Celebrating 25 years of excellence in emergency medicine

Page 7
Staff Engagement Survey results

Page 12
Construction commences at Epworth Geelong

Page 26
Meet...Dr Graham Wong, Epworth Clinic, Epworth Camberwell
Welcome to the first edition of Epwords for 2014. This ‘bumper’ Autumn edition reflects what has been an incredibly busy and productive start to the year for Epworth HealthCare.

In particular, our redevelopment project has progressed significantly since the beginning of the year, and I was pleased to announce recently that Kane Construction has won the tender for the new Epworth Richmond site at Erin Street and will commence works this month. The Epworth Freemasons redevelopment project reached a similar milestone, with $59 million pledged for a comprehensive site rejuvenation.

I was also very pleased to announce Brookfield Multiplex had won the tender for Stage 1 Construction work at Epworth Geelong. This is an exciting outcome for Epworth and demonstrates our commitment to increasing the reach of our services across Victoria.

Epworth’s dedication to innovation and growth is likewise reflected in a number of recent initiatives, including the launch of the Epworth Eastern Breast Service and the breast cancer rehabilitation pilot program at Epworth Camberwell. Epworth Clinic, the new mental health service at Epworth Camberwell is also growing fast since its launch in August last year.

Our Emergency Department celebrates 25 years of excellence in emergency medicine in 2014. The service was a groundbreaking endeavour for private hospitals when it opened, and over the years has reached many milestones in education, training and patient care. Congratulations to our emergency staff for their contribution to making Epworth a centre for excellence.

Each area will have now received individual Staff Engagement Survey results from a member of the leadership team. The survey provides valuable insight to our performance and where we can continue to grow and improve in the coming years. Our staff are our greatest asset and we are dedicated to ensuring Epworth remains a healthcare employer of choice.

Many members of staff have stepped into different roles across the organisation during the past few months, including Louise O’Connor, appointed as Executive Director Epworth Eastern, Nicole Waldron, appointed as Executive Director Epworth Richmond and Damian Armour appointed as CEO Epworth Geelong and Executive Director Diagnostics & Radiation Oncology. I am proud to have such a high calibre of staff with us at Epworth, supported by our professional development program.

We also bid farewell to dedicated members of staff, including Epworth Richmond Executive Director, Eileen Hannagan at the end of February. I wish Eileen all the best for the future.

I was saddened to learn of the passing of Royce Abbey AO, chairman of the Epworth Medical Foundation from 1990 until 2000. Our thoughts are with his wife Jean and the Abbey family during this difficult time.

Alan R Kinkade
Group Chief Executive
A new communication system enabling orderlies to view and accept patient transport jobs easily and quickly has dramatically improved the service provided to patients at Epworth Richmond.

Epworth was the first private hospital in Victoria to implement the system, which is particularly designed for larger health facilities.

The new system, known as CARPS or Computer Assisted Radio Personal System, utilises the Android mobile phone platform. This allows the Epworth Richmond Patient Transport Department to view the full, up-to-date log of patient transport jobs at any point around the hospital and self-allocate jobs, removing the need for an individual to manage and distribute jobs one-by-one over a traditional hand-held radio or walkie talkie system.

Environmental Services Department Manager, Miguel Barros, said the system has significantly improved the time it takes for orderlies to reach patients across the site.

“Using the old system, orderlies were only able to view a single job at a time displayed on the old walkie talkie screens, without knowing where the next job would be located or who else was in the area.

“The system means that they can see all current jobs, and can then accept multiple jobs in the area they are in. This has really increased the efficiency of the service we provide.

“Orderlies at Epworth Richmond attend between 300 and 320 jobs a day, and around 75 to 80 out of hours or on weekends. We were an ideal site to pilot this system, which has since been adopted by Eastern Health and the Royal Children’s Hospital based on results at Epworth,” said Miguel.

The new system, which includes a mobile ‘controller’ monitored by the team leader that provides greater detail on completed jobs and transit times, has also facilitated improved reporting.

Patient Transport Coordinator, Sandra Martinez, said the improvements have benefited staff as well as patients.

“The android CARPS system has an excellent reporting function, so we can better respond to complaints and identify issues around rostering. This also allows us to adjust KPIs for staff, based on their actual performance as they work around the hospital.

“We now roster the right amount of staff during busy periods, reducing pressure on staff and improving the patient experience,” Sandra said.

“Ultimately, the system works so well because we have such an amazing team.”

---

**Private hospital first, system streamlines patient transport**

**Milestone for Epworth cardiac surgeons in leading trial**

Epworth HealthCare met a significant milestone recently when surgeons performed their 100th procedure in a trial that uses the innovative CoreValve System.

Performed in the Catheter Laboratory, this cardiac procedure is designed to enable replacement of a diseased aortic valve without open heart surgery or surgical removal of the native valve.

Epworth has increased its lead role among Australia’s private hospitals performing this procedure, and since March 2010, surgeon Dr Tony Walton has led the trial at Epworth, resulting in treatment for 100 patients with severe symptomatic aortic stenosis.

“The CoreValve System is a minimally-invasive alternative to open-heart surgery for aortic valve replacement in patients who are at high or prohibitive surgical risk”, Dr Walton said.

“The system allows a replacement heart valve to be placed in a patient’s body via a catheter traditionally inserted in the femoral artery near the groin.”

Dr Walton joined Cardiac Clinical Institute Chair Associate Professor Ron Dick, Epworth colleagues and friends from trial sponsor Medtronic Australasia in a celebration dinner on 18 February 2014.

The system has been used for implants in more than 7,500 patients worldwide and in approximately 800 patients in Australia.

**Below** Dr Tony Walton (left) and Associate Professor Ron Dick

**Above** Patient Transport team members Bakari Kidoda (left) and Paul Kirwan
Meet... Epworth Eastern’s new Executive Director, Louise O’Connor

Louise O’Connor commenced in the role of Executive Director, Epworth Eastern in March this year. Louise has been a valued member of the Group Executive Team for over two years and has previously acted as Operating Executive Director at Epworth Eastern, Epworth Freemasons and Epworth Richmond. Prior to joining Epworth, Louise was Deputy Director of Nursing and Operations Manager Box Hill Hospital and held several senior leadership roles at Box Hill Hospital as part of Eastern Health.

What are you looking forward to about your new role? My priority areas are to continue the focus on excellence and to continue to grow the business and put Epworth Eastern in the best possible position for an expansion. Epworth Eastern has been open now for nearly nine years and during this time has become a successful high functioning and high performing hospital – to be a part of the next stage in this journey is exciting. We have a great group of medical staff who are also engaged to move Epworth Eastern forward.

Do you have a personal or professional goal you would like to achieve? My professional goal at Epworth Eastern is to secure an expansion of our footprint and service profile so we can continue to meet the needs of private patients in the Eastern corridor. Given the major public redevelopment of Box Hill Hospital across the road, the area has become a significant health precinct and I would like to collaborate further with Box Hill Hospital as to how we can make this the hub of healthcare services in the Eastern region.

What are some of your interests outside of work? I have two girls – 12 and 10 and most of my focus outside of work is on them; like all kids these days there are lots of sporting events to go to and general running around. Personally, I have a personal trainer who I have worked with for the past seven years and working/training with him is a hobby of mine to help keep my body and mind in sync. But my biggest interest is shopping!

Launch of Epworth Eastern Breast Service

Epworth Eastern launched its Breast Service this month; providing a specialist centralised service conveniently located to meet the needs of patients in the Eastern suburbs. The service, a collaboration between Epworth Eastern and leading local specialists, offers women with breast disease, in particular suspected or proven breast cancer, rapid referral and a specialist appointment within 24 hours of notifying the Breast Service triage nurse.

The service provides patients with appropriate clinical assessment and investigation in a multidisciplinary, holistic setting; integrating breast surgeons, medical oncologists, medical and radiation oncologists, breast care nurses, psychologists, dieticians, social workers and other relevant specialists. Patients have access to state-of-the-art investigatory tools and latest treatment modalities including total body PET scanning.

Epworth Eastern has also recently invested in new scalp cooling technology, which aims to prevent or reduce hair loss in patients undergoing chemotherapy for the treatment of breast cancer.

The patient’s GP arranges access to the Epworth Eastern Breast Service, where the type of specialist required for initial consultation is determined. Following the first visit, each patient’s case is discussed at a Multidisciplinary Team Meeting (MDTM). The patient’s GP will be notified and is most welcome to attend and participate.

If the referring GP has an established referral relationship with one of our specialists, the GP may refer the patient directly to the specialist. This patient will also access the MDTM process.

For more information please contact the Epworth Eastern Breast Service clinical coordinator on 1800 099 879.
**Updated brand for Epworth HealthCare**

You will have noticed that Epworth HealthCare is transitioning to a new look and feel in 2014, which includes an enhanced version of our logo and changes to our font, colours and photography guidelines. This refreshed branding includes a unified presentation of materials produced across all locations and creates a contemporary look for the organisation.

Rollout of rebranded materials is already underway, with the self-service system, Bremy, now available for all staff to access via the Epworth intranet. The Bremy system enables staff to quickly and easily add content to branded templates for commonly-used Epworth materials, such as flyers and staff memos. The system also includes an Epworth image gallery for staff to browse and request images.

The Bremy system is still in the testing phase and any staff encountering issues with the system should email details to design@epworth.org.au.

Improvements have already been actioned, based on early feedback from staff and the Marketing & Communications team is keen to ensure the system provides the best communications support possible moving forward.

A rebranded PowerPoint template is also now available to access on the Bremy system and on the intranet and in the template option within the PowerPoint program. Further templates can be added to Bremy as a need is identified.

For other branding requirements, the Marketing and Communications teams will be working with departments over the next 12 months to transition to the new look and feel and we appreciate your patience during this time.

In the meantime, please continue to use the existing materials until rollout is completed in your area. Further updates will be sent out on an ongoing basis and more information about authorised brand use and the Epworth design process is available at Intranet>Marketing and Business Development pages.

---

**Epworth Eastern Recruits the Flying Doctors**

Epworth HealthCare and the Royal Flying Doctor Service (RFDS) Victoria have joined forces to provide patient transport services conveying non-emergency patients between home, hospital and specialist treatment at Epworth Eastern hospital in Box Hill.

Royal Flying Doctor Service Mobile Patient Care teams have already established a rewarding relationship with patients and staff at Epworth Richmond and Epworth Freemasons.

Mr Malcolm Wells, Acting Epworth Eastern Executive Director, said that the new agreement will see RFDS Victoria's Mobile Patient Care road vehicles and crews provide the same patient transport services across all Epworth sites, including Epworth Eastern.

“This initiative means that one of Australia’s most cherished health services is now extending their partnerships to enable patients access to Victoria’s largest, not-for-profit, private hospital group,” said Mr Wells.

The Royal Flying Doctor Service has delivered excellence in healthcare since 1928, when it established the Australian Inland Mission Aerial Medical Service to provide medical services for people spread across millions of square kilometres.

“Epworth Eastern has 223 beds and a principle focus on cardiac, vascular, orthopaedic and general surgery as well as oncology, urology and endoscopy services.

“RFDS Victoria provides a marvellous service and I am delighted to bring the consistent quality of care under the RFDS banner to our patients at Epworth Eastern,” said Mr Wells.

"This initiative means that one of Australia’s most cherished health services is now extending their partnerships to enable patients access to Victoria’s largest, not-for-profit, private hospital group."
Radiation Oncology leaves strong impression with international visitor

The Epworth Radiation Oncology Department received a warm thank you earlier this year, from visiting radiation oncologist Kirsten Marienhagen from University Hospital in Northern Norway. Kirsten’s visit is part of the ongoing relationship between Epworth HealthCare and international health organisations that facilitates ongoing education and collaboration.

Dear colleagues,

I just can’t believe that the time has flown so quickly. After four incredible months in Australia and Melbourne, it’s now time to head back to Norway and ‘my real life’. Before leaving I want to take the opportunity to thank you for giving me the opportunity to come to the Epworth, and letting me join you in clinic, the Thursday-MDM (multi-disciplinary meeting), planning and at the treatment machines. It has been a pleasure to come to The Epworth! I’ve learned a lot about stereo, especially as Peter Mac currently doesn’t do any intracranial stereo and it’s always interesting to see how other departments are organised and work. I’m impressed with your workflow and your amazing equipment. It has been fantastic and inspiring. Thanks for your contribution in making my Sabbatical here in Melbourne so successful!

Aside from that I have really enjoyed staying in Melbourne with all its possibilities and opportunities (quite different from my little town high up in the North, with 60 inhabitants), and travelling around in Victoria and elsewhere in Australia – it has been a great time.

I’m going home with charged batteries, improved English skills and a lot of ideas how to improve our work in Tromsø.

Attached are some pictures of Tromsø, and some links to internet pages about the city and surroundings. Maybe some of you get tempted to come – I’m sure you would love it. It would be a pleasure to welcome you and show you the ‘Winter wonderland with the Northern Lights’ or the ‘Midnight sun in summertime’, and of course our Department of Radiation Oncology at the University Hospital of Northern Norway, Tromsø (by the way, it’s the most Northern University in the world).

Thanks again for all your support and hospitality! Hope to see you again, either in Northern Norway, on conferences and courses around the world or here in Australia.

With warm regards (as well to the RT’S in treatment)
Kirsten Marienhagen
Department of Radiation Oncology,
University Hospital, Northern Norway

A perpetual scholarship – the perfect way to remember a loved one

The Epworth scholarship program this year incorporates several perpetual scholarships established by individual families for the first time. These include the Hyden family scholarship, the Paton family scholarship and the Heymanson family scholarship.

The Heymanson family oncology nurse scholarship is made possible through the generosity and compassion of the late Bruce Heymanson. His wife Rosalie and their three children are proud to honour his legacy in this meaningful way.

In August 1965, when Bruce was just 25 years of age and newlywed to Rosalie, his beloved mother Marion passed away at Epworth after a painful battle with ovarian cancer. Her loss marked the beginning of a long association with Epworth for both Bruce and Rosalie. Over the next 48 years, their support included substantial donations, organising fundraising events and providing voluntary support in the foundation office.

In early 2012, Bruce was diagnosed with oesophageal cancer and refused to be treated anywhere else but Epworth. During his treatment he and his family developed many close relationships with Oncology staff. The family are forever grateful for the excellent care and support that Bruce was given.

Sadly, Bruce passed away on 10 January 2013. On his 70th birthday in 2010, Bruce was asked how he would like to be remembered. “Fondly and often,” he responded. His family can think of no better way to remember him than with this scholarship. The first Heymanson family scholarship will be awarded this year to an oncology nurse to further their education.

Left The late Bruce Heymanson
Benefactor group named in honour of a founding family

The Epworth Medical Foundation has named a very special group of benefactors after a family that has supported the hospital over several generations, continuing to this day. The group consists of those who included the Foundation in their will and is now known as the Lockwood Society.

Thomas Lockwood of Blackburn and Lockwood Valuers was one of Epworth’s original founders. In 1915, he joined a planning committee to explore the feasibility of establishing an intermediary Methodist hospital in Melbourne. The hospital opened in 1920 as Epworth.

Thomas and his wife Nell joined the Epworth Hospital Committee with Thomas remaining on the committee until his death in 1927 and Nell until 1948 when their son Ronald was appointed. Ron served on the Committee for five years.

Thomas and Nell’s grandson, Bruce Lockwood, continued the family tradition of service to Epworth. Bruce served as a member of the Epworth HealthCare Board of Management from 1975 to 1989 and as President of the Board 1988 to 1989 and contributed countless hours fundraising for Epworth. Several years ago, Bruce notified us that he had included the Foundation in his will. “It is satisfying to know that my gift will make a real difference to patients when they need it most,” says Bruce.

Epworth Freemasons and Epworth Richmond go live with ARIA

The Epworth Freemasons Day Oncology Unit and the Epworth Richmond Day Medical Unit have gone live with the Oncology Information System – ARIA and are now scheduling all patient appointments using the electronic diary.

In the weeks preceding the go-live, staff attended specialised training sessions across both sites and are now using the system successfully, having transitioned all existing paper based appointments into ARIA.

Staff at Epworth Freemasons and Epworth Richmond also use ARIA to:
- Import patient demographics from iPM
- Generate and print patient lists filtered by doctors
- Track a patient’s journey through the unit
- Print upcoming appointments for patients
- View radiation scheduling appointments to ensure there is optimal sequencing of therapy

A subsequent phase of this project is currently being planned to deliver improved functionality with the addition of chemotherapeutics / drug ordering.

Project updates will be regularly communicated to doctors and staff, however, to seek further information about ARIA or the Medical Oncology Project, please feel free to email: EC-MOISProjectTeam@epworth.org.au

Epworth builds social media presence

There are now more ways for patients, staff and the public to connect with Epworth via social media.

Joining our social media presence is a new Epworth Facebook page (facebook.com/epworth) and careers Twitter feed @epworthcareers.

The Facebook page includes Epworth news and events with a focus on profiling our people and the exceptional care they provide. It complements our existing Freemasons Facebook page which focuses on maternity services.

The @epworthcareers Twitter feed is an additional way to discover career opportunities at Epworth and runs alongside our news feed @epworthnews.

Each social media page allows patients to get in touch with us. We respond to all questions and feedback to add a personal touch to the patient’s stay.

Social media provides a unique way for people to connect with Epworth and see the human side to our services. Be sure to like our pages and if you have any stories, photos or ideas for our pages please email socialmedia@epworth.org.au

GET CONNECTED WITH EPWORTH:

- On Facebook: facebook.com/epworth
- On Twitter: @epworthnews

Specialty pages:
- Epworth Freemasons Maternity: facebook.com/EpworthFreemasons
- Epworth Careers: @epworthcareers
Employee Engagement at Epworth – the results are in

In November 2013 Epworth HealthCare conducted its third organisation-wide staff engagement survey. The results from the survey identify Epworth HealthCare in a culture of consolidation on the border of ambition. Fifty per cent of staff are a part of the engagement cycle, with the remaining 38 per cent sitting on the fence (swinging voters) where staff are neither actively engaged nor actively disengaged. Twelve per cent of staff are in the disengagement cycle. This type of culture – consolidation on the border of ambition – often means being in transition. This is reflective of the change Epworth has seen in recent years where we have grown, redeveloped hospitals, acquired new hospitals and opened new services. These results reflect the positive levels of engagement and commitment of Epworth employees and our workforce.

As shown in graph one, the level of engagement at Epworth is fairly similar to that in 2010. This is a positive reflection of a consistent culture over three years.

The level of engagement at Epworth HealthCare benchmarks higher than the private healthcare not-for-profit norms, which currently average engagement at 46 per cent.

The results and the feedback from staff contain valuable information and insight into engagement levels and provide the opportunity to take action that will strengthen engagement and quality of care whilst also identifying areas in need of improvement.

In particular, some areas that have improved for Epworth overall were observed in:
- Management skills
- Living the values
- Trust in middle management

Seventy-two per cent of respondents would recommend Epworth HealthCare to family and friends as the best choice if they needed healthcare services.

During the past few months staff have been debriefed about their team’s results, summarising highlights and identifying future initiatives. Action plans will be developed focusing on sustaining and enhancing one key strength and one key improvement area.

Thank you to the 2,855 staff who took the time to complete the survey and thank you to all staff for continuing to engage with Epworth HealthCare.

"Sixty-four per cent of respondents agree that Epworth HealthCare is a ‘truly great place to work’.

Epworth HealthCare
All respondents from this cohort

Private Healthcare non-profit

Epworth HealthCare 2013
**Breast cancer rehabilitation pilot program**

An eight week pilot program was conducted in late 2013 at Epworth Camberwell, helping Epworth patients to cope with the residual effects of breast cancer and treatment.

The program involved weekly two-hour sessions; an hour of individualised exercise and an hour of supportive care education sessions. Topics include: benefits of exercise, finance, managing anxiety, intimacy, relationships, self esteem and healthy eating, and provides tools and strategies to empower breast cancer patients to take control of their own health. Likewise, patients have access to personalised therapy, where individual concerns were addressed.

Specialist breast care nurse, Trish Calder and Pain and Oncology Services Manager – Rehabilitation, Catherine Carracher, in collaboration with Richmond Acute and Rehabilitation services, have been the driving forces behind the tailored program for patients who have completed primary treatment.

The diagnosis of breast cancer profoundly impacts the lives of women and their families. Whilst patients are undergoing active treatment for breast cancer, they report that they feel supported by the treating team, but after completion of treatment they report feeling anxious about being ‘abandoned’. Cancer survivors and their families experience different health and supportive needs, which may not always be met.

Breast Surgeon, Jane O’Brien said, “The aim of the program is to assist patients in obtaining maximal physical, social, psychological and vocational functioning within the limits created by the cancer and subsequent treatment, and has physical reconditioning and psycho-education components.

“It is widely recognised that breast cancer patients often express an overwhelming desire to improve their overall health, and demonstrate an enhanced motivation to change lifestyle behaviours, especially within the first year after diagnosis. Healthcare professionals are ideally placed to take advantage of this ‘teachable moment’.”

Pilot focus group feedback from the program was overwhelmingly supportive and a further program is currently running at Epworth Camberwell. Referrals can be sent to Epworth Camberwell, Rehabilitation Consultants.

---

**BOSSnet Project – Scanned Medical Record update**

The first phase of the Scanned Medical Record (SMR) project has achieved its final rollout target with BOSSnet now live and available at all sites including Epworth Freemasons and Epworth Cliveden. This final go-live has delivered consistent processes across all Epworth sites including access to real-time pathology and radiology results.

Rehabilitation teams have had great success with the use of electronic forms in BOSSnet (eForms) replacing the paper based forms in Outpatient Rehabilitation.

The Scanned Medical Record is able to be accessed from any location, internal or external and can be viewed by multiple clinical staff and doctors.

More information about the SMR project can be found on the intranet via the newly improved BOSSnet eLearning Centre or by contacting the project team directly at SMRP@epworth.org.au.

---

**Research Week, 26–29 May 2014**

The Epworth Research Institute (ERI) hosts a successful annual Research Week, showcasing many of the clinical research projects being undertaken at Epworth and in collaboration with many of its academic and research partners.

In 2014, Research Week will be held from 26–29 May and includes breakfast and lunch sessions and forums that deliver a series of high quality, innovative research presentations and a large research poster display.

Recipients of the ERI Research Grants in 2014 were announced during the Research Week dinner, Thursday 29 May. See page 19 and 20 for more details.

---

*Above* Catherine Carracher (left) and Trish Calder
Epworth Emergency Department – 25 years of excellence in emergency medicine

The Epworth HealthCare Emergency Department turns 25 this year, having opened as Victoria’s first private hospital emergency department in 1989.

Launched in April that year, The Emergency Department was established as part of the push to ensure Epworth was a modern and technologically-driven hospital. An initial fee of $20 was charged, with one local newspaper reporting at the time that, “if you think about it $20 is very little to pay for such a good service and probably less than the taxi fare to St Vincent’s!”

The department provided around the clock service and was the first private emergency department accredited to accept time-critical medical patients in the mid-1990s.

For many years the majority of cases presenting at the department were heart attacks and elderly patients suffering fractured hips and broken bones. Epworth’s on-call structure meant these patients could be operated on within hours of being admitted.

The department became renowned for its specialist and often groundbreaking emergency cardiac treatments. In 1995, Epworth became one of the first hospitals in Australia to offer emergency balloon dilation for acute myocardial infarcts. That same year, Epworth became one of the first hospitals in Australia to offer emergency cardiac catheterisation and was achieving the best heart attack for emergency cardiac catheterisation recorded the best time in the country.

Dr Craig Castle, Dr David Krelle, Dr Bob Poulton and Dr Ian Davidson, who graduated together from University of Melbourne School of Medicine in 1983 (see group shot page nine). Dr Davidson has been a member of the team for 20 years and says there are many unique features that set Epworth’s Emergency Department apart.

“Epworth has a supportive network of hospital consultants. I chose Epworth for the opportunity to work with staff from a wide range of medical backgrounds.

“A big change I have witnessed over the past 20 years has been the widespread use and incorporation of IT into our work for note writing, test ordering and result checking, rostering and education,” said Dr Davidson.

Many of the department’s staff have called Epworth home for more than a decade, including Business Officer Elizabeth Brown and Associate Nurse Unit Manager (ANUM), Raewyn Maeke. Rae joined the department in 1994 and says the department has grown considerably in that time, achieving a number of milestones.

“We are proud of our achievements, including the development of a clinical educator role, the inclusion of an Emergency nursing stream in the critical care course (with a high success rate), and our affiliation with the teaching universities to provide support and education to undergraduate nursing students, post grads, medical students and emergency medicine registrars.

“I can honestly say the reason I have stayed at Epworth for so long is because I enjoy the staff I work with, I believe we have a great team. I believe our reputation has been built up over the years by staff past and present whose dedication and hard work ensure the emergency department is a great place to work.”

The number of patients presenting at Epworth emergency has increased dramatically year-on-year, from the one or two admissions a day when the department was first operational to 20,500 by financial year 1997–1998. At the time, this required extra staff and plans were made to extend the department, which had been designed for 15,000 cases a year.

In 2007, Epworth received further recognition of its growing reputation for excellence in emergency medicine, with the AFL Medical Officers Association nominating Epworth as its preferred emergency department.

Associate Nurse Unit Manager, Tanya Paes, said the anniversary is an important milestone for the organisation.

“This milestone is important to recognise as Epworth started to develop speciality services. The John Knott Emergency Centre put Epworth further ahead in the private healthcare sector and provided an alternative for patients.

I have worked at Epworth Emergency department for seven years and have seen a lot of new changes in equipment, technology and the way we all practise medicine and deliver patient care.

“I enjoy working in the Epworth Emergency department as I am very lucky to be working with an array of specialist Emergency physicians, who work all over Victoria and bring their wide range of knowledge and clinical expertise to our patients.”

Plans are underway to relocate and expand the current service, as part of Epworth’s redevelopment project. The new department is expected to open in early 2016.
Right: Receptionist Elizabeth Brown
Right: The class of ’83 graduates today, from left: Dr David Krelle, Dr Ian Davidson, Dr Craig Castle and Dr Bob Poulton
Images from the Emergency Department’s early days
Kane Construction to commence Epworth Richmond build

The Epworth Board has formally approved the business case for Epworth Richmond Erin Street (Pod 4) to proceed to construction. The Pod 4 Main Works contract has now been executed with Kane Construction as the selected contractor. Kane has worked with Epworth on the Bridge Road Level 4 Day Medical Unit, the Leigh Place Level 5 Education and Simulation Centre, Bridge Road Operating Theatres and are currently on site carrying out the Pod 4 early works, including demolition of the 62 Erin Street building and the site excavation and retention. These early works are ahead of the scheduled completion date in early July and Kane will commence on the Main Works in early May 2014.

Pod 4 will include 5 levels of underground car park, the Emergency Department (35 treatment areas) on the Lower Ground Floor Level, Intensive Care (26 bed) on the Ground Level, the Cardiac Unit (29 bed plus 10 bed Cardiac ICU) on Level 2, six operating theatres on Level 3; Levels 4, 5 and 6 will house the inpatient floors (39, 37 and 35 bed respectively – including new VIP suites) and Level 7 will consist of consulting suites.

The building will be available for occupancy in stages, with the car park floors, Emergency Department, Intensive Care and the Cardiac Unit operational in early 2016 and operating theatres and inpatient units in mid 2016.

Meet... Epworth Richmond’s new Executive Director, Nicole Waldron

Nicole has been Executive Director Operational Projects since August 2013 and was previously the Chief Operations Manager Epworth Richmond for two years and General Manager Special Projects at Epworth from February 2011.

Prior to joining Epworth, Nicole was the State Manager, Victoria, Tasmania and Northern Territory at Healthscope, State Manager for Victoria Medical Centres, Brownfields Project Manager, National Operations Manager Revenue and Training and General Manager John Fawkner Private Hospital.

What are you looking forward to about your new role?

Working in a dynamic and exciting environment, with a great team and supporting the team to continue to develop best practice processes and systems to facilitate us being able to provide the best of care for our patients.

I look forward to playing a key role in shaping the future direction of Epworth Richmond through the development of our existing business and redevelopment program.

Do you have a personal or professional goal you would like to achieve?

In all aspects of my life I would like to be known as someone who is able to bring out the best in people and inspire them to work towards achieving their own goals.

What are some of your interests outside of work?

Travelling and enjoying new places with my husband Matthew and our two children Stephanie and Emma. Keeping healthy and active is important to me and amongst other things I do this through jogging, playing tennis and running around with the kids! I also follow AFL (Essendon) and enjoy getting to games each week with my family.
Epworth Freemasons redevelopment project update

At the March meeting of the Epworth Board, approval was granted for a total of $59 million towards the Epworth Freemasons Clarendon Street Theatre Expansion and Services Upgrade project. The primary purpose of this project is to address a significant under investment in the engineering infrastructure of the facility over a long period of time by the previous owners. At the same time, the project will address capacity constraints and enhance patient care through a range of development works in the Level 3 Operating Suite.

Specifically the project goals are:

• To address the business continuity risks associated with the ageing services infrastructure (e.g. electrical, mechanical plant etc) at the Epworth Freemasons Clarendon Street campus.

• To expand the Epworth Freemasons Clarendon Street campus theatre suite by two operating theatres to support growth in surgical admissions.

• Significantly enhance the Day of Surgery Admission, Day Recovery and CSSD units which will improve patient privacy and comfort and address limitations in workflow with the existing configuration.

Further to the approval of the Epworth Freemasons Clarendon Street Theatre Expansion and Services Upgrade project, the Board also approved another exciting development which is complementary to the above project.

Project works are scheduled to commence onsite in late-April 2014 with an early works package to include project enabling works. This will include provision of new staff room and amenities, as well as provision of temporary storage areas for the CSSD.

Construction work commenced at Epworth Geelong in Waurn Ponds in late April, with Brookfield Multiplex winning the tender for Stage 1, planned in partnership with Deakin University.

Epworth HealthCare Group CEO Alan Kinkade said he was delighted to announce that Brookfield Multiplex has begun on the largest private hospital to be built in regional Victoria.

“Epworth has done its homework thoroughly before choosing the right company for this $277 million dollar project, and I am delighted that we will work with Brookfield Multiplex – a multi-billion dollar company with extensive experience in building hospitals around Australia.

“Excavation will be undertaken by a local Geelong contractor, and we will have a team of workers on site. This will increase exponentially once we start pouring the slab in a few months.

“We expect Stage 1 of Epworth Geelong, which will be operational in July 2016, to provide significant economic benefits to the local community – 900 full-time equivalent construction jobs and a flow-on injection to local industries and businesses,” Mr Kinkade said.

The first stage will deliver new Emergency, Medical, Surgical and Rehabilitation facilities, advanced health services such as Robotic Surgery, and a specialised Complex Care Unit where neuroscience and cardiothoracic wards co-exist to provide dedicated stroke and cardiac care. The hospital will also have nine operating theatres; endoscopy suites; catheter laboratories and state-of-the-art renal dialysis and chemotherapy day beds.

Epworth Geelong will provide the first private teaching hospital model for regional Victoria, bringing together the experience and skills of Epworth and Deakin in delivering a new approach to healthcare, teaching and research.

Vice-Chancellor of Deakin University, Professor Jane den Hollander said the hospital will provide clinical training for undergraduate and postgraduate medical, nursing and allied health students and will be an important centre for research in a range of health sciences.

“I am delighted that Epworth Geelong is on the brink of becoming a wonderful reality for the wider Geelong and regional Victoria community. The partnership between Deakin and Epworth will enable excellent education for nursing, medical and allied health students, encourage research collaboration between staff and provide additional health choices for the community,” Professor den Hollander added.

Once the hospital is fully-operational, more than 46,000 patients will be treated annually from Greater Geelong and Western Victorian regions. Additionally, it is expected that the hospital will employ over 700 full time equivalent staff.
Nurse and Midwife graduate celebration

Congratulations to the more than 90 graduates who completed the Nurse and Midwife Graduate Program in 2013. Graduates were honoured with a dinner and presentation evening at the Park Hyatt on 31 January sponsored by First State Super. The evening included an announcement of the three Graduate of the Year awards.

Executive Director Epworth Eastern, formerly ED Clinical Services, Louise O’Connor, and First State representative, Chris Deakin, presented awards to the three winners: Epworth Eastern’s Catherine Glennie, who won in the Enrolled Nurse (EN) category, Epworth Rehabilitation’s Adele Barkla, who won in the Registered Nurse (RN) category and Valentina Robinovich who won in the midwife category.

“Special thanks go out to all the nursing and midwifery staff who supported, mentored and educated the graduates throughout their year at Epworth,” said Louise.

“The graduation night was a celebration, a time to reflect on the good days and the bad days, a time to appreciate our role as caregivers and to celebrate the pivotal role we play in ensuring all our patients are provided with excellence in care and satisfaction. To appreciate how they have all grown as professional nurses and midwives.

“They are the nurses and midwives of the future and we are all very proud to have them as part of the Epworth clinical services family. We look forward to continuing to see them develop in their chosen areas of specialty – well done to all.”

Business Operations Manager at Epworth Richmond, Brandon Howard, was MC for the evening and guests thoroughly enjoyed speeches from Richmond EN, Joy Kilbride, Eastern RN, Jen Westley and Freemasons midwife, Gabrielle Williams.

The three awards presented during the dinner were drawn from a pool of divisional winners, each nominated

Revitalised theatre complex another milestone for Richmond redevelopment

The rejuvenated Richmond theatre complex is now open and operational, with the completion of stage four in February.

Works undertaken on the level three, Bridge Road complex have resulted in a revitalised suite of theatres and recovery areas that will provide a range of benefits to patients, clinical staff and surgeons. The new complex consists of five new theatres, including two Endoscopy theatres, a post anaesthetic care unit PACU, recovery area for day surgery patients, expanded waiting area for level three admissions and a new transit lounge.

Epworth Richmond Executive Director, Nicole Waldron said, “The new theatres provide the latest technology for surgeons to care for their patients. In addition to general surgical capability, the facilities cater for patients coming in for orthopaedic surgery and patients coming in for endoscopy diagnosis and treatment. The new theatres will facilitate growth in our orthopaedic and neurosurgical capabilities.

“There has also been a significant increase in recovery rooms and holding bays. We have an additional 22 bays and patients will now move from admission waiting to discreet private bays, whilst they await surgery and post-operatively as they await pick up. This provides much greater dignity and privacy for our patients before and after surgery.”

Other areas of the Epworth redevelopment project at Richmond are progressing well, with pod 4 early works, located at the Erin Street site, including the bulk excavation of pod 4 and installation of anchors to support the surrounding walls. This allows for further excavation and capping of beams to provide piling support.

Excavation works will continue over the coming months and various dust suppression methods, such as hoses, sprinklers and water cannons are in use.

Above The new patient transit lounge
for an award by a colleague. Divisional winner nominations were then consolidated and a committee chose an overall group winner for each designation. All winners were selected due to their commitment to ongoing professional development, their demonstration of Epworth values and behaviours and their excellence in clinical care.

Prizes were sponsored by First State Super with each divisional winner receiving $200 whilst the overall Graduate EN, RN and Midwife of the Year receive $500 each towards ongoing education.

**Divisional winners for 2013 were as follows:**

**Enrolled Nurse Award:**
- Epworth Eastern – Cate Glennie
- Epworth Freemasons – John Mackay
- Epworth Richmond – Joy Kilbride

**Registered Nurse Award:**
- Epworth Eastern – Natasha Ciampoli
- Epworth Freemasons – Rachael Waugh
- Epworth Richmond – Laura-Alexis Hunter
- Epworth Rehabilitation – Adele Barkla

---

*Top centre* Gabrielle Williams, Freemason midwife giving a speech on behalf of the midwife grads

*Top right* Jen Westley, Eastern RN giving a speech on behalf all the RN Grads


*Third row left* Epworth Rehabilitations’ Adele Barkla, overall winner in the Registered Nurse (RN) category

*Third row right* Epworth Midwife of the Year Valentina Rabinovich, with Louise O’Connor and Chris Deakin

*Top left* Guests arrive at the Park Hyatt

*Bottom left* Epworth Eastern’s Catherine Glennie, who won in the Enrolled Nurse (EN) category

*Bottom right* Divisional EN winner for Richmond, Joy Kilbride addresses the attendees
Melbourne’s emergency services were represented at the Epworth Run for Your Life! event in March, with staff from Epworth HealthCare’s Emergency Department teaming up with Victoria Police in Richmond, Metropolitan Fire Brigade and Ambulance Victoria staff.

The initiative, spearheaded by Epworth Emergency Department ANUM, Tanya Paes, aimed to bring together team members of Melbourne’s crucial community and patient services outside of the usual professional setting.

“It is extremely important to have a good working relationship with all emergency services and I think the fun run is a great way of getting us all together and for a good cause,” said Tanya.

“The team performed very well on the day... we also had a secret weapon – Dr Welsh, who if it wasn’t for his medical career, would have been an Olympic runner!”

Epworth Medical Foundation events

As a private, not-for-profit organisation Epworth receives very limited government funding. Funds raised by Epworth Medical Foundation help the organisation to continue providing our patients with the best possible facilities, equipment, surgical expertise and access to research.

The Foundation undertakes a range of fundraising activities and events throughout the year that inspire philanthropic support for patients at Epworth.

Epworth Emergency join the fun

Melbourne’s emergency services were represented at the Epworth Run for Your Life! event in March, with staff from Epworth HealthCare’s Emergency Department teaming up with Victoria Police in Richmond, Metropolitan Fire Brigade and Ambulance Victoria staff.

The initiative, spearheaded by Epworth Emergency Department ANUM, Tanya Paes, aimed to bring together team members of Melbourne’s crucial community and patient services outside of the usual professional setting.

“It is extremely important to have a good working relationship with all emergency services and I think the fun run is a great way of getting us all together and for a good cause,” said Tanya.

“The team performed very well on the day... we also had a secret weapon – Dr Welsh, who if it wasn’t for his medical career, would have been an Olympic runner!”

Epworth HealthCare Corporate Charity Golf Day

A record field of 116 golfers enjoyed a wonderful day of sport, camaraderie and networking on a near perfect course at Metropolitan Golf Club at this year’s Epworth HealthCare Corporate Charity Golf Day, held on 17 March. The newly refurbished clubhouse provided the perfect venue for a post barbeque celebration, with Group Chief Executive, Alan Kinkade presenting prizes to the winners, Princes Laundry, helped along by an amazing effort from Liz Camilleri.

Several doctors, executive and management were invited by corporate sponsors to join their team and everyone enjoyed playing on a course, which is to be used later in the year for the Australian Masters.

There were several activities on the holes including a St Patrick’s Day inspired whisky and Guinness tasting, shot against the pro, which raised a magnificent sum of $1200 and nearest the pin and longest drive.

Thank you to the event sponsors, including major event sponsor Mr PS Lee and the 12 hole and 13 team sponsors, who together helped to raise nearly $80,000 towards the purchase of a B&K Ultrasound at Epworth Eastern. Thank you also to Diageo who provided bottles of their finest Talisker whisky as team prizes.

Top Winners are Grinners – Alan Kinkade presenting to the winning team from Princes Laundry
Middle Major event sponsor Mr PS Lee with EMF Executive Director Scott Bulger
Bottom Group Chief Executive, Alan Kinkade presenting trophy to major event sponsor, Mr PS Lee
Run for Your Life!

One hundred and fifty staff, family and friends donned singlets and runners to participate in Epworth’s fun run on Sunday 16 March.

The Run for Your Life! event took place at Princes Park, North Carlton, to raise awareness about the importance of keeping fit whilst raising funds for Cardiac Services at Epworth.

Open to all, participants chose to either walk, run or jog the 3.2km perimeter then enjoy a sausage sizzle afterwards. The event raised $8,000, which will be used to fund two educational scholarships in cardiology.

Dr Tim Crowe won the three-lap run at 36 minutes, followed by Mark Pendreich in second place and Johnny Wurtz in third place. Epworth Richmond cardiac educator, Kirstin Bull was the first woman to cross the line.

Special thanks to the top four fundraisers, cardiac patients Baden Morton, Ruth Rechner and Dan Bomford and Epworth Richmond Transport Nurse PACU, Mele Matekuolava who made a big effort towards the fundraising total.

The event was sponsored by Bob Pettigrew Meats, Jalna, Bidvest, TAC, NLZ Imports and the City of Melbourne and supported by many volunteers who rose early on the Sunday morning to set up for the event.

Run for Your Life will be held again same time, same place next year. For further information, contact the Epworth Medical Foundation on 03 9426 6359. Full image gallery is available via the Epworth Facebook page.

Top left Cardiac patient and top fundraiser Ruth Rechner (centre) with friends at the timer  
Top right First female Kirstin Bull  
Top middle Warming up with Epworth physios  
Bottom left Path around Princes Park  
Bottom right Top fundraiser Richmond OT staff member Mele Metekulava  
Bottom Fun run Winners Tim, Mark and Johnny with Assoc Prof Ron Dick and Scott Bulger
A great day at the races with the Friends of Epworth

Members of the Friends of Epworth auxiliary, staff and sponsors attended the Friends of Epworth Race Day at Moonee Valley Racing Club on Saturday 29 March and helped to raise $55,000 towards equipment at Epworth.

Racing personality Rob Gaylard acted as MC and guest tipster at the event with special guest Des O’Keeffe, Chief Executive of the Victorian Jockeys Association and guest jockeys Brenton Primmer, Chris Symons and Michelle Payne, each sharing their experiences of Epworth Rehabilitation following falls during racing.

Paige Fitzroy, Robyn Baillieu and Sue Forge roved the room as judges for Fashions on the Field with Jacqui Sinnott from Epworth Freemasons winning best dressed female and Rob and Loris Kerr winning best dressed couple.

A gift of $1000 from Tabcorp kick started the Punters Club, which paid small dividends to punters who took part at the end of the day.

Special thanks to Rod and Paige Fitzroy who donated an ultimate racing experience at Flemington Racecourse on Makybe Diva Stakes Day as a prize for the live auction. The prize was purchased by Keith Davis from Norman Disney Young.

The success of the day would not have been possible without the support from race sponsors Device Technologies, Epworth Medical Imaging, HSPC, Kane, Medownick, Melbourne Pathology, Pantry Packer and Silver Thomas Hanley and table sponsors Advantage Salary Packaging, Bonacci, Construction Engineering, DI Office Design, Embassy, First State Super, LCI, Medtronic, NDY and VNS.

The Friends of Epworth Race Day has become an annual event in the Epworth Medical Foundation’s calendar. To become involved in next year’s event, please contact Kathryn Johnston on 03 9426 6359 or email Kathryn.johnston@epworth.org.au
Marg Sims is Epworth’s longest serving employee – topping 50 years!

On 31 January 2014, Margaret Sims quietly ticked over 50 years as an employee of Epworth HealthCare. However, her decades of loyal service and significant contribution did not go unnoticed by others.

For the last twelve years, Marg has been an asset to the Level 4 oncology team at Epworth Richmond, in particular. She says her early life experiences enabled her to recognise the vulnerability of sick patients and better anticipate their needs.

Although she worked in Tasmania and Western Australia as a young woman, her love of babies and children brought her to Epworth in 1964, and back to her chosen career as a mothercraft nurse. She remained in the children’s ward at Epworth for the next 22 years. As the hospital grew, and specialties such as cardiac and rehabilitation were expanded, the children’s ward was closed in 2002.

Although many staff and patients were saddened at this decision, Marg understood well the expertise and special nursing that children require when very ill. She took this opportunity to work as a ward clerk for the oncology and dialysis units.

“I was always proud to say I worked at Epworth and I am very happy that it has continued to have a good reputation in the community,” Marg said.

Ms Gab Weston, Associate Director of Clinical Services – Oncology and Medical, says that Marg is an institution at Epworth.

“Marg knows everyone and everyone knows her. If you want to know something on the floor, she goes above and beyond to help. Patients often comment that Marg feels like a friend. She creates a feeling of support, security and empathy, given their difficult circumstances. From our team’s perspective, she is always there and an integral member of the team. It wouldn’t be 4ES without Marg Sims!”

To celebrate Marg’s years of dedication to Epworth, a surprise afternoon tea took place on 9 April.

Left: From left, Executive Director, Group Finance Liz Camilleri, Marg Sims and Executive Director, Epworth Richmond Nicole Waldron
Influential Epworth clinicians honoured during Research Week

Epworth Research Institute Grants were named in honour of influential Epworth HealthCare clinicians for the first time this year. Five of the research grants awarded in 2014 bore the name of a key member of staff; recognising each honouree’s contribution to Epworth’s growth and development during critical periods in the organisation’s history.

The Professor Brian Buxton, Professor Priscilla Kincaid-Smith, Professor Kingsley Mills, Dr Graeme Sloman and Associate Professor Joe Tjandra Research Grants were announced as part of Research Week, 26–30 May.

Group Chief Executive, Alan Kinkade said, “Epworth HealthCare is proud of its heritage and the advancements in clinical care, education and research we have been a part of during our long history. We are greatly indebted to the many specialists and clinicians who help to build our reputation within the Victorian community, interstate and abroad.

“Epworth has benefitted greatly from their contribution, in areas as varied as cardiology, nephrology, orthopaedics and coloproctology. Our grant program is about furthering research and clinical outcomes for our patients and it is a fitting tribute to individuals who have achieved significant progress in their respective fields.”

Mrs Yvonne Tjandra will accept the award on behalf of her husband, Associate Professor Joe Tjandra who sadly passed away in 2007.

“In particular, I was proud to honour Associate Professor Joe Tjandra’s many achievements during his time with Epworth. Assoc. Prof Tjandra sadly passed away after a long battle with bowel cancer at the age of just 50. What he had achieved by this age was truly inspirational.”

The Epworth Research Institute facilitates grants annually, supported by Epworth Medical Foundation funding. The number and value of available grants has increased each year since their inception.

Epworth’s Mackenzie Library unveiled

Two of Epworth’s most significant donors, Roy and Joan Mackenzie were recognised for their generosity with the naming of the Epworth Library in their honour.

Roy and Joan have been committed donors who have established the Roy and Joan Mackenzie Library Endowment Fund whereby the interest is used to purchase resources for the library.

In 2014, all of the print books for the library will be purchased via the Mackenzie Library Endowment Fund.

Library Manager, Susie Moreton said, “it is impossible to underestimate the impact of Roy and Joan’s generosity. It is only through the endowment we are able to purchase texts for our clinicians; and in return Epworth is able to offer the best clinical care, and importantly educate the next generation of health professionals. Every time I lend a book or see a trainee reading a text I know Roy and Joan would be delighted, and I am thrilled to be able to plan a bright future via the Mackenzie endowment.”

Roy and Joan immigrated to Australia from England in the 1940s. Roy served as a navigator with SOE and SAS in the Middle East and Europe and later ran a very successful engineering business while Joan enjoys creative activities.

Roy and Joan passionately believe in the pursuit of knowledge and have given generously to support our library to ensure current and future generations of health professionals are able to provide optimum care to our patients.

Above Roy and Joan Mackenzie unveil the plaque outside the library together with executive staff Vincent Borg and Scott Bulger
Professor Brian Buxton
Professor Buxton has an international reputation as a highly skilled and innovative cardiac surgeon. Since graduating in medicine and surgery in 1962, he has pioneered several surgical techniques recognised worldwide, such as the use of arterial grafts from the chest and arm for coronary artery disease, to restore heart circulation. As Director of Epworth’s Cardiac Surgical Unit, Professor Buxton performed the 1000th open heart operation at Epworth in November 1984.

Professor Kingsley Mills
Professor Mills developed a thriving orthopaedic service at Epworth from 1984. Under his leadership, the Orthopaedic Unit pioneered many medical procedures such as the use of new orthopaedic techniques in surgery for hip and knee replacements. By 1987 the unit had grown to be the largest spinal unit outside Australia’s public health system.

Professor Priscilla Kincaid-Smith
Graduating with a MBBS in 1950, Professor Kincaid-Smith made substantial contributions to research, including establishing the link between kidneys and high blood pressure and campaigned for easier availability of oral contraceptives for women in developing countries. Professor Kincaid-Smith was Director of Nephrology at Epworth from 1992 and later Medical Director of Care Centre Three. She was Chair of the Epworth Medical Advisory Council and on the Board of Management from 1997 to 2001.

Associate Professor Joe Tjandra
Professor Tjandra was a world renowned colorectal surgeon, he shared his expertise in countries where colorectal surgery was an emerging speciality. Associate Professor Tjandra established the Epworth Gastrointestinal Oncology Centre in 2005 and was its coordinator. Sadly, in 2007 this brilliant surgeon died at Epworth Richmond from bowel cancer at the age of 50.

Dr Graeme Sloman
In 1980 he became Epworth’s first Medical Director of Care Centre Two and founded the Epworth Cardiology Unit and associated research. One of the founders of modern cardiology, Dr Sloman had pioneered preventative methods and treatment of cardiovascular disease in Australia. He assisted in establishing the Epworth Medical Foundation in 1981 and Epworth’s Human Research and Ethics Committee.

“OUR GRANT PROGRAM IS ABOUT FURTHERING RESEARCH AND, ULTIMATELY, CLINICAL OUTCOMES FOR OUR PATIENTS AND IT IS A FITTING TRIBUTE TO INDIVIDUALS WHO HAVE ACHIEVED SIGNIFICANT PROGRESS IN THEIR RESPECTIVE FIELDS.”
Men’s Health Lunch – A robot fixed my heart!

This year’s Men’s Health Lunch was held on Thursday 8 May from 12 noon to 2.30pm in the Members’ Dining Room of the Melbourne Cricket Ground. This annual event, held very successfully for the first time last year, raises awareness about the importance of maintaining good health whilst raising funds for cardiac services at Epworth.

This year the title of the discussion was ‘A robot fixed my heart – advances in cardiac surgery.’

3AW’s John Burns acted as Master of Ceremonies with a panel discussion including Assoc Prof Ron Dick, Chair of Cardiac Sciences, Mr Aubrey Almeida, Cardiothoracic Surgeon, Dr Peter Larkins, Sports and Exercise Physician, and a high profile patient who has experienced robotic-assisted cardiac surgery.

Device Technologies came on board as the major sponsor together with associate sponsor Advantage Salary Packaging.

Epworth luminaries recognised in Australia Day Honours list

Professor John Olver and Dr Philip Williams were acknowledged during the Australia Day Honours event, for services to healthcare. Professor Olver was recognised for distinguished service in improving rehabilitation for people suffering from Traumatic Brain Injury. Dr Philip Williams was recognised for his expert leadership to Epworth HealthCare along with his generous mentorship to health professionals across the hospital group.

Professor Olver has been at the forefront of Epworth Rehabilitation for more than 30 years and is an internationally-renowned expert in Acquired Brain Injury rehabilitation.

His commitment to rehabilitation medicine and patient care has been crucial to fostering research, and developing policy that has been emulated across the globe. Under his leadership, the academic aspects of rehabilitative medicine for medical, nursing and allied health students was strengthened and the care offered to rehab patients changed for the better.

Dr Williams served on the Board of Epworth for five years before becoming President in 2007. He was the Professor of Law and Economics at the Melbourne Business School from 1978 to 2002, before taking up the position of Executive Chairman of Frontier Economics – one of Australia’s foremost economic consulting practices. He is currently serving as inaugural Chairman of the Board of Management of Epworth Research Institute, which was established in 2009.

The Institute led a major change in attitude toward research in the private healthy sector as well as a significant increase in research activity. Dr Williams dedicated much time and energy to supporting the Executive management team as they implemented a period of enormous operational, financial and cultural change.
Epworth Medical Foundation team member, Jayne Coats participated in the recent Vietnam Cycling Challenge to raise funds for cardiac services at Epworth HealthCare.

Jayne was one of 25 elated cycling challengers returning home safely on 3 March, having completed the 380 kilometre ride through the Vietnamese countryside.

“As we rode through villages, salt pans, coastal paths and rice paddies children and villagers appeared from nowhere to wish us well with outstretched hands wanting high fives – so remote were some of the villages they had never seen westerners before.

“The challenge started in Ho Chi Minh and a short flight took us to the east coast to ride the central coast of Vietnam to the fascinating UNESCO world heritage city of Hoi An. The riding itself was very challenging with long days and a few hills thrown in but there was always the option of the back-up bus for those in need – me being one of them!

“Our medical support team did a great job patching up a few wounds along the way but fortunately nothing too serious and our local guides and mechanics did a fantastic job catering to our every need.

“Out of the 25 riders there were nine cardiac patients so this was an incredible achievement for them and it wouldn’t surprise me if they all signed up to take up the challenge again next year. An unforgettable experience.”

The event raised approximately $50,000 to support the HeartSmart program and cardiac services at Epworth – a fantastic effort from all involved.

Three Great Walks, One Great Cause

The Epworth Medical Foundation invites you to take part in one of three Great Walks to raise funds for Epworth’s cancer services.

Hike for Health Great Wall of China, 12–23 September 2014
Take the trip of a lifetime by embarking on this six-day hike along one of the great wonders of the world, the Great Wall of China.

Journey of the Mind Camino Spain, 27 Sept–6 Oct 2014
A memorable and spiritual journey, this six-day walk follows the footsteps of millions of pilgrims along one of the world’s most historical trails.

Walk for Wellness Great Ocean Walk, 21–23 November 2014
Strap on your hiking boots and take this three-day trek through stunning wilderness and along picturesque seascapes on the Great Ocean Walk.

All three expeditions provide fabulous opportunities to join a group of like-minded people on a memorable adventure raising funds for cancer services.

Participants choose to either pay for the trip outright or ask friends, family and colleagues to support them for the entire trip. Most report how surprised they are at the support that they receive.

Staff in the Epworth Medical Foundation can assist with fundraising ideas and online fundraising to make it easy. Further information is available on the Epworth website and intranet or by contacting Kathryn Johnston (03 9426 6359 or e kathryn.johnston@epworth.org.au)
February Fast staff results

Congratulations to all those people who completed the Feb Fast Challenge, what an amazing achievement!

This year we had 21 brave people who joined the Feb Fast challenge, under Team Epworth. Participants raised $670 for programs that help young people and families who are tackling serious drug and alcohol issues.

Our brave people had a challenge to give up either alcohol, caffeine, sugar or a digital detox for the month of February – the really brave gave up a couple!

Michelle, one of our successful participants said, “It was hard giving up the glasses of wine, but I did it.”

Michelle’s health and motivation has improved and she is looking forward to the next challenge.

Next February, let’s do it again even bigger and better.

Epworth Richmond Executive Director, Nicole Waldron, said the space has proved popular with Epworth staff as well as patients and their families.

“The courtyard was completed the week before Christmas, and the team at Richmond enjoyed a few drinks in this lovely new space to celebrate its opening, and to wish each other a Merry Christmas.

“Each day you see the quadrangle well utilised by staff, patients and their families.”

The Epworth scholarship award ceremonies were held earlier this year, with a total of $87,000 awarded to 18 applicants.

Each of these scholarships is made possible by the generous support of individual and corporate sponsors through the Epworth Medical Foundation.

This year Megan O’Kennedy received one such scholarship, the Heymanson Family Oncology Nurse Scholarship – made possible through the generosity and compassion of the late Bruce Heymanson. His wife Rosalie and their three children are proud to honour his legacy in this meaningful way.

“I am honoured to be the first recipient of the Heymanson Family Scholarship. This will enable me to become a specialised nurse in chemotherapy, palliative care and many other avenues nursing has to offer. This wonderful scholarship will also provide a greater contribution to Epworth and educate new graduates and students,” said Megan.

Corporate sponsors Advantage Salary Packaging, Baxter Healthcare, Covidien and St Jude Medical again supported the program.

Left Rosalie Heymanson and her daughter Nicki Lever present Megan O’Kennedy (left) with her nursing scholarship in the presence of Group Chief Executive Alan Kinkade

The courtyard area opened at Epworth Richmond in December last year, providing staff and patients with a dedicated outdoor space for the first time.

Located on the ground floor, adjacent to Hudsons Cafe at the Bridge Road entrance, the courtyard provides a welcoming green, shaded area as part of ongoing redevelopment occurring across the site.

The courtyard was completed the week before Christmas, and the team at Richmond enjoyed a few drinks in this lovely new space to celebrate its opening, and to wish each other a Merry Christmas.

“Each day you see the quadrangle well utilised by staff, patients and their families.”

Right

Epworth’s educational scholarships 2014

Congratulations to the following recipients:

<table>
<thead>
<tr>
<th>Recipient</th>
<th>Project</th>
<th>Sponsor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Denise Lark</td>
<td>Grad Dip in Cardiac Electrophysiology</td>
<td>Corrie Heath</td>
</tr>
<tr>
<td>Daniel Hamilton</td>
<td>Study tour in Radiology Oncology</td>
<td>Heymanson Family</td>
</tr>
<tr>
<td>Megan O’Kennedy</td>
<td>Bachelor of Nursing Degree</td>
<td>Paton Family</td>
</tr>
<tr>
<td>Sharon Singh</td>
<td>Masters in Nursing Practice</td>
<td>Tony &amp; Virginia Browne</td>
</tr>
<tr>
<td>Kathleen Lambrick</td>
<td>Philanthropy conference and study tour</td>
<td>Friends of Epworth</td>
</tr>
<tr>
<td>Diane Lee</td>
<td>Postgraduate study in Cardiac Care</td>
<td>Advantage Salary Packaging</td>
</tr>
<tr>
<td>Adrian Sexton &amp;</td>
<td>Study tour in amputee rehabilitation</td>
<td>Baxter Healthcare</td>
</tr>
<tr>
<td>Alison Gargan</td>
<td></td>
<td>Baxter Healthcare</td>
</tr>
<tr>
<td>Gabrielle Williams</td>
<td></td>
<td>Covidien</td>
</tr>
<tr>
<td>Bianca Meredith</td>
<td>Grad Cert of Nursing in neonatal care</td>
<td>St Jude Medical</td>
</tr>
<tr>
<td>Megan Banky</td>
<td>Grad Cert of Nursing in neonatal care</td>
<td>St Jude Medical</td>
</tr>
<tr>
<td>Tania Demarco</td>
<td>Study on the effect of spasticity on TBI</td>
<td>Freemasons Hospital Association</td>
</tr>
<tr>
<td>Felicity Rogers</td>
<td>Bachelor of Nursing Degree</td>
<td>Thornton family</td>
</tr>
<tr>
<td>Emma Cameron</td>
<td>Masters in Urology and Continence</td>
<td>Thornton family</td>
</tr>
<tr>
<td>Fiona Tabart</td>
<td>Masters in Clinical Education</td>
<td>Freemasons Victoria</td>
</tr>
<tr>
<td>Claire Henry</td>
<td>Certificate in Clinical Research</td>
<td>Freemasons Victoria</td>
</tr>
<tr>
<td>Samantha Cameron</td>
<td>Grad Diploma in Urology &amp; Continence</td>
<td>Freemasons Victoria</td>
</tr>
<tr>
<td>Judy McAuliffe</td>
<td>Post Grad in Cancer &amp; Palliative Care</td>
<td>Thornton family</td>
</tr>
<tr>
<td>Gemma Hayes</td>
<td>Masters in Clinical Nursing (Oncology)</td>
<td>Thornton family</td>
</tr>
</tbody>
</table>

Richmond courtyard opens
Epworth HealthCare launched the Aseptic Technique EpLearn in late February, providing a single approach to asepsis management across the organisation.

The Aseptic Technique is a set of specific practices and procedures performed under carefully controlled conditions, with the goal of minimising contamination by pathogens. The introduction of Aseptic Technique to Epworth focuses all clinicians in the prevention of contamination when undertaking practices involving asepsis.

This technique, which reinforces and consolidates current asepsis practices, requires all steps in a process to be controlled, for example a simple wound dressing requires clean equipment, clean hands, sterile dressing equipment and maintaining the sterile field between key parts and key sites when performing the dressing task.

“Aseptic Technique is one of the most critical components in the prevention of hospital acquired infections in our patients,” said Group Manager Infection Control & Prevention, Mal Butler.

“The technique is employed to maximise and maintain asepsis and ensure the absence of pathogenic organisms in the clinical setting. Often, practices that clean (remove dirt and other impurities), sanitise (reduce the number of microorganisms to safe levels), or disinfect (remove most microorganisms but not highly resistant ones) are not sufficient to prevent infection,” said Mal.

The Australian Commission on Safety and Quality in Health Care require healthcare organisations to develop and implement a system to prevent or minimise the risk of introducing harmful infectious agents into sterile areas of the body when undertaking clinical procedures, under Accreditation, Standard 3.10.

Pathogens may introduce infection to the patient through contact with the environment, personnel, or equipment. All patients are potentially vulnerable to infection, although certain situations further increase vulnerability, such as surgical procedures, insertion of intravenous and urinary catheters, or patients with immune disorders that disturb the body’s natural defenses.

“Patients have the right to expect that those who provide their care meet appropriate standards of hygiene and follow the correct procedures to minimise the risk of healthcare-associated infection.

“While systems are already in place to ensure patients are protected at all stages of contact with staff and equipment during their time at Epworth, standardising the various hygiene processes ensures staff are clear on their roles and responsibilities in this area,” said Mal.

Hospital acquired infections (HAIs) are a significant problem for health care providers across the world. In the US, HAIs account for an estimated two million infections and 90,000 deaths annually, at an estimated cost of $20 billion (2011). The CDC estimates the most common HAIs are urinary tract infections (32 per cent), surgical site infections (22 per cent), pneumonias (15 per cent), and bloodstream infections (BSIs) (14 percent).

Epworth’s pregnancy app Bublove is now available for Android and iPad and an updated version has been released for iPhone. Bublove gives mothers-to-be important information about their growing bub plus tools to help plan and track their pregnancy. Users can also get in touch with Epworth specialists directly through the app.

This latest update is designed to work with iOS7 and for the first time, mums using Android devices and iPads can join in. To download, search for Bublove on the Apple App or Google Play stores.

Bublove remains the only pregnancy app launched by an Australian hospital and the existing iPhone version has been downloaded more than 3700 times since its launch in September 2012.

BUBLOVE REMAINS THE ONLY PREGNANCY APP LAUNCHED BY AN AUSTRALIAN HOSPITAL AND THE EXISTING IPHONE VERSION HAS BEEN DOWNLOADED MORE THAN 3700 TIMES SINCE ITS LAUNCH IN SEPTEMBER 2012.
Epworth dietician talks healthy lifestyle on 94.1FM

Epworth’s Manager of Dietetics, Caroline Guille, is spreading the message on healthy lifestyle across the community, as part of her regular spot on radio station 94.1FM 3WBC. Caroline is a regular guest for the segment, ‘What a wonderful world: Health and sustainable living’ with Rohan Dwyer.

Caroline has an extensive health advisory background and was approached to be the station’s health expert in November last year, having worked as Manager of Dietetics in Port Pirie and coordinated the SA Nutrition Outreach Program with the Royal Flying Doctor Service. She has also worked as a health consultant with various gymnasiums.

She has lectured at tertiary level and been involved in the clinical training of final year dietetic students for many years, as well as Nutrition Consultant for ABC TV for their factual and documentary programs.

At 94.1FM, Caroline covers topics ranging from diet and heart disease, sensible eating and consumption of alcohol during the holiday season, fad diets, back to school lunch box ideas and how to read product labels.

“One of the biggest obstacles in enabling people to make healthy choices is the enormous amount of information, and misinformation, available on diet, as well as access to the internet, and the many levels of nutrition knowledge held by ‘experts’.

“My biggest tip is to avoid quick fixes and make choices that are sustainable in the long-term.”

Caroline has worked with Epworth HealthCare for 20 years and acts as Chair of the Epworth Nutrition Governance Committee and operates private practices with the Victorian Heart Centre at Epworth.

Tune in to Caroline on 94.1FM 3WBC fortnightly on Mondays between 4.15pm–4.45pm.

CEO Dinner – Richmond – March 6

Richmond hosted the first CEO Dinner for 2014 on Thursday 6 March, with a 1920s inspired theme ‘The Great Gatsby’. The auditorium was transformed and the decade, known for jazz, flappers and the Charleston was highlighted by all guests, who made an amazing effort to dress the part. The evening started with a round of the famous 1920s game Quoits, won by Aaron McKinnon from the Finance team. Guests then moved to the dance floor for a Charleston dance-off and once again corporate showed their flare, with Marketing’s Kristina Garla and Tim Trainor the evening’s dance-off winners.

Let us not forget the real reason for the CEO Dinner. The night is to commend and thank our tremendous employees for their hard work and dedication to Epworth HealthCare, with each of the 35 recipients presented an award by Group CEO Alan Kinkade.

Congratulations to all the night’s winners and thank you to everyone who attended.

Safety and Wellbeing Awareness

Think. Act. Stay Safe – Manual handling

In February and March, the Safety team provided information on manual handling and safe moves across the organisation. Manual handling incidents are the most common cause of workplace injuries, yet many go unreported.

It is essential you report any incidents, hazards or near misses to your manager and log the incident on the RiskMan system. If issues are not reported they cannot be addressed. Please refer to the Intranet>Work health and Safety> Manual handling for more information or contact the Health and Safety Representative in your area.

Remember, safety is everyone’s problem.
Dr Graham Wong commenced with Epworth HealthCare in October 2013, as Director of the Electroconvulsive Therapy (ECT) Service with Epworth’s new mental health service, the Epworth Clinic. In addition to this role, he is also currently acting as Epworth Clinic’s Medical Director while current MD, Professor David Castle is on a three-month sabbatical.

Graham has an extensive history in mental health, having worked as a consultant psychiatrist and as an ECT practitioner for over ten years. He currently works as lead consultant for the North West Crisis Assessment and Treatment (CAT) Team and with the Professorial Unit at the Albert Road Clinic.

Graham says working with the Epworth Clinic team, including assisting in medical student training and supervising psychiatry trainees, has been personally and professionally rewarding.

“Taking on the role as acting Medical Director during Professor Castle’s sabbatical, getting to know the staff and the multiple elements of developing such a service is proving to be an exciting challenge.

“Assisting with the establishment of a new holistic mental health service has also been very exciting. Likewise, being able to establish an ECT service that will act as a benchmark for all other services, utilising the expertise and collaboration of expert ECT psychiatrists and the ECT nurse coordinator has been great.”

ECT is an evidence-based and modernised therapy available at the Epworth Clinic. Graham, who is a tutor for the Australsian Accreditation Training Course for ECT practitioners, says ECT is a very effective, although often misunderstood treatment.

“Many people, including medical practitioners, are surprised to discover ECT is still in use. In fact, it is a standard therapy that is reserved for the most seriously unwell and is primarily indicated for Major Depressive Disorder. In appropriate cases it has an efficacy rate of 80–90 per cent, generally within several weeks. It can be used for other treatment-resistant conditions such as Bipolar Depression and Schizophrenia.”

“It is a highly researched and evidence-based intervention that has advanced with modern technology and practice standards.”

The major side effect of short-term memory deficits remains controversial. However, modern techniques successfully reduce any cognitive impairments.

“In the private sector it is initiated only with the patient’s informed consent. Adverse effects and Outcome measures are formally monitored, evaluated and audited.

“Patients receiving ECT can usually continue with all therapeutic programs offered during the course of ECT. More often than not, [the treatment] allows people to return to their previous level of function and vocational capacities,” Graham said.

He says there have been a number of key developments in the area of mental health that are seeing the sector as a whole continue to improve.

“A new Mental Health Act (MHA) is being established, which focuses far more on patients’ rights and a recovery model of patient management. Likewise, public mental health services have undergone major redevelopments that also focus on enhanced continuity of care,” Graham said.

Epworth Clinic opened at Epworth Camberwell in August 2013, providing inpatient and day patient programs for adults and adolescents. The clinic offers care for those experiencing depression, mood disorder and anxiety with a specific focus on: Acute Stress Reaction, Schizophrenia, Depression, Bipolar Affective Disorder Type 1 & 2, Anxiety Disorder and Borderline Personality Disorder.

The clinic also has a number of consulting suites where psychiatrists manage patients in the community and is currently accepting outpatient referrals from GPs and other medical specialists. Contact: (03) 9809 2444 for more information.

Above Director ECT and Acting Medical Director, Epworth Clinic Camberwell Dr Graham Wong
Epworth in the media

Since the beginning of 2014, Epworth has received almost daily coverage in the media, with many stories being syndicated across the nation and in several media formats.

In February, of the 130 hits that Epworth received, several topics were covered broadly – on TV, radio, websites, social media and some were even reported in Australia’s Chinese language newspapers and overseas in Hong Kong and China.

The topics that received the most coverage since Christmas include:

• The Smart Ward trial at Epworth Eastern – a reliable IT system for collecting and storing patient data at the bedside thereby saving valuable nurse time.

• The value of Medical Tourism for Australian hospitals and the sorts of advanced care we can offer to overseas patients.

• The new baby of the Ballarat Mayor, born six weeks early at Epworth Freemasons.

• Epworth Geelong – the new private hospital project next to Deakin at Waurn Ponds.

• Racing or sporting injuries or the admission of celebrity footballers – mainly covered on sports pages and Fox News.

ABC Radio National interviewed Professor John Olver AM on Australia Day in relation to the Honour he received; and on Red Symons ABC 774 breakfast radio “Diseases I could get” segment, Professor Rod Sinclair spoke about the suicide risk in teen boys affected by Alopecia; and Dr Michelle Caldecott was interviewed about pulmonary embolism.

Any staff member or doctor wishing to receive the daily clips by email from the Media Manager should contact colleen.coghlan@epworth.org.au

Patient goes above and beyond to say thanks

Orthopedics staff from 2LP ward at Epworth Richmond received a lovely thank you A3 collage, created by a grateful patient on completion of his care.

To all the staff at 2 Leigh Place,

We are deeply grateful for all your assistance and your caring. We especially appreciate the compassion, laughter and, dare we say it, loving! You were always professional with a delightfully light touch. Despite everything, we had a good time with you all – each and every one of you. We carry you in our hearts.

From our Facebook page:

![Image of a collage with the text: “Don’t bother going anywhere else... I hate hospitals but the Epworth should be called wellworth. The best.”](image1)

![Image of a collage with the text: “The best rehabilitation hospital we've ever been to.”](image2)

Alan Kirkland, Group CEO
Deakin Healthcare Executive Director
EPWORTH FREEMASON

I have been attending the Breast Clinic at the Freemasons annually since the early 1990’s and have always found the service excellent. My appointments for 2014 was last week in the newly refurbished clinic suite. During my initial appointment with Dr. Morley she thought that there may be changes in my right breast and so she decided to organize an ultrasound as well as the routine mammogram. The outcome of these tests indicated a cyst thought to be fibrous and fatty but the recommendation was a referral to Mr. Hyett.

This was organized quickly and in Mr. Hyett’s opinion it was important that needle biopsies were performed.

I was more than pleased to find out that this procedure would go ahead that day as soon as it could be organized. The Radiologist, the Nurse and the Sonographer who all introduced themselves but whose names I don’t remember, were all very efficient, professional and caring. They explained the procedure thoroughly and provided me with reassurance. The whole experience – mammogram, ultrasound, Surgeons consultation and biopsy were completed by 1.30 p.m. and thankfully, the results I received from Mr. Hyett on Tuesday showed the cyst was benign.

The service which the Breast Clinic provides is exemplary for several reasons. The “all female” staff are friendly and when needed, empathetic. The service is very efficient and effective. As a country patient I greatly appreciated not having to wait for days to see a surgeon or have the needle biopsies organized as a breast lump causes such emotional stress. Also everything required is within the environment of the attractive clinic itself including tea and coffee making facilities.

I am a retired Registered Nurse and a serving Board Member of North West Health Whitsundays and I am hoping that we may be able, in some way, to replicate your service for country women.

Please forward my appreciation and thanks to the staff at the Breast Clinic.

Yours sincerely,

Louise Williamson

ABC Radio National interviewed Professor John Olver AM on Australia Day in relation to the Honour he received; and on Red Symons ABC 774 breakfast radio “Diseases I could get” segment, Professor Rod Sinclair spoke about the suicide risk in teen boys affected by Alopecia; and Dr Michelle Caldecott was interviewed about pulmonary embolism.

Any staff member or doctor wishing to receive the daily clips by email from the Media Manager should contact colleen.coghlan@epworth.org.au

Epworth