

Community PULSE

Autumn | 2016



Western Health

New parents Trent and Aoibhinn Crockett with their son Matthew

The family had a visit from Health Minister, The Hon Jill Hennessy, on her recent visit to Sunshine Hospital.

Inside this edition:



New partnership helps disabled dental patients

3



New Women's and Children's Hospital one step closer

5



Hospital volunteers receive community award

6

Together, caring for the West



Some wonderful new initiatives are currently underway across Western Health to improve the care we deliver to patients and their families.

A new dental service at Williamstown Hospital is providing additional care from nursing staff to reduce the anxiety often experienced by disabled patients when they visit a dentist. This joint initiative between Western Health and Dental Health Services Victoria (DHSV) was established to provide care for patients who are unable to receive treatment in mainstream dental services. These patients and their carers are often very anxious about their stay, but our staff have been wonderful in providing the physical and emotional support required to provide the best care possible. You can read more about this fantastic initiative on page three.

Maternity Services at Western Health recently launched a new model of care, with the introduction of Colour my Care for all Women's Clinics at Sunshine Hospital and in community locations. The changes were developed to meet the needs of families in the region, as women are now allocated to a colour team- blue, orange, yellow or purple. This change was introduced to increase the consistency and coordination of care for pregnant women coming through the clinics.

With the extraordinary population growth across the west of Melbourne, it is exciting to know that the construction of the \$200 million Joan Kirner Women's and Children's Hospital will commence later in the year. We will keep you updated as work progresses. It was fantastic to have the Health Minister, The Hon Jill Hennessy visit Sunshine Hospital on Friday 18 March to announce that Lend Lease will manage the construction of the new building. The Minister also took the time to visit one of the maternity wards and meet several mothers and their newborn babies.

Sunshine Hospital's highly anticipated new retail precinct is nearing completion, with the newly refurbished Opportunity and Auxiliary Shops now open for business and more shops to open soon, including a florist, pharmacy, hairdresser, newsagent and general store. We hope the new precinct provides an extra level of service for patients and visitors at Sunshine Hospital. 



Associate Professor Alex Cockram
Chief Executive, Western Health

Strategic Plan Interactive

The Western Health Strategic Plan 2015-2020 can now be downloaded in full and has also been converted to an online interactive version, accessible from Western Health's internet site.



The interactive version can be viewed on various devices, including mobiles and tablets and the format is responsive to the device being used.

When developing the plan, an important step was providing accessible ways for people to view it, so they can familiarise themselves with the priorities that underpin Western Health's approach to patient care and service delivery. To make the Plan further accessible to all, an A5 booklet has also been produced.

To go to the online interactive version of the Western Health Strategic Plan 2015-2020 or to download a PDF copy, please visit www.westernhealth.org.au or to get a copy of the A5 booklet, please email whpublicaffairs@wh.org.au 



New partnership meets the needs of disabled dental patients

A visit to the dentist can be a confusing and frightening experience for intellectually disabled patients.

The problem has prompted Western Health and Dental Health Services Victoria (DHSV) to establish a specialist dental service for intellectually disabled patients and other patients with complex medical conditions.

The new dental service at Williamstown Hospital provides additional care from nursing staff to reduce the anxiety often experienced by disabled patients when they visit a dentist.

It is currently the only service of its kind in Victoria and was made possible thanks to Associate Professor Arun Chandu, Western Health's Head of Unit of Oral and Maxillofacial Surgery, who initiated the collaboration between the two services.

Bronwyn Menadue, Western Health Perioperative Services Manager, said many patients had waited several years for dental treatment because their complex needs were unable to be catered for by mainstream dental services.

"Our patients and their carers come from all over Victoria, and some need to stay overnight in hospital," Ms Menadue said.

"They're often very anxious about their stay but our staff have been wonderful in providing the physical and emotional support required to provide the best care possible."

Western Health staff developed the service by visiting DHSV to gain a better understanding of dental patients with special needs.



(Left to right) Assistant Nurse Unit Manager Alison Stephenson, Enrolled Nurse Ethna Morris, Enrolled Nurse Cindy Cosar, Anaesthetist Elizabeth Hessian, Nurse Unit Manager Paul Buso, Clinical Nurse Specialist Linda Wilkins, Theatre Technician Duncan McKenzie, Clinical Nurse Specialist Elizabeth Ryke, Facio-Maxillary Registrar Shiva Subramaniam, Dental Health Services Victoria Dental Nurse Pam Rawnsley and Dentist Dr Warren Shnider.



Sunshine Hospital ICU Nurse Unit Manager, Nicole Keogh with patient Dwayne Pitts.

Sunshine Hospital marks one year of critical care services

When Dwayne Pitts was discharged to a general ward after spending 69 days in Sunshine Hospital's ICU fighting for his life, his team of intensive care nurses cried.

"They were happy tears because he had become part of our ICU family," Sunshine ICU Nurse Unit Manager, Nicole Keogh said.

Dwayne is one of the first wave of patients treated at Sunshine Hospital's critical care facilities, since the facilities opened one year ago.

Previously, severely ill patients in Melbourne's West had to be transferred to Footscray Hospital or other hospitals across Melbourne, causing inconvenience for patients and their families.

Dwayne had a chronic form of Guillain-Barre syndrome, which caused complete paralysis of all his muscles. He was unable to breathe on his own, had heart problems and was resuscitated several times as the ICU staff battled to stabilise his condition. It took three weeks before he was able to move his lips.

Then a multi-disciplinary team of ICU medical and nursing staff, dieticians, social workers, speech pathologists and physiotherapists helped him learn to talk, move and eat again.

On the day he left the ICU, Dwayne recorded a short video message to the staff who saved his life: "Goodbye ICU, thank you so much for your loving care," he said.

Director of Intensive Care Services, Associate Professor Craig French, said there had been a 25 per cent increase in the number of severely ill patients treated at Western Health's intensive care services since the critical care facilities opened at Sunshine Hospital.

Gravely ill patients from as far afield as Horsham, Swan Hill and Mildura are now being referred to Sunshine Hospital.

"The new services are not only benefitting local people," Associate Professor French said. "They're also having a broader impact at state level and by reducing patient demand on inner city hospitals."



Colour my Care initiative providing best care for women

Maternity Services at Western Health launched their new model of care at the beginning of February, with the introduction of Colour my Care for all Women's Clinics at Sunshine Hospital and in community locations.

Women are now allocated to a colour team – blue, orange, yellow or purple - according to the suburb they live in at the time of booking their first appointment. The women stay in the same colour team and have the same team of clinical staff caring for them throughout their pregnancy.

Women who choose and are deemed suitable for the homebirth program, along with women who are identified as vulnerable, continue to be cared for with the existing procedures.

Each colour clinic runs for a full day at Sunshine Hospital and another day at a location in the community.

Antenatal Clinics are now held at cohealth Clinic at Laverton, Hub, Melton Health, ISIS Wyndham Vale Primary Care Centre and Sunbury Day Hospital.

Women's Clinic Project Officer, Hayley Pohatu says that the introduction of 'Colour my Care' ensures continuity of care for women giving birth at Western Health services.

"The changes ensure that every woman receives coordinated, safe, effective care that is individualised to her needs, provided by the right clinician and provided at the right time," Hayley said.

"This continuity of care, through Colour my Care, provides a more satisfying experience for women giving birth at Sunshine Hospital." 🍷

Colour my care.

Western Health now has a colour program in our maternity services called 'Colour my care'.

From one mum to another

In recent years, midwives at Sunshine Hospital and the volunteers at The Williamstown Hospital Opportunity Shop have worked together to provide baby clothing and blankets for babies whose parents are having difficulty providing the many items a newborn needs.

With community help, both parties are hoping to expand that helping hand in time for Mother's Day. People are invited to put together a small care pack of brand new, unopened toiletries, either in a toiletry bag or a small box or basket wrapped in plastic so the items stay in place.

Some ideas include a toothbrush, toothpaste, floss, hairbrush, hair ties, shampoo, conditioner, soap, body and face moisturiser, cleanser, body wash, tissues, hand cream, lip balm, deodorant, face wipes and sunscreen.



Williamstown Hospital Opportunity Shop Volunteers, Diane Miovich and Margaret Stephenson with some of the donated items.

During May, the midwives will hand the care packs over to mums who might need a little extra help.

"One of the most important ideas behind 'From One Mum to Another' is that this is a personal donation," Nicky Cooper from The Williamstown Hospital Opportunity Shop said.

"We ask for the donor to add a little note to the recipient mother with their care pack. We have seen how touched the mothers are to have

received the donations and we want them to know the community cares."

Until the end of April, you can hand your care pack to a volunteer at The Williamstown Hospital Opportunity Shop at 47 Ferguson Street or to the volunteers at the Sunshine Hospital Opportunity Shop.

For further information, please contact Nicky Cooper on 0401 684 977 or Nicky.Cooper2@wh.org.au 🍷

New Women's and Children's Hospital one step closer

The Joan Kirner Women's and Children's Hospital is one step closer following the announcement of the managing contractor.

Visiting Sunshine Hospital on 18 March, Minister for Health, The Hon Jill Hennessy joined local Member for St Albans, Natalie Suleyman MP, to announce Lend Lease Building Contractors Pty Ltd will build the new hospital.

The new hospital, which will be built next to Sunshine Hospital, is designed to meet the needs of the growing community and ensure more women in Melbourne's west will be able to give birth and access children's services closer to home.

"The Andrews Labor Government is proud to be building the new Joan Kirner Hospital so families in Melbourne's west can get the care and treatment they need and deserve, closer to home," Minister Hennessy said.

"The new Hospital will mean more mums in the West will have peace of mind, knowing that children's services are right on their doorstep."

Western Health Chief Executive, A/Prof Alex Cockram added that not only will the new



Member for St Albans, Natalie Suleyman MP, Western Health's Clinical Services Director for Women's and Children's, A/Prof Glyn Teale, Western Health Chief Executive, A/Prof Alex Cockram, Minister for Health, The Hon Jill Hennessy with Layla Bentley and mum, Brie Bentley.

building create a better environment for women and children but also for staff.

"Attracting the very best staff to work in the Joan Kirner Women's and Children's Hospital is a top priority for Western Health and a top priority in the building's design" A/Prof Cockram said.

"We will be able to provide a setting which will enable us to recruit the best midwives, doctors, special care nurses and other

staff needed to transform a great building into a great healthcare service for women and children."

Lend Lease Building Contractors will work together with the Department of Health and Human Services, appointed design consultants Lyons and the Western Health Project Team.

Early construction works will begin later this year. 🌟

Cancer conference brings experts together to improve care

Some of the country's key primary care and cancer experts have come together to share the latest initiatives and research in the role of primary care across the cancer continuum.

The recent Evolving Role of Primary Care in Cancer Conference brought together cancer experts from across Australia to look at ways of improving care and patient outcomes. Hosted by Western Health, the inaugural conference was a collaboration between the Victorian Comprehensive Cancer Centre (VCCC), PC4 and the Cancer Council of Victoria.

Internationally renowned cancer researcher, Dr Fiona Walter, who was recently appointed as Clinical Principal Research Associate in Primary Care Cancer Research at the University of Cambridge in the UK, presented her research on diagnosing melanoma in primary care.

"It's rare to have a gathering of such high profile experts on primary care and cancer and this was key to the quality and success of the day," MP Western Health's Cancer Services Operations Manager, Tim Chiu said.



(Left to right) Executive Director of the Victorian Comprehensive Cancer Centre, Professor Jim Bishop, Clinical Principal Research Associate in Primary Care Cancer Research at the University of Cambridge, Dr Fiona Walter and The Herman Professor of Primary Care Cancer Research at the University of Melbourne and Western Health, Professor Jon Emery.

"We were delighted with the standard of submissions for both oral and poster presentations and the concurrent workshop sessions were highly interactive and stimulated much discussion around how we can improve screening, early diagnosis, survivorship and end of life care for people affected by cancer." 🌟

Sunshine Hospital retail precinct nearing completion

Sunshine Hospital's highly anticipated retail precinct is nearing completion, with the new Opportunity and Auxiliary Shops now open for business and more shops to open.

A pharmacy will open its doors soon, which will be able to dispense scripts, sell over-the-counter medical supplies, make up and gifts, while a florist will open next door.

"The new pharmacy and florist marks the start of an exciting new relationship with Aust Café, who over the next two years, will be progressively opening fabulous new retail offerings at Sunshine Hospital," Divisional Director of Health Support Services, Christine Neumann said.

"Further developments for 2016 include a hairdressing and beautician service, along with a newsagent and general store."



The Sunshine Hospital Opportunity Shop volunteers outside their new shop front.

In February, the Sunshine Hospital Opportunity Shop and Auxiliary Shop volunteers opened the doors to their new premises, located on the concourse between the main entrance and the back entrance to the Emergency Department.

"The volunteers at the Sunshine Hospital Opportunity and Auxiliary Shops are enjoying the bright new premises," Manager of Community Engagement & Volunteers, Jo Spence said. "The volunteers are selling their pre-loved, donated items from the community in the Opportunity Shop and in the Auxiliary Shop, beautifully handmade and unique items.

"To fit in with the new premises, the volunteers are looking very stylish in new uniforms and they all feel that being in the new precinct will give the hospital community a wonderful, all-round shopping experience."

All funds that are raised from the Opportunity and Auxiliary shops go towards specific projects at Sunshine Hospital.

During 2015, almost \$90,000 was raised from the Opportunity and Auxiliary shops. ♡

Hospital volunteers receive community award

A small team of volunteers who help hundreds of daily visitors at Sunshine Hospital have received an Australia Day Award for community service.

The volunteer guides make people feel welcome, helping them navigate their way around the hospital and assisting those who don't speak English as their first language. They help patients in the outpatient clinics to use the checking in computerised system and explain new processes within the hospital that may affect patients and visitors.

Maria, a member of the visitor guide team for 10 years, said she was proud to accept the Brimbank City Council Australia Day Award on behalf of her colleagues. The award is presented annually to honour those who contribute to community wellbeing.

"I am so proud to be helping my community in this way and I feel very connected with my local community by volunteering at Sunshine Hospital," Maria said. "The hospital has grown so much. It is such a beautiful building that I feel special to be part of it and to show people around it."

The visitor guide team has about 25 members. The volunteers attend the hospital on a rostered system from Monday to Friday and help about 200 visitors per day. ♡



(Left to right) Western Health Manager of Community Engagement & Volunteers Jo Spence, Sunshine Hospital volunteer Maria and Brimbank Council Administrator Jane Nathan

Patient helpers take first steps to a new life

A successful path to jobs for unemployed people has been forged in a training program run by Western Health and Djerriwarrh Community and Education Services.



The 23rd group of Western Health trainee Patient Services Assistants at their cultural diversity day event.

Instead of recruiting Patient Services Assistants (PSAs) from external training organisations, Western Health runs its own on-the-job training program for PSAs. Patient Services Assistants are responsible for cleaning patients' rooms and transporting patients around a hospital.

"We developed the program because we wanted to reach out to our community in the western suburbs, to give people the opportunity to gain employment," said Steven O'Byrne, Western Health's training manager of support services.

"A lot of our trainees come from diverse cultural backgrounds and for many it's their first step into the workforce."

Trainees work across three hospital campuses at Footscray, Sunshine and Williamstown, gaining practical experience in every clinical area during their 12-month course.

They also spend time in the classroom learning about a wide range of topics, including how to deal with practices or patients often shunned in their home countries.

"The traineeship helps them feel more comfortable with different patients, so that everyone is treated respectfully. "By employing people from our own PSA training program we know the quality of their work and training is of a high standard. It means we get staff who can work anywhere in our health service, from the emergency department to the general wards."

The 23rd group of trainees recently marked the completion of a unit on cultural diversity by hosting a special lunch and dressing in their national costumes.

More than 130 trainees have graduated from the program since it began in 2007. Staff retention is high, with 120 graduates still working at Western Health as PSAs, or in supervisory positions. Some have gone on to further study and become nurses. 🐦

Community fundraising improves healthcare in the West

Western Health is deeply appreciative of fundraising efforts by local community groups and organisations. Thank you to Watergardens Shopping Centre, the Altona Cricket Club and the Sunbury Pink Ladies for raising vital funds to improve healthcare in the West.

In late 2015, the Sunbury Pink Ladies, led by Andrea Casey, raised a very impressive \$8000 from the Sunbury Pink Ladies BreastWest Dinner at the Goonwara Golf Club in Sunbury. The money raised on the night will fund care packs for breast cancer patients at Western Health.

The Altona Cricket Club held their third annual Breast Cancer Ladies Day in late February to raise money for BreastWest. The club raised a very impressive \$6,570 and all of the money raised will support women in the west facing a breast cancer diagnosis.

Watergardens Shopping Centre raised over \$6600 for the Sunshine Hospital's Ronald McDonald House Family Room as part of the centre's gift wrapping service throughout the recent festive season.

"We were very proud to support Ronald McDonald House in this way, which provides much needed support to our local community," Watergardens Centre Manager, Joe Galea said.

"Watergardens is a popular gathering place for our local community and it's very important for us to support local organisations and groups who do so much good for the community." 🐦



(Left to right) - Community Representative for McDonalds, Sandra Collins, Western Health Foundation Executive Director, David Jones, Watergardens Centre Manager, Joe Galea, Gift Wrapping Volunteer, Jo Westover, Children's Ward Nurse Unit Manager Di Patterson, Ronald McDonald House Development and Relationships Manager Clare Finucane and Ronald McDonald House Executive Officer Peter Bishop.



Members of the Sunbury Pink Ladies Kim Boots (left) and Andrea Casey (right) with Western Health's Divisional Director Perioperative & Critical Care Services Claire Culley (centre).



WalkWest a resounding success

Thank you to all of those who joined us for the third annual WalkWest 2016 on Sunday 6 March.

The day was a big success, with over 1000 people pounding the pavement along the beautiful Maribyrnong River. Over \$30,000 was raised from the event.

Thank you to all of our volunteers who helped on the day, along with our sponsors and partners - we couldn't have done it without you and we are so appreciative of your support. Thanks to Metricon, Toll Group, Victoria University.

LeadWest, CDC Victoria, BankVic, HESTA, First Response Pharmacy, Magnuvum Opus, Currie & Brown, Susan Alberti Medical Research Foundation, Design Guide, N2SH, Building Engineering, Australian Unity, Western Bulldogs, Brimbank City Council, Copperfield College, Rotary Club of Footscray, Rendina Real Estate, Keilor Downs College, Maribyrnong City Council, Maribyrnong College, Sons of the West and Sun Theatre.

We hope to see you in 2017. 🐾

Left: Former Western Bulldogs player Doug Hawkins and the Bulldog's mascots enjoying the day

Top right: The participants in the 10km events set off

Middle right: AFL great Doug Hawkins with Ben Wigginton

Bottom right: Western Health Board Member, Gerard Blood finishes the 10km run

Together, caring for the West

www.westernhealth.org.au

Footscray Hospital

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8345 6666

Sunshine Hospital

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St Albans VIC 3021
8345 1333

**Sunshine Hospital
Radiation Therapy
Centre**

176 Furlong Road
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**Western Centre
for Health Research
& Education**

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Sunbury Day Hospital

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Williamstown Hospital

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9393 0100

Drug Health Services

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8345 6682

**Hazeldean
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