



Number 20 APRIL 2008

# HEALTHY TERRITORY

A NEWSLETTER FOR ACT HEALTHCARE PROVIDERS

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## PatCH is Number 1

Paediatrics at the Canberra Hospital (PatCH) will benefit from the fundraising efforts of the CA Brumbies for the third consecutive year. It has been announced that PatCH will be the number 1 ticketholder for the 2008 season.

Director of Paediatrics, Dr Paul Jenkins, says the partnership with the Brumbies has been vital towards helping PatCH patients.

At the announcement of the 2008 ticketholder Dr Jenkins also received a cheque for \$9, 500 as the balance of the funds raised during last year.

"The Brumbies have a terrific presence in our community and we're extremely grateful for their continued loyalty and very generous fundraising. The children always get a boost every time the players and Brumby Jack, the team's mascot, visit the hospital," Dr Jenkins said.

Paediatric staff and their friends volunteer at the Brumbies home games by selling merchandise and collecting for PatCH.

Through earlier fundraising projects PatCH has received blood oxygen monitors, high dependency care monitors and sphygmometers to safely and accurately measure blood pressure.



CA Brumbies CEO, Andrew Fagan, said he was happy to have PatCH onboard for a third year and continue to raise funds for much-needed medical equipment.

Being the Brumbies Number 1 ticketholder PatCH receives two grandstand seats for every home game and on occasion, the chance to watch the game from the Brumbies box. Throughout the year the tickets will be distributed to patients, staff and volunteers.

Tia Burrige from Scullin welcomes Brumby Jack to the Canberra Hospital where it was announced that PatCH was to be the Brumbies Number 1 ticket holder for the 2008 season.



## FROM THE CHIEF EXECUTIVE

Mark Cormack,  
Chief Executive

# A TRIBUTE TO AWARD WINNING STAFF

I would like to reflect in this issue on the recent awarding of ACT Health Australia Day Achievement medallions to a range of health staff.

Australia Day seems to have gained in momentum as an event over the last few years, as we come together as a nation to celebrate what's great about Australia and being Australian.

It's a day when we reflect on what we have achieved and what we can be proud of in our great nation.

And it's a chance for us to re-commit to making Australia an even better place for the future.

The people nominated for awards this year were basically responsible for making their work environments better places for everyone.

Medallions can be awarded to teams or individuals for a broad range of activities ranging from work on a special project that has made a significant contribution to the nation, or simply outstanding performance of core duties.

There was a very broad range of health activities represented in the awards this year.

Nominees contributed to local and

national programs, have eased the lives of older patients, have implemented wide-ranging diabetes education, and improved Community Health waiting times.

Others managed outbreaks of disease, contributed to the betterment of the mental health of the Territory, or were untiring champions for the patients in their care

There were others, still, that form the backbone of any organisation - the quiet achievers whose dedication and hard work are exemplary.

Two staff members nominated in this year's awards saved the life of a child by the side of a suburban road.

All nominees contributed to a workforce that is skilful and modern and maintains an excellent quality of care and service.

As a group they have contributed hundreds of years of service to ACT Health and we are all very grateful for that.

Our health system will face many challenges in the coming years but I know that with the calibre of staff nominated for this year's Australia Day Awards, we will thrive in that future.



ED Doctor Thomas Coroma and ED Nurse Elizabeth Turner received an ACT Health Australia Day award for saving the life of a child by the side of a suburban road.

# BIG HEALTH DAY OUT

In November 2007, students from a number of Canberra's southside schools participated in 'Health Day Out'— a trial health careers day for Year 9 to 12 students, designed to attract young people to a career in health and expose them to new career possibilities in the health sector.

The idea was to promote health careers to young people who will be either entering the workforce or undertaking a course of study in the near future. Providing students with an opportunity to explore the possibilities of a career in health is vital if we are to have a sustainable workforce and continuing high levels of health care in the ACT.

Health Day Out demonstrated that a health career can be people oriented (nursing), technical (prosthetics, pathology), require a long study period (doctors) or a short study period (allied health assistants), and that there are a variety of pathways to get into a profession.

For this trial run, students from participating schools who had expressed an interest in health related careers of some kind were invited to take part—a total of about 60 students.

The first half of the day was spent at the University of Canberra and CIT, looking at the facilities and courses available. The second half of the day took place at the Canberra Hospital campus, where there were talks and presentations from a range of health workers, including from Defence.

A site visit to the National Capital Hospital was followed by an opportunity to look through a series of manned stalls covering a variety of health areas. The stalls provided students with a chance to talk to working health professionals about the day-to-day aspects of their chosen field, as well as providing hands-on activities such as the use of hoists, microscopes, and a close-up look at the workings of a dialysis machine.

Information on the different career pathways that are available to gain entrance to a particular professional field, and the prerequisites for these was provided, and there was even a visit to the morgue museum (very popular with the students!).

At the end of the day a survey was distributed to students and participating staff with a view to finding out whether the day had proved useful to the students, and to obtain suggestions for improvements. Responses received from this survey were very positive, as was other less formal feedback.

ACT Health is now investigating the possibility of running "Health Day Out" annually, possibly over a two-day period, involving schools ACT-wide rather than the chosen sample that were invited to participate in the pilot project.

## STAFF CHANGES

### **Director of Chronic Disease Management**

Associate Professor Paul Dugdale has taken up a new staff specialist position as Director of Chronic Disease Management, based in the Aged Care and Rehabilitation Service. From this position he will play a leading role in the development of Public Health Medicine based approaches to improve the management of patients with chronic diseases.

Dr Dugdale will also teach and do research with the ANU College of Medicine and Health Sciences.

### **Chief Health Officer / Executive Director Population Health**

Dr Charles Guest has been appointed to the position of ACT Health's Chief Health Officer & Executive Director Population Health Division. Dr Guest joined the ACT Health Portfolio Executive and took over as Chief Health Officer in December.

Dr Guest is well known to all of ACT Health, having held the positions of Deputy Chief Health Officer, Medical Director Health Protection Service, and Senior Specialist Population Health since joining ACT Health in 2002. Dr Guest has also acted in the position of Chief Health Officer for extended periods of time in the last few years.

### **Executive Director, Aged Care and Rehabilitation**

Mr Grant Carey-Ide has been appointed to the to the position of Executive Director, Aged Care and Rehabilitation Services. Grant brings with him a wealth of experience and commitment to the public health sector which will be invaluable in this position.

## ACT HEALTH PROJECT MANAGERS' NETWORK

The ACT Health Project Managers' Network is a voluntary, informal group of ACT Health project managers which provides peer support through the exchange of ideas, advice, mentoring and modeling.

The network meets every month for a couple of hours to discuss topics of common interest to project managers. The standing agenda will include a fifteen-minute presentation by a fellow project manager on a recently completed successful ACT Health project; a ten-minute discussion on one of the nine project management functions; a news update; and a quick status report on current ACT Health projects. Project managers may nominate any topic for discussion at subsequent meetings or suggest a speaker to be invited.

Any ACT Health project manager may join the network regardless of their position in the organisation or experience in project management. You don't need to be a full time project manager or to have project management imbedded in your job description to attend meetings.

The network will provide a regular opportunity for project managers to discuss issues of common interest and to exchange information. The network will also provide a forum for solving common problems or to request assistance from one another. Information may flow in both directions within the network – from the more experienced to the junior person and vice versa.

Please contact the Project Management Office at [klara.soos@act.gov.au](mailto:klara.soos@act.gov.au) or 6205 0900 if you would like to be invited to future meetings of the Project Managers' Network.

You can find further information about project management at the ACT Health Intranet site under Business Support / Project Management <http://acthealth/c/HealthIntranet?a=da&did=5081609>

## Awards honour improved delivery of health care services

The wide variety and high standard of projects submitted for the 2007 Quality in Health Care Awards was a clear demonstration of local commitment to exploring innovative ways to achieve quality and improvement in our health care practices, according to ACT Health Chief Executive Mark Cormack.

Speaking at the presentation dinner for the Awards, Mr Cormack said this continual striving to achieve quality and improvement in our health care practices would lead to better patient outcomes.

The 2007 Awards attracted 31 entries from across the ACT including future healthcare workers from the Australian National University Medical School and the University of Canberra School of Health Sciences.

They ranged from projects on the early recognition of the deteriorating patient—

the overall winner of the 2007 Awards—to dental triage, to applying knowledge gained from disease outbreaks to pandemic planning.

“Healthcare services in the twenty first century are complex and therefore carry inherent risks,” Mr Cormack said. Great care needs to be taken to ensure there is quality in the complex processes through which our health services are delivered.

“The Quality in Healthcare Awards aim to recognise leadership and innovation in patient safety and quality of care, and publicly honour innovations that improve the delivery of safe quality care within the ACT health care system.”

The awards were presented in the following categories: safety; access and efficiency; innovative models of care; consumer participation; and systems support.

The category winners were:

### QUALITY IN HEALTHCARE AWARD WINNERS 2007

Category	Title	Institution
Safety	Optimising the Safety of Brain Surgery	The Canberra Hospital
Access and Efficiency	Learning from Outbreaks for Pandemic Planning	Population Health Division, ACT Health
Innovative Models of Care	Early Recognition of the Deteriorating Patient	Patient Safety and Quality Unit, The Canberra Hospital and Calvary Health Care ACT
Consumer Participation	Empowering Consumers in Resuscitation Choices	Calvary Health Care ACT
Systems Support	Growing Our Own	Calvary Health Care ACT

Category	Title	Institution
Student	Critical Pathway: Urinary Incontinence Post-Stroke	University of Canberra

Category	Title	Institution
Overall Winner	Early Recognition of the Deteriorating Patient	Patient Safety and Quality Unit, The Canberra Hospital and Calvary Health Care ACT

# MINISTER REFLECTS ON Health successes of 2007

Minister for Health Ms. Katy Gallagher MLA has today reflected on the great leaps and bounds that have been made for the benefit of the ACT community in the area of health service provision.

"2007 was a year of great achievements for the Territory - great achievements that ultimately flow to the people of Canberra and continue to build on the provision of already excellent health services," Ms. Gallagher said.

## Higher throughput at our hospitals

- Inpatient episodes of care up 6% in cost weighted terms compared with the previous year, and outpatient services up 4%.

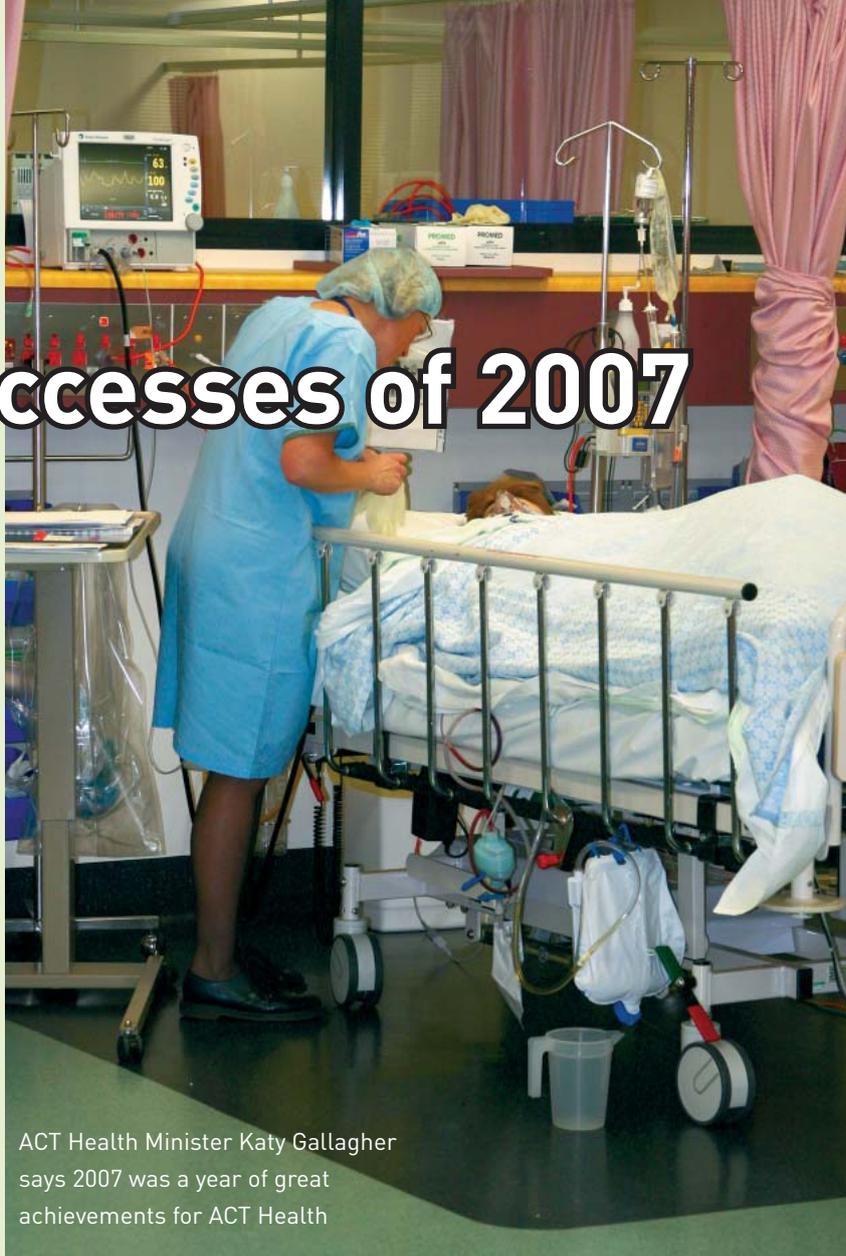
**Access block down** - From 41% in 2004-05 - this then dropped to 33% in 2005-06 and again to 28% in 2006-07.

## Elective surgery up and cancellations down

- In 2006-2007, 9,326 patients received elective surgery and were removed from the waiting list which was 206 more than the 9120 recorded in 2005-06. The number of people waiting longer than one year for surgery has dropped by 21 per cent in 2006-07, from 1,085 at 30 June 2006 to 835 at 30 June 2007.

The number of people who have had their elective surgery cancelled has been cut by almost 50% during a period of increased demand for surgery (9 per cent increase in emergency surgery) and a record level of throughput.

**Sub and Non-Acute Facility** - The new sub and non-acute facility was opened on the Calvary Public Hospital site in February 2007.



ACT Health Minister Katy Gallagher says 2007 was a year of great achievements for ACT Health

## More beds

The ACT Government has provided an additional 147 beds added over the last few years which comprise:

- An additional 60 general ward beds;
- 51 additional beds as part of the new sub and non-acute service;
- 17 observation units next to our emergency departments;
- 15 community based intermittent care beds;
- four additional intensive care unit beds at The Canberra Hospital;

**Dental list** - progress on getting it down - Added \$2.6 million to the Community Health budget over the last four years to improve access to the public dental health program. This funding has enabled the ACT to maintain the best waiting times in the nation for access to public dental services.

## Health performance indicators

We have also shown real improvement in access to care across a range of the key access indicators for ACT Health.

Just some examples of improvements in access to care during 2006-07 include:

- Improvements in emergency department waiting times, with the waiting times improving for category two, three and four patients.
- All category one patients continued to be seen on arrival.
- 93% of all people arriving by ambulance at our hospitals were off-loaded within 20 minutes of arrival - which is 3% better than the target of 90%.
- ACT public hospitals posted another record year for access to elective surgery, with 9,327 people removed from the waiting list for care. This is the fourth consecutive year in which we've posted record access to elective surgery.

## MINISTER REFLECTS ON HEALTH SUCCESSES OF 2007

*Continued from page 5*

- This additional access to elective surgery in 2006-07 has resulted in a drop in the number of people waiting for elective surgery for more than one year - 21% down in a single year - from 1,085 at June 2006 to 852 at June 2007.
- During 2006-07, 93% of all category one elective surgery patients were admitted for surgery within 30 days, continuing the ACT's impressive record against this national indicator.

### Cancer Services

The project to establish a third linear accelerator for the ACT is on track and the new accelerator should be up and running by the middle of 2008.

The Government has committed almost \$19 million to build the new bunkers and to purchase the new accelerator. In addition to these costs, the Government has also committed over \$10 million over the next four years for operating costs of the new machine, including staffing and maintenance costs.

### Budget

Add to all of this that the Government added almost \$23 million to the health budget in 2006-07 alone as part of the 2006-07 budget process including extra money for:

- \$2.5 million for additional access to elective surgery - totalling over \$10 million over four years - providing about 1,000 extra operations over that time.
- \$1 million to fund workforce initiative programs in 2006-07 (totalling over \$4 million over four years) that have resulted in increases in medical, nursing and allied health staff working in ACT Health.
- \$1.2 million over four years, starting in 2006-07, to improve safety for staff, patients and visitors at our hospitals.
- Half a million dollars over four year to implement the ACT Health Pandemic Plan. The successful implementation of this program was recognised by its

receipt of an award at the recent ACT Health Quality Awards.

The Government then added a further \$8 million over the next four years to the ACT Health budget as part of the 2007-08 second appropriation. This funding includes:

- Over \$1 million for the new paediatric waiting area at the emergency department at The Canberra Hospital;
- \$900,000 for the establishment of a Department of Ophthalmology that includes a registrar-training program to expand the range of ophthalmology services provided in the public health system.
- Almost \$5 million to operate a culturally appropriate residential drug and alcohol rehabilitation facility in the ACT, servicing the adult Indigenous population.
- Almost \$2 million to provide new equipment for our services, particularly cancer services, to ensure that we continue to provide the best available care for the people of the ACT. This additional funding will provide for a new gamma camera, a computerized radiography unit and a new superficial x-ray radiotherapy treatment unit.

"These are just some of our achievements for 2007 and I am confident that we can only do better in future years," Ms. Gallagher said.

"We have a great health system, one that we should all be proud of and the ACT Government will continue to focus its attention on the needs of the ACT community as it takes the Territory even further forward," Ms. Gallagher concluded.

# ACT HEALTH AND EDUCATION WORKFORCE PIPELINE PROJECT

The Council of Australian Governments (COAG) has recognised that there is a labour supply imbalance with health workforce requirements and work is progressing nationally to better align education and training with health sector needs.

To inform this workforce planning process and redress this imbalance we need a clear understanding of the supply and demand 'pipeline' for identified health occupations: from entry into an education program, through to entry into the labour force, and then to exit from the labour force.

Through its 2007-08 ACT Annual Statistical Consultancy Fund, the Australian Bureau of Statistics has agreed to provide support (via an Outposted Officer located at ACT Health) for a joint ACT Health and ACT Department of Education and Training (ACT DET) project to map the health education and workforce pipeline.

The Health and Education Workforce Pipelines project officially commenced earlier this year and will continue for around six months. The first phase of the project will be a feasibility assessment (including a detailed scoping exercise and quality assessments of identified data sources) to determine if it is feasible to develop a methodology to map the supply/demand pipeline for particular health occupations.

If the decision is made to proceed with development of a methodology, the project will aim to produce a sample system and recommendations for future methodological work.

*Healthy Territory* will keep you informed about this important workforce project.

# Prestigious pharmacy award

Susan Alexander, former Director of Pharmacy at The Canberra Hospital was recently announced as the winner of the Society of Hospital Pharmacists of Australia 'Fred J. Boyd award'. Sue was presented with the award at the Society's Federal Conference in Sydney late last year.

The Society of Hospital Pharmacists of Australia is the professional body that represents pharmacists and pharmacy technicians practising throughout the Australian health system.

The Fred J. Boyd award was established in 1978 and is the most prestigious prize of the Society, recognising an individual of high professional ideals, who has made significant contributions to hospital pharmacy.

Sue is a worthy winner- she has offered sustained, exemplary service to hospital pharmacy and public health. Her passion for pharmacy practice, her patients, and her staff has been unwavering for 30 years.

Sue has been instrumental in establishing



and developing hospital pharmacy. Under her guidance, the ACT community and surrounding districts have always been offered cutting-edge Pharmacy services in drug and poisons information, aseptic and cytotoxic services, and clinical pharmacy. Sue has held numerous professional appointments, both Territory-wide, and nationally.

Congratulations Sue!

Susan Armstrong, right, received the Fred J. Boyd award for her work in pharmacy

# RiskMan wins national title

ACT Health's RiskMan Project has won the prestigious Australian Institute of Project Management National Project Management Achievement Award 2007.

The project was competing against projects from across the country, including large scale projects undertaken by multinational companies and Federal Public Service Departments.

RiskMan also enjoyed success at the Institute's State/Territory level awards where it won two major awards — the Organisational Change Management Project of the Year and the Community Benefit Project of the Year for 2007.

This most recent award recognises that

the project achieved a positive outcome and displayed innovation based on the international standard for project management.

RiskMan was implemented in September 2006 and is an integrated risk management system. The system has an online, real-time user- friendly notification system to enable timely response by managers to actual and potential risks and events.

The project's success was the culmination of two year's dedicated work by the project team: Liza Dale, Linda Hill, Sharon Swain, Liz McKeowen, Judith Manning and the project leader Carmel Brennan. It

was oversighted by Dr Tracey Bessell and Bobby Antoniou.

All staff of ACT Health now use RiskMan, including doctors, nurses, allied health professionals, managers, administration staff and health protection staff.

To date, 4,000 ACT Health staff have been trained in the use of RiskMan.

# COMMUNITY HEALTH

## Community Nurse of the Year

The Alcohol and Drug Program's Amanda Coslett is the 2007 Community Health Nurse of the Year.

Amanda has demonstrated to her colleagues that she displays excellent knowledge and ability in quality and safety activities and she is a leader for quality initiatives in the Alcohol and Drug Program.

Amanda is always cheerful in the process of motivating her colleagues to become involved. Amanda cares for clients respectfully and holistically in an often challenging environment.

Often Amanda is heard to say, "I have a great job, I love my work and feel so lucky".

There were six other nominees for the Community Health Nurse of the year award. They are all equally valued by their colleagues, do a fantastic job and should be proud of the contribution they make to quality and safety in their nursing roles.

Thank you and congratulations also to:

Lyndall Blattman, A&D Program  
Helen Jackson, CY&WH Program  
Adele Clifton, CY&WH Program  
Creina Jarrett, CC Program  
Helen Govey, CY&WH Program  
Margaret Kinnane, CC Program

After the nurse of the year award announcement the following excellent quality presentations took place:

- Lynelle Boisseau Insulin Pumping - New Frontier in Diabetes Management
- Liz McKeowen- Clinical Review
- CYWHP Gardasil Team - Gardasil Girls immunisation campaign
- Sally Billington, Amanda Coslett - Alcohol and Drug Consultation Liaison

There was also a presentation of poster awards:

- Poster for best content - Maternal and Child Health Team
- Poster for best aesthetic appeal- Alcohol and Drug Program

# COMMUNITY HEALTH

## 2007 Community Health Allied Professional Award

**The winner of the 2007 Community Health Allied Health Professional of the Year Award is Irmina Nahon.**

Irmina received the award in recognition of her outstanding commitment to improving life through continence management and intervention, her international reputation in the specialty of Continence Physiotherapy and the sharing of her expertise and knowledge with colleagues.

Irmina is a physiotherapist in the Continuing Care Program specialising in continence management and is recognised as both a national and international authority in this area. She is a member of the Continence Management Advisory Committee, which guides the National Continence Management Strategy.

Irmina is well known for her enthusiasm in raising awareness about continence issues and is regularly praised by clients in feedback forms.

Three other fantastic allied health professionals in Community Health were also nominated for the 2007 award.

### **Annegret Ludwig**

Annegret manages the physiotherapy team in the Continuing Care Program. She has played a pivotal part in introducing a new access model that has reduced waiting times for non-urgent clients from an average of 17 weeks to just three weeks. This has led to a significant improvement in the physiotherapy care of more than 50% of the clients that access the service. Annegret is noted as a highly respected role model who shows outstanding dedication to her service and clients.



### **Anne Embry**

Anne is a Dietician working for the Child Youth and Women's Health Program nutrition team. She has taken a leading role in the development of clinical practice guidelines in the area of eating disorders and childhood obesity, both for her team and for the ACT Eating Disorder program, and has also contributed to the development of national guidelines in this area. Anne is recognised as an excellent role model for her colleagues and someone who always does more than expected of her.

Irmina Nahon, left, receives her Community Health Allied Professional Award

### **Rachel Bacon**

Rachel works as a clinical educator for Nutrition and Dietetics in the Acute Support Program. Although Rachel is new to the position, in just six weeks she developed and implemented a comprehensive learning and development package for Nutrition and Dietetics students on placement. Rachel is greatly respected by her colleagues and peers and has provided outstanding support to the Nutrition Department, which has enabled it to accept 50 student placements without impacting on clinical service provision.

# HEALTH PROMOTION

## ACT 2007 Health Promotion Awards

**Late last year ACT Health Promotion and Grants hosted a fabulous ACT 2007 Health Promotion Awards Dinner and Presentation Evening to recognise a variety of innovative and best practice health promotion projects delivered in the ACT between 2005 and 2007.**

ACT Health Minister Katy Gallagher extended her congratulations to all winners. Ms Gallagher said, 'These Awards are an opportunity for the health promotion sector in the ACT to come together to recognise and celebrate outstanding achievements in that field.'

Mark Cormack, Chief Executive, ACT Health presented the ACT Health Award for Outstanding Innovation in Health Promotion to Narrabundah Primary School for the 'On Track' Program, and in his closing remarks acknowledged and thanked all those involved in delivering health promotion in the ACT, and in particular all organisations and individuals who nominated their project for an Award.

He said that it was evident that the Judges were impressed with the quality and variety of the nominated projects, which highlighted the extraordinarily diverse range of methods by which health promotion is delivered.

The ACT Health Promotion Awards are a biennial celebration and draw on all projects, organisations and individuals who work to promote the health and wellbeing of the ACT community. Individuals and organisations were encouraged to nominate best practice health promotion activities in three categories, with each category divided into two budget levels of projects under \$15,000 and projects \$15,000 and over.

The categories were: Promoting Healthy Lifestyles; Promoting Health and Wellbeing in Settings; and Creating Health Promoting Organisations. Additionally, the ACT Health Award for Outstanding Innovation in Health Promotion was assessed from all nominations in these three categories.

Also included in the nomination process was a call by the Australian Health Promotion Association (ACT Branch) for individual nominations from all project workers, managers, students and health professionals who had significantly contributed to Health Promotion Practice.

Master of Ceremonies for the evening was local media identity and radio presenter Mr Tim Gavel from Canberra 666 ABC Radio, who created a relaxed atmosphere for over 100 award nominees and guests in the Apollo Room at the Hellenic Club, Woden.

Well known for his sports broadcasting both locally and for ABC's national 'Grandstand', Tim shared with guests his interest and experiences in promoting good health in both in his personal family life and with a wider audience including his involvement with sports coaching and mentoring school children.



The Canberra Glassworks were commissioned to design the ACT 2007 Health Promotion Awards to reflect the world-renowned symbol of the Ottawa Charter for Health Promotion and yet be unique to the ACT. Working from Canberra's newly opened Glassworks on the shores of Lake Burley Griffin at Kingston, local artists Harriet Schwarzrock and Tom Rowney produced a unique design and a stunning result.

The vibrant colours of each award seem to exude health, and the solid yet flowing design of the awards bring them to life, and it is hoped that the design for this award will be adopted as the signature for future Health Promotion Awards.



ACT 2007 Health Promotion Award recipients were as follows:

### ACT Health Award for Outstanding Innovation in Health Promotion

- **Narrabundah Primary School** – ‘On Track’ Program

### Outstanding Achievement to Promote Healthy Lifestyles

- **YWCA Canberra** – ‘Relationship Things’ (projects under \$15,000)
- **Canberra PCYC** – ReLink Program (projects \$15,000 and over)

### Outstanding Achievement to Promote Health and Wellbeing in Settings

- **OzHelp Foundation** – Nutrition Toolbox (projects under \$15,000)
- **Belconnen Community Service** – ‘Bungee’ Youth Resilience Program (projects \$15,000 and over)

### Outstanding Achievement to Create Health Promoting Organisations

- **Royal National Capital Agricultural Society** – Royal Canberra Show (projects under \$15,000)
- **Uniting Aged Care** – South Eastern Region – Wellness Day Care Centre Program (projects \$15,000 and over)

### Australian Health Promotion Association (ACT Branch) Award for Outstanding Contribution by an Individual to Health Promotion Practice

- **Margy Wylde-Browne** – Mental Illness Education ACT

# THE CANBERRA HOSPITAL



## APPOINTMENTS within Canberra Hospital

Several senior appointments have been made within Canberra Hospital recently. Hospital management is looking forward to working with the new Executive Director and Directors in further developing clinical services.

### Executive Director, Surgical Services

Ms Barbara Reid has accepted the position of Executive Director, Surgical Services. In her new role, Ms Reid will provide executive leadership to the surgical areas, to the Intensive Care Unit, and the Emergency Department.

### Clinical Director of Surgery

Dr Bryan Ashman has accepted the position of Clinical Director of Surgery. In addition to this new position, Dr Ashman will remain the Director of Orthopaedic Surgery.

Other areas identified for improvement in the previous survey were the communication between doctors, nurses and other hospital staff about a patient's treatment, preparing patients for discharge and the way hospital routine and procedures are explained. Patient satisfaction in these areas has increased in this most recent survey.

This patient feedback is vital to improving the hospital's care and services and management are grateful to the patients who took the time and effort to complete the survey.

## Patients highly satisfied with hospital services

The majority of patients responding to a survey who were admitted and treated at Canberra Hospital were highly satisfied with their overall hospital experience according to a report released recently.

The report revealed that when asked to think about all aspects of their hospital stay, 63% of patients reported they were very satisfied and a further 31% were fairly satisfied.

The report details the results of the third wave of the Patient Satisfaction Monitor Survey conducted at The Canberra Hospital between September 2006 and February 2007.

It was conducted by Ultrafeedback who had been contracted by TCH to collect, analyse and report data for the TCH Patient Satisfaction Monitor until July 2008.

The Wave 3 Report compares the results with those of both Wave 1 and Wave 2 and those of 16 Victorian hospitals that are surveyed using the same methodology.

Survey results would be used to improve care and service delivery.

The areas where TCH performed well include:

Respect of culture and religious needs	97%
Personal Safety	96%
Courtesy of nurses	95%
Being treated with respect	95%
Courtesy of doctors	95%
Helpfulness of staff in general	95%
Respect for privacy	95%
Help received for pain	93%
Cleanliness of room in which patient spent the most time	93%
Way staff involved you in decisions	91%
Response of staff to health care problems	91%
Responsiveness of nurses	91%
Recovery room	90%
Opportunity to ask questions about treatment	90%
Willingness of staff to listen	90%

There were also opportunities for improvement in the report, including the clarity of information provided to patients, and explanations about the side effects of medication.

# THE CANBERRA HOSPITAL

## **Executive Director, Ambulatory, Medical and Women & Children's Services**

Ms Rosemary O'Donnell has agreed to extend her existing executive role in order to provide executive leadership of Women and Children's services. Following this change Ms O'Donnell will be the Executive Director of Ambulatory, Medical, and Women & Children's services.

## **Director of Neonatology**

Dr Zsuzsoka Kecskes has accepted the position of Director of Neonatology.

## **Director of Obstetrics and Gynaecology**

Dr Anne Sneddon has accepted the position of Director of Obstetrics and Gynaecology.

## **Clinical Director of Medicine**

Dr Mark Hurwitz has accepted the position of Clinical Director of Medicine. In addition to this new position, Dr Hurwitz will remain the Director of Respiratory Medicine.

## New machine to boost cancer services

ACT Health Minister Katy Gallagher last month welcomed the arrival of a third linear accelerator machine at Canberra Hospital's Radiation Oncology service.

Linear accelerators use high-energy ionizing rays to kill off cancer cells and need to be housed in special purpose-built facilities called bunkers.

This new machine – when operational in July this year – will increase the capacity of the radiation oncology service by around 30% and will reduce the time patients wait to commence treatment. It will also reduce the number of patients transferred interstate for treatment.

"Over the last three years, there has been a 27% increase in the number of people who have started radiation therapy in the ACT, which has placed significant pressure on radiation oncology staff and the existing two linear accelerator machines," said Ms Gallagher.

"The Government acted to increase the capacity of our radiation therapy services as soon as we noted the significant increase in demand for these services, however, linear accelerators are not something that you buy today and start operating tomorrow.

"As such, the Government provided \$18.7 million towards building a new bunker and to purchase an additional linear accelerator machine.

In acknowledging the growing demand for cancer services in the district, a further \$10.7m has been allocated over the next four to five years to meet the operating expenses of a fourth linear accelerator machine at the hospital.



Canberra Hospital's new linear accelerator machine comes on line in July

# INTER PROFESSIONAL LEARNING

## PROJECT PROGRESS UPDATE

In association with ACT Health and the University of New South Wales (UNSW), the Interprofessional Learning (IPL) Project has gained an Australian Research Council Linkage Grant (No. LP00775514), to investigate IPL and its translation into health care practice. This research is being led by Professor Jeffrey Braithwaite & Associates (UNSW).

Ethics approval for the research component of the IPL project has been granted by both the University of New South Wales and ACT Health. A research protocol has been published and full text can be downloaded from: <http://www.biomedcentral.com/1472-6963/7/144>

The IPL Steering Group has successfully appointed three research fellows (Joanne Travaglia, David Greenfield, and Peter Nugus) who have comprehensive backgrounds in research and are planning to start collecting baseline data from ACT Health services in the near future. Their aim is to record and monitor the short and long term outcomes resulting from the ACT Health IPL Project.

This is an action research project to advance the theory and practice of interprofessional collaboration across an entire health system and educational institutions in ACT. The research project's specific aims are to enhance teamwork, collaboration and the sharing of ideas, knowledge and practice amongst clinicians, streams of care in ACT Health, professional bodies, academics and students.

Peter, David and Jo are keen to contribute to the collective knowledge base within ACT Health as well as learning from health care workers. Plans are being discussed to set up a forum



IPL research fellows

to facilitate this knowledge exchange, creating an IPL 'Community of Practice' within ACT Health. All those with an interest in IPL, or wanting to know more about IPL, will be welcome.

The main driver behind IPL is improving patient safety and quality of care and the IPL coordinator was delighted to participate in the ACT Health Patient Quality & Safety Week late last year. The 'showcases' illustrated the synergies between many quality improvement projects and initiatives within ACT Health. It became evident to all those attending that there is much energy and motivation within ACT Health dedicated to improving and sustaining high quality patient care.

The Pilot Mentoring Program for Early Career Researchers in the Allied Health Professions is now in its evaluation phase. This program had a strong interprofessional theme, matching mentors and mentees from different professional backgrounds, through their common endeavour to enhance the evidence base of health care.

A full report is expected around April 2008. The celebratory lunch, which marked the conclusion of the program, gave the mentoring partnerships a chance to feedback on their experiences in the program and provided a 'snapshot' of their research activities.

The ten mentoring partnerships who completed the program exceeded all expectations in terms of the scope, depth and community engagement of their research activities. There was preliminary evidence of a direct positive impact upon patient care through this pilot program. This supports the existing evidence of how mentoring within the health service can contribute significantly to positive patient outcomes.

A series of workshops took place in March, taking advantage of an overseas tutor who is experienced in teaching IPL to health professionals. Helena Low is an executive member of CAIPE (Centre for the Advancement of Interprofessional Education, UK) and offered to visit Canberra and help facilitate some IPL workshops.

Visit the IPL web site for detailed project information: [www.health.act.gov.au/IPL](http://www.health.act.gov.au/IPL) The IPL project is ongoing and relies upon collaboration and active participation from all health care workers. Please feel free to contact the IPL Coordinator with your ideas, suggestions and feedback: Judy Stone, (02) 6205 3058, [judy.stone@act.gov.au](mailto:judy.stone@act.gov.au)

# UNIVERSITY OF CANBERRA

## UNIVERSITY GETS ALMOST \$1 MILLION TO ASSIST YOUNG PEOPLE

The University of Canberra has been granted \$945,000 as the lead agency to provide services to address mental health and alcohol and other drug issues in youth aged between 12 and 25 in the ACT. Local partners include Mental Health ACT, the Alcohol and Drug Foundation of the ACT (ADFACT), ACT Division of General Practice, Ted Noffs Foundation, and the Youth Coalition of the ACT.

headspace ACT will be one of only 20 centres to share in \$19 million worth of funding from the Federal Government. The money will be used to develop a world-first concept in mental health care.

UC Head of Psychology, Professor Debra Rickwood, says the development of headspace ACT meets a real and long term need in the area of youth mental health for Canberra residents and will provide an integrated service model drawing in existing and new youth services. It will focus on the coordination of co-located youth health, mental health and substance use services with local schools and GP's. The service hub based at the University will also have outreach to youth centres in ACT.

Professor Rickwood said, "I am thrilled that this has come to fruition. I have been doing research in this area for the past 20 years and to now be directly involved in such a program is wonderful. This will also make the University's psychology courses unique as students will have an opportunity to be in close proximity to clinical care which is consistent with the University's focus on innovative and flexible teaching and learning programs."

## UC Student Breaks New Ground

UC Psychology student Kerry Snell has received an award for her outstanding result in the first year of her studies. The result is all the more remarkable because Kerri is classed as legally blind, a mum, and a mature age student.

Kerry, a former teacher, says, "her visual impairment meant that teaching was becoming more and more difficult". Kerry's impairment means that she is unable to drive a vehicle, and makes reading print material difficult.

"I loved the study and as a mature aged student, I believe I got more out of the learning experience." The first 6 months she says, "have been a challenging period, however the support I received from both Associate Lecturer Thea Vanags along with assistance from the Disabilities Office and University of Canberra Library was outstanding and made the study possible".

Kerry is looking forward to continuing



Kerry Snell receives her award from Professor Debra Rickwood

her Psychology studies although has not decided whether she will pursue a career in the field or not, she says, "I think I will take things one step at a time".

Kerry Snell was presented with a certificate and \$300 dollars worth of books donated by Macmillan publishers by the University of Canberra's Head of Psychology, Professor Debra Rickwood.

The University will employ all staff at the centre, manage the funding and train practitioners. "The aim of headspace ACT is to deliver all relevant mental health and substance abuse services in a youth friendly atmosphere as many young people and adolescents don't respond in the same way as adults do when going to health services. It's important to make the experience friendly and rewarding for them or it is likely that they won't return," Professor Rickwood said.

Professor Rickwood believes the establishment of headspace ACT offers a major opportunity for collaboration with the University's health programs and clinic. Clinicians working at headspace ACT will also be given adjunct status and it is envisaged that they will participate in the University as guest lecturers.

headspace ACT is expected to be open this month and will be located adjacent to the Health Sciences Clinic.

# CONFERENCE DIARY

## **Fitsense Australia Corporate Wellness Program**

Independent research has shown that for every \$1 invested in a professional corporate wellness program you can save up to \$10 in staff costs associated with absenteeism.

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For more information about how FitSense Australia can work with you to improve the corporate wellness of your organisation, or future corporate wellness seminars contact us at:

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## **Health Outcomes Conference 2008 - Facilitating Knowledge Exchange And Transfer For A Dynamic Future**

More information is now available about Health Outcomes Conference 2008. Don't miss this opportunity to get up to date information about the state of play of current health outcomes research. We aim to consolidate and expand our current knowledge base and to identify best evidence practice to create a healthy and dynamic future for health care systems.

Prof Neil Aaronson (Netherlands) and Prof Suzy Skevington (UK) will now be our key international speakers.

### Workshops

Eight half-day interactive workshops will be held on Tuesday, 29 April. These workshops are designed to provide participants with knowledge and skills, as well as contacts for further information.

**Download the 2008 flier &  
registration form at <http://chsd.uow.edu.au/ahoc/upcomingconference.html>.**

**Registrations and  
accommodation bookings  
are now being taken.**

# Feedback

Healthy Territory is ACT Health's newsletter for people providing healthcare and health related services across the ACT. Healthy Territory tells what is 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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