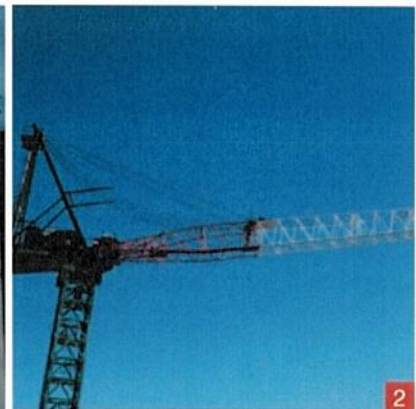


Excellence.
Everywhere.
Everyday.



'Investing in Excellence': Richmond redevelopment well under way

The Richmond redevelopment stage 1 works have progressed significantly in the past few months. The builders, Baulderstone, now have a much more visible and direct presence on site – signifying that the works are well and truly under way. It is an exciting milestone in the redevelopment of Epworth Richmond. Hoardings and other site establishment activities

commenced in late July and a tower crane and personnel hoist have all been erected in what was the courtyard area.

The crane is approximately 53 metres from the ground level to the top of the A frame and its stature has a commanding presence. It can lift a capacity of 2.4 tonne at 60.5 metres

IMAGE 1, 2 & 3: THE CRANE IS ERECTED TO COMMENCE REDEVELOPMENT WORKS

from the base and from 5.7 metres from the base, can lift an impressive 16 tonne. New signage and updated maps have been placed at both the Erin Street and Bridge Road entrances, as well as around the construction site.

CONTINUED ON PAGE 4...

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 6441
Fax: 94266478

Editors

Media and
Communications Team
Phone: 9426 6441
catherine.dohrmann@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

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Message from the Group Chief Executive

Welcome to the Spring 2010 edition of Epwords. There have been many important achievements which have taken place over the past months of which we should all be very proud.

I am very pleased to announce that we have recently appointed Professor Richard de Steiger as our Professor of Surgery and the Victor Smorgon Chair of Surgery. Professor de Steiger is well respected for his outstanding clinical research and teaching record in surgery.

The Epworth Richmond redevelopment has progressed rapidly. The 53 metre crane was erected in the middle of August and its presence signifies that Stage 1 works are now well underway. The patience, co-operation and understanding shown by staff, patients and visitors to the hospital during these works have been tremendous.

Epworth Eastern gained national recognition through the Private Hospital's Association of Queensland's 7th Annual Innovative Practice awards for their 'Goodnight Service'. Well done to everyone involved for your outstanding efforts in improving customer care.

Strategies have been set in place to enhance our research capabilities and Dr Megan Robertson has been appointed to the role of Executive Director Research to provide dedicated focus and leadership in research. The Clinical Trials and Research

Centre (CTRC) supports research and is exploring potential projects for undergraduate students at both Monash and Melbourne Universities.

Epworth Rehabilitation and orthopaedic physiotherapist, Bridget Hill was awarded one of six Epworth HealthCare annual scholarships in 2009. The scholarship has enabled Bridget to research Traumatic Brachial Plexus Injuries (BPI). Bridget has devoted one day per week to her research over the last 12 months. Without scholarships such as these, many vital research endeavours would not be undertaken.

From 24 to 27 August we undertook our ACHS Periodic Review focussing on our commitment to quality. The surveyors spoke of how impressed they were with our continuous improvement in the care that we deliver to our patients and how well we all work together as an organisation to achieve such great results. Well done to everyone for your outstanding efforts!

As part of our commitment to supporting the community, we have recently introduced a Workplace Giving Program for staff. The program is a wonderful way for staff to assist the wider community through regular donations to eligible charities through the payroll system.

I hope that you enjoy reading about our work over the past months.

National recognition for Epworth Eastern

Epworth Eastern identified a growing problem last year by analysing patient satisfaction ratings and by questioning cleaning standards that passed cleaning audits but left room for improvement in the eyes of staff and management.

Looking to continually improve patient satisfaction, staff decided a reality check on the state of patients' rooms at the end of each day was important. Rooms appeared rather tired as a result of tousled bedding, discarded bathroom towels, wet bathroom floors, full waste paper bins, finished newspapers and untidy bedside tables.

A commitment to implement a daily environmental check seven nights per week saw pleasing results and an immediate rise in patient satisfaction ratings. The checks took place between 4.30pm and 7.30pm with cleaning staff asking patients what they would like attended to in the room before politely thanking them and saying goodnight.

Epworth Eastern Executive Director Vincent Borg explained Epworth's commitment to improve customer service was boosted by an investment of an extra 25 cleaning hours per week and minimal set-up costs.

"Helping patients feel more comfortable and especially when having visitors is important. They passed on their thanks to the environmental services staff, who in turn received compliments from the nursing staff. Apart from the obvious improved room presentation and increased patient safety benefits, one unexpected advantage was that environmental staff began requesting to be rostered on the good night service shifts, because they enjoyed these connections.

"The three immediate improvements that were measured through patient satisfaction surveys and internal reviews were for room cleanliness, courtesy of cleaning staff and internal cleaning audits (from between 3 and 6 per cent).



"Overall this was a simple idea that was embraced quickly and introduced smoothly and efficiently. Immediate gains were felt by everyone," Mr Borg said.

The initiative gained national recognition through the Private Hospitals Association of Queensland's 7th Annual Innovative Practice awards, placing runner up. This national award seeks submissions from Health Organisations from around Australia. Of the other 14 submissions that were selected for presentation, the 'Goodnight Service' was the only one not to have a clinical focus.

Congratulations and thanks must be extended to Hospitality Services Manager Walter Schwaighofer, Environment Services Manager Joanne Fitzpatrick and all of the Environmental Services team at Epworth Eastern for their outstanding achievement and their efforts in improving our customer service.

IMAGE: LYNN HART – EXECUTIVE MANAGER CLIENT RELATIONS HESTA, WALTER SCHWAIGHOFER – HOSPITALITY SERVICE MANAGER, JOANNE FITZPATRICK – ENVIRONMENTAL SERVICES MANAGER, LUCY FISHER – EXECUTIVE DIRECTOR PRIVATE HOSPITAL ASSOCIATION QUEENSLAND

Leading the way in research

Health care research is a core component of the strategic plan for Epworth HealthCare in becoming Australia's foremost private academic medical organisation. Research is also an essential component in helping Epworth provide optimum care to our patients as well as continuing to improve our community services.

The Clinical Trials and Research Centre (CTRC) is located at Hoddle Street Richmond and provides research services across the entire group. With two newly appointed managers and 8 research staff, the CTRC can

assist clinicians of all kinds who are interested in pursuing research – from answering simple clinical questions about aspects of care through to participation in multi-centre collaborative studies. CTRC staff are experts in turning your question into a proposal, a Human Research Ethics Committee (HREC) submission and designing data collection. Our aim is to facilitate research to make it as user-friendly as possible to encourage clinicians and patients to participate.

Currently, the CTRC are exploring potential projects for undergraduate

students at both Monash University and The University of Melbourne and would like to hear from any clinicians who may have a suitable idea or project for student involvement.

If you would like to hear more about research at Epworth or discuss research options in your clinical area, please contact Dr Megan Robertson, Executive Director of Research (Email: megan.robertson@epworth.org.au or Telephone: 9426 8082)

Executive Director Medical Research Megan Robertson



World Cup CEO Dinner

On June 25 the Richmond and Corporate divisions hosted the quarterly CEO Dinner. In keeping with the excitement of the World Cup, the decision was made to theme the night around that spectacular international sporting event.

The night began with pre-dinner drinks in the Ante room, where paper soccer balls hung from the ceiling via string, artificial grass adorned the benches and World Cup posters were pinned to the walls. Guests soon realised the decorations in the Ante room where just the beginning to what would be a great night ahead! The transformation of the Auditorium proved a real highlight. The menus were in the shape of a soccer ball and the food itself was inspired by countries involved in the World Cup. Soccer paraphernalia

including – flags, miniature world globes, soccer nets and helium balloons – dressed up the Auditorium to give the room a ‘World Cup’ feel.

The night then kicked off with Melbourne Victory CEO, Ernie Merrick speaking on the importance of teams working together towards a common goal. His engaging style kept the 80-strong audience captivated. Comedy sensation Brian Nankervis followed and soon had everyone in the room in fits of laughter.

He effectively managed to get Executive Directors Eileen Hannagan and Vincent Borg, along with Business Manager Rehabilitation Rebecca Arceri and Physiotherapist Ben de Zoete up and about and involved in his routine.

The night was a huge success and thoroughly enjoyed by all. It illustrated just how important and valued CEO Dinners are. The World Cup theme provided guests with both a visual and culinary delight but the real essence of the night was to thank the wonderful work of those staff who were acknowledge and to congratulate them on their recent achievements.

A special thank you goes to Cristina Marguccio and the CEO Dinner Committee for their tremendous hard work in making the night what it was. It would not have been possible to host an event such as this without them! Thanks also to Matt Forsyth and Steven May for hosting the night – well done.

IMAGE: THE EXECUTIVES POSE IN THEIR EPWORTH HEALTHCARE SOCCER TOPS

‘Investing in Excellence’: Richmond redevelopment well under way, continued...

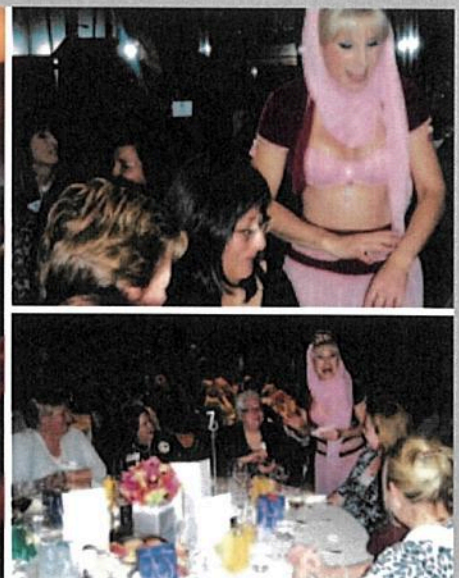
Throughout the entire redevelopment process, Epworth and Baulderstone remain committed to the health and safety of our staff, patients and visitors. Further to this, the management of noise and vibration impacts continue to remain a top priority to help minimise disruptions, wherever possible.

The courtyard area will remain part of the construction zone for the duration of the redevelopment works. Once construction of all stages of the redevelopment are complete, this area will be home to a brand new, updated courtyard with new tree plantings as well as a proposed tiered lecture theatre. In the shorter term, greenery will be

added to the Level 3 terrace outside Day Surgery (DOSA) in order to provide a pleasant outdoor space for patients, visitors and staff. It is anticipated this will happen in the coming months.

Other major works anticipated to commence in 2010 involve constructing additional levels, 7 to 9 and the refurbishment of levels 5 and 6 on the existing Bridge Road building. Stage 1 works will provide additional consulting space for doctors, as well as support space in preparation for the redevelopment of the first major construction works ‘pod’, which is expected to commence in the second quarter of 2011.

The overall proposed Epworth Richmond redevelopment project aims to deliver state-of-the art critical care facilities, improved acute and rehabilitation patient accommodation, new and purpose-built research and education facilities. Outcomes of the redevelopment will increase capacity and integration between clinical departments with established links through to education and research, increased efficiencies and redistributed and reconfigured capacity to meet changing patient needs and provide improved options for care.



Christmas in July at Freemasons

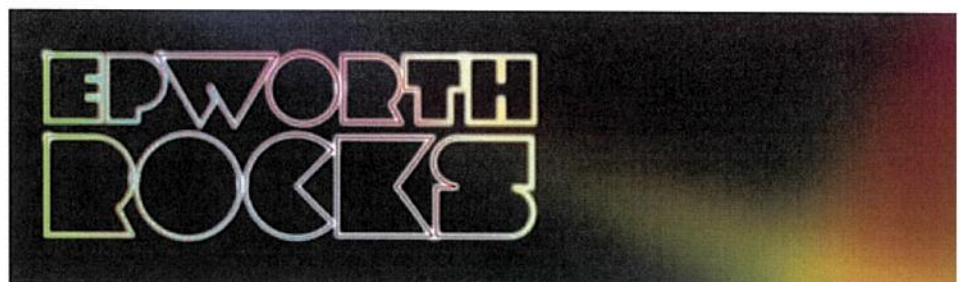
Continuing a six year tradition, Epworth Freemasons held their annual 'Practice Manager's Christmas in July' at the Park Hyatt on July 22. Epworth Freemasons staff, together with new colleagues from Epworth Cliveden, joined with the practice managers and enjoyed a magical night of entertainment and amusement with Jeannie from 'I Dream of Jeannie'.

Executive Director Freemasons Damian Armour spoke of the hospital's achievements over the past year and used the opportunity to discuss plans for the future. The night also presented an opportunity to more formally introduce and welcome the newly embraced Epworth Cliveden staff. The real highlight of the evening was that the occasion offered everyone a time to relax and meet some new faces that had previously just been a voice over the phone!

Feedback from the night was overwhelmingly positive. The Park Hyatt proved a magnificent venue and the night was a success as it gave guests an opportunity to be thanked and acknowledged for their contributions. The performance of the hospital has made a real impact on staff engagement and is a testament for many more great things to come!

STAFF ENJOY THE 'CHRISTMAS IN JULY' CELEBRATION, WITH SPECIAL GUEST JEANNIE FROM 'I DREAM OF JEANNIE'

Epworth HealthCare Gala Ball



Staff and their partners are invited to an evening of nostalgia at the 2010 Epworth HealthCare gala ball. Titled Epworth Rocks the event will be held on Saturday October 9 at Peninsula within the Atlantic Group, Central Pier, Docklands.

Hosted by Group Chief Executive Alan Kinkade and Chair of the Special Events Committee Robyn Beddison, this year's gala ball will celebrate

Epworth's 90th anniversary with music from the 70's, 80's and 90's. Special guests include Dale Ryder from Boom Crash Opera and Brian Canham from Pseudo Echo.

Staff tickets are available from the Epworth Medical Foundation at the discounted price of \$120 per person. Payment through payroll deduction offers a further tax saving. Staff members can book

in tables of ten detailing names and payroll numbers for salary sacrifice. A maximum of two tickets per person can be purchased with no refunds due to cancellation.

For further information and bookings please telephone 03 9426 6131.

Recognising our staff

**Congratulations to all staff who were acknowledged on the day!
It is wonderful to see such loyalty and commitment and to see
the ongoing work that our staff undertake.**

On Monday 7 June the Rehabilitation Division celebrated the achievements of our staff across 3 campuses in our annual Service Awards Ceremony, which was followed by a morning tea. In total there were 33 staff honoured for their service to Epworth, with an amazing combined total of 370 years service.

Awards were presented by Group Chief Executive Alan Kinkade and Executive Director Rehabilitation Bronwyn Mace to staff with service ranging from 5 to 25 years.

Special mention must be made of the following staff –

25 Years Service:

Professor John Olver Medical Director and Chair of Rehabilitation and Psychiatry Clinical Institute

Jennie Ponsford Director Monash – Epworth Research Centre

Lynette Stansbury Outpatient Coordinator

20 Years Service:

Anne Sutherland Occupational Therapy Manager

Scholarship money assists research development

In December 2008, Epworth Rehabilitation orthopaedic physiotherapist and team leader Bridget Hill was awarded one of six Epworth HealthCare annual scholarships. Bridget is researching Traumatic Brachial Plexus Injuries (BPI), a devastating injury usually sustained by young otherwise healthy individuals following a major injury, such as a car or work accident. They can be left with life altering neurological damage as well as ongoing pain and socio-economic hardship. In the most severe cases, patients are unable to move their arms, while others can have limited hand function but are unable to move their shoulder or elbow. Epworth HealthCare currently treats 10 to 15 new BPI patients per year, as well as providing ongoing reviews for past patients.

Microsurgical repair is currently the only viable option for recovery. Traditionally, people with BPI have been assessed by measuring their range of movement or strength. Whilst these measures are important in relation to the success or otherwise of surgery, they appear to have little relevance to the overall functional outcome for the patient.

Bridget's research includes looking at the non-impairment measures currently being utilised and the psychometric properties of these instruments, as applied to the BPI population. She has devoted one day a week to her research over the last 12 months. Determining the most effective outcome measure, means that new treatment techniques could then be trialled to optimise recovery. Without scholarships such as these, which assist staff in their research endeavours a lot of the work would not be undertaken.

A systematic review of the literature, has been completed and Bridget is hopeful that this information will be published in the near future.

The results have been presented at Epworth in-services and a paper has been accepted for a conference which is being held in October this year. Bridget is also in the process of submitting abstracts to a trauma conference in November and an international microsurgery conference in Finland next year, which has a brachial plexus specific component.

As a result of the review it has become apparent that no instrument currently exists that can measure the true functional impact of a brachial plexus injury so the development of a new instrument has commenced. Bridget says that "the learning curve seems to get ever steeper but I'm very much enjoying the challenge"



IMAGE: SCHOLARSHIP RECIPIENT, PHYSIOTHERAPIST BRIDGET HILL



Joining the Epworth family

Epworth Cliveden officially re-opened on 10 June 2010 after receiving full ISO accreditation. A total of twenty Cliveden Hill Hospital staff were kept on initially and over the last few months, others have been gradually re-employed to keep up with the busier demands of the hospital. A total of 40 staff now work at Cliveden.

Director of Clinical Services Fran Kelly said the response from staff since joining the Epworth family has been overwhelmingly positive. "The staff really feel like they have been looked after and they feel there is a genuine concern for their needs", Fran said.

Positive things have occurred while Epworth Cliveden has been slowly building its business. The facility has been able to help Epworth Richmond and Epworth Freemasons in taking overflow patients from the emergency department, which stops patients from having to by-pass to other hospitals.

The patient administration system, which is used across the group, IPM, has recently been installed at Epworth Cliveden. To assist with the implementation of the system, Patient Administration Manager Claire Marney spent 6 weeks on site at Cliveden to help train staff on IPM. "The help Claire offered to staff was fundamental to the successful

operation of the system. For the first 2 weeks we were unable to print any patient information from IPM, so Claire would often walk information over from Richmond to us. We would really like to thank Claire for all the assistance she has given us", Fran said.

Over the last few months, Epworth Cliveden has received an upgrading of equipment and amenities along with some minor refurbishments to the building. New patient admission packs have been streamlined with the rest of the group, and are branded with the new Epworth Cliveden logo. Updated signage has been approved and will shortly be placed both inside and outside the hospital. All of these changes help reiterate to both patients and staff of Epworth Cliveden, that a bright future lies ahead for the boutique hospital on the hill.

There have been various other things happening in the background to help get Epworth Cliveden up and running. All departments from engineering to supply, finance to human resources, have played an important part in ensuring the successful integration of Epworth's newest member to the group.

IMAGE: CLINICAL SERVICES DIRECTOR
FRAN KELLY

Epworth in the media

In the winter quarter, Epworth was mentioned in the media on an almost daily basis, often with news stories about sporting injuries or the admission of celebrity footballers.

Between June and August, you may have noticed TV cameras filming stories other than for the evening's news. Film footage showed interviews and scenes of Epworth Freemasons, Epworth Cliveden and Epworth Richmond in programs including ABC's Landline, ABC's 7.30 Report, Ten's Offspring, Nine's 60 Minutes, Seven's Sunrise and ABC's Australian Story.

Epworth Eastern was featured in The Whitehorse Leader in an article about Mr Sean Mackay's newest procedure to remove gall bladders while the Herald-Sun followed Mr Cameron Norsworthy though a surgical procedure on a footballer's knee.

ABC Radio National's Australia Talks interviewed Urologist Mr Daniel Moon about the use of robots in a surgical setting on 17 August. Local ABC 774's Hilary Harper presented two Health talkback sessions where Epworth consultants Dr Joanne Smart and Dr Michelle Caldecott spoke on the topic of allergies and Dr Peter Solin gave advice on sleep disorders.

In July, Dr Julie Thompson from Epworth Freemasons GP Clinic offered ABC 774 afternoon program interesting information about a surprising Vitamin D deficiency amongst Australians.

Dr Ron Sultana gave a separate interview about the growing trend of caffeine and sleeping tablets being used regularly by football players before, during and after a game.

Copies of all news stories, features and media alerts are available from the Marketing Office for you to read or view on your computer or DVD player. For any media enquiries please contact Media Manager Colleen Coghlan 9426 8816.

Welcome Richard de Steiger

– Professor of Surgery
and the Victor Smorgon
Chair of Surgery

On Wednesday 4 August Epworth HealthCare and The University of Melbourne announced the appointment of internationally-renowned orthopaedic surgeon Mr Richard de Steiger to the position Professor of Surgery and the Victor Smorgon Chair of Surgery.

Professor de Steiger – who is the current Chairman of the Musculoskeletal Clinical Institute at Epworth – is well respected for his outstanding clinical research and teaching record in surgery. He has won numerous academic awards; is the principal investigator in leading Australian research projects and is widely published. His current research interests include many aspects of joint replacement surgery, computer navigation and the application of adult stem cell therapy to orthopaedics. Further to this, he regularly lectures both nationally and internationally, currently lecturing at the University of Melbourne's Department of Surgery to sixth year undergraduate medical students.

Engaging our staff

Epworth HealthCare's employee base has grown significantly over the last few years as a result of Epworth Eastern opening in 2005 and the acquisitions of Epworth Freemasons and Epworth Rehabilitation Camberwell in 2006 and most recently, Epworth Cliveden.

One of Epworth's goals is to become an Employer of Choice to attract and retain the best possible talent by recognising and rewarding great performance.



Professor de Steiger completed his fellowship training in orthopaedic surgery in Melbourne and studied for several years in Oxford, United Kingdom and in Bern, Switzerland.

The Professor of Surgery position comprises dual relationships with Epworth HealthCare and the Faculty of Medicine, Dentistry and Health Sciences at the University of Melbourne and is aligned with the Department of Surgery at the Austin Hospital.

Part of Professor de Steiger's new role will be to foster excellence in research, professional activities and policy development related to surgery, whilst establishing defined objectives and goals for surgical services and ensuring that all surgical service commitments to patient care, teaching and research are maintained.

Group Chief Executive Mr Alan Kinkade is delighted with Professor de Steiger's appointment, noting that "the collaboration between one of Australia's leading universities with

Further to the career development and opportunities available as a valued member of Epworth, staff are also entitled to a vast range of valuable savings, special offers and bonuses. The Team Epworth staff discount card is an initiative by Epworth's management, with its primary focus being to add value through a discount and rewards program.

The card entitles staff to discounts from a range of local business and new businesses join the program regularly. To keep up to date with Team Epworth offers, staff are encouraged to regularly check the Marketing and Business Development page.

Victoria's largest not-for-profit private hospital is an exciting milestone that enriches both research and teaching. Professor de Steiger brings to the role strong clinical expertise and knowledge as well as advanced skills in research", Mr Kinkade said.

Professor de Steiger is equally pleased with his appointment, seeing it as a great opportunity to engage the renowned surgical expertise of Epworth HealthCare's medical staff and create a dynamic teaching and research environment.

Professor de Steiger is married to Mandy and has two boys – one studying at university and the other in his final year of secondary school.

This appointment will be for a period of five years.

IMAGE: (L-R) ALAN KINKADE – GROUP CHIEF EXECUTIVE EPWORTH HEALTHCARE, PROFESSOR RICHARD DE STEIGER, PROFESSOR JAMES BEST – HEAD OF MEDICAL SCHOOL, MELBOURNE UNIVERSITY

Below is a list of some of the new businesses to have recently joined Team Epworth:

- Adairs
- Chimmys Breads and Pastries
- Green with Envy
- Home Direct
- Jeans West
- Kojo Brown Restaurant
- Mazi Melbourne
- Puffing Billy
- Quick Brown Fox
- Quest Richmond

If you do not have a Team Epworth card, please contact your Human Resources Advisor to obtain one.

Continuing innovation in maternity

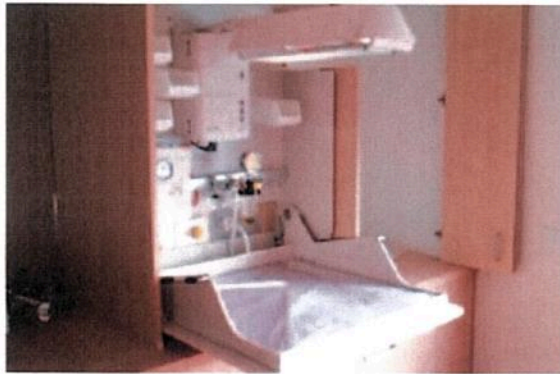


IMAGE: NEONATAL RESUSCITATION BAYS
COSY COT CABINET

Epworth Freemasons are delighted with the installation of new infant resuscitation cosy cot units which were made possible following a \$125,000 grant from Perpetual Trustees.

The Epworth Freemasons Maternity unit has held a pre-eminent position in the private maternity market place for nearly 18 years and during that time the number of babies born each year has increased concurrently with continuing advances in equipment and resuscitation practises.

The neonatal bays include a cosy cot cabinet, radiant heater, low flow micro blenders and a neopuff infant resuscitator. The cabinets will enhance the efficiency and safety of the resuscitation practises, by having all the equipment available and at hand in every room.

The cots have been installed in all delivery suites with the exception of one and in the afterhour's emergency theatre situated within the delivery suite area.

Approximately 5% of infants require some resuscitation at birth and between 1 – 10% born in hospital are reported to require assisted ventilation. Although the need for resuscitation of the newborn may sometimes be anticipated, there are many occasions when it is unexpected. Therefore, a suitable place to resuscitate a newborn infant and the appropriate equipment must be available at all times.

World's largest clinical database arrives



On Monday 5 July the Library Department launched the much anticipated UpToDate database. It is now available for all staff via the Library homepage on the Intranet.

UpToDate is the world's most widely used clinical decision support tool and is trusted by over 360,000 clinicians worldwide. The widespread use of UpToDate has had a profound impact on patient care and is able to positively impact upon thousands of management decisions made by clinicians every day. UpToDate enables users to answer questions quickly, increases clinical knowledge and ultimately can improve patient care. Independent studies have confirmed these benefits.

Providing access of the UpToDate database to Epworth staff marks an important milestone and demonstrates our commitment to excellence. Usage feedback has been extremely positive; this point-of-care tool ably supports clinicians' decision making and clinical practice.

UpToDate includes:

- Original content written by a faculty of more than 4,000 authors, editors and peer reviewers, all of whom are practicing physicians and experts in their specialties
- Over 7,700 clinical topics across 15 specialities (not including drug information)
- Over 5,200 graded treatment recommendations across 1,500 graded topics

- 4,600 unique drug entries in adult, paediatric, international and natural drugs
- "What's New" section, including "Practice Changing Updates" to ensure rapid access to valuable new information
- 80,000+ pages of text, graphics and abstracts

Information sessions were held for staff across all sites in late July.

For any further details on how to use the database, please contact Library Manager Susie Moreton on 9426 6134 or via email susie.moreton@epworth.org.au

Twilight session with Margaret Jackson



The Epworth HealthCare Leadership Development Suite is designed to create a group wide leadership culture by articulating the competencies required to be a successful leader and to provide relevant and innovative learning opportunities to increase the competence, confidence and empowerment of our leaders.

On Thursday 8 July Epworth HealthCare held the first of a series of Twilight Leadership Development and Networking sessions in the Richmond auditorium. The evening provided an opportunity for Epworth leaders to share challenges and to discuss ideas with other strategic

leaders whilst drawing inspiration from one of Australia's most prominent business identities, Margaret Jackson.

Margaret is one of Australia's most respected leaders having served as Chairman of Qantas, the Victorian Transport Accident Commission, Deputy Chairman of Southcorp Ltd and a Director of BHP, ANZ, Pacific Dunlop, John Fairfax Holdings Ltd and Telecom Australia.

About 45 of Epworth's senior staff and managers gathered in the auditorium to hear Margaret share her journey that has seen her hold some of the most powerful roles in

Australian boardrooms. She also discussed a range of topical issues including the importance of empowerment and accountability. An opportunity for group discussion and question time was given at the end of Margaret's talk.

The first Twilight session was a great success and proved a wonderful networking opportunity for our senior leaders. Further sessions will be held throughout the year, so please keep your eye out as more information will be made available closer to the date. Watch this space!

IMAGE: MARGARET JACKSON

GP conference on the coast

Epworth HealthCare hosted its annual GP Conference at Crowne Plaza Torquay, Victoria on 28 and 29 August 2010. The conference was a great success with over 80 GP's from across Victoria in attendance. Topics covered included Screening & Detection of Cancer, Common Problems in General Practice, Women's Health, Cardiology Case Discussions, Men's Health, Caring for the Elderly Patient, Orthopaedics, CPR (Accredited) and Emergency Medicine.

The conference is the largest Continuing Professional Development (CPD) Education meeting hosted by Epworth HealthCare as part of the overall GP Liaison Unit Education Program. The conference provides an excellent opportunity for Epworth to engage with GPs and communicate the services available to them.

Post conference feedback reinforces Epworth's reputation in the GP community as a provider of high quality, professional health care.

A total of 37 specialists from across all Epworth sites presented at the conference. Epworth would like to extend its gratitude and thanks to these specialists for their commitment and level of care provided to patients.

IMAGE 1: GUEST SPEAKER
BRENDAN CROTTY

IMAGE 2: GP'S TAKE PART IN A
CPR SESSION





Cambodia cycling challenge, 18 – 28 February 2011

“A real challenge that satisfied all of my desires including raising funds for charity, seeing the Angkor Temples and getting me back on my bike” Ron McCartney – Challenger 2010

Building on the success of the cycling challenge held earlier in the year in Cambodia which raised funds for HeartSmart, Epworth HealthCare's cardiac rehabilitation program-plans are now in place for the next cycling challenge from Saigon to Phnom Penn. Epworth HeartSmart challenges all staff to take part in the cycling tour. All that is needed is the will to have a go, a sense of adventure and the all clear from your doctor. Optional distances are provided according to your level of ability.

Scheduled for 18 – 28 February 2011, the tour includes six days of moderate cycling across the Mekong Delta and southern Cambodia. The trip includes airfares, tour leaders, fully maintained bikes, an accompanying support vehicle, most meals and twin-share accommodation. The tour takes in the highlights of Ho Chi Minh City (Vietnam) and Phnom Penh (Cambodia), the floating markets of Can Tho and the villages along the Mekong Delta.

The aim is to improve the health of body and mind while raising funds for a very worthy cause, the Epworth HeartSmart program. While the program was initially designed to encourage former cardiac patients 'back on their bikes' after care at Epworth, anyone who is interested is encouraged to take part.

The cost of the trip is \$5,700, of which \$2500 is a tax deductible donation to Epworth HeartSmart to improve and extend resources for the cardiac rehabilitation program. Participants can seek support from family and friends to cover all or part of the trip.

For more information please contact the Epworth Medical Foundation on 03 9426 6131.

IMAGE 1: 2010 PARTICIPANTS GATHER IN THE VILLAGE

IMAGE 2: THIS YEAR'S PARTICIPANTS CYCLE THROUGH CAMBODIA

Bumper mid-year appeal

The Epworth Medical Foundation raised a total of \$450,000 in its mid-year appeal this year, an increase of 12.5 per cent on the one held at the same time last year. It is with thanks to our loyal supporters that the foundation was able to achieve such a fantastic result.

Funds raised will be used to purchase a cardiac bypass machine for Epworth Richmond.

The Foundation's next appeal will be mailed in September to purchase equipment for Epworth Rehabilitation.

Care received was 'second to none'



The staff at Epworth Eastern's 4 South (oncology ward) recently received some very complimentary and moving feedback from the family of a patient, Heather, who sadly passed away at the end of July. Heather spent a significant amount of time in the care of nursing staff at Eastern. For patients suffering from a debilitating, long-term illness and who require ongoing care, it is imperative their hospital stay feels like a 'home away from home'. That is exactly how Heather's family explained her stay, describing the care she received as "second to none".

The staff of 4 Central (chemotherapy ward) were also praised for the invaluable assistance they provided in making the hours of Heather's chemo treatment go by with a minimum of fuss. The staff also gave helpful assistance even when things didn't quite go to plan.

It was not just the nursing staff who provided Heather with much needed support during her stay at Eastern. From the pastoral care workers, to the orderlies and front desk team

– all played an important role in offering a smile and compassion to Heather and her family, often under very difficult circumstances.

Receiving positive and encouraging feedback such as this, illustrates how rewarding it is to be able to make a difference in someone else's life – no matter how big or small. Well done to the staff of 4 Central and 4 South on your continued efforts to achieving excellence, everywhere, everyday.

IMAGE 1: 4 CENTRAL STAFF – SIEW, AMY, DIANA (BACK ROW) AND LESLEY, JUDY & RACHEL (SEATED)

IMAGE 2: 4 SOUTH STAFF – (L-R) KIRSTY, DINAH, REEJA, STEPHANIE, AMANDA (BACK ROW) AND JOANNE, ISOBEL & LAURA (FRONT ROW)

New uniforms are here!

The first ever nurse uniforms were derived from the nun's habit. Historically, a typical nurse uniform consisted of a dress, pinafore apron and nurse's cap. The style of uniform seen in hospitals around the world today has come a long way since those early days.

The planning for the new range of uniforms has taken some time, so as to engage as many staff as possible in the process to provide staff with functional and professional styles and fabrics. Table 8 Corporate are the sole provider of Epworth uniforms for the duration of the contract.

The highly anticipated and long awaited new uniforms for our nurses across the group have arrived. Each functional area has a key colour and all pants, skirts and jackets are in a dark charcoal suiting. Knitwear is also available now in black with a vest provided as part of the allocated range. All areas have their own range available from which staff can choose items they prefer and find comfortable. Sanjee De Silva, Nurse Unit Manager on Richmond's cardiac ward, described the new uniforms as "modern and stylish, yet very comfortable".



Other areas of the business are set to receive their new uniforms shortly. The uniforms are being developed in two phases. Phase 1 covers nursing, administration, warehouse, engineering, security and car park attendants. Phase 2 includes environmental services, food services and orderlies.

IMAGE: 6ES STAFF IN THE NEW UNIFORM (L-R) SARAH COAT, SANJEE DESILVA, CLAIRE MAYNARD, SITI ABDUL, GEMMA MCGRATH, LOREN NORQUAY

Patient Feedback at Epworth Freemasons

A very complimentary letter was recently received by Group Chief Executive Alan Kinkade, thanking the wonderful work of the staff at Epworth Freemasons who provided fabulous care and support to a family who had experienced a very tragic event.



Dear Mr Kinkade & Mr Armour,

We are writing to you with the regards to our recent stay at your establishment.

My wife and I had the unfortunate incident of losing our baby boy on the 9th July 2010 due to Edwards Syndrome. As you can imagine, this was the worst experience we've had to go through ever in our lives. Being our first child, this experience somewhat dampens the future and prolongs the process of moving forward and we are nothing short of devastated. None the less, we still cling to hope and optimism, in the future ahead of having a family.

Essentially why we are writing to you is with regards to your staff. My wife and I both feel the same when we say THANK YOU. Your staff nurtured and patiently supported us throughout this horrible experience.

Nothing or nobody can console us at this time however, having the support of your staff, in essence assisted us physically and emotionally to get through our predicament.

It is with sincere gratitude we thank your staff and all they have done for us. We would predominantly like to make mention of the nurses who cared for us. We trust that you would recognise them for their extraordinary efforts. In addition, please pass on our heartfelt and earnest thanks to them.

Nurses:

Rosie McLean
Michelle Harvey
Alison Cook
Amanda Carter
Lee Morrison
Angela York

My wife and I believe that the efforts of these special people cannot go unrecognised hence this correspondence.

We truthfully thank you for your time and patience. Sincerely,

(Name withheld)

Receiving such a wonderful letter of gratitude from people in tragic circumstances makes us all feel very proud of the great people working for Epworth HealthCare. It is a wonderful example of our staff bringing to life the values and behaviours to ensure we continuously provide exceptional quality and care and are a great place to work. There is a strong commitment to ensure that our values and behaviours underpin everything that we do.

All Epworth employees contribute to the level of care we provide to our patients and their families. Every day the work which we undertake is making a difference and having an impact on those who come into our hospitals.

IMAGE: (L-R) LEE MORRISON, MICHELLE HARVEY, ALISON COOK

ACHS Periodic Review

The Australian Council in Healthcare Standards (ACHS) is dedicated to improving the quality of healthcare through continuous review of performance, assessment and accreditation. As part of the accreditation cycle, Epworth HealthCare undertook a Periodic Review from 24 to 27 August to demonstrate Epworth's ongoing commitment to continuous quality improvement.

On Friday 27 August the ACHS surveyors met with the Executive and a number of staff to provide feedback on what they had reviewed through our Periodic Review over those four days. The findings demonstrated a small number of recommendations

that will be provided in an official report in September.

The surveyors spoke of how impressed they were with Epworth's desire to continuously improve the care that we deliver to our patients and how well we all work together as an organisation to achieve such outstanding results. One of our previously 'Moderate Achievements' was upgraded to an 'Excellent Achievement' due to improvements in our Quality Management System. Epworth Eastern was clearly identified as having progressed Epworth Excellence to a point where there is clear evidence of leadership in the healthcare sector.

The other divisions are also progressing well in this area.

An enormous thanks to everyone for your efforts which have been recognised by the surveyors. You should all be incredibly proud. A special thank you to the Quality Coordinators, Jill Clarke, Karen Hayton, Lisa Edwards and Kim Sheehan, who supported each division in the development, implementation and collection of evidence for the surveyors – your efforts were outstanding!

Overall, it was a tremendous result!

Maureen Willson
Executive Director Quality and Risk Division

Supporting the community through workplace giving

Epworth HealthCare has recently introduced a Workplace Giving Program. Implementing such a program is a wonderful way for Epworth to assist the wider community by allowing employees to make regular donations to eligible charities through the payroll system. Employees also benefit from a Workplace Giving Program, as most will get a tax benefit in their pay every time they donate.

A Workplace Giving Program has a number of benefits including:

- It makes supporting a charity easy – either as a one-off gift or through regular giving
- Donations are made from gross salary so staff receive an immediate tax benefit

- The nominated charities receive financial support from Epworth staff enabling them to improve and expand their programs
- Charities have the advantage of receiving stable, regular funding with little or no administration costs
- Epworth joins other leading organisations with a Workplace Giving Program

A small working party established five categories for Epworth staff to choose from, including the Epworth Medical Foundation.

The most preferred choice in each of the categories has now been made available to support by the Epworth Workplace Giving Program over the next two years.

Following a two-year term, a new group of charities will be chosen for the program.

The following charities from each category have been established:

HEALTH

Epworth Medical Foundation
Make a Wish Foundation

FAMILY

Beyond Blue

COMMUNITY

Lort Smith Animal Hospital

OVERSEAS AIDS

Medicine Sans Frontier

Payroll deduction forms will be made available for those who wish to take part in the program. The workplace giving program does not prevent staff from donating to their charities of choice by other methods.



Daffodil Day

The Oncology Unit 4EW at Epworth Richmond joined forces with our Volunteers, Ngenious Floriade and the catering department to celebrate Daffodil Day on August 27. Daffodil Day was first held by the Canadian Cancer society in the early 1980s and by the NSW Cancer Council in 1986. Established as an Australia-wide event in 1992, Daffodil Day has become the largest fundraising event of its kind in the southern hemisphere. Cancer Council raise around \$8 million each daffodil day, which provides vital funds for cancer research, education and support services.

Ngenious Floriade made a generous donation of daffodils to decorate the 4EW ward and the Oncology Day Unit. The yellow flowers looked fantastic and brightened up both areas. Paper Daffodils were handmade by the nurses and were used to decorate the ward.

The catering department supplied bright yellow cupcakes for patients and staff to enjoy over morning and afternoon tea. The nurses enjoyed handing out the cupcakes to patients, which were appreciated and enjoyed by all. Most importantly, the volunteers and the gift shop spent the week prior

to Daffodil Day selling merchandise to raise much needed funds for the Cancer Council.

A very big thank you to all involved, it was a great day for a great cause.

Fran Cotching 4EW ANUM

IMAGE 1: CANCER PATIENT PETER MATTHEWS WITH WARD 4EW RECEPTIONIST KAREN HUGHES

IMAGE 2: ONCOLOGY NURSES – (L-R) FRAN COTCHING SARAH MCKENZIE AND STEPH JEFFREY SHOW THE SPECIAL 'DAFFODIL DAY' CUP CAKES

Proven method to improving cure rate of tumours

Brachytherapy is a form of radiation treatment utilising sealed radioactive sources applied directly to tumours to deliver accurate, precise, highly conformal doses of radiation to accessible, localised curable cancers. This form of radiation delivery is a proven method of both improving the cure rate and reducing serious side effects. HDR utilises a highly radioactive miniaturised radiation source which can deliver high doses of radiation over a period of 5 minutes per treatment. Many patients can be treated on an outpatient basis although more complex cases require hospital admission for several days.

A dedicated HDR suite commenced operations in December 2009 after major building works saw the removal of a Linear Accelerator and refurbishment of the bunker.

A state of the art Flexitron Afterloader and computerised planning system has been installed. This is the first installation of a Flexitron Afterloader in Australia.

The HDR Unit will treat patients with gynaecological malignancies, and tumours of the prostate, rectum and anal canal.



Radiation Oncologists Sam Leung, Michael Chao and Mario Guerrieri lead a team of Medical Physicists and Radiation Therapists. The team is continuing to build on the great working relationship with Epworth Freemasons theatre and ward staff established with the Prostate 125Iodine Seed Program, which is now into its ninth year.

IMAGE: (L-R) NICOLE NG, DR WARREN TOYE, KRISTY MATTHEWS, DR MICHAEL CHAO AND SANDRA SPENCER WITH THE HDR BUNKER

A private hospital solution for a medical emergency team

A Rapid Response System for patient emergencies has been introduced at Epworth Richmond, thanks to the commitment of staff and leaders at Epworth HealthCare.

Senior Intensivist Dr Laven Padayachee and Group Quality Manager Jillian Clarke added one additional Medical Fellow to Epworth's existing resources and implemented a major education program for nurses and consultants, so that this new hospital policy could begin.

The Admitting Consultant Emergency (ACE) system responds very early to patient deterioration rather than waiting until an adverse event takes place, such as cardiac arrest, and then calling for a Code Blue response. Nursing staff act earlier in making the calls that set in place an earlier coordinated response.

The specific criteria that Dr Padaychee wanted acted upon is now listed boldly on charts displayed at nursing stations and summarized concisely on ID cards, designed in-house for individual lanyards worn by the nursing staff. The two-tiered system means making two calls – one to the treating physician who in the private system has a degree of 'patient

ownership' – and the second one to 555 – Epworth's Medical Fellow and coordinator.

The criteria that nurses look for include changes to respiratory behavior, renal function, cardiovascular and central nervous systems, bloods and others. The trigger criteria for the first tier response covers mild level severity emergencies that are handled by the patient's treating specialist with hospital logistic support. The trigger criteria for the second tier response deals with moderate and severe emergencies (as well as catastrophic cardiac arrests), via the hospitals ICU team.

In the fourteen months since the ACE system was introduced, Epworth staff and doctors have embraced the new 24 hour emergency response protocols. Calls have increased from 2 per 1000 bed days to 10 per 1000 bed days – which in a hospital the size of Epworth Richmond, means calls come daily, but because mild level emergencies far outnumber moderate and severe level emergencies, the workload is manageable within hospital resources and budgets. Calls to Code Blue have decreased and weekly meetings review and analyse each call to the ACE system.

ABI Cup soccer game – November 18

This year's ABI Cup soccer game between Epworth and the Victorian Police will take place on Thursday November 18 as the curtain raiser to the Melbourne Victory versus Central Coast Mariners A-League game at the new AAMI Park.

The ABI Cup has four major goals:

1. To raise awareness of Epworth's Acquired Brain Injury (ABI) unit as providing world-leading rehabilitation
2. To raise awareness of the cost of road trauma in the community
3. To raise funds for the ABI Unit; and
4. To bring Epworth staff together to support one another in a fun high-profile event.

There will be weekly training sessions and a number of practice games prior to the ABI Cup game. Training sessions will include a combination of weekday evening sessions and weekend sessions



to give everyone who is interested an opportunity to participate.

Recognising that you are representing Epworth, there will be an expectation that you sign Epworth's Values and Behaviours which will become the team's charter and guide the way we participate in games and the respect we provide to our team mates.

Our goal is to have the team to be as representative of the whole organisation as possible. In addition to Epworth staff we will make available one place each to major sponsors. We have confirmed Health Super as the team sponsor again and as a benefit of sponsorship they will have the opportunity to have one representative in the team. We will also auction a place in the team at the Gala Ball.

Given that our goal is to raise funds for the ABI Unit, players will be encouraged to seek sponsorship

from their families and friends through an online fundraising tool called Everyday Hero. Each of the players will be able to create Hero Pages within the ABI Cup fundraising page which they can then email to their networks. Family and friends will then be able to donate online and receive a tax deductible receipt automatically through the Hero Page.

Once again we will be negotiating with the Stadium to provide a block of 500 to 1000 tickets for staff and their families to attend and support Epworth's team.

This is a wonderful initiative by Epworth and the Victoria Police to support the ABI Unit.

IMAGE 1: PLAYERS RUN ONTO THE GROUND

IMAGE 2: MEMBERS OF THE EPWORTH HEALTHCARE TEAM POSE FOR A PHOTO BEFORE THE MATCH

New uniforms for our volunteers

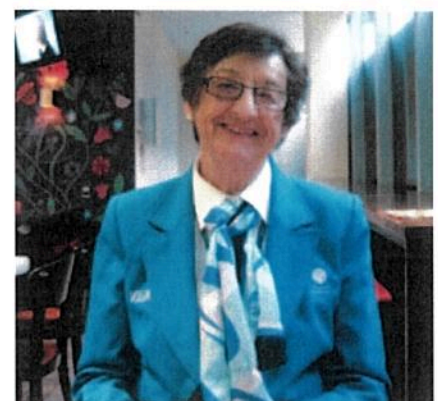
The Information Desk volunteers at Epworth HealthCare have recently been supplied with a smart, professional uniform. The bright blue blazer helps visitors to the hospital readily identify who they need to go to for assistance as well as advancing the overall professionalism of the volunteer service.

Within the hospital environment, clinical staff have been wearing uniforms for many years, for hygiene and identification purposes and to give their patients a sense of security.

Similarly, our reception and 'front of house' staff at Epworth all wear uniforms. It should come as no surprise then that our Information Desk volunteers now have a uniform also.

Tan Clingin (pictured) has been volunteering at Epworth Richmond for more than 10 years and is delighted with the opportunity to wear a uniform. "I think it gives the Information Desk volunteers at Epworth a professional image and I know it gives me a sense of pride. Wearing a uniform also makes it easier for us to be identified by those needing assistance – which is after all, why we are here," Tan said.

Our other volunteers at Epworth will soon be receiving a uniform as well, which instead of a blazer, will be a vest.



This timely initiative of introducing uniforms for our volunteers is just a small example of the steps Epworth are taking to achieve 'excellence' in everything we do.

IMAGE: EPWORTH RICHMOND PATIENT SERVICE VOLUNTEER TAN CLINGIN IN THE NEW UNIFORM



A day in the life of a speech pathologist

Speech pathologists at Epworth HealthCare assess, treat and manage a wide range of communication and swallowing disorders. Below is a snapshot of a typical day of the speech pathologists within Epworth, including the different areas they cover, and the wide range of settings in which they work. Every day brings new challenges and rewards.

9am:

Saverina and Debra assess the swallowing function of an outpatient via video fluoroscopy. Performed in the Radiology department, a video fluoroscopy is a moving X-ray of a person swallowing. Based on the findings, the patient is provided with recommendations regarding which foods and fluids are suitable and safe for them to eat.

10am:

Doug meets with a patient 3 months following the onset of a facial weakness. Doug assesses and tailors an electrical stimulation program to promote blood circulation to the paralysed muscles and assist contractions. This will strengthen the muscles to allow the patient to smile again.

11am:

By using a specialised assessment, Chloe and Mel identify that a patient's sense of smell has changed following his brain injury. They explain the implications of this to him and organise a gas detector for his home so that he will be able to detect a gas leak.

1pm:

Laura reviews a patient in Intensive Care with a tracheotomy to assist the team in assessing the patient's voice and ability to swallow. She trains him in the use of a communication board as he is unable to speak verbally.

2pm:

Margaret and Elizabeth support a young mother to participate in a local playgroup with her 18 month old daughter. Both mother and daughter were injured in a car accident and as part of the rehabilitation program are targeting positive parenting skills. Speech pathologists play an important role in developing communication skills which include relating to and socialising with others.

3pm:

Using a German interpreter, Jason provides therapy to a 56 year old woman who had a stroke and has lost the ability to read. This involves the patient relearning the link between letters and sounds.

4pm:

Kate meets with a 60 yr old gentleman who has had his voice box removed following cancer. She provides assistance with cleaning his laryngectomy stoma and communicating, and trains nursing staff about the anatomical, swallowing and communication changes following laryngectomy.

6pm:

Hayley and Yiota attend Evening Group to provide support to a patient with complex communication needs to transfer their skills with an electronic communication device into the community setting.

Our team of speech pathologists can be found across the continuum of care in acute, rehabilitation and community settings. They provide services to inpatients and outpatients, working to maximise patients' communication and swallowing abilities. Speech pathologists work closely with members of the medical, nursing and allied health team.

IMAGE: BACK ROW – (L-R) LAURA LANE, CHLOE JACKSON, HAYLEY DELL'ORO, DOUG MCCASKIE, JASON BRANSBY. FRONT ROW – (L-R): YIOTA DIMITRAKOPOULOS, MARGARET MEALINGS, DEBRA PERLOW, ANNA BLACK, SAVERINA RENDA, ELIZABETH AITKEN

Introducing Gill and Steffi

Volunteering at Epworth HealthCare is all about becoming part of a team. Every volunteer is recognised and appreciated for the work they carry out, and while volunteers do not supplant paid staff, their assistance helps patients and visitors feel more comfortable and relaxed during their hospital visit.

Below is a personal extract from one of our Patient Support Volunteers at Epworth Eastern, Gill Bell.

In 1994 when I was undergoing cancer treatment I saw some patients who seemed terrified. I wanted to help but was unsure how to. While in recovery, I decided to look after a guide dog puppy to help me through that difficult time. Guide Dogs Victoria gave us our first puppy, Lana.

The world seemed a nicer place with Lana. Raising small puppies, however, was very intensive work, so we became short-term puppy-raisers, relieving

full-term carers. In April this year, our latest edition, Steffi arrived. I had read an article asking for volunteers at Epworth Eastern and thought it could be a wonderful opportunity to introduce Steffi to the hospital. I felt that this was the role I had been looking for!

In order to allow Steffi in the hospital, we had to request special permission from Guide Dogs Victoria and from Epworth Eastern. It is not normally permitted to take small puppies into stressful environments but Steffi was a special dog – very calm and loving.

On my first morning of volunteering all heads turned as we entered the hospital. I was nervous, but Steffi was perfectly calm, after all, she is used to being the centre of attention. I took a deep breath and we started our rounds.

“Good morning. I’m Gill, a volunteer. Would you mind if we said hello?” Patients looked up and smiled as they saw Steffi.



She walked in confidently, licked a hand and smiled back. She then settled herself on the floor beside the bed. I felt she was giving out her strength and calm to those around her.

As we left the hospital, both Steffi and I felt a sense of satisfaction. It is a privilege to be entrusted with the care of a beautiful guide dog puppy. It is even more of a privilege to be able to spend time with patients, all of whom have their own unique stories.

I find volunteering absorbing and inspirational and inviting Steffi to the hospital was a wonderful opportunity that I know enriched the lives of our patients – which is very special.

Gill Bell – Patient Support Volunteer Epworth Eastern

IMAGE: (L-R) ANNIE CROWE, ANDREY LEVAK, LIZ DUNFORD AND LAURA LARSEN WITH STEFFI THE GUIDE DOG

CPE graduation ceremony



Pastoral care has been part of the life of Epworth HealthCare since its first beginnings in the 1920s. As a professional discipline within Epworth, pastoral care has its own unique contribution and place in the healing team.

Pastoral care at Epworth has been active in extending its work to education with the establishment of a Clinical Pastoral Education (CPE) Centre on 23 October 2009. The aim of this centre is to offer an intense and demanding education program for those who seek to offer pastoral care in a professional capacity.

CPE is an action-reflection process of education focussed on enhancing pastoral identity and skills.

The inaugural Epworth CPE group began the course on 25 February 2010 and during the ensuing weeks grew a deeper understanding of both the challenges and rewards associated

with the role of a pastoral care worker in a hospital environment.

It was with great joy and celebration that on 1 July 2010, the first group of CPE interns graduated in a service held in the Chapel at Richmond. In a colourful and emotional ceremony that drew upon the seasons of the year, interns articulated the seasons of change and growth – transition and transformation that has been their experience of the program.

While it was a special day that marked the end of this unit for the four CPE Interns, it also marks the beginning of a future enriched by the shared journey of Clinical Pastoral Education within the Epworth HealthCare network.

IMAGE 1: (L-R) VERONICA TIRCHETT, JULIE YOUNG, MARIETTA DYKUN AND HEATHER HOLT

IMAGE 2: (L-R) TOM ROSE, VERONICA TIRCHETT, JULIE YOUNG, MARIETTA DYKUN, HEATHER HOLT, REV. PROF. NORMAN YOUNG, EILEEN HANNAGAN

Hybrid procedure performed at Epworth Eastern

In late July, a vascular surgeon and a cardiologist performed a hybrid procedure at the Cath Lab at Epworth Eastern. Both specialties worked alongside each other to perform an urgent aortic valvoplasty. Aortic valvoplasty is the repair of a stenotic aortic valve using a balloon catheter inside the valve. The balloon is placed into the aortic valve that has become stiff and is then inflated in an effort to increase the opening size of the valve, to improve blood flow.

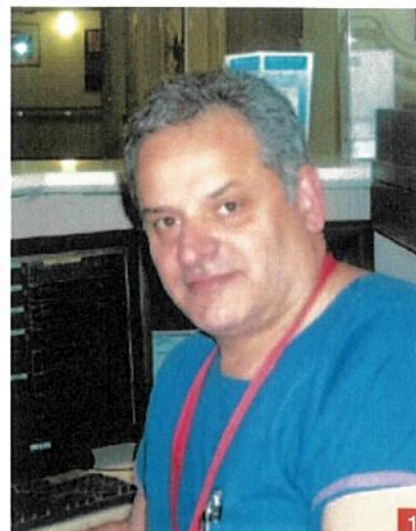
When the patient was initially admitted to hospital, he underwent surgery to repair an aortic aneurysm, performed by vascular surgeon Professor Michael Grigg. The case was uncomplicated and the patient was almost ready to be discharged – when he suddenly became very ill and suffered a heart attack. This was then treated urgently by cardiologist Dr George Proimos. Three stents were inserted to restore the blood flow. While the surgery was being

performed, it was noticed the patient had a critical aortic stenosis – which is an abnormal narrowing of the aortic valve. It was decided that the plan for treatment would involve an urgent aortic valvoplasty. Dr Proimos performed this hybrid procedure together with Professor Grigg and were successful in vastly improving the patient's status.

This procedure is a great example of teamwork within Epworth HealthCare; with ICU, Cath Lab, Dr Proimos and Professor Grigg all working together to best treat this very unwell patient. The patient went onto a full recovery and was later discharged to rehabilitation.

IMAGE 1: CARDIOLOGIST
DR GEORGE PROIMOS

IMAGE 2: VASCULAR SURGEON
PROFESSOR MICHAEL GRIGG



To rehabilitation and beyond

Epworth Rehabilitation Camberwell hosted an education afternoon on Thursday July 29. The theme of the afternoon was – To Rehabilitation and Beyond. Epworth Rehabilitation staff presented a case study on a patient with an Acquired Brain Injury (ABI) – which refers to any damage of the brain that occurs after birth – and followed the course of his rehabilitation, focussing on the effective management of a post traumatic brain injury. The presentation illustrated the man's time as an inpatient at Epworth Rehabilitation through to discharge to his home and finally to his integration back into the community and return to study.



The afternoon was a great success and attended by Allied Health staff from the Royal Melbourne Hospital, Monash Medical Centre and St Vincent's. The visiting staff welcomed the opportunity to tour the facility and to understand the breadth of rehabilitation services offered at the Richmond, Camberwell and Brighton sites.

The education sessions will continue to run over the coming months.

IMAGE: BACK ROW – (L-R) BERNADETTE DORNOM, BELINDA CRANWELL, PAUL FAIRBANK, DELIA NAUGHTON, FRONT ROW – (L-R) TIANA WONG, NATASHA CIAMPOLI

National ride to work day – 2010

Whether you're a regular bike commuter or a first-time rider, it's time to start thinking about National Ride to Work Day 2010 which is happening this year on Wednesday 13 October.

The Ride to Work program is aimed to help Australian workers embrace an affordable, healthy, hassle free mode of transport.

The free program assists people who would like to try riding to work as an alternative mode of transport to ease the pressures of modern life. It's the only national day on the calendar, where first-timer riders and regular bike riders can celebrate the act of riding to work together.

Participants are encouraged to register their ride on the day at no cost, which assists in understanding bike commuter behaviours and campaigning for better riding facilities to councils, local, state and federal governments.

There is a host of information and further resources on their website www.ridetowork.com.au

If you would like to take part in National Ride to Work Day you must first register online.

Some other great reasons to register include:

- Feel good, get fitter and improve your general health.
- Be part of the growing number of commuters riding bikes to work
- Celebrate and enjoy a breakfast in 'The Epworth Bistro' at Richmond after your ride at 7.30am, which is a great reward for your efforts.

Physiotherapist, Mark Tilley will provide maps for people who may not know the most 'bike friendly' way of getting to work. There are many bike lanes and paths to accommodate those who wish to ride to work. There will be further posters and emails with details closer to the date.

Patient safety initiatives

A number of initiatives have occurred to increase patient safety and the standards in clinical care. In November 2009, a pilot program was launched at Epworth Richmond to reduce the severity of harm from patient falls and the complete rollout of the program commenced in February 2010.

A multi-disciplinary team consisting of physiotherapists, occupational therapists, dieticians and nursing staff

was established to help drive the safety program. The team were responsible for defining strategies and tools to measure the number and severity of falls which had occurred throughout the previous 12 months. All findings were then reported to the Quality Unit for review.

To assist in the implementation of the program a number of ideas were introduced. Low beds for high risk patients have been installed, self-directed learning packages for staff have been developed,

and improved education on Riskman and the introduction of unit champions have all been rolled out. Further, learning and development strategies were implemented to help identify and manage extreme and high risk patients.

As a result of implementing the Patient Safety program, Epworth Richmond has dramatically reduced the severity of harm caused by patient falls.

Speech Pathology Week

Speech Pathology Australia launched its annual Speech Pathology Week on 22 August 2010, under the theme 'Vocation Communication'. Communication is central to the many roles (or vocations) people participate in during their lifetime. The theme also raises awareness of communication difficulties in the community and the important role of speech pathologists in helping people with voice disorders. Voice disorders include any changes in pitch, intensity or quality which affect communication. Voice disorders may be organic or functional in nature.

The week showcased the speech pathology profession and highlighted how timely and specialist intervention from a speech pathologist can assist individuals and their families.

Epworth Rehabilitation acknowledged Speech Pathology Week with an education event held on 24 August in the Richmond Auditorium. Games, information, prizes and a light lunch were provided, courtesy of Flavour Creations.