

Community PULSE

Winter | 2015



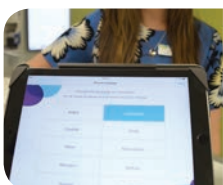
Western Health

2014
Premier's Health
Service of the Year



Minister for Health,
The Hon Jill Hennessy
MP and Western
Health Volunteer,
Milan Gluhak.

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Western Health has been fortunate to celebrate some wonderful news and achievements across the health service in recent times.

The release of the State Budget on 5 May brought with it the exciting news that \$200 million in funding had been allocated to build a much needed Women’s and Children’s Hospital at Sunshine.

I am sure that many of you, particularly those with families, will be so relieved to hear of this commitment.

Sunshine Hospital has the third highest number of births of any Victorian hospital, after The Women’s and Mercy Heidelberg, yet this major maternity service currently operates in and around a very busy general hospital.

We expect that following preliminary work this year, construction will take place over the next two years, with the centre scheduled to open at the end of 2018.

We were also pleased to receive a commitment for additional funding for four beds to support our critical care services, which now span both Footscray and Sunshine Hospitals.

In May, we also celebrated some great news in relation to our volunteers. In the lead-up to this year’s National Volunteer Week, Western Health volunteers were shortlisted for six categories in the revamped 2015 Minister for Health Volunteer Awards.

Congratulations to Milan Gluhak, who received the Improving Patient Experience Award for his outstanding work in the Therapy Garden at Sunshine Hospital.

Congratulations also to the Hazeldean Transition Care Unit Volunteer Team, who won the Supporting Innovation Award for supporting the change within that unit from an aged care facility to a Transition Care Unit.

Western Health was the only health service to receive two awards this year and this is the sixth year in a row that Western Health has been successful in these Awards, which highlights the fantastic calibre of volunteers we are lucky to have at Western Health. ❤️

Associate Professor Alex Cockram
Chief Executive, Western Health



Kristy and Tayla Wilkie.

Western Health welcomes funding of Women’s and Children’s Hospital and additional critical care beds

The funding of a Women’s and Children’s Hospital announced in the recent State Budget has been hailed as a great breakthrough in the provision of healthcare for the families of the West of Melbourne.

“I am extremely pleased that the Victorian Government has committed the \$200 million to build a Women’s and Children’s Hospital at Sunshine,” Chief Executive, Associate Professor Alex Cockram said.

“This facility is so critically important to meeting the extraordinary demands of the fastest growing population area in Australia.

“The number of births at Sunshine Hospital have reached more than 5,000 and 7,200 births are expected in 2026 and we simply could not meet that demand without this new hospital.

“By developing a Women’s and Children’s Hospital at Sunshine, we will also be able to free up large areas to increase the services we offer to our other patients. For example, it will enable us to perform thousands of additional operations each year,” A/Prof Cockram said.

The Western Women’s and Children’s Hospital will provide 237 beds, 39 special care nursery cots, four theatres and additional clinics. A new, purpose built children’s ward will be a feature of the new centre.

Preliminary work for the new hospital will be carried out over the next year with the main construction to take place in the following two years.

A/Prof Cockram also welcomed another important announcement in the State Budget, which will be of great benefit to patients right across the West of Melbourne – with the Government committing funds for the opening of an additional four critical care beds across Western Health, as part of its funding of the recommendations of the Travis Review of hospital beds.

“The funding of additional critical care beds is absolutely essential to enable Western Health to make the most of the wonderful new facilities now available at Sunshine Hospital following the opening of an Intensive Care Unit and cardiac care services at Sunshine in March this year,” A/Prof Cockram said.

“We are pleased to be able to expand our service in response to the extreme community need for these services and to provide them in a hospital which is much closer to our patients’ homes.” ❤️

Cultural Key Phrases Tool delivers equitable healthcare

Western Health, in partnership with CSIRO, have produced an innovative new iPad application (app) to address the challenge of timely and effective initial allied health assessments for patients from non-English speaking backgrounds, when an interpreter is not available.

The purpose built, one of a kind app comprises key phrases - introduction of therapist, assessment, education and closing phrases - and accompanying images, audio and video content to convey key concepts between clinicians and patients.

The phrases have been translated into 10 languages commonly spoken by patients at Western Health – Arabic, Croatian, Italian, Mandarin, Spanish, Cantonese, Greek, Macedonian, Serbian and Vietnamese and the app is currently being trialed on four wards at Sunshine and Footscray Hospitals.

Western Health Speech Pathologist Courtney Pocock came up with the initial idea for the project after receiving a referral for an Italian speaking patient with dementia, who had been placed on a nil by mouth diet after nurses were unable to get her to swallow. Courtney was able to speak to the woman using a few key words in Italian, which was enough to get the patient engaged and to establish that the patient was able to be put on a normal diet and fluids.

"It made me realise that if we could all learn a few basic phrases in some key languages, then we could better engage with our patients," Courtney said.

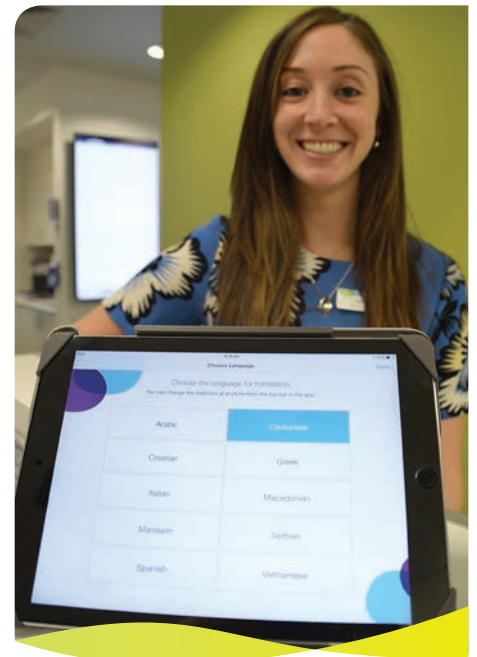
"The whole idea of this project is to improve the interaction between clinicians and patients, particularly those patients who don't speak English and to increase the efficiency of our initial assessment, so that patients aren't having to go through a lengthy and drawn out process and can get on the way to improving their function sooner."

The concept was initially undertaken as a project within the speech pathology department, with interpreters helping to develop flashcards with some key words in varying languages, followed by a CD and a flipchart booklet.

CSIRO then approached Western Health about developing a prototype iPad app.

Last year the Victorian Government then provided a grant to expand the app to include phrases for five disciplines -Speech Pathology, Physiotherapy, Occupational Therapy, Podiatry and Dietetics. ♥

Western Health Speech Pathologist, Lauren Belleli, with the Cultural Key Phrases App.



Research looks at early rehabilitation care for stroke patients

Western Health has collaborated with other metropolitan Melbourne stroke units to evaluate the safety and feasibility of early rehabilitation protocol for stroke patients.

The results for the Acute Very Early Rehabilitation Trial (AVERT) were recently released at the European Stroke Conference in Glasgow.

"Stroke is one of the leading causes of adult disability globally," Western Health's Director of the Stroke Unit & Neuroscience Research Unit, Professor Tissa Wijeratne said. "Early mobilisation after stroke, such as sitting out of bed, standing and walking, is thought to contribute to the effect of stroke unit care.

"Early mobilisation after stroke is recommended in many national and international guidelines, however, there is no clear definition on 'early mobilisation' or evidence to support this. "Before AVERT, evidence for early mobilisation after stroke came from three small studies including 159 patients," Prof Wijeratne added.

Between 18 July 2006 and October 16 2014, the AVERT collaboration group went on to study 2104 patients, with 1054 patients receiving very early mobilisation and 1050 patients receiving usual care. Of the 1054 patients to receive early mobilisation, 965 patients, or 92%, were mobilised within 24 hours of stroke onset compared with 623 (59%) of patients in the usual care group.

The key findings of AVERT showed that the early mobilisation group, mobilised

4.8 hours earlier than the control at a higher frequency with 21 more minutes per day of mobilisation compared to the usual care group, performed worse at three months disability compared to the usual care group. There were no differences in mortality or length of stay between groups.

"Western Health had 37 patients take part in the trial and we were very proud to take part in a landmark neuro-rehabilitation trial in acute stroke care," Prof Wijeratne said.

Prof Wijeratne was quick to point out that there are still lot of unanswered questions, such as:

- When should we start rehabilitation after acute stroke?
- What should acute stroke rehabilitation consist of?
- Why do some patients respond better to more conservative approach while others do better with more therapy?
- Dose enriched rehab environment offer better out come after stroke?

"Our research group will continue to collaborate with La Trobe University, University of Melbourne, Monash University and Florey Institute to find answers to these questions," Prof Wijeratne said. ♥



Top State Awards for Western Health Volunteers

(Left to right) Western Health Volunteer Co-ordinator, Michelle Dellios, Minister for Health, The Hon Jill Hennessy, Hazeldean Transition Care Unit Volunteer, Elena Smith, Hazeldean Transition Care Unit Director of Nursing, Jennifer Williams and Hazeldean Transition Care Unit Volunteer, Andrew Davis.

For the sixth year running, Western Health’s dedicated volunteers have been acknowledged with top awards at the Minister for Health Volunteer Awards.

On 13 May at the Abbotsford Convent, Minister for Health, The Hon Jill Hennessy MP, presented the Hazeldean Transition Care Unit Volunteer Team with the award for Outstanding Achievement by a Volunteer Team: Innovation Award and Milan Gluhak with the award for Outstanding Achievement by a Volunteer: Improving the Patient Experience.

The Transition Care Unit Volunteer Team were recognised as change management leaders within Western Health.

Through the innovative adaption of their activities and interaction with the staff, visitors and patients, the volunteer team greatly assisted through the change from a nursing home to Transition Care Unit.

The volunteer team ranges in age from 19 years to 68 years of age and speak five different languages.

They have honed their engagement skills to be appropriate for both group and individual activities.

The volunteer team attends the unit seven days a week to support patients and their families with a range of different activities and opportunities to prepare for the time when they will be going home.

Milan offers his time as a Therapy Garden Volunteer in the Secure GEM Unit at Sunshine Hospital. The garden has been developed through community partnerships specifically for people with dementia.

Being a passionate gardener, Milan understands the connection between gardening and wellbeing and was one of the first volunteers to start in this program.

Milan speaks three languages and uses this skill to interact with the patients in the garden. He will often research and plant specific vegetables or herbs relevant to a patient’s cultural background to help assist with that patient’s therapy.

“Over the past 12 months, our volunteers have achieved so much. Each time we go to them for their support, they come back to us full of

enthusiasm, compassion and commitment,” Western Health’s Community Engagement & Volunteers Manager, Jo Spence said.

“Milan is a very humble person, but those of us who see the compassion and enthusiasm that he gives to the patients in the Secure GEM Therapy Garden know how hard he works. We were so proud to see Milan recognised for this.

It was wonderful to acknowledge the outstanding contribution of the Hazeldean Transition Care Unit Volunteer Team for the innovation that they showed when supporting the change of the cohort within that unit from an aged care facility to the Transition Care Unit.

“The long term volunteer team, along with enthusiastic new volunteers, have supported staff, patients and families to adapt to this change.

“Western Health was the only health service in the state to be awarded two outstanding achievement awards this year.

“Our volunteer program is one that is a sector leader and we are very proud of our community for the way that they support their local health services,” Jo added. 🌟

Western Health thanks its dedicated volunteers

Over 300 Western Health volunteers and staff gathered at Club Italia in St Albans on Thursday 14 May to mark the achievements of Western Health's 600-strong volunteer team as part of 2015 National Volunteer Week.

"The theme for National Volunteer Week 2015 was Give Happy – Live Happy and I think this was a particularly fitting theme for our volunteers at Western Health," Western Health Chief Executive, A/Prof Alex Cockram told those gathered at the event.

"In walking around our Western Health sites, we can see the Give Happy – Live Happy theme in action on a daily basis. We see it in the foyers with our visitor guide volunteers, giving support to our patients and visitors in finding their way around our hospitals.

"We see it on the wards with our social support volunteers, happily listening to our patients and visitors talk about their lives and sharing their stories.

"We see the giving nature of our Opportunity Shop and Auxiliary Volunteers, who raise funds to support many worthwhile initiatives across our health service.

"We also see the specialist skills some of our volunteers bring to our organisation on a regular basis, including the Therapy Garden Volunteer Team, the Dining with Friends Volunteer Team, the Patient Health Information Centre Volunteer Team, which in turn brings joy to our patients and their families. The happiness that the Meals Assistance Program is bringing to the patients at Williamstown Hospital can certainly be seen.

"The giving nature of our volunteers who call bingo at Hazeldean Transition Care and the enthusiasm of our volunteers who support the library and tea and coffee trolleys is fantastic to see," A/Prof Cockram added.



Bottom photo – (Left to right) Volunteer June Hansen, Manager of Community Engagement & Volunteers, Jo Spence and volunteer Betty Millett.



Top photo – Western Health Chief Executive, Associate Professor Alex Cockram cuts the cake with Western Health's oldest volunteer, Marie Marchant, who is 91-years-old.

Over the past year, the Auxiliary and Opportunity Shop volunteers across Western Health have raised approximately \$225,000.


"These funds have supported a range of initiatives, from the redeveloped Children's Ward at Sunshine Hospital to the refurbishment of the patient lounge in the GEM Ward at Sunshine Hospital," Western Health's Community Engagement & Volunteers Manager, Jo Spence said.

"All funds raised are site specific and directed back to each appropriate site where the volunteers are giving their time to."

During 2014, the Western Health Volunteer Program underwent a review. "We wanted to stop for a moment, reflect on where we had travelled to and ensure that we were aligning with the Best Care Framework and supporting our staff and patients in the way that they needed to be," Jo said.

"We had some very favourable results during this review but it also highlighted some areas that we need to work on. A total of 89% of volunteers feel that their volunteer role utilises their skills and from this, we can aim to make that 100% and ensure that we tap into that skill bank.

"It was fantastic to see that 100% of staff indicated that they recognised the benefits of having a volunteer program in their work space."

"Volunteers give the most precious commodity of all - time. And in giving this time, the impact across our health service is happiness, which is something that is invaluable to our patients and their families." 



Second annual WalkWest a big success

The second annual WalkWest took place on Sunday 29 March and the Western Health Foundation would like to say a big thank you to all of those who participated and made it a fantastic day.

Thanks to our corporate supporters, Western Health staff and the people of the West, nearly \$40,000 was raised from the event, to support children's healthcare at Sunshine Hospital.

Over 1000 walkers and runners enjoyed a beautiful autumn morning by the Maribyrnong River, and the WalkWest Village was alive with people having a great time.

A very big thank you to corporate sponsors TOLL, Metricon, Flinders, LeadWest, Sage Institute, Victoria University, Doreveitch Pathology, Building Engineering, BankVic, Donald Cant Watts Corke, Kane Constructions, Skidata, Rendina Real Estate and Medibank.

The third annual WalkWest will be held on Sunday 6 March 2016 at Doug Mills Reserve, Footscray Park. [w](#)



You are cordially invited to a High Tea supporting Palliative Care at Sunshine Hospital.

12.30–4.00pm
Watergardens Hotel, 431 Kings Rd, Taylors Lakes
Tickets \$40 (includes high tea and champagne on arrival)

To book your tickets please call the Western Health Foundation 1300 079 599 or email foundation@wh.org.au

All funds raised directly support the Mercy and Western Day Hospice at Sunshine Hospital.

Sponsored By:



New resources to help identify Aboriginal and Torres Strait Islander babies

Western Health has joined forces with other health services across Victoria to develop resources to help identify Aboriginal and Torres Strait Islander babies.

Early and accurate identification is the first step in improving maternity care for Aboriginal and Torres Strait Islander women and babies, yet a recent study showed that up to 40 per cent of Aboriginal and Torres Strait Islander babies are not identified by Victorian maternity services

In Victoria, Aboriginal and/or Torres Strait Islander babies are twice as likely to be pre-term or low birth weight when compared to non-Aboriginal babies. They are also at five times greater risk of Sudden Infant Death Syndrome (SIDS).

The Maternity Services Education Program at the Royal Women's Hospital, with the support of the Victorian Government and in collaboration with Western Health, Echuca Regional Health and input from Koori Maternity Services and Aboriginal and Torres Strait Islander families, is rolling out the resources to the state's maternity services. This resource will support health professionals to enhance care.



(Left to right) Western Health Koori Maternity Services Liaison Officer Rachel Muir, Western Health Aboriginal Health Policy and Planning Manager Jacqueline Watkins and Royal Women's Hospital Maternity Services Education Program Project Officer, Kate Freeman.

The guide, developed as part of the Aboriginal Newborn Identification Project, prompts health professionals to ask all pregnant women at their first visit: "Are you of Aboriginal or Torres Strait Islander origin?" And "Is your baby of Aboriginal or Torres Strait Islander origin?"

The Aboriginal Newborn Identification resource will be available to all maternity services across Victoria. The unique tool will provide a pregnancy care handbook that reminds clinicians of the importance of culturally safe maternity care.

"This year approximately 2000 Aboriginal and/or Torres Strait Islander babies will be born in Victoria and this resource guide acknowledges a family's cultural identity and its relevance to their clinical needs and care planning," Chair of the Aboriginal Newborn Identification Project Reference Group, Adjunct Professor Tanya Farrell said.

She said accurate statistical information regarding the health status of Aboriginal and/or Torres Strait Islander people was critical to ensuring access to timely and appropriate maternity care. 🍷

Emerge in the West Community Day

The Western Health Endocrinology and Diabetes team partnered with the Footscray Rotary Club recently to participate in 'Emerge in the West', a celebration of African culture, which was held in Footscray on Saturday 16 May 2015.

Four Western Health diabetes nurse educators and seven endocrinologists volunteered their time to test blood sugar levels and check blood pressures at the community event.

"The western suburbs of Melbourne have one of the highest rates of diabetes in the country," Western Health's Head of Endocrinology and Diabetes Services, Shane Hamblin said.

"Rates are particularly high in our newer arrivals from Africa, so it was a chance to raise awareness in the community about this condition.

"The Rotary Club of Footscray President, A/Prof Graeme Thompson, eminent Western Health surgeon, was ably supported by Western Health's well known cardiologist and fellow Rotarian, Dr Bob Newman. The club has been very supportive of Western Health, raising funds last year and again this year for our Young Adults Diabetes Service," Shane added. 🍷

Shane Hamblin checks blood pressure during the recent Emerge in the West event.



FASHION GALA

THURSDAY 13 AUGUST 2015

Join twelve Western Health breast cancer patients as they take to the catwalk, showcasing the latest season's fashions.

All proceeds will support care for women of the west facing breast cancer.

Special guest performance by Soprano Marina Prior.



WHERE: The Celebrity Room
Moonee Valley Racing Club

TIME: 6.30pm to 11pm

INCLUDES: Three course meal
drinks and entertainment

To purchase your tickets please call 1300 079 599
or visit www.breastwest.com.au

BreastWest Partners



Event Sponsors



Together, caring for the West

www.westernhealth.org.au

Footscray Hospital

Gordon Street
Footscray VIC 3011
Locked Bag 2
Footscray VIC 3011
8345 6666

Sunshine Hospital

Furlong Road
St Albans VIC 3021
PO Box 294
St Albans VIC 3021
8345 1333

Sunshine Hospital Radiation Therapy Centre

176 Furlong Road
St Albans VIC 3021
8395 9999

Western Centre for Health Research & Education

Sunshine Hospital
Furlong Road
St Albans VIC 3021
8345 1333

Sunbury Day Hospital

7 Macedon Road
Sunbury VIC 3429
9732 8600

Williamstown Hospital

Railway Crescent
Williamstown VIC 3016
9393 0100

Drug Health Services

3-7 Eleanor Street
Footscray VIC 3011
8345 6682

Hazeldean Transition Care

211-215 Osborne Street
Williamstown VIC 3016
9397 3167