

HEALTHY TERRITORY

A NEWSLETTER FOR ACT HEALTHCARE PROVIDERS

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Contents

Tips for Safer Healthcare	1
Patient and Staff Safety	2
Discharge Planning	2
ACT Diabetes Services	3
Workforce Planning	3
Child Protection Policy	4
Leaders of Change	5
Intermittent Care	5
AHPSS Scholarships	6
Lymphoedema Service	7
ED Mental Health Care	8
Calvary Clinical Health	8
Breastfeeding-Friendly	9
Joint Replacement Protocol	10
TCH Stroke Unit	10
New Equipment for TCH	11
Nurse Recruitment	12
Our Magnet Journey	12
Enhanced Healthcare System	13
Aged Care Nursing Model	13
N&MO Learning	14
Community Health Intake	15
Nursing Symposium	16
Eat Well, Be Active	16
Dedicated Education Unit	17
Neurosciences of Ageing	18
Good Mental Health	19
Mental Health Nursing	19
Mental Health Forensics	20
Public Health Nutrition	20
Summer Health and Vitality	21
Overweight and Obesity	21
Health Promotion Conference	22
GLBTI Forum	22
Quality and Safety	22
Conference Diary	24

Ten Tips for Safer Healthcare

Health Ministers from across Australia have agreed to adopt a uniform set of steps to improve patient safety in public hospitals. One of those steps is the circulation of "10 Tips for Safer Health Care: What everyone needs to know". This information will be distributed throughout healthcare facilities in the ACT to help patients become actively involved in their care.

The information has been produced by the National Safety and Quality Council and supported by the ACT Quality and Safety Forum, and includes information on what consumers can expect from healthcare professionals. The Tips advised patients to:

- become actively involved in their own healthcare
- speak up if they have questions and concerns
- learn more about their condition or treatment
- keep a list of all the medicines they are taking
- make sure they understand what they are taking it for
- get the results of any tests or procedures
- talk about the options for their treatment if they go to hospital
- make sure they understand what will happen if they require surgery
- make sure their doctor, surgeon and themselves agree on exactly what will be done, and
- make sure they understand their continuing treatment, medicines and follow-up care

before they leave hospital. In line with the Health Ministers' agreement, staff and patients can expect to see the booklet and wall chart appear in their healthcare settings toward the end of December 2004. Patients can access the information on the Safety and Quality Council's website at www.safetyandquality.org, which offers the information in 15 different languages.



Its summer!



Dr Tony Sherbon, Chief Executive
ACT Health

Later in this summer edition of *Healthy Territory*, you'll see an article on The Canberra Hospital's new Stroke Unit. This is a major advance in patient care in the territory that will lead to much improved outcomes for stroke patients. At the same time, the stroke unit has introduced a wide range of protocols for preventing manual handling injuries.

ACT Health has supplied recurrent funding of \$1.12million for extra staff especially recruited to the Unit. These funds will greatly improve the services that we can offer to those patients who have suffered a stroke.

We are also about to roll out a number of new initiatives to improve our work safety, including:

- slide sheets to help staff move patients gently and smoothly in bed, and from bed to bed
- purpose built patient recliners that facilitate the transfer of patients from bed to chair. These chairs are very comfortable for patients who have difficulty moving
- overhead hoists in the stroke unit to assist staff to move patients with ease and comfort
- overhead hoists in the physiotherapy rehabilitation room to train patients to walk again
- new comfortable mattresses for all new beds that minimise the risk of pressure injury to patients
- top of the range commodes and shower chairs for patients who require assistance in the bathroom
- new bed movers so wardspersons and staff can move beds long distances
- a management system for the manual handling of very obese patients.

BEST PRACTICE PATIENT AND STAFF SAFETY

Territory-wide Approach to Discharge Planning

Earlier this year, ACT Health launched a project to develop a territory-wide approach to discharge planning. ACT Health has appointed staff to improve the integration of general practice into the discharge process.

The goal of the Discharge Planning Project is to work with key stakeholders to develop streamlined, consistent and recognisable processes, documentation and consumer information. The approach is being developed collaboratively with key stakeholders to ensure that it is relevant, acceptable and integrated into everyday practice.

The first territory-wide ACT Health Discharge Planning Forum 'Shared Understanding; Shared Goal' held in August aimed to establish shared understanding and goals for discharge planning in the ACT. Almost 100 people attended, including representatives of consumers, carers, general practice, community providers, the Department of Veterans Affairs, Southern Area Health Service, local private hospitals and ACT

Health staff.

Forum participants indicated their intention to incorporate into the discharge planning process a consumer/carer orientation, excellent communication processes and tools, a focus on quality, safety and risk management, improved timeliness and efficiency, clear role delineation for staff, a 'whole person in a whole system' approach, and a continuum of care approach with a primary care focus.

The project team is currently visiting key health consumer groups, staff and service providers across the ACT. They are sharing best practice information, and discussing and developing strategies for discharge planning, including standardised processes, streamlined documentation and consumer information.

**Contact Marg O'Malley at the ACT
Division of General Practice on
(02) 6287 8006**

I'm very enthusiastic about these new initiatives. As I flagged in the last edition, manual handling is a key priority for ACT Health and the prevention of staff injury through innovations in this area will greatly improve our occupational health and safety.

As we come into summer, I would like to extend my appreciation to you all for your

individual contributions to our healthcare system. Enjoy your break and best wishes to you and your families for the holidays.

Dr Tony Sherbon
Chief Executive
ACT Health

Review of ACT Diabetes Services

In August of this year, ACT Health Chief Executive Dr Tony Sherbon commissioned a comprehensive review of diabetes services in the ACT. The goal of the Review was to integrate services that cater to the approximately 11,000 people in the ACT with long-term diabetes, including both Type 1 and Type 2 diabetes.

A group of experts chaired by Bernie McKay — who has extensive experience in health service planning and policy at the Federal, State, Territory and regional levels — has undertaken the review and convened a reference group to contribute to its deliberations. The four experts have experience in primary ambulatory care, and health service planning and delivery.

The other members of the Expert Group are Professor Steven Boyages, Administrator, Wentworth & Western Area Health Service, NSW; Professor Nicholas Glasgow, Director, Australian Primary Health Care Research Institute, Australian National University, ACT; and Associate Professor Lexie Spehr, Director, Ambulatory and Community Services, The Alfred, Victoria.

The review will examine the existing diabetes service and consult relevant stakeholders on the adequacy of these services and areas for improvement, propose options for an improved model of care for long-term diabetes, provide options for organisational structures to support the proposed models of care, and solicit the views of relevant stakeholders on the preferred model of care and organisational support structure.

The consultation process will conclude with a workshop with the Review Reference Group to identify the best way forward. The Review report should be completed in December.

Contact Helen Maskell-Knight in Health Planning on (02) 6207 1122

Planning to meet the
ACT's future healthcare
workforce needs



Workforce Planning to Help Meet Demographic Change

Australia's population is ageing rapidly and this change will impact significantly on the Australian community in the coming years. By way of example, the Australian workforce is projected to grow less between 2020 and 2030 than it currently grows each year according to figures released by the then Department of Health and Aged Care in 2001.

Unless this changes, an increasing focus on keeping ageing Australians in paid employment will be required over the next twenty to thirty years and the health workforce is no exception. Although the impact of this demographic change is likely to be felt most strongly in New South Wales and Victoria, ACT Health is tackling the problem by developing strategies through its Workforce Planning Unit to minimise future impact on the ACT community.

Workforce planning is a process that monitors the workforce's size, shape and skills, forecasts future workforce needs based on trends and strategic plans, and initiates strategies to develop the workforce in order to meet future needs. This process will strengthen the ACT's capacity to support its current and future

health care needs, encourage a better appreciation of ACT Health's workforce, facilitate rapid and strategic responses to change, and help to identify and manage people with critical knowledge and skills.

ACT Health held a strategic planning day late in October to consider strategic workforce matters. The first ACT Health Strategic Workforce Plan should be completed early in 2005. In the coming years, ACT Health will continue to monitor external labour market data to identify trends likely to affect our future workforce needs. Equipped with this knowledge, ACT Health will be well positioned to plan for its community's health care needs in the medium to longer-term.

Contact Kate Milbourne in Workforce Policy and Planning on (02) 6207 9100

ACT Health Child Protection Policy

ACT Health has a vital role to play in the support and protection of children, young people and their families. In recognition of this responsibility, ACT Health has recently released its Child Protection Policy under the auspices of the Child Protection Policy Advisory Committee.

The committee includes members from all areas of ACT Health, representatives of Care and Protection Services (formerly Family Services) and the Australian Federal Police. The key principles of this ACT Health Child Protection Policy are to support and protect children and young people by:

- meeting mandatory reporting requirements under the *Children and Young People Act 1999* by reporting suspected non-accidental injury or sexual abuse of children and young people
- providing a comprehensive range of services to enhance the health and well-being of children, young people and their carers, and reducing the health impacts of abuse and neglect, and
- strengthening capacity for prevention, early intervention and support in the health care setting as one of the strongest forms of child protection that ACT Health can offer.

The policy establishes guiding principles for the protection of children and young people up to 18 years, and explains the legislative basis of child protection responsibilities in the ACT. Section 159 of the Act requires certain categories of people, including medical, nursing, allied health and some administrative staff, to report suspicions of non-accidental



Protecting children in need of care

physical injury and sexual abuse of children if they form these suspicions in the course of their work.

Moreover, the ACT Health Child Protection Policy obliges all ACT Health staff to report concerns about a child's welfare to Care and Protection Services. The Act prescribes that any person (including mandated reporters) must make a report if they believe a child is in need of care and protection from emotional abuse and neglect.

The responsibility to report overrides confidentiality provisions. Individuals who make mandated or voluntary reports to Care and Protection Services are protected from litigation under the Act and do not have to prove their suspicions.

The policy, in combination with a new education and training program that commenced mid-year, is designed to assist ACT Health staff to understand and fulfil their child protection responsibilities.

All ACT Health portfolio staff must attend at least one training session with the number to be attended depending on their position within the organisation. Calls reporting children at risk can be put through to the Central Intake Service of Care and Protection Services on 1300 556 728.

Contact Fran Barry in Aged, Community and Primary Care policy on (02) 6205 1767

Leaders of Change Graduation Ceremony



ACT Health's leaders of change

ACT Health's Leaders of Change program is aimed at equipping participants with the skills, knowledge, attitude and confidence to effectively lead and manage change at the individual, team and organisational levels. Forty-four participants in the program graduated on 9 November.

The program, conducted between March and November, comprised three workshops and a group project. The program attendees were drawn from the middle management ranks of a wide cross-section of ACT Health. Groups of four to six participants worked on team projects that simulated the real challenges facing ACT Health. The program required significant commitment from the participants and support from their managers. Members of the Executive Group provided guidance as sponsors of project groups.

The group projects examined complex issues such as bed management, management of appointments for clients with complex needs, security of infants in custodial care, effective communication through emails, identifying principles of 'best places to work', process mapping

of operating room functions, work experience for year 10 to 12 students, and improving exit interview procedures.

The graduation ceremony was held at the Canberra Business Promotion Centre. All eight project groups presented the outcomes from their project, including what they learned about leadership. Director of Human Resources Doug Jackman took the opportunity to emphasise to the graduating participants that they were at the beginning of their leadership journey, not the end.

ACT Health Chief Executive Dr Tony Sherbon handed out certificates to each participant. He stressed the importance of participants using their skills to demonstrate leadership and effect change in the workplace. Dr Sherbon also emphasised the need for leaders to make decisions based on collaboration with team members and the importance of keeping the big picture in mind.

Contact Mike Matthew in the Staff Development Unit on (02) 6244 3066

Intermittent Care Service

Improves the Lot of Older Persons

The aim of ACT Health's Intermittent Care Service (ICS) is to improve quality of life for older persons until the new sub-acute facility at Calvary Hospital comes on line in 2006, with its 40 transitional/rehabilitation care and 20 psycho-geriatric beds. These community-based ICS packages are targeted towards improving functional gain through planned interventions and support, utilising primary and allied health services.

The new service accommodates the wishes of many older persons to remain supported in their homes, return home from hospital with adequate support, or enter a residential aged care facility with a higher level of physical functioning and renewed confidence. This interim model will be offered until June 2005 in the form of 25 community-based packages that meet client needs, while the ACT Government develops an alternative plan incorporating a mix of both residential beds and community-based packages.

Eligible hospital-based clients will enter an inpatient program with a rehabilitation focus specifically preparing them to take up the ICS community-based packages. A hospital-based ICS coordinator will assess people's eligibility for the 8-12 week ICS community-based packages, which will be delivered by an external provider. Tenders to provide the packages have been evaluated and the result should be announced in the near future.

Upon completion of the package of up to 12 weeks care, it is anticipated that many clients will require new forms of support or return to pre-existing community support services if they are to retain their independence. This will be organised through current programs. Some clients may require residential placement, but the outcome of this intervention may be that they gain sufficient functional abilities so that they need lower level residential aged care.

A multidisciplinary and continuum of care approach will be the keys to the success of this model.

Contact Jenny Brogan in Rehabilitation Services on (02) 6244 3626

ALLIED HEALTH

AHPSS Professional Development For Allied Health Staff

During recent consultations, professional development opportunities emerged as a high priority for allied health staff. Moreover, the passing of the ACT's *Health Professionals Act 2004* through the ACT Legislative Assembly has mandated that renewal of registration is now dependent on demonstrated competence and continuing professional development.

The creation of the ACT Health Allied Health Postgraduate Scholarship Scheme (AHPSS) is a step in this direction aimed at helping allied health staff to undertake postgraduate study to further their skills and knowledge in a range of areas, including clinical practice, education, research, management and leadership. The scholarship funding provides financial assistance in meeting course fees for allied health professionals undertaking postgraduate study.

ACT Health has so far awarded 12 postgraduate scholarships to allied health staff from the initial funding round. The recipients represented a broad array of allied health occupations including counselling, dietetics, laboratory science, nutrition, physiotherapy, pharmacy, podiatry, psychology, radiography and radiation therapy. ACT Health recognises their commitment to allied health practice and continuing professional development.

Contact Susie Patton in the office of the Allied Health Advisor on (02) 6205 0893



AHPSS recipient Chris Rebeiro



AHPSS recipient Kathy Terrell

Allied Health Scholarship Recipients Have Their Say:

**Christopher Rebeiro,
ACT Pathology, Calvary Hospital**

"Allied Health professionals occupy a pivotal role in the provision and maintenance of health and well-being. Being the best one can be, both in personal and professional development, ultimately adds value to this role.

"This opportunity offered by ACT Health (the AHPSS) has personally enabled me to make an ongoing commitment to completing post-graduate studies. More broadly, it offers the same opportunity to all Allied Health Professionals to take up the challenge. The AHPSS helps you become the best Allied Health practitioner you can be.

"The 12 month scholarship helps allay the financial worries of candidates, allowing them to fully devote their resources to study. Thanks ACT Health for recognising the significant contribution allied health makes to the community."

**Kathy Terrell,
Physiotherapist at Calvary Hospital**

"I've been studying for my masters by coursework for the last two years and it was lovely to receive one of the ACT Health Allied Health Scholarships. It made me feel my hard work was appreciated and the extra knowledge I had attained was recognised by my workplace.

"My previous experience at University of Queensland made me realise funding levels in the university system limit the number of projects that can be supported. For allied health research to continue to develop, and for clinicians to meet the expectation of evidence-based practice, it's essential that clinicians take a more active role in research.

Applications for the next round of ACT Health's AHPSS scholarship funding will be available early December 2004 with a closing date of late January. More information, including eligibility and selection criteria, is available on the ACT Health website <http://www.health.act.gov.au>

Comprehensive Approach to Lymphoedema

The Lymphoedema Service at Calvary Hospital aims to provide a comprehensive diagnostic, education and management service for patients with lymphoedema or at risk of developing it. Since its inception in December 2001, the lymphoedema Service has provided a comprehensive, multidisciplinary service for patients with lymphoedema from the ACT and the surrounding region.

This service currently provides monthly multidisciplinary clinics with review by a vascular surgeon, physiotherapist, nutritionist, psychologist and breast care nurse; monthly education sessions for people at risk of developing lymphoedema to prevent, recognise and manage the symptoms; individual physiotherapy review and treatments including postoperative surgical management,

massage, laser therapy, limb bandaging, compression garment provision, education and self-management; individual dietetic review and support of weight loss; and individual psychology review and psycho-social support.

Pam Robertson, ACT President of the Bosom Buddies Breast Cancer Support Group, said this of the service: "The Lymphoedema Service provided by Calvary Healthcare provides women who contract lymphoedema following breast cancer surgery with a place where ongoing and specialised treatment is available locally. Before the service opened, women had to travel to Adelaide and Sydney in order to find this type of treatment."

The service continues to grow each year and has achieved high levels of satisfaction from the people using it.

Contact Robyn Brown at the Lymphoedema Service on (02) 6201 6627

CALVARY PUBLIC HOSPITAL

Calvary's Emergency Department Improves Mental Health Care



Calvary Health Care ACT is participating in the first national project to improve mental health care in emergency departments. Calvary and twenty other hospitals from around the country are involved in the project, which is the first initiative of the National Institute of Clinical Studies' (NICS) Emergency Care Community of Practice.

The aim is to improve mental health care by facilitating the collaborative work of clinicians from mental health and emergency settings. The project got under way in September 2004 and Calvary will undertake improvement projects focusing on aspects of mental health care in their emergency department over the next 12 months.

Staff from Calvary's Emergency Department recently participated in a two-day workshop in Melbourne where teams shared ideas about ways to improve processes of care, and heard from experts in change management and project planning.

Following on from the initial two-day workshop, Calvary has received ongoing support from NICS by way of a web-based communication system for the exchange of information, resources and central data collection, change expertise and access to evidence-based resources.

Contact Marielle Ruigrok at the Calvary Hospital Emergency Department on (02) 6201 6111

Calvary Strives for Clinical Health Improvements

The Calvary Hospital Emergency Department (ED) has sought to improve clinical performance for triage two category listed patients through the Clinical Health Improvement Program (CHIP). The Australian Council on Healthcare Standards (ACHS) has set a benchmark for each triage category and these benchmarks are seen as one of the main clinical performance indicators for emergency departments across Australasia.

For each category there is a defined performance benchmark outlining the percentage of patients in that category which must be seen within the allocated timeframe. The CHIP team worked closely with ED staff and conducted a retrospective analysis of triage category two presentations undertaken from 2002 to June 2004, noting the percentage change from the previous year.

They documented the entire Emergency Department process from the time of presentation to when the patient was

seen by a medical officer in order to identify unnecessary non-clinical time usage prior to medical review. They identified and mapped two distinct stages: the time from presentation to time of triage assessment; and the time from triage assessment to when the patient was seen by a medical officer.

An Emergency Department Staff Specialist reviewed these results for potential inefficiencies and recommended actions to reduce or eliminate negative process variables. These actions were introduced via an education package to clerical, nursing and medical staff, and they improved signage by advising patients to present to the Triage Nurse immediately on arrival.

They repeated the review in 2004 following implementation of the findings in order to measure performance variations. The results were remarkable with category two presentations showing a 51% increase over the previous financial year.



Calvary Achieves Breastfeeding-Friendly Workplace Accreditation

Calvary Hospital has set new standards for a healthy workplace for its staff by providing facilities and work practices in line with the Breastfeeding-Friendly Workplace (BFW) accreditation program. The aim is to support staff wanting to continue to breastfeed their baby when they return to work.

"An increasing number of mothers are, by choice or necessity, returning to the paid workforce while their baby is still young," Sally Eldridge, the Association's National Coordinator for Breastfeeding Friendly Workplace Accreditation said.

"This makes it important that employers provide the facilities and support needed to enable women to keep breastfeeding their babies.

"Accurate knowledge, a supportive environment and confidence are major factors for working mothers to breastfeed successfully, and these now become the standard at Calvary.

"Staff members going on maternity leave get information on how to combine breastfeeding with paid employment, and can access a lactation room to breastfeed or express breast milk.

"Calvary was the first Canberra hospital to qualify for accreditation, and the first



Calvary Hospital is a breastfeeding friendly workplace

ACT Government public workplace to achieve the Australian Breastfeeding Association's gold standard for breastfeeding friendly workplaces," Ms Eldridge said.

The Breastfeeding Friendly Workplace Accreditation program is a national program run by the Australian Breastfeeding Association that accredits

employers who support employees wanting to combine paid employment and breastfeeding. Around 15 employers have been awarded accreditation since the scheme began less than two years ago.

The number of patients triaged immediately on arrival to the Emergency Department was 15.7% on average between April 2003 and June 2003. The time between patients being clerked and triaged was five minutes and 48 seconds. 17.3% of patients exceeded their category time prior to being triaged while the average time from triage to being seen by a medical officer was 11 minutes.

This project won the overall award for Effectiveness at the recent 2004 ACT Health Quality and Safety Awards.

Calvary Leads Way in Orthopaedic Joint Replacement Protocol

Calvary Hospital recognised that to continue to be successful in clinical practice, it needed to document standards in all areas across the care continuum. In order to make this happen, a large team of specialists from a broad range of disciplines across the hospital came together to contribute their expertise to the development of a joint replacement protocol.

The protocol was launched in August 2004 and has quickly been adopted as the clinical best practice pathway for patients undergoing joint replacement surgery. The hospital developed the joint replacement protocol in order to standardise the policies and procedures required for a successful and efficient joint replacement service.

The underlying aim of this project was to measurably improve the quality and safety of joint replacement surgery and thereby minimise patient risk.

The protocol identified five goals:

- Pre-admission: To provide efficient pre-operative assessment, screening and education for patients undergoing joint replacement surgery.

- Antibiotic use: To identify known risk factors in the preadmission clinic in order to determine the necessity of antibiotic use, to select an appropriate antibiotic, to time its administration and dosage requirements in joint replacement surgery.
- Ward Protocol: To provide a therapeutic and safe environment for patients undergoing joint replacement surgery in accordance with prescribed guidelines.
- Perioperative Services: To provide an efficient and safe environment for patients undergoing joint replacement surgery in line with occupational health and safety standards.
- Wound dressing guidelines: To establish principles for dressing selection and utilisation in joint replacement surgery to prevent wound infection.

This project won the overall award for Safety at the recent 2004 ACT Health Quality and Safety Awards.

Early Intervention for Stroke Survivors

A new state-of-the-art 10-bed Stroke Unit at The Canberra Hospital is enabling early recognition of stroke symptoms, coordinated intervention and prevention of associated complications. This is a Territory-wide initiative with the new unit at TCH also admitting patients from Calvary Hospital.

The ten beds in the unit comprise four acute observation beds and six step-down beds. The stroke unit team includes dedicated nurses, doctors and allied health professionals. All patients will be fully monitored for the first 48 hours after admission for high temperature and oxygen levels in their blood.

A Stroke Liaison Nurse will be involved with stroke patients from admission to hospital right through to discharge. The Stroke Liaison Nurse will liaise with the patient's GP and also with Calvary Hospital if required as the main contact for the patient's family from admission to discharge. This process has made it easier for family members to contact one person in order to ascertain the progress the patient is making.

Depending on the severity of their condition, a stroke patient could be in hospital for several weeks or, in some cases, months. Strokes can occur in younger people as well as the elderly. Symptoms include sudden onset of weakness and numbness of face, arms

CANBERRA HOSPITAL

and legs, dizziness, unusual headaches, and difficulty speaking or swallowing. People who feel they may be developing these symptoms should see their doctor.

The cost of the Unit includes \$100,000 for medical equipment and recurrent funding of \$1.12million for extra staffing. Extra staff have been especially recruited to the Unit, and several nursing staff are undergoing neuroscience-nursing training.



New Equipment Rolled Out at TCH

ACT Health Chief Executive Dr Tony Sherbon recently identified staff safety as a key priority for ACT Health. Manual-handling injuries among nurses, wardspersons and other staff in particular are of major concern. In order to minimise this risk, a range of initiatives are about to take effect.

The Canberra Hospital (TCH) has recently purchased new manual handling equipment to avert the risk of injury, by placing this equipment in wards where manual handling injuries commonly occur. The new equipment will be used with patients who have difficulty moving, and will improve their comfort while minimising the risk of injury to staff.

The rollout of this new equipment includes electric beds, slide sheets, and purpose-built patient recliner chairs. The hospital already has bed movers to help staff and wardspersons move beds with ease when patients are required in other parts of the hospital. Slide sheets assist staff when moving patients in bed and bed-to-bed.

TCH has commenced training of hospital staff in the use of slide sheets and the development of safe operating procedures for equipment. Purpose-

built patient recliners facilitate the slide transfer of patients from bed to chair, as the chairs lie flat and the arms drop to the side. Moving these chairs around the ward becomes an easy task as they are fitted with trolley-grade wheels.

Paula Bird, the newly appointed manual handling program manager, has moved quickly to get the program up and running. Paula previously managed a similar program at Goulburn Hospital.

Other initiatives undertaken by the hospital include:

The location of new equipment in wards to minimise manual handling risks. For example, the Stroke Unit, a very high-risk area, now has overhead hoists above beds and in bathrooms; hi-lo electric beds with pressure reducing mattresses, new recliners and top of the range commode chairs.

The Physiotherapy Rehabilitation room now also has an overhead hoist to facilitate gait training for patients who have had a stroke. Both 9B (Neurology) and 11B (Orthopaedics) will have only electric beds because these areas have been identified as having high manual handling injury rates.



TCH's Daniel Lane with a new bed mover

TCH is encouraging staff participation in OH&S committees, responsibility for workplace safety, awareness of equipment in the wards, and use of it to lower the number of manual handling injuries in the hospital.

At a recent Patient Handling Equipment Expo held at the Hospital, staff were invited to operate the new equipment, ask questions about its use and propose ideas to improve the manual handling of patients in the Hospital.

Contact Peter Pharaoh in Injury Prevention and Management on (02) 6205 0301

THE CANBERRA HOSPITAL

Nurse Recruitment Goes Worldwide



12

Following an intensive national campaign, recruitment of nursing staff for The Canberra Hospital has spread its wings to target England, Scotland and Ireland. Most Australian hospitals are also attempting to recruit nurses, so the competition to attract them to Canberra is intense.

Although some nurses have already answered the call to work in the nation's capital, there are still many positions to be filled. Rosemary Kennedy, The Canberra Hospital's Senior Nurse Adviser, assisted by the Human Resources' (HR) Nurse Recruitment section, has travelled to five cities in England, and one in both Scotland and Ireland.

HR Recruitment contacted two employment agencies in London to organise interviews in some of the major cities. Ms Kennedy arrived in London to begin the interviews and then travelled to Leeds, Newcastle, Birmingham and Liverpool in England, Edinburgh in Scotland and Dublin in Ireland.

Prior to Ms Kennedy's visit, HR Recruitment sent more than 100 copies of the recently completed ACT Health CD-ROM entitled "Make a Difference, Join ACT Health" to the agencies. The CD-ROM sells the benefits of working and living in the ACT and surrounding region.

Feedback from the agencies about the CD-ROM was so positive that bookings for interviews were continually increasing and the benefits will be enjoyed for a long time to come. On a smaller scale, HR Recruitment has also targeted Canada to attract nurses to Canberra. This campaign has already had its first success with a Canadian nurse starting work at The Canberra Hospital this month.

This is but one of the many initiatives HR Recruitment is undertaking in order to encourage people to make a difference by working for ACT Health.

Contact Rosemary Kennedy, the Senior Nursing Adviser at The Canberra Hospital on (02) 6244 2147

Nursing and Midwifery Forum — Our Magnet Journey

Chief Nurse Jenny Beutel recently presented Ms Kim Sharkey as keynote speaker to an audience of more than 100 people at The Canberra Hospital auditorium. Ms Sharkey is Division Director for Inpatient Nursing at Saint Joseph's Hospital in Atlanta, Georgia USA.

Her presentation — entitled 'Our Magnet Journey: Creating and Sustaining a Culture of Excellence' — focused on the qualities that make an organisation a great place to work, why a patient/client focus is so important, the meaning of excellence, and how an organisation can attract and retain highly skilled staff.

Ms Sharkey spoke of experiences at Saint Joseph's Hospital and their recognition as a Magnet facility under the Magnet Recognition Credentialing Program. Over a four-year period, the hospital made a dramatic turnaround from an organisation that couldn't attract or retain staff to one now with a culture of excellence and a waiting list of people wanting to work there.

The Magnet concept has emerged as a significant evidence-based nursing workforce and organisational improvement model. Magnet has demonstrated significant measurable benefits for patient outcomes and organisational culture across a multi-disciplinary organisation.

"In every field, there are those who stand a little taller. Those who set the bar that makes others stretch. Those who take the high road, even when the low road is temptingly smooth. In every field, there is an award for these people. In the field of nursing, it's the Magnet Award for Nursing Excellence" (Saint Joseph's Nurse Recruitment and Retention Campaign, 2000).

Contact Leonie Johnson in the Nursing and Midwifery Office on (02) 6207 1279

NURSES LOOKING FORWARD

Taskforce Committed to Building an Enhanced Healthcare System



Nurses enhance our healthcare system

At a meeting in September, Chief Nurse Jenny Beutel and the Council for Nurses and Midwives welcomed Ms Belinda Moyes, the Chair of the National Nursing and Nursing Education Taskforce (N³ET). Ms Moyes gave an overview of the taskforce's work while acknowledging the support and collaboration of healthcare, education and nursing organisations within the ACT and throughout Australia. N³ET was established in November 2003 in response to the 2002 report of the National Review of Nursing Education (*Our Duty of Care*). The Taskforce is committed to building an enhanced and sustainable healthcare system through promoting a positive profile of the profession, quality education and the regulation of nationally consistent education standards, building capacity in clinical practice, and education and ongoing research for all nurses across Australia.

N³ET work is directed by the findings of the final report of *Our Duty of Care*, which outlined 36 key recommendations regarding nursing education and workforce development. These encompassed a diverse range of issues that affect nurses every day, including work organisation, augmentation and retention of the current nursing workforce, training of care assistants, funding of clinical education and research, and national education standards.

At the local and regional level, the Council for Nurses and Midwives ACT and the Nursing and Midwifery Office are progressing the N³ET recommendations. This involves the input of nurses and midwives at all levels across the ACT. For more information about N³ET, visit their website: www.nnnet.gov.au

Contact the Nursing and Midwifery Office on (02) 6205 0893

New Nursing Model for Aged Care in the ACT

The ACT is pioneering Nurse Practitioner models of care that will contribute significantly to shaping the future of aged care service delivery both within the ACT and nationally. The purpose of the year-long project, funded by the Australian Government and ACT Health, is to investigate the impact of the nurse practitioner role in health service delivery for the ACT's aged care population.

The student nurse practitioners (SNPs) are currently undertaking clinical placements that rotate across the continuum of care within the acute setting (The Canberra Hospital and Calvary Healthcare), the community (Continuing Care Program and GP practices) and residential aged care (Morling Lodge).

The first community placement is based at the Plaza Medical Centre, Woden. The SNPs are required to work collaboratively with other health professionals and are supported in their clinical decision making by a clinical support team composed of nursing, medical and allied health leaders.

The research aspect of the project is currently awaiting ethics approval. It is anticipated that data will be collated over December to April. The data will be used to provide insights about the efficiency of service provision, client outcomes and the potential of aged care NP roles in the ACT. The clinical data will also inform the findings that relate to defining the specific dimensions and scope of practice for each of the three service areas in the project.

Contact Sonia Hogan in the Nursing and Midwifery Office on 0419 616 787

NURSES LOOKING FORWARD

Exciting Times for Nursing and Midwifery Learning and Development

Nurses and midwives should get set for innovative developments and opportunities along the road to organisational excellence. A key player in this endeavour is ACT Health's Nursing and Midwifery Education, Learning and Development Committee recently established by the ACT Chief Nurse, Adjunct Professor Jenny Beutel.

The Committee will pave the way for an integrated and coordinated whole-of-ACT approach to continuous learning and development for our nurses and midwives. Its members include representatives from across the various ACT Health services, tertiary education organisations, nursing and midwifery leaders, the Australian Defence Force, educators and general practice. Other experts, such as the Nurses Registration Board of the ACT and the Allied Health Adviser, will come on board from time to time.

To date, education and professional development across the ACT has been the responsibility of individual organisations. However, the amalgamation of various portfolio responsibilities into ACT Health has created a unique opportunity to draw on collective knowledge and to share expertise across the Territory.

To support those wishing to return to the professions of nursing and midwifery after a period of absence, the Committee has researched the development of an ACT re-entry and refresher program that will be tailored to meet the ACT's specific needs. The course modules should be accredited and available in 2005. The Committee will also refine other program development areas such as work experience, competency assessment, systematic evaluation and reporting.

The Committee will play a pivotal role in reviewing the recommendations of the *National Review of Nursing Education 2002: Our Duty of Care*. It will work with the Nursing and Midwifery Office (N&MO) and the National Nursing and Nursing Education Taskforce (N³ET) to implement the review's recommendations at the local level.

Nurses and midwives are invited to contribute to the discussion and debate on educational issues through their representative on the committee.

Contact Elizabeth Renton in the Staff Development Unit on (02) 6244 3429

Call for Working Group to Drive Celebration for Nurses and Midwives

The Nursing and Midwifery Office recently invited expressions of interest in a working group to plan, promote and showcase nurses and midwives through the celebration on International Nurses and Midwives days. This event was first celebrated in 1991 and has been observed in over 50 nations around the world.

International Nurses Day is on 12 May 2005, the anniversary of the birthday of Florence Nightingale who was born in 1820 and made a significant international contribution to nursing. She elevated nursing to a desirable occupation and raised educational standards for nurses. She was also the first person to examine systems of care and use data to drive system changes, produce quality outcomes and improve healthcare.

These special days are a time to celebrate the work of nurses and midwives and to reflect on opportunities, future directions and how nurses and midwives make a difference every day. Moreover, the celebration aims to promote the diverse range of career opportunities offered by the profession, dispel misconceptions about their role, and highlight the role of nurses and midwives in improving health and well-being for all members of our community.

If you are interested, please email paul.gladigau@act.gov.au providing your name and daytime contact details.

COMMUNITY HEALTH



Community Health Intake is a contact centre, providing a single point of entry for clients, relatives, friends, GPs, health professionals and other community health services. Calls are initially processed by Intake staff and then transferred if necessary to a nurse who provides assessment and referrals using eligibility criteria for services, making appointments where appropriate.

Community Health Intake offers a wide range of services and information, as well as providing referrals and appointments. CHI services are listed below:

CONTINUING CARE PROGRAM	CHILD YOUTH AND WOMEN'S PROGRAM
Aged Care Assessment	Additional support
Community Nursing	Asthma Support
Continence Clinic	Audiometry Clinic
Cancer Support Services	Child Health Clinics
Day Care for the Elderly	Child Health Medical Officer
Diabetes Services	Day stay groups for feeding, settling and sleeping issues
- Groups	Friendly family meal groups
- Education	Immunisations
- Nutrition	New Parent Groups
- Podiatry	Nutrition
Fall Assessments	Orthoptics
Food for thought weight loss programs	Postnatal referrals to Maternal And Child Health Nurse
Heart Fare	QEII Family Care Centre
Nutrition / Dietician	Sleep groups
Occupational Therapist	Social work
Physiotherapist	
Domiciliary Physiotherapy	
Podiatry	
Rehabilitation	
Social Work	
Stoma clinic	
Wound clinic	
Drug and Alcohol Assessments and advice	
Methadone clinic enquiries	
Veterans Home Care	

COMMUNITY HEALTH

Community Health Nursing Symposium – Learning, Doing, Connecting

ACT Health Community Health Nurses held the third Community Health Nursing Symposium at the Australian National University in November. Over two hundred community based nurses and invited guests gathered to celebrate 'Nursing Across Cultures: Learning – Doing – Connecting.'

Community Health Principal Nurse Grant Carey-Ide set the tone for the symposium by encouraging a lively discussion amongst the audience on the values and attributes of nursing in the community. Multicultural Liaison Officer Lily Muthurajah gave a historical cultural framework of Australia's multicultural society and how this impacts on community nurses.

Dedicated Education Unit (DEU) Liaison Nurse Marina Boogaerts introduced the Dedicated Education Unit, a new model of clinical practice for undergraduate nursing students from the University of Canberra.

Three DEU students — Aaron Geibelt, Emi Woods and Patrick Henry — provided an uplifting and at times humorous account of their experiences working with community nurses. The audience met their positive reports with enthusiasm.

Aaron Geibelt – Continuing Care Placement: "Everyone went out of their way to show me things and they made me feel part of a team."

Emi Woods – Alcohol and Drug Program Placement: "The placement made me fall in love with nursing. I have never learnt so much, grown so much emotionally and psychologically and been impressed so much to be a great nurse."

Patrick Henry – Child Youth And Women's Health Program Placement: "I was the first male student nurse to have a placement in Child Youth And Women's Health Program and I was the only male in the program."

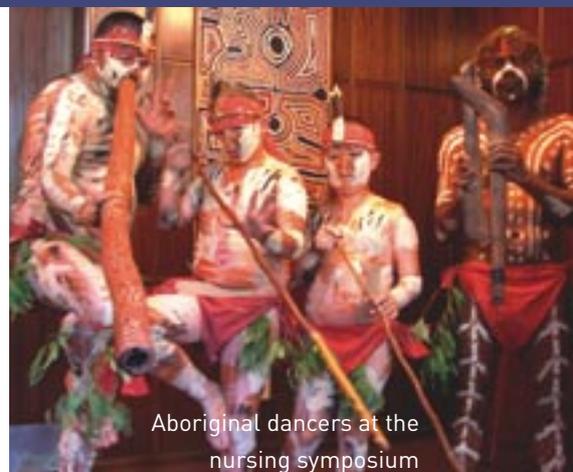
"When I attended the New Parenting Group I was impressed with the amount of accessories a little bundle of joy requires to go on an outing and realised I was deprived as a baby and did not have an activity mat."

Margaret Dane, Principal Academic, thanked the students for participating in the Symposium as it was in the middle of their exam week.

Luisa Latukefu of the Child Youth and Women's Health Program presented 'Young Parents Creating the Pathway for Youth Friendly Services'. Luisa gave a comprehensive insight into this successful program introduced to help young parents cope with the demands of adolescent parenting.

Manager of the Link Team Mark Gaukroger gave a moving presentation of his experiences in Tasmania providing health services to Kosova refugees. Cathy Broderick and Joan Collett of the Child Youth and Women's Health Program presented 'Vulnerable Families: Challenges faced by Maternal and Child Health Nurses in the ACT.'

Cathy and Joan described some of their clinical experiences, including a humorous account of being offered a 'shot of the household's best brew' at 10 o'clock in the morning. In closing,



Aboriginal dancers at the nursing symposium

Grant Carey-Ide expressed his pride at being part of Community Health Nursing Services.

Contact Grant Carey-Ide in Continuing Care on (02) 6205 2101

Eat Well, Be Active, Feel Good

Promoting health within the ACT community is an integral part of the services provided by Community Health. Following overwhelming staff response to July's 10,000 steps per day campaign, Community Health will take its workplace health promotion one step further by implementing a workplace initiative for all staff guided by best practice evidence from the World Health Organisation.

Initially, a specially recruited project officer will undertake a baseline audit of staff well-being. After staff consultation and research, a best practice model for workplace health will be recommended reflecting the particular needs of Community Health staff. This six-month project will enhance health and teamwork amongst Community Health staff, contributing to a healthier and more productive workplace.

Contact Bev Gow-Wilson in the Quality and Safety Unit, Community Health on (02) 6205 0854

Dedicated Education Unit Introduces Nursing Students to Community Health

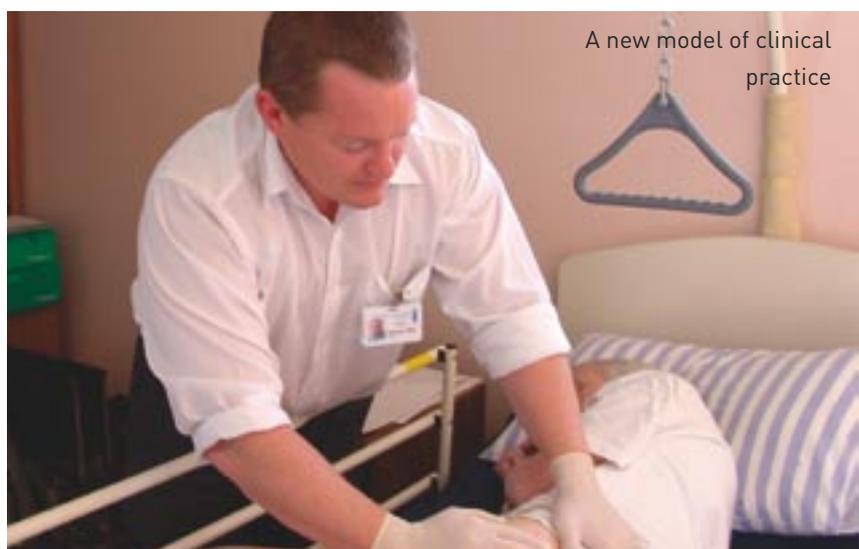
The Dedicated Education Unit (DEU) is a new model of clinical practice for undergraduate nursing students from the University of Canberra. The model focuses on clinical practice and learning, drawing on the best aspects of the 'hospital training' and the higher education or university model.

Its success is dependent on a strong partnership between the University and the workplace. Community Health started its first DEU in the first term of this year with an intake of 16 students. That number doubled in the second term with 32 students — including 12 first year students — assigned to Community Health.

The Community Health DEU was established as a multi-site DEU spread across three programs including the Alcohol and Drug Program; the Child, Youth and Women's Health Program; and Continuing Care. A Reference Group, comprising members of the different programs and the University of Canberra, was established to monitor and evaluate progress throughout the year.

The main aims and principles that underpin the DEU model in Community Health are to balance theory and clinical practice, connect classroom learning to the reality of the workplace, improve the relationship between clinicians and students, and create a 'learning culture' in the workplace, shifting clinical focus from institutional-based to community-based nursing, and partnerships between the universities and Community Health.

Feedback from clinicians and students has been very positive, with students responding favourably to the variety of



A new model of clinical practice

learning opportunities available in the community:

"This has been such an interesting placement. It has been great for developing and enhancing the personal side of nursing. I have developed skills that I can take to any area in nursing" (3rd year nursing student in Alcohol and Drug Program)

"I have experienced a primary preventive health care system in practice" (2nd year nursing student in Child, Youth and Women's Health Program)

"What was highlighted to me from this placement was the human component of nursing and while skills and knowledge are vital, aspects such as quality of life from the patient's perspective, the role of the family and suffering – both physically and emotionally – are just as important." (3rd year nursing student Continuing Care)

Clinicians feel having a student with them makes them reflect on their practice, and

that they are contributing to the future of nursing.

"Having a student with me made me think about my practice, made me research and find out more information about how I do things."

"I enjoyed having the students, it was a pleasure to pass on my knowledge and skills."

Other benefits reported from both groups included an emerging sense of partnership between Community Health and the University, a belief that this model will produce better graduates, and the increased likelihood of graduates choosing community nursing as a career. The DEU has contributed to improved relationships between the different programs of Community Health and there is a sense of working towards a common goal.

Contact Marina Boogaerts in the Nursing Practice Unit on (02) 6205 0090

MENTAL HEALTH

Research Centre for the Neurosciences of Ageing (RESCENA)

The Research Centre for the Neurosciences of Ageing (RESCENA)— established in December 2002 at Calvary Hospital and the ANU Medical School — is ACT Health's first clinical aged mental health education and research facility. The centre builds upon the strengths of award-winning clinician-researchers developing cutting-edge research in order to provide world-class mental health care for older Canberrans.

Research at the centre focuses on the brain-structural basis and functional impact of age-related neurodegenerative diseases such as Alzheimer's disease, Parkinson's disease and stroke. The centre also investigates the brain-structural basis of anxiety and depression in late-life. RESCENA also provides expert educational and training programs for health professionals in relation to older persons' mental health. RESCENA staff are active in the clinical provision of mental health care for older Canberrans through ACT Health and consulting practices.

Teaching and research highlights for 2004 included investigating cognitive and emotional aspects of anxiety and depression in Parkinson's disease; investigating the cognitive and structural basis of late-life depression; assessing the educational needs of Canberra's aged care facility workforce; and establishing the first neuropsychiatric movement disorders clinic in the ACT to provide care and establish clinical research into the emotional and cognitive consequences of Parkinson's disease, Huntington's disease and related disorders.

Recently, researchers at the centre have been recognised by a series of local,



Research into the neurosciences of ageing

national and international competitive grants and awards to:

- Ms Michelle Ruzich to investigate cognitive and emotional processing in Parkinson's disease sufferers with depression
- Dr May Matias to present a paper on the neurobiological basis of depression in Parkinson's disease
- Dr Rajeev Kumar (2004) to present a poster at the ICGP Annual Scientific Meeting in Basel, Switzerland
- Drs Jeffrey Looi, Rajeev Kumar, Professors Anthony Jorm, Helen Christensen & Perminder Sachdev to investigate cognition, late-life depression, one-carbon-metabolism and neuro-imaging in the Canberra community
- Professors John Dalrymple-Alford, Vorapun Senanrong, Perminder Sachdev, Tim Anderson & Dr Jeffrey Looi for an international collaborative study of Parkinson's Disease involving Australia, New Zealand and Thailand
- Dr Jeffrey Looi for early career contribution to research on geriatric neuropsychiatry, for the best research paper or publication by a young psychiatrist, and for training and development of advanced MRI neuro-imaging analysis in neurodegenerative disorders
- Drs Rajeev Kumar and Jeffrey Looi for MRI neuro-imaging investigations for late-life depression and Parkinson's disease

Contact Dr Jeffrey Looi in the Older Persons Mental Health Service on (02) 6205 1957 or (02) 6205 1977

All in the name of good mental health

Health Minister Simon Corbell speaks during Mental Health Week 2004

Mental Health Week was held in October of this year with the theme of “resilience”. The theme was incorporated into a number of different activities designed to increase awareness of mental illness and mental health issues among the Canberra community.

The week began with the annual Mental Health Week fun run and walk with over 300 people putting on their walking shoes in the name of good mental health. There was also the Mental Health Week launch and art exhibition, with a number of awards going out for exceptional mental health work within the community.

There were three awards presented on the day. The David Perrin Award went to Ralph Nielson, the Reciprocity Award went to the Narrative Therapy Team and the Volunteer Award went to joint winners, Sheelah Egan and Aine Tierney

for their volunteer work within the mental health community sector.

Other events during Mental Health Week included “*Stalls in the Malls*”, the annual *Mental Health Week bowling challenge*, and a display of artworks from students in

the ACT depicting the different images of mental health and the week ended with *the ceremony of memory*, an event that has been held during Mental Health Week over the past few years in remembrance of those people who have suffered and we have lost to mental illness.

All events of Mental Health Week 2004 aimed to promote mental health as



everyone’s business. The events were very successful in raising awareness, reducing stigma and promoting good mental health to all Canberrans. Mental Health ACT would like to thank all involved in Mental Health Week 2004, and we look forward to celebrating Mental Health Week in 2005.

Contact Mental Health ACT on (02) 6205 5122

19

The Changing Landscape of Mental Health Nursing

The Australian and New Zealand College of Nurses looked at the changing roles, relationships, challenges and approaches to mental health nursing that have evolved over the last 30 years at its 30th annual conference held in September. The many guest speakers gave an insight into mental health nursing in an international context and how Australia can use the systems already in place to better our nursing systems.

The conference addressed the many complex facets of mental health faced by governments the world over. Service delivery models for people with mental

illness have evolved over the years, with an increasing emphasis on community based care and decreasing reliance on stand-alone psychiatric institutions.

The theme of the 2004 conference, “Mental Health Nursing – a changing landscape,” was important because it examined the many different approaches in mental health nursing over the years. Mental health nurses are a critical component of a successful mental health system but — as with many other health services in Australia and New Zealand — mental health services are experiencing great difficulties recruiting and retaining adequately qualified and experienced nurses.

The nursing workforce and Australia’s population are rapidly ageing, which has raised concerns about the ability of a slowly growing workforce to support the community’s health needs. The conference afforded an excellent opportunity to discuss future opportunities for partnerships and examine the range of potential strategies necessary to take the next step forward in collaboratively addressing these issues.

MENTAL HEALTH

HEALTH

Mental Health Forensic Team at Work in the Community

In September, ACT Health Minister Simon Corbell announced the Government's commitment to improving forensic mental health care. The need for further development of ACT forensic services was acknowledged in the 2004–05 Budget, and this led to the launch of a forensic management team to coordinate the provision of specific mental health services for clients released by the courts into the community.

ACT Health outlaid \$300,000 to expand mental health forensic services in the ACT and implement a forensic community care management team. This led to the creation of the Forensic Community Mental Health Clinical Management Team, which has given magistrates other options outside the Belconnen Remand Centre and the Psychiatric Services Unit for clients with a mental illness or dysfunction who have offended.

This new forensic team fulfils the recommendations of the Interdepartmental Committee on Forensic Mental Health Services in establishing a forensic community care management team in the ACT for the first time. The team will help clients manage their mental illness, in conjunction with mainstream community mental health services, and address factors that contribute to offending behaviour.

Persons with a mental illness who can be supported in the community will be provided with specialist

clinical management. The team works cooperatively with other services to provide a multi-disciplinary continuum of care that best meets client needs. The ACT forensic mental health team has been based on a Victorian model of forensic mental health care and our mental health forensic workers will fill the same role as Victoria's.

They will receive referrals from various sources including the Courts, ACT Corrective Services and the remand centres. The new staff will also be able to provide information during the court process, and liaise with magistrates, tribunals and the DPP on clients with a mental illness who have previously offended and are within the court system.

Contact Forensic Mental Health Services on (02) 6205 1551

Strong Advocacy for Public Health Nutrition in the ACT

The ACT Minister for Health, Simon Corbell, launched *Eat Well ACT* in September. This is the ACT's first Public Health Nutrition Plan developed in response to the ACT Government's Health Action Plan released in 2002. *Eat Well ACT* encourages active participation and collaboration between key sectors, departments and the community.

A range of health professionals, community and government agencies were consulted during its development. *Eat Well ACT* was fittingly released in the last week of work for ACT Health's retiring Professional Leader for Nutrition, Lyn Brown, who has been a strong advocate for public health nutrition in the ACT. The five priority areas identified in *Eat Well ACT* reflect *Eat Well Australia's* national priorities.

Contact Kate O'Brien in the Child, Youth and Women's Health Program on (02) 6205 2734

PROMOTION

It's Summer, so it's Time for Some Health and Vitality

Each year ACT Health conducts two health promotion campaigns, under the *Eat Well, Be Active, Feel Good About Yourself* – that's Vitality message. The summer 04/05 campaign will focus on all three themes of Vitality.

Vitality 10k-a-Day Round 2 builds on the success of the pilot program conducted in July this year. For six weeks in February 2005, ACT Health staff will be encouraged to increase the number of steps they take to 10,000 or more each day. Pedometers are used to measure the steps.

Starting this summer, ACT Health will begin a three-year fruit and vegetable campaign, *Go for 2 & 5*. This campaign recommends eating at least two serves of fruit and five serves of vegetables every

day for good health and will complement the national campaign being launched early next year.

'Enjoy Sharing Family Meals' was a nutrition project undertaken by Community Health and Gugan Gulwan Youth Aboriginal Corporation during the Vitality Winter 04 campaign. As a way of promoting good nutrition, this successful project is being expanded to Winnunga Nimmityjah, Billabong and Boomanulla.

Watch out for the Vitality displays coming to a health centre near you. The eye-catching displays inform consumers and staff about Vitality, a flexible way to guide change in the areas of nutrition, active living, body image and well-being.



Vitality on Canberra's roads this summer

The Vitality ACTION bus is now on the road. So look out for its eye-catching message of 'Eat Well, Be Active, Feel Good About Yourself – That's Vitality! The bus will be in circulation for 12 months.

Contact the Health Promotion Unit on (02) 6207 9527 or visit the ACT Health Promotion website www.healthpromotion@act.gov.au

New Coordinated Approach to Overweight and Obesity

An ACT Government Healthy Weight Coordination Group will improve the ACT's capacity to address healthy weight, overweight and obesity issues by improving coordination across government and maximising opportunities to work collaboratively across government on healthy weight, overweight and obesity initiatives.

The group's initial priorities include development of a position statement on healthy weight to ensure consistency across government in policies and programs; a focus on monitoring and surveillance; development of guidelines for the new Healthpact – Health

Promoting Schools Vitality Funding Round; and coordination of new ACT Government healthy weight initiatives.

Contact Chris Stanilewicz in the Health Promotion Unit on (02) 6207 2499

HEALTH PROMOTION

ACT Health Major Sponsor of 2005 Health Promotion Conference

ACT Health is the major sponsor of the Australian Health Promotion Association's 15th National Health Promotion Conference to be held in Canberra from 13 to 16 March 2005. The Conference, with the theme *20/20 Vision: 20 years since Ottawa, 20 years from now*, presents an exciting opportunity for delegates to reflect on the past and create a vision for the future of health promotion.

Two internationally renowned speakers, Professor Ron Labonte (University of Saskatchewan, Canada) and Prof. Ichiro Kawachi (Harvard School of Public Health, USA), and several leaders in the field of health promotion in Australia, will examine the successes, lessons learned and challenges for health promotion for the decades to come.

This is an ideal occasion for healthcare workers in the ACT region to participate in the presentations, discussions and debates about the latest issues and practices in health promotion. Follow the links to the Conference page on the ACT Health Promotion website: <http://www.healthpromotion.act.gov.au>

Contact the National Health Promotion Conference Coordinators on (02) 6292 9000

Julie McCrossin Facilitates GLBTI Discussion Forum

ACT Health and the AIDS Action Council of the ACT jointly hosted a discussion forum in November that focused on gay, lesbian, bisexual, transgender and intersex (GLBTI) health and well-being.

The forum was held in response to a request from the ACT Health Minister to explore these issues. The majority of people who attended were from the target communities, the health sector and various government and non-government agencies. Interest in the forum was so great that the numbers attending it exceeded the capacity of the venue.

The purpose of the forum was to identify GLBTI health and well-being concerns in the broadest sense, consider how well existing services meet GLBTI needs and gather suggestions for the improvement of GLBTI health and well-being. Julie McCrossin (host of *Life Matters* on ABC Radio National) facilitated the forum. Julie encouraged discussion from the panel and participants in an entertaining and informative manner.

Issues raised included insufficient awareness of GLBTI issues amongst a range of healthcare and other professionals, experiences of homophobia and discrimination (including in health care), difficulties for young people 'coming out' within the school system



Julie McCrossin of ABC Radio National

including support for parents, the needs of transgender people, the need for 'healthy' GLBTI communities to ensure healthy individuals, recent law reform and need for a formal voluntary means of legitimising same-sex relations, lack of specific ACT data, and the need for a 'whole of government' approach to the issues.

There was also considerable appreciation of the Canberra GLLO network community policing. GLLOs — trained Gay/Lesbian Liaison Officers, not necessarily gay or lesbian themselves — are 'safe' contact points for people requiring police assistance. Forum participants suggested that a similar concept should be extended to ACT Health and other departments.

Contact Daniel Coase in the Office of the Chief Health Officer on (02) 6205 1011

POPULATION HEALTH

Recognition of Quality and Safety in the ACT

ACT Health Chief Executive Dr Tony Sherbon recently presented the 2004 Quality First Awards. The ACT Quality First Awards recognise leadership and reward innovation in patient safety and quality of care within the ACT health care system. The Quality First Awards educate and inspire others in the industry to think about, initiate and cooperate in quality and safety endeavours.

The awards provide an opportunity for health care professionals to share their ideas, information, resources and expertise. Judged by a panel of peers, the awards were open to all people working in ACT healthcare services who had increased standards of health care through innovation and leadership. Dr Sherbon presented the awards at a gala dinner, noting that this was one of the rare occasions where we celebrate staff achievements.

Dr Sherbon presented awards in the categories of safety, appropriateness, accessibility, efficiency and effectiveness:

Overall Winner and Efficiency Category Winner: Great Strides in Primary Joint Replacement, The Canberra Hospital.

This project significantly improved the clinical care process for primary joint replacement surgery through thinking beyond the in-patient clinical care process with a focus on improving administrative processes, patient empowerment, development of a multidisciplinary, goal-oriented care plan and changes to work practices and processes. The results have been a substantial reduction in length of stay for some patients, a higher rate of day-of-surgery admission, a reduction in waiting time to surgery and high patient satisfaction.

The winners of the 2004 Quality First Awards



Accessibility: Dental Health Program Emergency Service Triage, Community Health.

The long and growing waiting lists for routine restorative services and increased demand for emergency dental services over the past six years has led to an increase in client complaints and aggression, and a drop in staff morale. This project improved access to public dental services by introducing a triage system for dental emergencies.

Safety: Orthopaedic: Joint Protocol, Operating Theatres, Calvary Health Care.

The lack of a protocol for the entire care continuum for patients undergoing joint replacement surgery has led to higher rates of wound infection than necessary.

This project developed a protocol that set guidelines for patient care and management and nursing/surgical practice in the joint replacement speciality. The result has been a drop in the rate of wound infection, well below the 2% benchmark.

Appropriateness: Utilisation of Evidence-based Secondary Prevention Measures for Post AMI Patients, Cardiology Unit The Canberra Hospital.

Quality of care for patients having an acute myocardial infarction varies according to the use of effective secondary-prevention medications and active cardiac rehabilitation. This project developed a continuous quality improvement process to improve the quality of care for patients having an acute myocardial infarction.

Effectiveness: Improving Triage2 Performance, Emergency Department, Calvary Health Care.

The management of Triage Category Two patients has consistently fallen below the accepted standard. This project reviewed time usage in the Emergency Department, and developed actions that were implemented by clerical, nursing and medical staff. This has led to consistent improvements in performance in the management of Triage Category Two patients above the ATS performance benchmark without an increase in costs.

Contact Vicki Crispe in the Clinical Quality Unit on (02) 6205 1561

CONFERENCE DIARY

Transformations Conference Culture and the environment in human development 7–9 February 2005 The Australian National University, Canberra	This conference explores the intersection of Australia's cultural diversity, the environment and sustainable development. The conference will produce cultural indicators to guide future planning and service delivery in health and other areas. Health organisations and individual workers will come together with local governments, tertiary institutions, businesses, government agencies and peak community organisations to explore the future for Australia's diversity planning, policies and programs. Transformations will have a special focus on community, health and cultural diversity and has assembled an impressive panel of speakers to lead the way in discussing Culture, Health and Wellbeing.	Contact: The Federation of Ethnic Communities Councils of Australia on (02) 6282 5755
6th National Allied Health Conference Innovation or Extinction? Adapting roles and practice 23–25 February 2005 Crown Promenade Hotel, Melbourne	Many allied health practitioners are discovering our customary roles and practices are rapidly transforming. The development of interdisciplinary teams, "new roles" and changes to undergraduate training are emerging as key strategies that will meet the demands of the health sector of the future. The conference program will explore those strategies. The conference will be highly interactive, with workshops, roundtable discussions and expert master classes offered along with a full program of presentations and speakers.	Contact: The 6th National Allied Health Conference Secretariat on (08) 8274 6060
AHPA 15th National Health Promotion Conference Canberra, 20/20 Vision — 20 Years since Ottawa, 20 Years from now. A Health Promotion Conference reflecting on the past and creating a vision for the future. 13–16 March 2005 National Convention Centre, Canberra	The conference sub-themes are the five action areas of the Ottawa Charter: Developing Personal Skills, Creating Supportive Environments, Building Healthy Public Policy, Reorienting Health Services and strengthening Community Action. Delegates will be urged to view their work through the framework recommended twenty years ago, and to reflect on the ongoing suitability of that framework for contemporary health promotion. Delegates will be given the opportunity to look at the progress of health promotion over the past two decades, and to contribute to a renewed vision for the future. Innovative workshops will lead to a draft Canberra Statement on the Future of Health Promotion in Australia.	Contact: The AHPA Conference Coordinators on (02) 6292 9000

Feedback

Healthy Territory is ACT Health's newsletter for people providing healthcare and health related services across the ACT. Healthy Territory tells what's happening at the policy and planning level, and shares information about key issues, directions and events within the ACT health system.

Contributions, comments and any feedback are gratefully accepted from anyone working in our health sector. Healthy Territory is for all ACT healthcare providers, so have your say and voice your ideas, opinions and criticisms.

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