused bookings and other strategies to streamline the GP referral process.

## HEALTH CARE & TREATMENT: VICTORIAN PATIENT SATISFACTION MONITOR (VPSM)

The Department of Human Services conducts patient satisfaction surveys throughout the State. This is known as the Victorian Patient Satisfaction Monitor (VPSM). The purpose of the VPSM is to assist hospitals in identifying strategies that can improve services and patient satisfaction.

Geelong Hospital is benchmarked against 12 Metropolitan hospitals. The following table outlines the Geelong Hospital's results for the last financial year.

REPORTING PERIOD	JUL - DEC 2009		JAN - JUN 2010	
	GEELONG HOSPITAL	PEER ORGANISATIONS	GEELONG HOSPITAL	PEER ORGANISATIONS
Number of respondents	220	2185	218	2171
Overall Care - measures patient satisfaction with the overall care experience during their hospital stay	75%	74%	76%	75%
Consumer Participation - measures patient satisfaction with the degree of involvement in deciding care and treatment	77%	77%	77%	77%
Discharge Information - measures patient satisfaction with the written information given about how to manage their condition and recovery at home	89%	85%	87%	85%

Overall, 438 patients who responded were satisfied with their care, the level of involvement they had in their care and treatment and the written information they took home. In all instances, Geelong Hospital was equal to and higher than peer organisations within the category.

McKellar Centre - Inpatient Rehabilitation Centre is benchmarked against 13 metropolitan and regional rehabilitation centres. The following table outlines the Inpatient Rehabilitation Centre results for the last financial year.

REPORTING PERIOD	JUL - DEC 2009		JAN - JUN 2010	
	MCKELLAR CENTRE	PEER ORGANISATION	MCKELLAR CENTRE	PEER ORGANISATION
Number of respondents	192	1111	179	1270
Overall Care - measures patient satisfaction with the overall care experience during their hospital stay	77%	73%	76%	73%
Consumer Participation - measures patient satisfaction with the degree of involvement in deciding care and treatment	77%	73%	77%	73%
Discharge Information - measures patient satisfaction with the written information given about how to manage their condition and recovery at home	95%	91%	86%	85%

Overall 371 patients who responded to the VPSM were satisfied with their overall care experience, the level of involvement they had in their care and the information they received regarding how to manage their ongoing recovery at home. In all instances these results were higher than the peer organisations within the category.

## FOOD SURVEY

In January 2010, Barwon Health took up the opportunity to join a collection of metropolitan organisations concerned with patient satisfaction with food. Inpatients at both the McKellar site and Geelong Hospital participated.

**Geelong Hospital - 279 patients participated in the survey from January to June 2010. In summary, the following six questions consistently received above 85 per cent:**

- Food staff were always friendly and helpful
- Overall the tray presentation was pleasing
- Meals were served at a suitable temperature
- Appearance of the meals was acceptable
- Meal servings were adequate
- Always received the food that was ordered

**Patients consistently scored the following three questions between 75 per cent and 85 percent:**

- Whether the meals were enjoyable
- Beverages served at a suitable temperature
- Whether the taste of the meal was satisfactory.

**McKellar Centre - 360 patients and residents participated in the survey. The food survey consistently achieved 90 per cent and above results in all nine questions:**

- Food staff were always friendly and helpful
- Overall the tray presentation was pleasing
- Meals were served at a suitable temperature
- Appearance of the meals was acceptable
- Meal servings were adequate
- Always received the food that was ordered
- Whether the meals were enjoyable
- Beverages served at a suitable temperature
- Whether the taste of the meal was satisfactory.

## ETHNIC HEALTH SERVICES - WORKING WITH A DIVERSE COMMUNITY

Communication is recognised as a key issue for non-English speaking consumers. Therefore, access to interpreters is critical to promote communication between consumer and clinician to ensure involvement in care and treatment planning. The Ethnic Health Service continues to meet the challenge of providing interpreters for an increasing number of consumers (see Figure 1). Alternative methods are sometimes used such as video remote interpreting or telephone interpreting. During 2009 -10, we have been able to provide 98 per cent of requests for interpreters.

**Figure 1 Total number of interpreters provided annually**

TIME PERIOD	TOTAL NUMBER OF INTERPRETERS BOOKED	TOTAL NUMBER OF VARIANCE	% OF VARIANCE
July 2005 to June 2006	2,455	-	-
July 2006 to June 2007	3,024	+ 569	23%
July 2007 to June 2008	3,383	+ 359	12%
July 2008 to June 2009	4,083	+ 700	20%
July 2009 to June 2010	4,165	+ 82	2%

For new and emerging communities Barwon Health takes all steps to secure interpreters (see Figure 2).

**Figure 2 Number of bookings for new and emerging languages**

EMERGING COMMUNITIES	BOOKING NUMBERS 2006/2007	BOOKING NUMBERS 2007/2008	BOOKING NUMBERS 2008/2009	BOOKING NUMBERS 2009/2010
Karen	0	84	823	1053
Nuer	20	83	174	144
Mandarin	36	81	79	175
Dinka	11	48	129	68
Albanian	12	37	24	28

## New Interpreting Model Trialled

### Trial 1

Barwon Health and the Victorian Multicultural Commission's (VMC), Multilingual Technology Strategy investigated the potential use of technology for interpreter sessions. The project considered the use of video conferencing and the internet to provide people with low English proficiency particularly in remote, rural and regional locations an alternative mode of accessing interpreters. Barwon Health's Corio Community Health Centre (BHCCHC) is noted for having a higher proportion of both culturally and linguistically diverse communities in comparison to other suburbs in the greater Geelong region.

### Trial 2

Barwon Health entered into a pilot project with the Department of Human Services, Disability Services Division - Video Relay Interpreting to improve access and maintain quality communication.

In March 2010, Geelong's deaf community benefited from quicker and easier access to Auslan interpreters via the Video Relay Interpreting (VRI) Service - the first of its kind in Victoria.

The new service minimises barriers of distance, time and cost involved with providing Auslan interpreters, especially in regional and rural areas across Victoria. Geelong Hospital will be able to quickly and easily access interpreting services even when an interpreter is not able to be physically present at the hospital.

## IMPROVING CARE FOR ABORIGINAL & TORRES STRAIT ISLANDER PATIENTS

Barwon Health has strong links with the traditional landowners in the Barwon region, providing direct support to the Wathaurong Co-operative on a clinical level and employing one of their Elders as a Liaison worker. The Aboriginal Health Liaison Officer (AHLO) is an Executive Board Member of the Victorian Aboriginal Community Controlled Health Organisation (VACCHO).

This direct contact role ensures the cultural needs of Aboriginal people are addressed when referrals and service needs are being considered. The AHLO provides resources and secondary consultation to staff of Barwon Health to ensure they are culturally aware of the needs of Aboriginal people. Future planning will include organisation-wide, culturally specific training.

The collection of appropriate data processes has facilitated an increased awareness of health challenges and pressures for our local communities. The AHLO works with Barwon Health staff to develop an appropriate discharge plan and referral to primary and community services to best meet individual needs.

Barwon Health is an active member of NAIDOC Week activities and this year hosted the "Beyond Smoke & Mirrors" exhibition displaying glass sculptures from the local Wathaurong members. This was a collaborative project between Wathaurong Aboriginal Co-Op, City of Greater Geelong and Barwon Health.

## ACCREDITATION RESULT FOR ACHS STANDARD 1.6

Barwon Health is fully accredited to all of the ACHS standards until August 2013.

**Standard 1.6, "The governing body is committed to consumer participation"** has three criteria:

1.6.1 - Input is sought from consumers, carers and the community in planning, delivery and evaluation of the health service

1.6.2 - Consumers / patients are informed of their rights and responsibilities

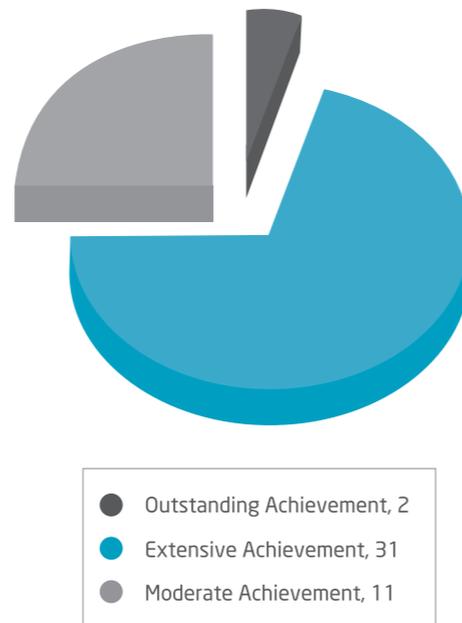
1.6.3 - The organisation makes provision for consumers / patients from culturally and linguistically diverse backgrounds and consumers / patients with special needs

The minimum requirement for accreditation is to be awarded MODERATE ACHIEVEMENT; Barwon Health received the higher rating of EXTENSIVE ACHIEVEMENT for each of the criteria.

**The ACHS surveyors made the following comments in their report:**

"Consumer participation is well supported at Executive level, with the Consumer Engagement Committee providing community views on health issues to the Board of Directors. Significant projects have been undertaken; or are in process, to improve the health status of the community. Multilingual information regarding rights, responsibilities and privacy are available and given to patients on admission. The *Welcome to Barwon Health* brochure is a succinct, user-friendly publication. Well-managed systems are in place for ensuring that the needs of culturally and linguistically diverse patients/consumers are met. The development of a Refugee Health Service model has provided opportunities for timely and accessible specialist services delivered by local health care providers. The Department of Veterans' Affairs regards Barwon Health's program for veterans and war widows as best practice".

Overall performance against all 44 accreditation criteria is shown below.



## QUALITY & SAFETY

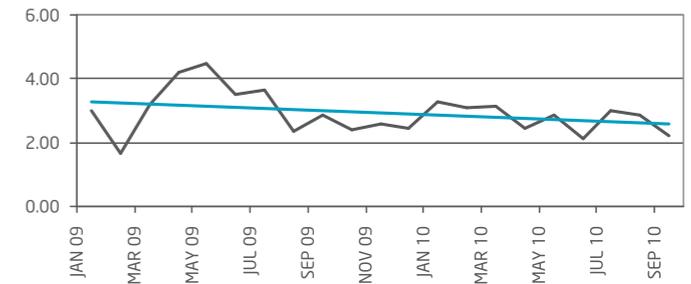
### FALLS INCIDENCE & PREVENTION

The incidence of falls has reduced significantly throughout the organisation. This is a result of implementing strategies to minimise the risk of falls such as special lift care beds, increased observation and assessment of the potential to have a fall.

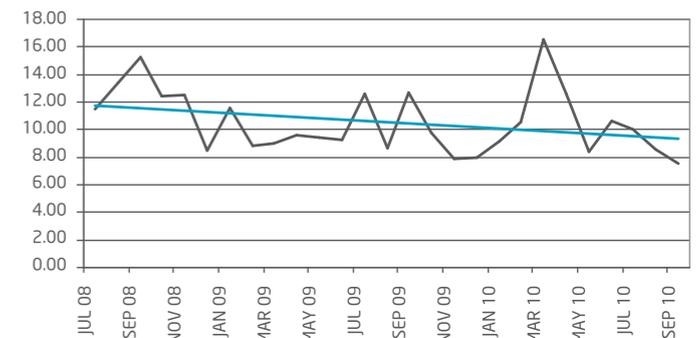
Falls prevention is a national and statewide health priority and at Barwon Health all falls are reported and reviewed by each service as well as the Barwon Health Clinical Risk Management Committee and the Board Quality and Clinical Governance Committee.



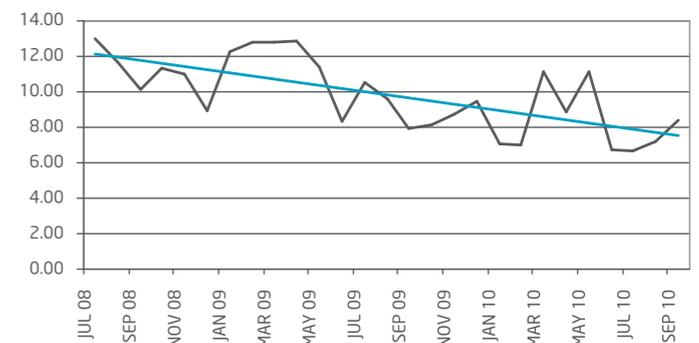
Falls/1000 Occupied Bed Days: Acute Care Services



Falls/1000 Occupied Bed Days: Sub-Acute Services



Falls/1000 Occupied Bed Days: Aged Care Services



## CLINICAL SAFETY

Barwon Health is committed to delivering significantly improved health outcomes to the community. To achieve this, we monitor and analyse our performance in clinical safety to identify areas of high performance and also areas requiring improvement.

Clinical incidents and feedback (complaints) are reported through the "RiskMan" electronic incident reporting database. RiskMan is available to all Barwon Health staff and in 2010 there were 4,642 staff registered to use it. Every incident reported through RiskMan is reviewed by the Governance Support Unit and then distributed to relevant staff. The RiskMan database allows managers to customise and run reports according to their specific needs, aids them in the identification of real time trends and themes. Incidents that have significant adverse outcomes are distributed to relevant managers for review and action if indicated. The consistently high incident reporting rate across Barwon Health reflects a culture and focus on system improvement. All incidents involving significant events are tabled each month at the Clinical Risk Management Committee.

In December 2009, Barwon Health was one of six lead implementation sites for the phased rollout of the Victorian Health Incident Management System (VHIMS) throughout Victoria. VHIMS is a state-wide mandatory electronic incident reporting system being introduced by the Department of Health (DoH). VHIMS uses the information submitted via RiskMan. The roll out of VHIMS to every Victorian health agency will be completed in early 2011 and once completed will permit Barwon Health to compare clinical performance with other health services.

Incidents that are sentinel or have a severe or potentially severe preventable outcome are reviewed by senior clinicians and improvements are made to prevent a similar incident happening again. Barwon Health reported no 'Sentinel Events' in the last financial year.

Analysis of the 2009/2010 data has seen a decrease in the rate of preventable significant adverse events. The preventable significant adverse event rate for 2009/2010 was 0.43 per cent of all reported incidents as compared to 0.68 per cent in 2008/2009.

### The major themes identified from the Riskman Database are:

- Pressure Injury
- Infection
- Unexpected complication of a procedure
- Equipment
- Falls

The 2009/2010 significant adverse event rate for acute care was 1.12 per cent compared to 1.10 per cent in 2008/2009 of all acute care incidents reported.

The 2009/2010 significant adverse event rate for residential aged care was 0.25 per cent compared to 0.34 per cent in 2008/2009 of all residential aged care incidents reported.

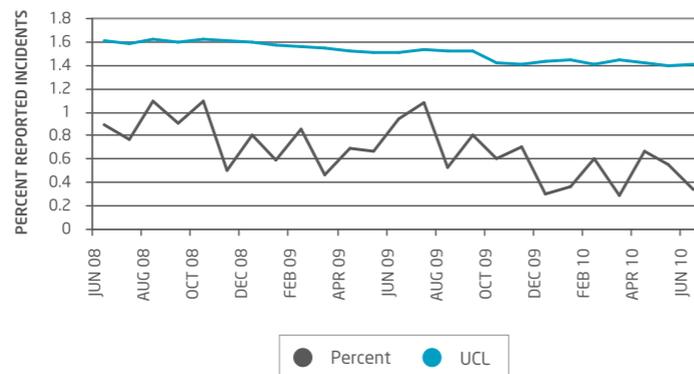
The 2009/2010 significant adverse event rate for mental health/drug and alcohol services was 0.19 per cent compared to 0.26 per cent in 2008/2009 of all the mental health/drug incidents reported.

The 2009/2010 significant adverse event rate for ambulatory care was 0.17 per cent data for 2008/2009 comparable as variation in reporting structure.

### Sentinel events acute sector

	DEATH	PERMANENT DISABILITY
07/08	0.02%	0.00%
08/09	0.00%	0.02%
09/10	0.00%	0.00%

### Significant Adverse Event rate



FIGURES FOR SIGNIFICANT ADVERSE EVENTS		
Jun-08	0.9	1.62
Jul-08	0.77	1.58
Aug-08	1.1	1.62
Sep-08	0.91	1.60
Oct-08	1.1	1.63
Nov-08	0.5	1.62
Dec-08	0.81	1.59
Jan-09	0.59	1.57
Feb-09	0.86	1.56
Mar-09	0.47	1.55
Apr-09	0.69	1.53
May-09	0.67	1.51
Jun-09	0.95	1.51

FIGURES FOR SIGNIFICANT ADVERSE EVENTS		
Jul-09	1.08	1.53
Aug-09	0.53	1.52
Sep-09	0.81	1.52
Oct-09	0.6	1.42
Nov-09	0.7	1.41
Dec-09	0.3	1.44
Jan-10	0.37	1.44
Feb-10	0.6	1.41
Mar-10	0.29	1.45
Apr-10	0.67	1.42
May-10	0.55	1.39
Jun-10	0.344	1.41

## INFECTION PREVENTION

### Start Clean Strategy

We are now approaching the final year of the Department of Health four year Victorian Infection Control Strategy 2007/2011.

### This plan includes:

- **Cleaning**

Cleaning standards have been developed and internal and external auditing is ongoing. Areas such as the Intensive Care Unit and operating theatres are deemed to be high-risk areas and require more intense cleaning; the cleaning assessment score for these areas must be above 90. The external audit conducted in October 2010 returned an average score of 95.7 for these very high-risk areas, which is an excellent result.

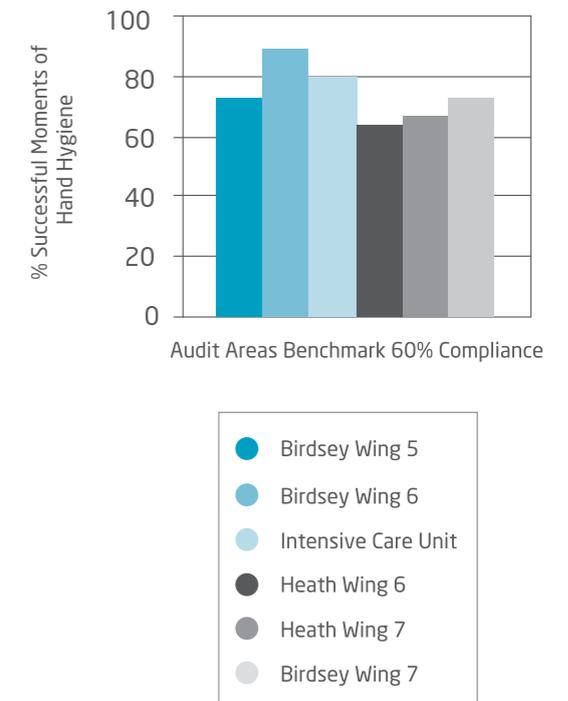
- **Antibiotic usage**

Barwon Health monitors and records the prescribing and use of antibiotics in a bid to reduce the spread of antibiotic resistant infections. We have introduced the 'Guidance DS' web based clinical decision support tool for prescribers to ensure a better use of medicines and provided extensive ongoing training for prescribers by a project pharmacist and an Infectious Diseases physician.

- **Hand Hygiene**

Contaminated healthcare workers' hands are the major route of transmission of multi resistant organisms. Hand hygiene is the most effective infection prevention strategy. To ensure staff comply with the five moments of hand hygiene, regular audits are conducted. There is a required compliance of 60 per cent and results returned are well above this level.

### Hand Hygiene Audit Results July 2010



• **Monitoring of MRSA**

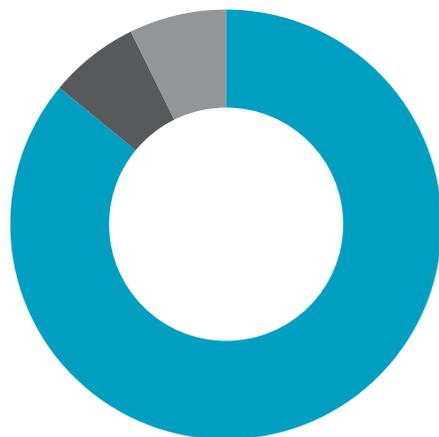
Due to the success of the hand hygiene project, we have seen a considerable reduction in the incidence of hospital acquired MRSA. We have lowered our internal benchmark for MRSA from eight new cases per month to four.

The Infection Prevention Services' core business is the surveillance of cardiac surgery, orthopaedic total and partial hip and knee replacement surgery, colorectal surgery, intensive care central line surveillance, hospital and community acquired Staphylococcal aureus blood stream infections, haemodialysis and recently added to the list is the Clostridium difficile infections (antibiotic induced colitis). The Clostridium difficile surveillance is now on a national level as this microorganism is causing concern in hospitals in Britain, Europe, USA and Canada. All surveillance is part of the statewide program and is submitted to the Victorian Infection Control Nosocomial Infection Surveillance System (VICNISS) coordinating centre. This centre provides contributors with quarterly reports.

**MEDICATION SAFETY**

There are very few medication errors that result in a serious impact on patients at Barwon Health. Identifying less severe errors through incident reports makes it possible to introduce system changes to prevent further errors.

**Medication Error Breakdown 2009/2010 Year**



- Administering Medication 86%
- Pharmacy Dispensing 6.7%
- Doctor Prescribing 7.3%

The Medication Safety Monitoring Committee, made up of Doctors, Pharmacists and Nurses, oversees efforts to reduce medication errors and respond to medication safety alerts issued by state, national and international bodies.

**Regular audits are undertaken of:**

- Medication charts to ensure safe communication of prescriptions (clear and legible writing)
- The use of blood thinners and compression stockings to reduce Deep Vein Thrombosis in hospitalised patients
- Appropriate use of antibiotics to prevent emergence of resistant microbes

The Committee also reviews the safe storage of medication, ensuring security is at an appropriate level.

A medication sachet system is being implemented across Aged Care, which will improve the safety and timeliness of administration of medication to residents.

The medication safety pharmacist is involved in increasing awareness throughout Barwon Health about potential risks related to medication use, particularly with high risk medications such as insulin and blood thinning agents.

A new version of the inpatient medication chart was implemented in January 2010 to improve the safety of prescribing, including a paediatric specific medication chart and a revised insulin dosing chart.

The Pharmacy Department is also involved in a number of medication projects and was awarded the annual quality improvement project of the year award within Barwon Health. The project demonstrated improved medication use across the care interfaces of admission, inpatient stay and discharge through a medication reconciliation process.

**BARWON HEALTH ORAL HEALTH SERVICE**

The Barwon Health Oral Health Service reports Clinical Indicators to Dental Health Services Victoria (DHSV).

In 2009/2010, 15,907 individual patients received dental care with the Service performing well in all indicators compared with Regional & State-wide ranges and averages.

The demand for Community Oral Health Services continues to grow in Geelong, with nearly 6,000 new patients registering for emergency and general dental care in 2009/2010.

Waiting times for dental care are consistent with State averages and emergency care (Categories 1 > 5) is provided within the designated timeframes.

**Clinical Quality Indicators 2009/2010**

	ACTUAL	TARGET	VARIANCE
Repeat emergency care within 28 days	7.6%	5.8%	1.78
Restorative retreatment within 6 months	5.8%	5.8%	0.02
Unplanned returns within 7 days of extraction	0.5%	1.5%	-1.03
Endodontic retreatment within 6 months - Repeat endo	0.0%	5.0%	-5.00
Endodontic retreatment within 12 months - By extraction	0.0%	5.0%	-5.00
Denture remakes within 12 months	1.2%	5.0%	-3.76
Fissure sealant retreatment with reseal within 2 years	2.3%		
Fissure sealant retreatment by other mode within 2 years	2.0%		
Pulpotomy retreatment by extraction within 6 months	6.2%		
<b>Service performance</b>			
Individuals treated	15,907	14,731	1,176
<b>Access Performance</b>			
Adults General Wait List - waiting time (months)	25.2	23.0	2.2
Adults Denture Wait List - waiting time (months)	24.8	22.0	2.8
Adults Denture Wait List - high priority-waiting time (months)	0.1	3.0	-2.9

**PRESSURE INJURIES**

Pressure injuries are a largely preventable adverse outcome of a visit to hospital or other health care facility. Barwon Health continues to contribute data to the Department of Health for the Pressure Injury Clinical data set.

Barwon Health's results continue to reflect a high reporting culture with a higher incidence of superficial or minor pressure injuries (stage one and two), and with the more severe pressure injuries (stage three and four) continuing to be within the State average.

**Results for 2009/2010**

- High reporting culture at Barwon Health
- Majority of pressure injuries are Stage one or two (less severe)
- Stage three or four pressure injuries (most severe) are within the State average
- The completion of pressure injury risk assessments of patients on admission is again at the high end of the State's results

**RESEARCH**

Over 400 research studies are currently underway at Barwon Health. The quality assurance and improvement studies, which are specifically designed to evaluate current processes or improvements to the delivery of health care, made up 14 per cent of research applications in 2009/2010.

**These projects cover a broad range of areas including:**

- surgery/anaesthesia
- radiation oncology
- pharmacy
- inpatient rehabilitation
- infection control
- palliative care
- physiotherapy

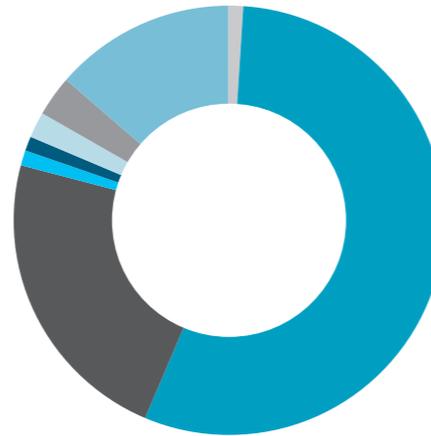
These projects are funded through the Victorian Department of Health, the Commonwealth Department of Health and Ageing, National Health and Medical Research Council, universities (Deakin, University of Melbourne, and Charles Sturt) as well as The Nurses Board of Victoria and Society of Hospital Pharmacists.

The application of each research project's findings to improving patient care is unique as noted in the table on the following page.

A sampling of applied research studies at Barwon Health.

PROJECT TITLE	FUNDING SOURCE	NEW APPLICATIONS
Enhanced recovery after abdominal surgery	Victorian Department of Health	Improve recovery times after abdominal surgery
Improving the uptake and impact of Asthma Action Plans: a Collaborative Disease Management approach	Society of Hospital Pharmacists of Australia	Increase use of asthma action plans
My care, my experience: increasing consumer participation to improve the inpatient rehabilitation experience - a controlled before-and-after study	Victorian Department of Health	Improve the inpatient rehabilitation experience
Audit of Hospital Safety Culture and Compliance	Unfunded	Improve hand hygiene
Clinicians Adherence to Antibiotics Approval System	Unfunded	Improved antibiotic use potentially leading to less resistance
An implementation trial of a telephone based care management program targeting depression for patients following myocardial infarction	Commonwealth Department of Health and Ageing	Improved system to care for and follow patients after heart attack

New Research Applications 2009/2010



- Basic/Applied Research - 1%
- Clinical Research - 55%
- Clinical trial under CTN/CTX - 23%
- Epidemiological research - 1%
- Grant application - 1%
- Psychological - 2%
- Public Health - 3%
- Quality Assurance - 14%

# QUALITYofCARE

READERS' SURVEY



**WIN**  
one of two  
Contours gym  
memberships!

## WHAT DO YOU THINK OF THIS MAGAZINE?

We invite you to comment on Barwon Health's Quality of Care Magazine so that we can continue to improve and meet your needs.

By completing and returning our reader survey, you will go into the draw to **win one of two 12 month gym memberships (valued at over \$700 each) from Contours!** Simply return this questionnaire by 24th February 2011. All winners will be notified by telephone.

### 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. Did you like the magazine format?

Yes  No  Indifferent

comment \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

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

1  2  3  4  5

Too Technical

Very Interesting

comment \_\_\_\_\_

\_\_\_\_\_

continued overleaf..

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

1  2  3  4  5  
Strongly Disagree Strongly Agree

comment \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

Yes  No

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

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

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

< 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 \_\_\_\_\_

**Please remember to include your name and telephone number to be eligible to win one of two Contours gym memberships.**

**\*Memberships are for twelve months.**

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

*Thank you for your time*



**HOSPITAL SERVICES**

**GEELONG HOSPITAL - Bellerine Street, Geelong**

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

**AGED CARE**

General enquiries	5279 2222
Alan David Lodge	5260 3980
Blakiston Lodge	5279 2341
Percy Baxter Lodges	5279 2240
Wallace Lodge	5279 2761
Barwon Regional Aged Care Assessment Services	5279 2246
Opportunity Shop - 9 Minerva Road, Herne Hill	5222 6179

**REHABILITATION SERVICES**

**MCKELLAR CENTRE, 45-95 Ballarat Road, North Geelong**

General enquiries	5279 2222
McKellar Inpatient Rehabilitation Centre	5279 2222
McKellar Community Rehabilitation Centre	5279 2222
McKellar Hydrotherapy Centre	5279 2222
Belmont Community Rehabilitation Centre	5260 3290
120 Settlement Road	

**COMMUNITY HEALTH CENTRES**

Anglesea - 11 McMillan Street	5260 3901
Belmont - 1-17 Reynolds Road	5260 3778
Corio - 2 Gellibrand Street	5260 3800

Newcomb - 104 - 108 Bellarine Highway	5260 3333
Torquay - 100 Surfcoast Highway	5260 3900

**COMMUNITY HEALTH SERVICES**

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

**Day programs**

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

**Dental services**

Belmont	5260 3710
Corio	5260 3827
Newcomb	5260 3540

**Community Nursing**

Belmont	5260 3635
Corio	5260 3814
Newcomb	5260 3516

**MENTAL HEALTH, DRUG & ALCOHOL SERVICES**

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

**Community Mental Health Teams**

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

<b>BARWON HEALTH FOUNDATION</b>	<b>5260 3355</b>
<b>BARWON HEALTH VOLUNTEER SERVICES</b>	<b>5260 3036</b>

[www.barwonhealth.org.au](http://www.barwonhealth.org.au)

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