

Community PULSE

Summer | 2015



Western Health

2014
Premier's Health
Service of the Year



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Together, caring for the West



It has been a busy year for Western Health, with some significant changes taking place across the health service throughout 2015.

We marked the opening of Intensive Care and cardiac care services at Sunshine Hospital in February, along with the relocation of many acute services from Footscray to Sunshine Hospital. This was a very busy time and our staff and volunteers took all of this on with passion, hard work, determination and a minimum of fuss. The result is that we go into 2016 with a transformed Sunshine Hospital with many benefits for the entire community. The whole change was made much easier through the understanding shown by our patients and their families along the way.

The Western Health 2015-2020 Strategic Plan was also completed recently after an extensive consultation process that engaged more than 1,000 people, including many members of the community. We received a wide range of feedback and have now translated this into a plan which is available on the Western Health website at www.westernhealth.org.au you can read a little more about it inside this magazine, on page 6.

The year ahead is already shaping up to be an exciting one, as construction starts on the highly anticipated Joan Kirner Women's and Children's Hospital at Sunshine. We are very grateful for the State Government's commitment of \$200 million towards its development and we are working very hard to make sure the design will reflect the characteristics and needs of our community. We will keep you updated on the progress of the new hospital as work progresses throughout 2016 and if you are visiting the site, you will soon see some changes.

Thank you for your support in 2015 and best wishes for a happy and safe New Year to you and your family. ♥

Associate Professor Alex Cockram
Chief Executive, Western Health

Long serving staff recognised at AGM

The significant contribution made by long serving staff members was recognised at Western Health's recent 2015 Annual General Meeting at Flemington Racecourse.



Western Health Board Chair, The Hon Bronwyn Pike, 45 year service award recipient Toni Powell and Western Health Chief Executive, A/Prof Alex Cockram.

Community members joined staff and volunteers to reflect on a busy year for the health service and celebrate the many achievements.

Four of Western Health's longest serving employees were recognised for reaching 40 years of service, while one staff member was acknowledged for an exceptional 45 years of service.

David Ellis, Beverly Howard, Olga Learoyd and Elaine Morrison each received 40 year service awards. Williamstown Hospital Admissions Clerk, Toni Powell, received a standing ovation as she made her way to the stage to collect her 45 year service award.

Toni commenced on 10 May 1970 at Williamstown Hospital, where she has worked for the whole of her 45 year career at Western Health, and is the first line of contact for patients at the hospital.

"Her colleagues say that they always smile when they hear a patient remember Toni from their previous visit," AGM MC and Western Health's Executive Director of People Culture and Communications, Juliette Alush, told those gathered on the night.

"Toni has a very friendly manner and has a unique ability to relax anxious patients and their families and put them at ease so they can best deal with the stress of the operation and hospital stay ahead."

Western Health's Victorian Public Healthcare Award winners, led by Speech Pathologists Courtney Pocock and Merridy Moore, who won the award for Improving Health Equality and Closing the Gap for developing the Cultural and Linguistic Diverse Assist App, were also recognised at the event.

"This is a fantastic initiative that provides initial assessments between clinicians and non-English speaking patients to make things easier when an interpreter is unavailable," Ms Alush said.

"It is a great example of the outstanding quality initiatives taking place across Western Health each day to provide Best Care to our patients." ♥

Dedication to emergency care recognised for Western Health nurse

A dedication to emergency care has earned national recognition for Sarah Cornish, who has been named the College of Emergency Nursing Australasia (CENA) 2015 Emergency Nurse of the Year.

Sarah was awarded the prestigious honour at the 13th International Conference for Emergency Nurses in Brisbane recently, where a number of nurses and emergency departments were acknowledged for their exceptional contribution to emergency care.

Sarah has demonstrated excellence in patient care and clinical outcomes and is seen as a role model to other nursing staff across Western Health.

The Clinical Nurse Specialist and Clinical Nurse Educator, who has worked at Footscray Hospital since completing the Graduate Nurse Program in 2002, has a particular interest in mechanical ventilation and pathophysiology

Sarah recently completed her Masters Research Thesis - 'Use of protective lung strategies in the management of mechanically ventilated adult emergency department patients: a cross sectional survey,' which

looked at knowledge and clinical practice patterns around the implementation of protective lung strategies.

The busy mother-of-one also juggles numerous commitments outside of her busy work schedule, having been a member of CENA since 2004 and joining the Victorian committee in 2006. She is also a member of the Victorian branch of the Australian Resuscitation Council. She was also a member of the Victorian Medical Assistance Team and was deployed as a part of the Western Health response to the Black Saturday bushfires in 2009

"I love working in a team environment, which is at the heart of emergency care. We make decisions very quickly, using our clinical expertise, to improve the outcomes for our patients in their most vulnerable time," Sarah said.

"I really enjoy looking at processes and how they can be improved, to provide the best



*College of Emergency Nursing Australasia (CENA) 2015
Emergency Nurse of the Year, Sarah Cornish.*

outcomes for our patients, which is why I volunteer my time to CENA and the Australian Resuscitation Council." 🐦

Innovative app recognised at Public Healthcare Awards

A multi-award winning app designed by Western Health speech pathologists has claimed top honours at this year's Victorian Public Healthcare Awards.

Speech pathologists Courtney Pocock and Merridy Moore accepted the award for Improving Health Equality and Closing the Gap for developing the Cultural and Linguistic Diverse (CALD) Assist App.

The app was designed in partnership with the CSIRO and provides initial assessments between clinicians and non-English speaking patients to make things easier when an interpreter is unavailable. The purpose built, one of a kind app comprises



(Left to right) Chief Executive, A/Prof Alex Cockram, Manager of Language Services, Lyn Bongiovanni, Senior Speech Pathologist, Courtney Pocock, Acting Manager Speech Pathology, Merridy Moore, Board Chair, The Hon Bronwyn Pike, Acting Divisional Director Sub-Acute and Aged Care, Natasha Toohey and Executive Director of Community Integration, Allied Health & Service Planning, Dr Arlene Wake.

key 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.

The concept was initially undertaken as a quality 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. 🐦

Western Health welcomes new Board Member

Born and bred in the Western suburbs, for Kelvyn Lavelle, Western Health was always seen as one of the key institutions in the area and he was keen to be a part of that.

Having grown up in West Footscray and Altona and attended schools in the region, Kelvyn and his wife lived in Yarraville and for a decade now, they have called Footscray home.

"My mother had a stroke several years ago and coming into Footscray Hospital, it made me think that we could do better. It just felt like the hospital infrastructure was not as good as some other hospitals," Kelvyn said.

"I cut my professional teeth, early in my career, as a community youth worker in the western suburbs and saw that health issues were critical for young people and whether it was drug and alcohol addiction or the lack of good diets and healthy habits, I saw the effects of these in my work.

"My career then moved into a different phase as I commenced working for the late Joan Kirner as a community sector adviser for the Employment Services Regulatory Authority, where Joan was the Chair. I subsequently worked in the Commonwealth Department of Education, Training and Youth Affairs, administering the introduction of the new apprenticeship centres.

"From there, I moved into consulting and issues management and on to my current role as Executive Director Corporate Affairs at the Plenary Group."



Western Health's newest Board Member, Kelvyn Lavelle.

Plenary is leading the consortium managing the construction and development of the Victorian Comprehensive Cancer Centre in Parkville. The Plenary Group also developed the Melbourne Convention Centre at Southwharf. The Group have led the development of numerous Public Private Partnership infrastructure projects around Australia, including Casey Hospital; the Northwest rail link in Sydney; Gold Coast light rail; Biosciences Research Centre at La Trobe University; as well as a number of hospitals in Canada.

Through his role as a Director of the Western Health Board, Kelvyn hopes to be able to contribute to the long-term development of health services in the western suburbs, in a way which improves the environment for patients and provides staff with the best possible conditions to work in.

"For me, it's a matter of what's the best way I can contribute to the western suburbs?" 🍷

New Chair of Medicine for Western Health

Western Health, in conjunction with the University of Melbourne, recently announced the appointment of Professor Gustavo Duque to the Chair of Medicine and Director of the Australian Institute for Musculoskeletal Sciences (AIMSS).

Professor Duque has joined Western Health from Sydney where he was previously the Professor of Medicine and Head of the Division of Geriatric Medicine at the Sydney Medical School Nepean, University of Sydney.

Prior to his arrival in Sydney in 2007, Professor Duque held roles at McGill University in Canada, where he did his Fellowship in Geriatric Medicine and undertook his PhD.

He is also a Macy Scholar in Medical Education at Harvard University.

A highly collaborative researcher with many international linkages, Professor Duque is a geriatrician and bone biologist with a research interest in the mechanisms of age-related bone and muscle loss, osteoporosis, falls, fractures and frailty in the elderly.

He has published extensively on the biology of aging bone and the effect of vitamin D on bone formation.

"As Chair of Medicine, Professor Duque will provide outstanding leadership in research, clinical medicine and medical education," Western Health Executive Director Medical Services, Dr André Nel said.

"He will play an important role in leading and developing the collaborative and community focused clinical, education and research programs, which are a hallmark of the partnership between Western Health, the University of Melbourne and Victoria University.

"We look forward to the impact his research, leadership and clinical practice will have on improving the health of local communities in Melbourne's West." 🍷

Western Health led report calls for improved drug labelling standards



A Western Health-led report calling for mandatory drug labelling standards to help prevent patients being given the wrong drugs has been published in the latest Australian and New Zealand College of Anaesthesia (ANZCA) Bulletin.

The report documented medication errors in Victorian hospitals in 2011 involving neuromuscular blocking agents.

Western Health Senior Pharmacist, Amy McRae and Deputy Director of Anaesthesia and Pain Medicine, Dr David Bramley led the research involved in the report.

Their report outlined 12 cases where the wrong surgical drugs were used, with more than 90 per cent of the medication errors due to hospital staff being confused by inadequate labelling or look-alike packaging on a drug.

"These medications (involving neuromuscular blocking agents) paralyse patients, leaving them unable to move or breathe, whilst remaining fully conscious and place them at risk of serious psychological trauma or death if administered accidentally," Dr Bramley said.

"Without further intervention, it's likely these incidents will continue to cause serious outcomes for hospitalised patients."

Doctors want labels similar to those used in the United States and Canada, where strong neuro-muscular agents have red warning labels on the top.

The research report by Dr Bramley and his team has been endorsed by ANZCA.

Western Health has submitted it to the Therapeutic Goods Administration (TGA) for consideration. 💙

Western Health leads research on patient survival outcomes through the Australian National Bowel Cancer Screening Program

Research into patient survival through the Australian National Bowel Cancer Screening Program (NBCSP) has featured in a prominent story in the *Internal Medicine Journal* online.

Patients with bowel screening-detected colorectal cancer have a markedly reduced risk of colorectal cancer recurrence and death compared to patients with a symptomatic presentation.

The author of the study, Western Health oncologist Dr Sumitra Ananda, said those who took the screening test and were identified as having bowel cancer had much higher survival rates than people who did not take the test but went on to be diagnosed with the same disease.

Dr Ananda said of 1930 patients aged between 50 and 70 (the target group for screening), 141 or 7 per cent had been diagnosed because of the national screening test.

She said that 40 per cent of these people had stage one cancers, the least advanced cancer confined to the bowel wall, compared to 12 per cent of patients who were diagnosed after experiencing symptoms and had not taken a screening test.

Furthermore, the rate of cancer recurrence for people who had had the test was 4 per cent versus 21 per cent for patients in the other group.

There was a significantly lower death rate in the test group too.

The five year survival rate was 91 per cent for them compared to 70 per cent for those who had not taken the test.

"This confirms that we are actually saving lives here," Dr Ananda said.

"People with stage one to three cancers are potentially curable, whereas only a tiny proportion of people with stage four cancer survive."

At the moment, people aged 50-70 are recommended to take the test every two years, however, only some people will be mailed it for free every two years under the screening program, which is being gradually scaled up by the government. 💙

Implementing Western Health's new Strategic Plan

After an extensive consultation process that engaged more than 1,000 people, over 120 hours of one-on-one meetings and focus groups with consumers and collaborating with over 80 community partners, Western Health's latest Strategic Plan is now complete.

Western Health's 2015-2020 Strategic Plan sets the direction for the organisation to work towards in the next five years.

The plan sets out 5 Strategic Aims for Western Health:

- AIM 1.** Growing and improving the delivery of safe, high quality care
- AIM 2.** Connecting the care provided to our community
- AIM 3.** Communicating with our patients, our partners and each other with transparency and purpose
- AIM 4.** Being socially responsible and using resources sustainably
- AIM 5.** Valuing and empowering our people

The new Strategic Plan is now available in an interactive online form. To view the plan, please visit www.westernhealth.org.au 



Western Health cardiologist Dr Michael Wong with Western Health's first electrophysiology patient, Zahid.

New cardiology services help reduce waiting times

Some exciting new developments in Cardiology services have commenced at Western Health to help reduce waiting times for patients.

In September, Western Health cardiologists Dr Michael Wong and Dr Joseph Morton led Western Health's first Electrophysiology Study (EPS) and Radiofrequency Ablation (RFA) in one of the two Cardiac Cath Labs at Sunshine Hospital.

Electrophysiology studies measure and analyse the electrical circuitry of the heart and helps doctors understand the nature of abnormal heart rhythms - arrhythmias - to find where the abnormal heartbeat is coming from.

These results can help decide whether a patient requires medicine, a pacemaker, an implantable cardioverter defibrillator (ICD), cardiac ablation or surgery.


During an EPS, about three to five electrically sensitive catheters are placed inside the heart to record electrical activity.

The first patient to undergo the procedure at Western Health, 21-year-old Zahid, has been suffering recurrent palpitations over the past two years.

Zahid has been forced to give up exercise and his favourite pastime of cricket, due to his condition, with his heartbeat reaching 210 beats per minute on some occasions.

Through the procedure, Zahid's condition was successfully treated and he will be back playing cricket soon.

"This is a big step forward in treating patients in the West living with a cardiac arrhythmia who have largely been referred to the other hospitals in the past," Dr Wong said.

"These procedures are really useful to address a large number of patients in the West who have electrical heart problems and who have essentially had to live with their symptoms for a long time, because the waiting lists for these procedures are rather long." 



Members of the Sunshine Hospital Critical Care Appeal and the Western Health Foundation with Minister for Health, The Hon Jill Hennessey, at Parliament House recently.

Vietnamese HealthCare Professionals raise vital funds for critical care services

Since June 2015, the Australian Vietnamese Health Professionals Association of Victoria (AVHPA) has led a community fundraising appeal to support Critical Care Services at Sunshine Hospital.

Dr Hoang Huy Huynh, President of the AVHPA and Director of the Sunshine Hospital Critical Care Appeal, and Dr Nhan Phuc Pham, Past President of AVHPA and Appeal Coordinator, brought together a diverse and highly enthusiastic group from health, the business sector, religious groups and the Vietnamese Community Associations.

The Venerable Thich Phước Tấn OAM, Abbott of the Braybrook Buddhist Temple has been most enthusiastic about the Appeal, to help build stronger bonds between Sunshine Hospital and the Vietnamese community.

Bishop Vincent Long Van Nguyen, Leader of the Catholic community in St Albans has also been actively involved in supporting the initiative.

The Committee has raised in excess of \$240,000, which will fund a high resolution Digital Ultrasound Kiosk, a Sentinel Node 'Navigator' System for cancer staging and a Rotem system, which provides care for women with high risk pregnancies.

The Western Health Foundation and the Appeal Committee have formed a strong relationship and look forward to working together in support of Sunshine Hospital in the years ahead. 



STEP UP!
REGISTER NOW.
FREE ENTRY

Walk West

SUNDAY 6 MARCH 2016
5K OR 10K WALK OR RUN
Doug Mills Reserve, Footscray Park

To register and full details:
walkwest.com.au

SEASON'S GREETINGS

Best wishes for a happy and safe New Year.
Thank you for your support in 2015.

Together, caring for the West

www.westernhealth.org.au

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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



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