

Epwords

Issue 170 Winter 2009

Excellence.
Everywhere.
Everyday.

Professor John Olver

Victor Smorgon Chair of Rehabilitation Medicine at Monash University

John Olver, the face of Epworth Rehabilitation for almost 30 years, has recently been appointed to the Victor Smorgon Chair of Rehabilitation Medicine at Monash University. His new position comprises dual relationships with Epworth HealthCare and Monash University incorporating Epworth Rehabilitation and the Faculty of Medicine, Nursing and Health Sciences.



It is the first academic Chair in the Faculty of Medicine at Epworth HealthCare and only the second time that a Victorian University has selected a Chair in partnership with a private hospital group.

Philip Williams, President of Epworth's Board of Management, is delighted with the news, noting that it is the first in a series of professorial appointments at Epworth.

"John's appointment reflects our commitment to post-graduate teaching and research – and, in particular, the quality of our research in rehabilitation."

"As we all know, John is an internationally-renowned expert in Acquired Brain Injury rehabilitation, who's been a clinical leader at Epworth Rehabilitation since 1985. He was a longtime adviser to TAC on their clinical panel and for more than 20 years, has mentored and trained rehabilitation doctors across Australia, while more recently, in Malaysia.

"His role over the next five years is to foster excellence in research, policy development and professional activities while ensuring that all rehabilitation medicine service commitments to patient care, teaching and research are maintained. Mr Williams said.

Professor Olver said he looks forward to working in partnership with Professor Steve Wesselingh, Dean of the Faculty of Medicine, Nursing and Health Sciences at Monash, and Epworth's Group CEO Alan Kinkade, in jointly setting the agenda in relation to rehabilitation policy, services, research and teaching.

"I am honoured that this position was made possible by the generous financial commitment of the trustees of the Victor Smorgon Institute for Education and Research".

Professor Steve Wesselingh said that the Faculty's relationship with a leading hospital from the private sector will bring a range of benefits: strengthening

the academic aspects of rehabilitative medicine; giving students a better understanding of the topic; and extending the role of Monash in the Victorian health system.

"This is a new and very exciting relationship that will foster improvements to clinical research and to the care that doctors and allied health professionals can offer patients undergoing rehabilitation. We look forward to building on these ties with Epworth HealthCare," Professor Wesselingh said.

Professor Olver's main research interests include outcomes following acquired brain injury through an ongoing prospective long term outcome study, now in its 23rd year, conducted at Epworth Rehabilitation.

Message from the Group Chief Executive



Winter is here and with it comes coughs, colds and flu. I encourage staff to avail themselves of our free flu vaccinations and be vigilant with hand washing and other protections. This is also the time of year when we reflect on the past 12 months and what lies ahead. I believe 08/09 has been remarkably successful and I would like to thank you all and draw your attention to some highlights:

- For the first 10 months of the year, we met our overall financial targets repaying \$24M in debt giving us the ability to invest further in our people and equipment.
- Our Executive Leadership Program is being launched this month investing over \$1M in our people to further assist them in achieving their goals.
- \$15M will be spent on equipment this year. In May, we committed to the purchase of a Jackson Operating Table used primarily for spinal operations. This is the first time such a piece of equipment has been available for use in adult surgery in Victoria. An additional 2.3M will purchase new camera stacks and drills for theatre.
- A new PABX (telephone) system costing over \$1.6M will be installed across the Group to improve responsiveness to our many callers.
- The doctor satisfaction and staff engagement surveys gave us satisfactory results and in some ways better than we expected given the substantial changes we have undergone. This information will be utilised to improve our performance, working environment and delivery of exceptional care.

- The Studer Program is being rolled out to enhance patient/customer service. Congratulations to the Eastern team who have already commenced the program, achieving a significant reduction in nurse calls, patient falls and a greatly improved patient satisfaction level. This month, 10 staff will attend the Program in Chicago to further assist with its application across the Group.
- Our teaching hospital program is progressing well with our doctors committed and engaged in this program. Our clinical audit processes are being significantly enhanced with improved quality of care expected over time.
- The world renowned Cleveland Clinic has entered into an affiliation agreement with us, endorsing our teaching and research initiatives. Initially this will provide opportunities to develop a fellowship program between the respective organisations and expand our clinical trials programs.
- Congratulations to Professor John Olver who has been appointed to the Victor Smorgon Chair of Rehabilitation Medicine at Monash University. This is the first academic Chair in the Faculty of Medicine at Epworth, made possible by the financial commitment of the trustees of the Victor Smorgon Institute for Education and Research. The Victor Smorgon Chairs in Medicine and Surgery will be advertised shortly and filled later this year.
- Development applications for Richmond and Camberwell redevelopments are progressing well with approval expected in the coming months and construction to start in early 2010. These are two early initiatives that will provide exceptional infrastructure for our staff and doctors to work in.

2010 is a major milestone for Epworth as it is our 90th anniversary. If you have any bright ideas on what we should do to celebrate, please contact Susan Wardle on Susan.Wardle@epworth.org.au.

ALAN R KINKADEE
GROUP CHIEF EXECUTIVE

Epwords is a newsletter for Epworth staff. All contributions and ideas are welcomed and considered.

Contact details

Epworth HealthCare
89 Bridge Road
Richmond 3121
Mail Box: 12B
Phone: 9426 8816
Fax: 94266478

Editors

Media and
Communications Team
Phone: 9426 6441
jodie.bareham@epworth.org.au

Thank you

Thanks to the contributors of stories, photos and ideas for this issue of Epwords. Without them this edition would not have been possible.

Disclaimer

The views expressed in Epwords are not necessarily those of the editors. Reproduction in whole or in part is not permitted without prior consent from the editor. The editor reserves the right to edit or condense a contribution in order for it to fit inside the limited space of the newsletter.

We have so many reasons to say thank you. 2173 to be exact.

International Nurses Day is celebrated around the world every May 12, the anniversary of Florence Nightingale's birth. At Epworth HealthCare we would like to recognise the vast contribution our nurses make in providing excellence in all areas of patient care. Our nurses are highly valued for the continued efforts in an often demanding clinical setting and our patients, families, staff and doctors are sincerely grateful for your care and hard work.

Various celebrations occurred across the campuses to thank all our dedicated and talented nurses.



CLOCKWISE FROM TOP LEFT:

EPWORTH FREEMASONS: JACQUI SINNOTT, RUTH WATSON, NARNEET GREWAL, NIMMI ZACHARIA, LIZ TEIWAKI, KULDIP KAUR, JUSTIN GREENWELL

EPWORTH EASTERN: ANGELA WILKINSON AND THE MASSEUR IS ROBERT DALLE MOLLE

EPWORTH REHABILITATION CAMBERWELL:

WENDY MOON, BETHANY MORRIS, LISA RODGERS, SHEILA DALY, CHARLES BONAVIA, SANJEE DESILVA, DANA HALL, DEANNE CAMPBELL, JULIET ADAMS, MEREDITH ELLIOT, CHRISTINE BALFOUR. SEATED: ANNIE MARTIN, CARMEN HAYDON, MADGE HOLCOMBE, JENNY DEMPSTER

EPWORTH RICHMOND: EPWORTH RICHMOND:

PHILLIPA RAIT, GLENYS BOWRING, MARYANN MCCUSKER, SUE RICHARDSON, PRUE GENT, MANDY WANG, TRISH RUSSELL, LEANNE LARTER, GILL CARTLEDGE, MICH DAVIDS, HEIKE RAYMER, MARY DUROJAYE, ERIL HARROWER, VICKI HOATH, KAREN BICKNELL, VEN MAIZO,

Help the women close to your heart be better informed about heart health

Guests learnt that 10,500 Australian women die of heart disease each year and one in four women dying within an hour of showing her very first symptom of heart attack.



Epworth Medical Foundation held its second annual Women in Healthcare luncheon on Thursday May 7 at the Atlantic on Central Pier, Docklands attracting 270 guests and raising \$40,000 to purchase cardiology equipment across the group.

Cardiovascular disease is the leading cause of death and disability for women in Australia and Channel Seven's Lynda Kinkade led the discussion with a panel of Epworth HealthCare doctors – cardiologists Dr Jennifer Johns and A/Prof Gishel New, cardio-thoracic surgeon Dr Silvana Marasco and GP Dr Diana Bethell – with a heartfelt message from cardiac patient Christine Croker.

80% of risk factors are due to lifestyle choices such as smoking, poor nutrition and lack of exercise. Other risk factors include high cholesterol, high blood pressure and diabetes.

To check your health, A/Prof New suggests measuring your waist circumference. The optimum measurement is less than 90cm for the average man and 80cm for the average woman. "Those with measurements greater than these need to start making healthier choices," said A/Prof New.

Ms Janet Latchford, Deputy President of the Epworth HealthCare Board of Management who hosted the event, thanked all those who attended contributing to the event's success.

TOP: FOUNDATION'S EXECUTIVE DIRECTOR STEPHEN MAY HAS HIS WAIST MEASUREMENT CHECKED BY GROUP CE ALAN KINKADE AND DAUGHTER LYNDA FROM CHANNEL SEVEN.

LEFT: CARDIAC PATIENT CHRISTINE CROKER TELLS HER STORY TO LYNDA KINKADE WHILE CARDIOLOGIST DR JENNIFER JOHNS WATCHES ON

Pursuit of Excellence in Nursing Education

UK Student Nurse Placement at Epworth Eastern

Approximately 12 months ago the Nursing Education Department at Epworth Eastern was contacted by a third year student nurse Sara Dhanji from the University of Central Lancashire requesting to come to Epworth Eastern for a 12 week clinical placement in 2009 on our surgical wards.

Following some discussions amongst the team and with Louise O'Connor Epworth Eastern decided this was an opportunity worth following up. So after a couple of months of negotiating via email with the university in Central Lancashire and sorting out the issues of visas, flights, and accommodation the placement dates were set for February 23rd to May 15th 2009.

On Tuesday the 17th February Sara arrived at Tullamarine Airport. Sara commenced the following week at Eastern. The main objective for Sara was to explore the differences in nursing here in Australia with the UK. During her time here Sara has spent 4 weeks on the Vascular Surgery ward 4Nth, and the remaining 8 weeks on the General Surgical ward 5Nth. During her stay Sara had the opportunity to observe several areas of the hospital,



including theatre to observe a Robotic Prostatectomy Surgery and a Tram Flap, endovascular lab, endoscopy, ICU, and even use the Simulation Laboratory at Box Hill Institute as well as working on the wards.

We soon discovered there were as many similarities as differences in nursing between the two countries. As well as working in the hospital Sara has also managed to fit in a bit of sightseeing around our beautiful state of Victoria.

It has been an invaluable experience for both Sara and the staff at Epworth Eastern. Louise O'Connor was fortunate to be able to visit the University of Central Lancashire earlier this year. As a result it is hoped we are able to set up an annual student placement between the University and Epworth Eastern.

We would like to wish Sara good luck for the remainder of her course, and hope that at some stage in the future Sara may consider returning to Epworth Eastern to work as a registered nurse.

TOP: SUZANNE GILMORE WITH STUDENT NURSE SARA DHANJI

Evelyn Excels in Orthopaedics

Evelyn Chingoma trained in South Africa and has been a valuable member of the orthopaedic team in 2LP at Epworth Richmond since 2004. After successfully completing a Graduate Diploma in Orthopaedics at Victorian University, Evelyn completed a Masters in Orthopaedics in December 2008. This year, Evelyn completed her Certificate IV in Workplace Training and compiled a nursing information booklet for patients with 'Rotator Cuff Ailments' with Associate Professor Martin Richardson (an orthopaedics nursing information booklet).

Now a permanent resident of Australia, Evelyn expressed great interest in teaching in orthopaedics and will assist with a short course later this year. Congratulations Evelyn on your achievements!

EVELYN CHINGOMA WITH MARLENE HOLCOMBE, AOD LEIGH PLACE



DIV 2 NURSES GRADUATE AT EASTERN – CARA CHRISTENSEN, MIRANDA HEWITT, SUZANNE GILMORE, CAROLYN THORNTON (ABSENT HELEN LINKE)

Success for Division 2 Nurse Graduates 2008 at Eastern

Epworth Eastern is celebrating the graduation of its 2008 Division 2 nursing program.

The program is in its third year with the current group finishing on the 12th of April, 2009.

The Epworth Eastern education team have enjoyed working and observing the nurses progress over the past year. It is a great tribute to our nursing educators and staff that 100% of

the graduate nurses have elected to stay on at Epworth Eastern.

The graduation ceremony was held on Tuesday the 5th of May in the Epworth Eastern auditorium. Ms Louise O'Connor – Director of Clinical Services and the Epworth Eastern executive team joined the graduate nurses to present them with their certificates and enjoy some afternoon tea.

Graduate Nurse Program commences at Epworth Freemasons

In March Epworth Freemasons commenced the 2009 Graduate Nurse Program and were delighted to welcome 13 graduates into the Epworth Freemasons fold.



AMY CROW, SHIRLEY THORNELOE, NAVNEET GREWAL, SHARON SINGH, CHERRIE CHOI AND ESTER WAITHAKA

Division 1 Nurses to Freemasons.

- Ground East – Navneet Grewal and Kathy Kong.
- 1 East – Bohwa Kim, Cherrie Lam and Esther Waitthaka.
- 1 West – Amy Crow and Tugba Demirez.
- 2 East – Stephanie Driver, Sharon Singh and Shirley Thorneloe.
- 2 West – Anna Brady, Ada Ko and Morag Marjoribanks.

An important feature of the program is the preceptorship program who do a fantastic job of mentoring our graduates as they move through the course. We would like to recognize and thank the following Preceptors for their important work they do with our Graduates.

Preceptors

- Ground East – Kuldip Kaur and Maggie Liu.
- 1 East – Giselle Ciavarella, Kim Koay and Ada Miranda.
- 1 West – Lauren Cooper and Meagan Leslie
- 2 East – Sara Ramsdale, Rosemarie Hutton and Serena Keast.
- 2 West – Melanie Bellislo, Pru Ratcliffe, Jane Drumbrell, Jess Davies and Margot Norman.

4LP advances with 4 Post Graduates

BACK L-R: NICOLE FATCHEN, JESS PACE, SUZANNE ALLEN, MARLENE HOLCOMBE JADE O'KEEFFE. FRONT: VANESSA CASCONI

Throughout 2008, 4 members of staff from 4 Leigh Place successfully completed the post graduate certificate in clinical nursing, specialising in neuroscience. This was the first year that Epworth joined the Australian Catholic University to enable Epworth's neuroscience nurses the opportunity to further their studies in this field.

Jess Pace, an ANUM from 4 Leigh Place, completed the role of Lecturer in Charge. The course consisted of 2 on-line core subjects and 2 specialty subjects. The specialty subjects were completed here at Epworth hospital and covered both neurological and neurosurgical nursing. The students gained specialist knowledge in advanced assessment skills, care of complex neurological patients,



and intensive management of neurosurgical patients. The course allowed them to complete time in theatre, a rotation through ICU and visits to other organisations including Royal Talbot spinal unit.

These girls recently attended their graduation ceremony at the Melbourne Town Hall. Marlene Holcombe (AOD), Juliet Adams (4LP NUM) and Jess Pace (4LP ANUM) along with proud family and friends enjoyed this night with the girls. Since completion of the course each staff member has successfully obtained clinical nurse specialist status on 4 Leigh Place. Congratulations and well done girls!

International day of the midwife

International midwives day occurs on 5 May each year and is one of the oldest professions in the world. This day offers us an opportunity to celebrate and remind everyone of the important and unique role that midwives play.

Midwifery care is unique in the way it can influence the health of future generations through giving new parents the physical well-being, confidence and self-esteem that arises from a positive birth experience, through breastfeeding support and parenting education. One of the ways we celebrated the day was by providing the staff with 5 minute head and neck massages.



Learning on the Agenda at Mid-Term Report Dinner

The annual Mid-Term Report to Epworth HealthCare VMO's was held on Wednesday 20th May. Alan Kinkade, Group Chief Executive, Epworth HealthCare, presented the 2009 Mid-Term Report to an excess of 140 doctors held in the surrounds of the State Library of Victoria. The evening began with drinks in The Queens Hall of the original library, before the group moved to Experimedia; a room that blends the original façade with modern sections of the library.



Just as the state library pays tribute to its heritage, incorporating forward thinking and modern design, Alan Kinkade presented on the continued evolution of Epworth HealthCare, its financial performance, redevelopment plans and divisional initiatives. The exciting development of Epworth HealthCare as a teaching hospital and its new affiliation with the Cleveland Clinic will all contribute to a strong future for Epworth HealthCare.

As master of ceremonies, Mr Peter Dohrmann kept the meeting flowing fielding questions and introducing

the two guest speakers for the night being Professor Peter Brooks and Dr Tom Treseder.

Professor Brooks, Executive Dean of the Faculty of Health Sciences at the University of Queensland, and an Epworth HealthCare Board member, presented the challenges and opportunities that lie ahead with his presentation, "The Health Learning Agenda: What Epworth has to offer". Professor Brooks highlighted the future of medical training in Australia as it relates to the private sector and the positive outcomes resultant of this, generating active discussion in the room.

With only 32 hours to go until his final exam, Dr Tom Treseder, Orthopaedic Registrar at Epworth HealthCare, shared his "Registrar training experience within the private hospital setting" with the group. Dr Treseder discussed the benefits on both a professional and personal level training in the private hospital setting, as well as delivering an insight into the areas still to be developed by this program.

The Mid Term Report Dinner 2009 was a successful and enjoyable evening.

Orthopaedic Registrar First to Pass Fellowship Exam

Epworth HealthCare is delighted to announce that Dr Tom Treseder, the SET 5 Orthopaedic Registrar at Epworth Richmond has successfully completed his final Fellowship examinations for the Royal Australasian College of Surgeons. Tom sat both the written and the clinical examinations and was notified of the good result on Monday 25th May 2009.

'Tom is the first accredited registrar from Epworth's new training program to successfully pass a final Fellowship exam and has made a significant contribution already to Epworth HealthCare' said Richard de Steiger, Chairman, Musculoskeletal Clinical Institute, Epworth HealthCare.

RIGHT: TOM TRESEDER PRESENTING AT THE MID-TERM REPORT DINNER



AMT partners Epworth's Golf Challenge

TEAMS PREPARE FOR THE
EPWORTH GOLF CHALLENGE

Advanced Medical Transport was the major sponsor of Epworth Medical Foundation's group charity Golf Day at the prestigious Victoria Golf Club on Wednesday April 8th.

Twenty-three teams participated in the 18-hole Ambrose event organised by the Golf Committee in conjunction with the Epworth Medical Foundation. Joining AMT were hole sponsors Advantage Salary Packaging, Optus, Princes Laundry and Slade Chemmart and team sponsors Corporate Express, Data Agility, Deloitte, Eastern Property Services, Gallagher Bassett Services, Hudsons Coffee, Maquet Australia, Melbourne Pathology, Olympus Australia and PCI Contact Centre Solutions.



In addition to magnificent weather, rolling fairways and manicured greens, players were treated to a light lunch and on-course refreshments. The day culminated in a sumptuous three-course meal in the clubhouse with entertainment by the Lab Creative who penned a song especially for the day.

Congratulations to Optus for taking home the Epworth HealthCare perpetual trophy, PCI Contact Centre Solutions as runners-up and Epworth Eastern for coming in at third place. Individual prizes were awarded to Warwick Brown for the longest drive and Patrick McKenna for nearest the pin. Thanks to our corporate friends the event raised \$50,000 for Epworth HealthCare.

Friends of Epworth

The Friends of Epworth auxiliary has organised several fundraising events this year. Committee member Valda Cuming kindly opened her home in Brighton as a venue for a pre-loved goods stall on April 24 raising \$2,800 for the group.

Other calendar events include:

- A lunch at the William Angliss Institute of TAFE – specialising in hospitality, tourism and culinary arts – on Tuesday May 26 at \$60 per person, and
- A day at the races at Moonee Valley on Saturday June 20 at \$75 per person.

For further information call the secretary Ronda Jenkins on telephone 03 9386 5031.

VAL CUMING AND FRIENDS AT
THE PRE-LOVED STALL



Maureen almost died of fright



When someone says they nearly died of fright you don't expect them to be literal.

When Maureen Davidson says she nearly died of fright she means it.

One windy night in June last year Maureen went to bed early. Minutes later a branch crashed outside her bedroom window.

She jumped out of bed and ran screaming into the family room and collapsed. Fortunately Maureen's husband, John was home. He talked to her. Maureen did not respond.

He dialled 000. The emergency response team were quick to arrive. They took Maureen to the nearest public hospital. Maureen was in a critical condition. She needed intensive care and fast. No public intensive care bed was available. It looked like there was no hope. Then someone rang Epworth.

An intensive care bed was available. Maureen was transferred safely into Epworth's care. Within minutes she was connected to life support, including a heart-lung machine which she remained on in an induced coma for over a week.

Maureen had suffered a rare heart condition called takosubo cardiomyopathy. The condition is named after a Japanese balloon-shaped vessel, similar to the shape the heart takes when suffering severe shock, rendering it totally dysfunctional.

Within weeks Maureen was back home leading a normal life again. "The intensive care unit at Epworth and the specialists there saved my wife's life. It's as simple as that," says John Davidson.

Maureen has agreed to tell her story in the Epworth Medical Foundation's mid-year appeal which hopes to raise \$200,000 for urgently needed equipment.

ABOVE LEFT: MAUREEN AND
JOHN DAVIDSON

Thinking cap on... what name would you choose?

A project is underway to replace our current disparate Finance/ Supply systems (i.e. iBA/ FinanceOne), however one thing is missing – a name. We're seeking staff assistance to come up with a meaningful project name as the project will be around for at least the next 12 months.

The name needs to encapsulate Epworth whilst at the same time visibly represent the meaning of these two systems. The systems will be combined into one and will cover some of the Group's core shared services functions of procurement, general ledger, accounts payable, accounts receivable, contract and vendor management and prosthesis management.

There will be a prize for the winning submission. Please direct your suggestions to Michelle Martin, Project Manager via email michelle.martin@epworth.org.au

Every 6 weeks

Every six weeks our intervention saves the life of a client, but much of our work is in having a positive influence on the people and organisations we partner with.

The speed at which we live our lives often means that it is easy to overlook our own health, until you are in a medical crisis.

HealthCheck is an executive health screening service. We provide comprehensive preventative healthcare for busy professionals wanting to maintain a healthy lifestyle, improve their health and those that want the reassurance of a complete and thorough medical health screen.

It's what you don't know that can hurt you. We have access to the Epworth's renowned medical facilities, which we use to screen for physical and psychological wellbeing. This enables our clients to maintain a high level of productivity. By identifying potential areas of concern early, our doctors can make a difference.

We are offering a 20% discount on all HealthCheck's booked before August 30th 2009 for Epworth staff only

To make an appointment or to discuss what program is appropriate please contact us on 9426 8888, email healthcheck@epworth.org.au or visit us at www.epworth.org.au/healthcheck HealthCheck's start from \$1100.00

Volunteering

it's all about people!



Volunteer Services is proud to introduce Bruce Dudon, a Patient Support Volunteer at Epworth Richmond, a Country Fire Authority Volunteer who was involved in the fires and working in the Whittlesea area during February's Black Saturday fires and most importantly a nice bloke!

In 2004, Victorian country born and bred Bruce commenced volunteering with our Leigh Place patients, mainly on our Neuroscience ward, where he was once a patient following the removal of a benign tumour.

Bruce sees volunteering as "a service that the average person can take part in whether they are multi millionaires or pensioners. It is a way of returning the benefits of your – life, work, schooling, experiences, family history and the love that was given or perhaps not given to you. Some volunteer for the glory and notice, others need to be needed. To Bruce volunteering is a pleasure because he can talk the leg off an iron pot and keep going until all the legs have disintegrated". Volunteering at Epworth offers the experience of meeting people, friends, friends of friends, people who know people; others are encountering the last step of life while the majority are taking the next step back to reality.

Bruce's other volunteer job is as a member of the CFA where he is involved in recruit training, public education, and team work. Many ask "Did you fight the fire at XYZ?" "What was it like?" I respond "Yes," but when you say fight the fire it isn't always like that. I remember 'guarding' a town in the Blue Mountains of NSW where I sat and did nothing all day and at the end of the day felt absolutely

'dog tired' because of the stress involved, it would have been easier fighting a fire. Combating fire can be as part of a team in front of computers analysing, monitoring and planning or transporting supplies to fire fighters, at other times spraying water on flame or red hot coals or talking to residents.

Both Volunteer jobs are important to Bruce because of the worry eased, the impact a smile can bring to someone unsure of themselves and the need many people have to give in return for the life they have survived and or enjoyed. Volunteer work is or can be very rewarding and equally devastating in what one has to do or see.

On behalf of Epworth Healthcare I would like to thank Bruce for the compassion, acceptance and respect that he shows our patients. Bruce is also a great support to me and friend to other Richmond Volunteers.

Frances Yucedag
Volunteer Services Program Manager

LEFT: PATIENT MR TERENCE HULME WHO WAS IN FOR A SPINAL FUSION RECEIVES A VISIT FROM BRUCE DUDON

New Payroll System

Over the past 12 months Epworth have invested in its commitment to upgrade the current payroll system. This initiative is now gradually gaining momentum and coming to fruition following approval of the project's Business Case by the Finance Committee on 19 May, 2009.

The current system has become outdated and can no longer meet business requirements or support our growing employee population. In addition to this, other key business drivers are:

- Ensuring that Epworth can continue to meet its core commitment to its employees by paying them for their work;

- Providing alignment to recognised industry best practice accounting standards;
- Meeting internal audit recommendations, and
- Re-enforcing Epworth's commitment to becoming an Employer of Choice for all staff.

Implementation of the payroll system upgrade will commence shortly with a projected completion by the end of 2009. In the meantime the project team, consisting of Payroll, Human Resources and Finance resources, will continue to work towards ensuring the business's needs are achieved.

What does this mean to our employees?

Essentially, on the whole there should be no impact to our employees as there are minimal visible changes expected. The biggest change will be to our current payslip format as this will no longer be produced in-house. This change will not take place until the system is fully implemented and further communication will be provided in the coming months which will include a step-by-step guide as to how to review your new payslip.

For any further information please contact Michelle Martin, Project Manager via email michelle.martin@epworth.org.au

Results are in for Employee Engagement Survey

In February 2009, Epworth HealthCare launched the first ever group wide Employee Engagement Survey. A total of 2167 employees (69%) shared their feelings, thoughts and suggestions about working with Epworth HealthCare – which is a fantastic result given we are such a large organisation.

The Executive Team were briefed on our survey results in early May, and given the amount and pace of change we have experienced over the past 2 years we are pleasantly surprised by the results. Some of the highlights across Epworth HealthCare include:

- 42% of respondents are engaged with the organisation ... i.e. 42% of our people are going with the organisation. This is the average in the not-for-profit sector.
- 52% of respondents believe Epworth is a Truly Great Place to Work and respondents nominated the 'The People' are what make it Truly Great.

- 47% of respondents are Optimistic about our Future.
- 55% want to improve the way things work at Epworth, which means that more than half of our workforce are wanting to make things better than they currently are.
- The top Attraction Factor to work in Epworth is our Reputation.
- 80% of respondents would recommend Epworth to their family and friends as a good place for them to work and the best place to be if they required the care we provide. I believe this demonstrates the sense of pride employees have with Epworth.

Of course there are always things for us to work on, and the key issues that arose themed around staffing levels, workload, customer service and how all levels of management are managing their employees.

Thank you for your valuable thoughts and suggestions. They will guide our actions moving forward. It is evident from your responses to the survey that we have made a good start on our journey to become an Employer of Choice but there is still some way to go before we can be viewed as a truly great employer. We look forward to working with you as we continue on this exciting journey.

You will receive further information directly from your Division in the not too distant future. Upon digesting the information in the reports each division will communicate their survey results and devise an action plan to address the key issues. The results of the survey will be used to assist us in shaping the future of Epworth HealthCare to improve the working life of our employees and provide an outstanding customer service experience.

Again thank you for your contribution to our success and for your feedback through the survey.

A New Day Recovery at Epworth Freemasons

Turning an old and tired pool area at Epworth Freemasons into a new Day Recovery has proved the old adage 'vinegar into wine'. The new Day Recovery area is surrounded by natural light and a lush courtyard that enhances the new space and provides for a more pleasant outlook for patients.

With 8 new chairs, new carpet and screening curtains, patients now have a far roomier and more pleasant environment in which to recover from their surgery. Combine that with a dedicated staff and easy access to the theatres and it is not surprising that the response from both doctors and patients has been very positive. Specialists from such areas as urology, ENT, plastics, gynaecology, general surgery and orthopaedics are regular users



of the space and have patients who have reported delight at the new makeover.

ABOVE: GROUND EAST STAFF STAR AS PATIENTS IN THE NEWLY RENOVATED DAY RECOVERY AREA

\$3M equipment injection to theatres

Epworth is in the process of updating some major theatre equipment, introducing new camera stacks across all sites. To date, 3 companies have trialled their equipment over the last 4 months. The decision to upgrade ensures Epworth HealthCare has current generation digital technology which will offer increased image quality and recording capabilities across the Group. The consistency of one brand will further facilitate improved service outcomes for each theatre complex. This is a \$2.3 million investment.

Theatres will also see the updating of orthopaedic drill systems across all sites. A roll out of large and small bone drills is planned shortly and will coincide with the upgrade of the camera stacks. The expenditure on the drills is just under \$1 million.

We Can Make a Difference

At Epworth Eastern we are starting to see the success and benefits of patient rounding for both our patients and our staff.

The ongoing talk about the benefits that are witnessed through the results we are seeing – such as increased patient satisfaction, a decline in the frequency of nurse call bells and reduced patient incidents; in particular falls and medication errors, has spurred the staff to embrace the concept and move forward with each new development.

With the supervision of managers and the executive team to aid in the success and implementation, Epworth Eastern has become visionary in its attempts to achieve world class patient care.

Epworth Eastern's slogan "We can make a difference" is beginning to ring true and is evidenced in the compliments received by patients.

During patient rounding on the 5th floor, one of the patients told an interesting story. The patient is a lady in her 30's and had a major procedure at a large private hospital approximately 12

months ago. She is an in-patient here having had a correctional procedure related to complications from her previous operation.

When asked how she perceived her care, this was her story...

"The nurses are absolutely wonderful. They come in every hour and ask me if I need any pain medication, if I'm comfortable, do I need help with anything & ask if there is anything I want. I feel so safe. I think you must employ the best nurses in the world."

When asked how her experience at Epworth Eastern compared to the hospital she was admitted to previously she replied.

"In [Hospital X] where I had my first operation it was really hard to get hold of the nurses. When I started to feel in pain I'd press the buzzer. It always took about half an hour before anyone would respond. Often a nurse would put their head in the room & say you're not my patient but I'll see if I can find your nurse. It would usually be about 50 minutes from first buzzing before

I got any tablets by which time I would be in a lot of pain and the medications took a long time to work. The nurses rarely came in to see how I was unless I buzzed for them. The buzzers were one of the most annoying things. They never stopped day and night so it was hard to get any rest. I hated it there. One of the things I've noticed here is that I rarely hear the buzzers going off. In fact I don't think I've had to press the buzzer once since I've been here. I never want to go to [Hospital X] ever again and I've told everyone how awful it was."

This patient has been visited 2 more times and on each occasion she has praised the nurses highly. She also said how polite and helpful the housekeeping and food services staff all are.

This is one story that highlights the impact that patient rounding is having here at Epworth Eastern.

Prior to patient rounding would we have been considered similar to Hospital X?

Lisa Edwards, Quality Coordinator
Louise O'Connor, Director of Patient Services

Lord Mayor lunches at Epworth

BELOW: THE RIGHT HONOURABLE LORD MAYOR ROBERT DOYLE AT THE LUNCH



Melbourne's Lord Mayor Robert Doyle spoke at a fundraising lunch at Epworth recently at the invitation of Mary Cole and the Cancer Unit Auxiliary.

Councillor Doyle spoke of what Melbourne does well – cuisine and culture – and its fondness of laneway bars, cafes and good coffee! He also spoke of the areas it needs to improve such as alcohol-fuelled violence, public transport and traffic.

“Melbourne is the smart city, the knowledge capital of Australia”, he said. “And with our major sporting events and arts precincts it is also a major tourist destination.”

He congratulated Epworth for its innovation in clinical care, its commitment to research and education and praised our volunteers who give freely of their time to benefit the organisation. Funds raised from the event will support the Cancer Unit at Epworth Richmond.

Richmond Service Awards Ceremony

On Wednesday 13 May staff at Epworth Richmond and Corporate divisions celebrated the first of three Recognition of Service Award Ceremonies. Hosted by Tracey Scott and Alan Kinkade, staff were presented with certificates and a commemorative lapel pin to recognise their service to Epworth HealthCare. We had around 50 recipients receive awards for 5, 10, 15, 20 and 25 years of service.

To make special mention of the following staff who celebrated 25 years service: Curtis Boucher – Chef; Kim Lian Chan – Peri-Operative Nurse; and Moira Corteling – Instrument Technician. We had their managers share stories about them with us that we would not have normally known.

Following the formalities, staff and their managers were invited to share an afternoon tea with Alan and Tracey.

Each of our recipients has shown a commitment to the hospital and is greatly valued and respected by their peers. We hope that they continue their careers with Epworth, as we commence our new and exciting journey.

Please stay tuned for our next Recognition of Service Award Ceremony, which will be coming up in the next couple of months. For further information, please contact Jason Bowers – Human Resources Advisor on (03) 9426 6135.

Customer Service Initiatives

Patient Satisfaction Survey Outcomes:

Epworth has established customer service or service improvement teams to specifically address patient satisfaction issues identified in the annual surveys. Epworth has actively undertaken to meet our patients' requirements identified in the patient satisfaction survey undertaken in November 2008.

These activities include the development and implementation of the Epworth 'Service Charter' which identifies the rights and responsibilities of patients and its application by our staff to ensure excellent patient care is provided. At present Epworth is also committed to improving the safety, comfort and satisfaction of our patients by a more proactive management of meeting patients' needs in a timely and appropriate manner.

Doctor Satisfaction Survey Outcomes:

Epworth HealthCare has established the 'Group Doctor Satisfaction Team' which will meet monthly, commencing in early June 2009 to provide leadership and support to the working parties at each division and their development and implementation of actions. This 'Group Doctor Satisfaction Team' will report progress to the Group Medical Advisory Council, Medical Advisory Committees, Patient Care Council, Customer Service Excellence Steering Committee and Super Nursing Advisory Committee.

To this end, the divisions have commenced working party meetings to discuss the development of action plans and their implementation process to address areas of concern raised by our Doctors.

Sporting achievements

4 Penny G

On Friday 27 March 2009, a team of four walkers, led by A/Professor Jeremy Hammond of Epworth Freemasons completed the Oxfam Trailwalk. 100km in 48hrs to raise funds for Oxfam's global fight against poverty and injustice.

The Team comprised of A/Professor Hammond and his wife Jan, Dr Bill Varney, a GP from Aspendale and a younger member, Michael Raffaele. Jan said “we were motivated to attempt the Oxfam Trailwalk in honour of our friend, Penny Gorman, who was the Marketing Director for Oxfam. She was closely involved with the Trailwalk over several years. Penny died last year from breast cancer. On discussion with her husband, Roger, we decided to raise money for Oxfam in her memory, by attempting the Walk”.

The team trained over a period of 3–4 months, walking for 8 or 9 hours on a Saturday or Sunday, through different parts of Victoria, including the Dandenong Ranges, the Mornington Peninsula, and along the Yarra and Merri Creek trails.

The Walk commenced at Jells Park in Wheelers Hill, through Upwey and past Puffing Billy to the heights of Olinda, then down to the Silvan Dam, thereafter continuing along the Warburton Trail, before the finish line was reached at Mount Little Joe near Warburton. A support team met the walkers every 15km supplying food, drinks, footbaths and a change of clothing and shoes as required. As Bill pointed out, the team would never have been able to complete the walk without such support.

Jeremy and Jan's team entitled '4 Penny G' was one of only 465 of the 715 teams to complete the walk with the team intact raising more than **\$15,000** for Oxfam. Jan said



“we feel extremely grateful that so many of our friends and colleagues have donated for this cause. We know that Oxfam's vision to try and achieve a better world and equality for all, and hopefully our efforts will contribute to their aim”.

Donations can be made online, via www.oxfam.org.au/trailwalker/Melbourne/team/558. Cheques can also be forwarded to Suite 38, 166 Gipps St East Melbourne, made payable to Oxfam Australia and receipts will be issued.

Finally, Jeremy said “we would like to thank all our colleagues at Epworth Freemasons who have donated most generously, and also thank Mr Damian Armour, Executive Director, for making a donation from Epworth Freemasons, in support of our cause”.

ABOVE: ASSOCIATE PROFESSOR JEREMY HAMMOND OF EPWORTH FREEMASONS WITH HIS WIFE JAN

Rehab's Pocket Rocket

The staff at Epworth Rehabilitation Camberwell would like to pass on their congratulations to the fantastic effort of Exercise Physiologist, Tamara Hamond at the prestigious Australia Post Stawell Gift over Easter 2009.

After years of dedicated training Tamara managed a very credible fourth in the Blue Ribbon event the Women's 120 metre Gift Final in a super quick time of 13.872 seconds.

Following on from this event Tamara only had an hour to recover before fronting in the 400 metre women's final. Tamara reported feeling exhausted after her 120 metre race and did not have high expectations for the 400. Starting in the middle of the field Tamara backed up her impressive run in the Gift to blitz the field and in an adjusted time of 51.72 seconds. Tamara's nearest rival finished almost a full second behind. Referred to as a “pocket rocket” on the One HD telecast, Tamara has made an excellent double achievement. Well done Tamara!



RIGHT: TAMARA HAMOND CROSSING THE 400M LINE

Epworth Eastern and Surrey Park Panthers are kicking goals together



2009 marks a new era for Epworth Eastern and the Surrey Park Junior Football Club as together they strive to encourage the youth of the local Box Hill area to embrace sport and health in their leisure time.

Epworth Eastern in just a few years has built strong ties with the community in Box Hill and as part of our ongoing commitment to the local community we are sponsoring the Surrey Park Panthers Junior football club for the next 3 years.

The Surrey Park Junior Football Club was formed in 1993 by Charlie Simms who today remains a spiritual leader. He started with 1 team, building the club on foundations of solid values and respect, aiming to provide children and youth the enhancement of health and well-being through the playing of organised sport.

The numbers of teams grew through the nineties, winning its first premierships in 1997. Today it fields 9 teams – 2 teams of under 9 year olds and one in each age group from under 10s to under 16s.

The Epworth Eastern logo is prominently displayed on the club's playing jumpers, and every Sunday 210 players will be proudly running onto the ground to do battle..... though not all at once!

The Surrey Park Panthers clubrooms and grounds are situated on the corner of Elgar and Canterbury Roads, Surrey Hills. So if you are in the vicinity swing by and watch a match – you can't miss the 3m wide perimeter sign on the fence, with the Epworth Eastern logo and the message of 'Epworth Eastern, a World Class Private Hospital in Box Hill'.



Marina's Story

On the afternoon of October 24, 2008 on the way home from her shift as a Food Service Assistant in the kitchen, Marina Mainelli accidentally fell onto the train tracks at West Richmond station.

Thankfully Environmental Services staff Mohammed & Keith were able to save Marina from the path of an on coming train. Marina was rushed to the Alfred hospital where she spent a week as a patient, undergoing 2 skin graft operations on her hand whilst she was there. Marina was then transferred to Richmond Rehab in ward 3NC for 2 weeks. Marina still requires another operation on her hand at a later stage.

Marina attended Richmond for Rehabilitation as an outpatient twice a day 2 days a week. On the 18 March this year Marina returned to work in the kitchen for 2 days a week (4hrs each day) on a return to work plan, this has now increased to 3 days a week.

I, along with Marina's supervisors and work mates, have found her return to work performance and attitude towards life very inspiring.

Marina would like to thank all involved in her rescue and recovery, the staff at Elim Rehab, the nursing staff on 3NC and her Supervisor Joyce Dorgan who have assisted her back into the work force.

Andrea Hunter
Food Services Manager

ABOVE: JOYCE & MARINA WORKING ON MARINA'S RETURN TO WORK PLAN.

Epworth Richmond Staff BBQ

Richmond Executive team invited all staff to a free BBQ on the 1st April 2009 to thank staff for their hard work and efforts and the acknowledgement for completing the Epworth Staff Survey. Thank you to all the staff that cooked and prepared the event. It was a positive turnout and we hope everyone had a great day.

Hope comes from TLC

Sometimes we hope we can help someone who many years ago suffered a severe brain injury. An accident can occur to anyone and this is what happened to Glenys.

After hospital she then returned to live with her husband and children near Mildura. But years later there was a hope in her husband's mind – that maybe she could still improve. This thought was confirmed by A/Professor John Olver. He suggested she come down to our Transitional Living Centre (TLC) for a burst of intensive therapy. She came, she tried and tried, and so did the TLC team. The team did not give up and she improved. But how do we know this is so – just read her letter she sent to the TLC therapists. Yes, our hope and work did help Glenys return to her life with her family.

Dear Theresa, Amanda & Sue,

I just got home from seeing 'Rosalie my Psychologist' and enjoyed talking to her about my time at the TLC, she knows how much I loved it and enjoyed being there with you all. I am even able to smile again which is feeling natural again. You really are working miracles in your job and I am missing being there and I also love being home with Mark and my children, the difference is not to get too overwhelmed without my safety net and to just enjoy doing what I am able for my family.

I have baked gingerbread for Easter, I also have made a sticky date pudding which I have never made before and I made scones and really enjoyed baking them and they turned out nice. I had a lovely Easter with family and hope you all did too.

When Mark come home at lunch time and handed me the mail, I was so thrilled and excited receiving all those beautiful and encouraging messages from you all. I will treasure them and they mean a great deal to me because they are from you all. I am able to embrace my brain injury now because it would have been 'catastrophic' if I had of gone through life and not have met all my new 'Best Friends'. Such amazing and inspirational people who helped me learn so much about myself, them and life.

LOL, to all the staff and all my house mates.

Thinking of you all and smile with wonderful memories of an amazing time in my life.

The New Glenys xxxxxxxx

Thank you 3LP

Dear Lisa and the wonderful team that is 3LP!

A twelve week stay in Epworth Richmond was one of the last things I had planned for the beginning of 2009 but life has unexpected twists and turns. While no-one plans a hospital stay like mine, it would be very remiss of me to not reflect on the experience I had and be so very grateful that I was placed in the care of 3LP.

The care, support and understanding I received are a credit to you all and your profession. I very much appreciate the time staff spent with me, value their expertise, thoughts and concern for my health and overall wellbeing to aid a speedy recovery. The informal chats and jokes always helped to keep spirits high, even when some days were long.

I believe I was fortunate to have received the care of almost all the nursing staff of 3LP during my visit however I would like to mention the exceptional care and support of a few staff, who in my experience, epitomise the true essence of nursing, doing those little extra things that I will always remember. To the very special Adrianna, Jacinta, Elise and Jennifer, thank you so very much for all those little things that made such a big difference, especially on the tougher days, and to the beautiful Sue and Sue, and the wonderful Bill on nights that were often long - thank you for the special things that I will never forget.

Once again, my deepest gratitude to all staff of 3LP for the outstanding care, and should I ever need any orthopaedic care in the future, I will be sure to come and stay with you.

Yours sincerely,
Kerrie Haynes

Epworth BRW Blitz

On Sunday 1st of March, two Epworth teams competed against 1,659 other corporate teams in the BRW Corporate Triathlon. The boys led by physiotherapist Ben de Zoete and ably assisted by Sean Smee and Ben Bisset also from physiotherapy scored a remarkable sixth against 849 other male corporate teams. The girls including Liz Moore, Tanja Barnes and Kathy Howley managed an impressive 14th against 189 other female corporate teams. Liz Moore



excelled scoring the fastest female swim time and the third fastest bike and run times for corporate female. Well done to all.

ABOVE: LIZ MOORE, TANJA BARNES, BEN DE ZOETE, SEAN SMEE, KATHY HOWLEY

Team Epworth

New Partnerships

Team Epworth is a staff discount card initiative taken by Epworth HealthCare management for the benefit of all personnel. Its primary purpose is to add value to working for Epworth HealthCare.

The Team Epworth card entitles the bearer to discounts from car hire to restaurants, health and beauty to fashion, holiday travel to homewares. New businesses join the program regularly.

Epworth HealthCare is pleased to introduce 3 new offers for 2009.

- **Futon**
- **Image Eight**
- **Victorian Fine Wine**

For further information about these organisations and what they have on offer plus details on our existing Team Epworth partners, please go to: Epworth HealthCare intranet/ Staff Benefits and click on the Team Epworth Card link.

Team Epworth Cards are given to new staff members in their starter pack.

Please contact Human Resources if you have not received your card.

The Team Epworth card must be used in conjunction with your Epworth HealthCare staff ID.



imageeight

Receive 10% discount on your beautiful wedding photography package by mentioning this add.

Visit: www.imageeight.com.au

Victorian Fine Wine

Relax by the fire this winter with a glass of our beautiful Shiraz, Cabernet Sauvignon, Pinot Noir or Merlot.

And for the white wine connoisseurs a Chardonnay, Riesling or our popular Yarra Valley Sparkling.

Beautiful labelled boutique wines \$100 per case (\$8.30/bottle). Mixed dozens available. \$90 (\$7.50/bottle) for Team Epworth Card holders plus free delivery in Metro Melbourne.

For our full list of wines contact Sarah on 0411 750 700 or malvernfishandwine@hotmail.com



Real futons

Team Epworth Special:
Free delivery for orders over \$500

All Natural Fibres
Latex Mattresses
Supremely Comfortable

Now in Collingwood - Factory Direct
2 - 4 Down Street (nr Down & Singleton)
03 9415 1138
Monday to Saturday 10.30am - 5.30pm
Sunday 12.00pm - 5.00pm

Handmade in Melbourne
Environmentally Sound
Ecologically Sustainable

www.realfutons.com.au sales@realfutons.com.au

Epworth HealthCare

Annual GP Conference

29 & 30 August 2009

Epworth HealthCare will be hosting the 3rd Annual GP Conference on 29 and 30 August 2009 at the Novotel Creswick Resort, Creswick.

The conference program will cover a full day on Saturday and Sunday morning and include:

- Screening for Cancer
- Women's Health Issues in General Practice
- Stroke and Vascular Disease
- Common Problems in General Practice
- Respiratory Medicine
- Common Orthopaedic Presentations
- Overview of Different Cancers
- Cardiology
- Emergency Medicine Workshops (including accredited CPR sessions)



Leading specialists in these fields will present on topics within each of these program sessions as they relate to general practice and everyday patient needs.

If you would like to receive further information relating to the conference, please contact the Epworth HealthCare GP Liaison Unit on 03 9426 8504 or 03 9426 6553.



Epworth HealthCare Gala Ball

This year's Epworth HealthCare Gala Ball will be held on Saturday October 24 at Peninsula within the Atlantic Group on Central Pier Docklands.

The event will attract 1000 supporters, suppliers and staff to an evening of glamour, mystique and magic.

If you are interested in purchasing tickets, please provide Jayne Coates in the Epworth Medical Foundation with your name and payroll number and a deduction of \$120 per ticket will be arranged closer to the day. Jayne can be contacted on 03 9426 6131 or jayne.coates@epworth.org.au.

Spotlight on a Sponsor Advanced Medical Transport

Advanced Medical Transport (AMT) is a private ambulance service providing non-emergency patient transport to a substantial area of Victoria.

After 12 years as a paramedic with Ambulance Victoria, Laurie Park established the business with one vehicle and one support officer. Fourteen years later the business has grown to accommodate 21 ambulances and 70 members of staff.

AMT is the preferred patient transport service for Epworth HealthCare providing transport between hospitals within the healthcare group and to appointments with other healthcare providers. Four ambulances are stationed at Richmond providing immediate response to Epworth's time-critical Emergency Department and an inter-hospital

transport service to other departments booked the day prior.

In addition to metropolitan Melbourne, the company services much of rural Victoria including Gippsland, La Trobe and north-east regions of the state. It specialises in Work Cover and TAC patients but also supports Ambulance Victoria and public and private hospitals within the state.

Licensed by the Department of Human Services to carry low, medium and high acuity patients, vehicles are equipped with comprehensive resuscitation equipment, cardiac monitors, emergency medications and first aid.

Group CE Alan Kinkade said the service is top quality. "They recruit staff from the healthcare industry so they understand our needs," said Mr Kinkade.

Advanced Medical Transport proudly sponsored the first group Epworth HealthCare Charity Golf Challenge held earlier this year.



LEFT: AMT'S MANAGING DIRECTOR LAURIE PARK ON THE JOB