RESEARCH WEEK ROUNDUP
> Page 6

MEET TUG, EPWORTH RICHMOND’S NEW HIGH-TECH EMPLOYEE
> Page 3

CYCLIST EMMA’S AMAZING RECOVERY
> Page 10
It’s hard to believe we’re approaching the middle of the year already. After the Easter and school holiday period, the winter months are generally the busiest time of the year. Thanks to everyone for their hard work during this particularly busy time.

Earlier this month, Epworth ran its annual Research Week. This event is a highlight in our calendar and I was pleased to see so many people attend during the week. The Epworth Research Institute Dinner was held during the week and was a fantastic gathering of Epworth and industry researchers, celebrating our achievements over the last 12 months. Epworth’s commitment to research supports the growing evidence base to ensure patients receive the best outcomes from their treatment.

April and July mark the one-year anniversaries for the opening of Epworth Richmond’s Lee Wing, Epworth Geelong and Warrnambool’s South West Regional Cancer Centre (SWRCC). The new Lee Wing has provided a great boost to our services offered in Richmond and the new ED and ICU are both extremely busy at this time of the year. Epworth Geelong has been a great success story for Epworth and the hospital has recently launched its maternity service with the first baby due in October. Epworth Radiation Oncology has provided approximately 270 treatment courses for public patients at SWRCC since it opened on 18 July 2016. The integrated cancer centre provides oncology services and supporting therapies to public patients of the region. Congratulations to everyone involved at Epworth Richmond, Epworth Geelong and the SWRCC on reaching this milestone.

In further development news, Epworth Freemasons and Epworth Eastern are our next sites for expansion. Both have Epworth Board approval for significant facility upgrades and expansion in order to meet the growing needs of patients, doctors and our community. I will keep you updated regarding these projects over the coming months.

Please enjoy this winter edition of Epwords as we share some of the great stories and updates from around our sites.

Regards,

Dr Lachlan Henderson
Group Chief Executive
Meet TUG, Epworth’s newest high-tech employee

TUG, which arrived at Epworth Richmond at the start of May, is a smart, autonomous mobile robot, used in hospitals around the world to transport items between departments.

At Epworth Richmond, TUG’s job is to transport instruments between the Central Sterile Services Department (CSSD) and Theatres in Lee Wing.

TUG was the best solution to a number of issues, the main ones being reducing manual handling, improving occupational health and safety risks for CSSD and theatre staff and increasing operational efficiency.

Instrument technicians would transport the instruments on sometimes heavy trolleys so TUG can now do this work and allows the technicians to remain in the department.

TUG has also improved operational efficiency with instruments delivered in a timely manner to theatres and returned to CSSD quickly for reprocessing after use, which in turn reduces risk to staff as well as risk of damage to instruments.

With a map of the entire hospital stored in its memory, TUG uses a scanning laser and sensors to find its way, and communicates through the hospital’s Wi-Fi to open doors and operate lifts.

TUG’s sensors mean a collision is unlikely, especially with its regular polite callout of ‘Tug coming through, please keep clear’ as it moves around the hospital using the traffic light system that’s been specially installed to manage traffic in the Level 3 corridors.

TUG’s first few days were quite hectic with testing to make sure everything worked as expected, and ensuring TUG could negotiate its way around the hospital, including avoiding people who got in its way. During the training and testing period TUG was certainly drawing a large entourage - becoming a bit of a local celebrity!

Available for operation 24/7 and expected to take around 50 plus trips per day, TUG carries out duties that complement the work carried out by existing staff.

Merna Moushi from Device Technologies, the distributor for the Aethon TUG, has been onsite at Epworth Richmond to ensure TUG has an easy transition into the new role.

Merna advises “There are 555 robots worldwide and in the US over 100 world-renowned institutes that have the TUG robot and Epworth is the first private hospital in Australia to have the TUG Robot.”

The CSSD and theatre team are now holding a naming competition for their new robot co-workers, which will see them get a new ‘face’ sticker!
Epworth Freemasons staff sleep at the ‘G!

Four keen Epworth Freemasons staff members grabbed a cardboard box, braved the chill and roughed it during the Melbourne City Mission’s annual Sleep at the ‘G event on 4 May. Executive Director David Nowell, Finance Manager Greg Allen, Chief Operations Manager Suzanne Hall and Perioperative Services Manager Kylie O’Loughlin grouped together and raised over $3000 in donations to go towards supporting the work of Melbourne City Mission. This was the first time Epworth has been involved in the event and by all accounts it was an eye-opening night.

“It was pretty cold and fairly uncomfortable,” admits Greg, “but it made me appreciate that we could go for a hot shower and breakfast afterwards, whereas that’s a luxury that people sleeping rough don’t have.”

Epworth’s team says the event was well organised and had a positive vibe, with over 1000 sleeping ‘rough’ and presentations from people who have experienced homelessness themselves, as well as youth workers sharing personal accounts of working with the homeless.

“We’re of the view that the issue of youth homelessness is a really important one and it has a wide-ranging impact on society — not just on those who are homeless,” says David. “We’ve all witnessed homelessness in increasing numbers in our work neighbourhood and Melbourne is one of the worst-affected cities in Australia. Every night in Victoria, over 7000 young people have no place to call home. Taking part in this event started a lot of conversations about homelessness, and meant that we could raise money to contribute to addressing the issue.”

Melbourne City Mission announced that the event raised a total of almost $470,000. Epworth Freemasons hopes to encourage an even bigger team effort for 2018.

Says David: “We’ll be doing it next year and encouraging many more people to join us!”
Giving blood and giving back with Red25

One in three Australians will need blood or blood products in their lifetime. The Australian Red Cross is encouraging organisations and groups across the country to participate in Red25 — an initiative that brings health groups together with the goal of reaching 25% of the blood donations needed in Australia.

Last year, people from hospitals and other health organisations across Australia made an amazing 1124 blood donations in just three months during the first ever Red25 Health Services Blood Challenge.

This year, Epworth is proud to participate! We launched a campaign to encourage all Epworth staff to take the time to go and give blood, register as an Epworth team member and boost our donation count through Red25.

“The Red25 initiative gives us the chance to come together as an organisation and really show our support”

Every donation can save up to three lives, so that’s a huge difference to thousands of people around Australia — people with cancer and immune conditions, or suffering childbirth complications, burns or trauma.

The program kicked off on 1 April and has been running through till official close on 30 June. In that time, Epworth staff, family and friends have made more than 60 donations, saving over 180 lives.

Project champion Louise O’Connor, Epworth Eastern Executive Director, says the response from staff has been really encouraging.

“It’s great to see Epworth staff get so involved in this vital cause. Of course many from our teams are regular donors already but the Red25 initiative gives us the chance to come together as an organisation and really show our support.”
WHY RESEARCH MATTERS

Research matters. So much so, that here at Epworth we hold an annual Research Week to celebrate the incredible research that takes place across our organisation.

From 5–9 June, a fantastic program of events was held showcasing research at Epworth: a poster viewing session, a research Grand Round, symposia on a range of topics presented by Epworth clinicians, and the highlight of the week — the Epworth Research Institute Dinner, held at the MCG and featuring keynote speaker Professor Ian Frazer, Chair of the Translational Research Institute Foundation Board.

“Research is fundamental to effective and excellent health service delivery,” says Professor Nikolajs Zeps, Epworth Group Director of Research and Development. “It generates evidence that improves the care for our patients, resulting in better treatments and an enhanced recovery.”

So where does research lead in a practical, tangible sense? Nik explains:

“Research is in essence a methodology that allows you to collect data on, for example, whether or not to use one type of painkiller over another during post-operative recovery. For instance, for a patient who’s had, say, a hip replacement, you want to know whether it’s going to be safe, whether it’s going to give them sufficient pain relief, whether it’s going to assist them with their recovery. We want to learn things about the drug — whether it has side effects — for instance some of these drugs affect how well you can eat and whether you can drive, and some may have a real impact if they have elements of addiction. So research allows us to investigate all of those issues and make sure our patients are ultimately receiving the best treatment. It allows us to test which treatments are best and also to find out whether new treatments are safe and useful.”

Nik says Research Week gives Epworth staff a chance to consider embarking on their own research adventures.

“It’s an opportunity for those attending to think about things that they’d like to be engaged in. If they have ideas, they should never be afraid of presenting them to their colleagues and have discussions about how we can improve care at every level. Research is part of the ethos of Epworth, it’s part of our values and mission — to ensure that clinical care is truly excellent. Research Week exhibited a variety of projects which exemplify exactly how Epworth is committed to that.”

To hear from our patients on ‘why research matters’, view Isabel and Diane’s videos on the Epworth YouTube channel.
RESEARCH WEEK HIGHLIGHTS

What
Research Grand Rounds

When
Tuesday 6 June 12:30 pm at Epworth Richmond auditorium

Highlight
Professor Paul Fitzgerald, Epworth’s recently appointed Professor of Psychiatry, stimulated the audience at research grand round with his insightful presentation on the future of brain stimulation and technology.

What
Poster viewing session

When
Monday 5 June 5:30 pm at Alan R. Kinkade Education and Simulation Centre, Richmond

Highlight
Researchers and research enthusiasts alike were provided with the opportunity to review and discuss the magnificent and varied research being conducted at Epworth.
1. The Epworth Prostate Centre team including Researcher of the Year Dr Niall Corcoran (second from left)
2. Keynote speaker: Professor Ian Frazer, Faculty of Medicine, the University of Queensland, Translational Research Institute and Chair of the Medical Research Future Fund
3. Left to right: Epworth Honouree Mr Campbell Penfold, Colorectal Surgeon, Professor Emeritus John Catford Executive Director Academic and Medical, Mrs Christine Penfold and Epworth Honouree Dr Graeme Sloman AO, Cardiologist
RESEARCH WEEK AWARD WINNERS

The Epworth Research Institute grant and poster winners were announced during the Research Institute Dinner on Thursday 8 June.

Three ERI Research Excellence Awards were presented to the following:

**RESEARCHER OF THE YEAR:** Dr Niall Corcoran, Urologist – Epworth Prostate Centre

**RESEARCH OFFICER OF THE YEAR:** Felicity Osmond, Research Nurse – Epworth Clinical Trials Unit

**RESEARCH LEADER OF THE YEAR:**
Professor Jennie Ponsford AO, Chair of Psychology – Epworth Monash Rehabilitation Research Centre

Also awarded on the night were four feasibility grants (up to $10,000 each), nine development grants (up to $50,000 each), one strategic grant (up to $100,000), one gynaecological cancer grant (up to $80,000) and four poster awards.

For the full list of winners visit the Epworth website. Congratulations to all winners on the night.

1. Epworth Honouree Dr Graeme Sloman AO, Cardiologist and Professor John Olver recipient of the ERI strategic grant.
2. President of the Epworth Board of Management Mr Rod Fitzroy and Felicity Osmond, research nurse, recipient of the Research Officer of the Year award.
3. President of the Epworth Board of Management Mr Rod Fitzroy and Professor Jennie Ponsford AO, recipient of the Research Leader of the Year award.
Blood, sweat and tears: Emma defies the odds

As Emma Bidgood strolls confidently through the entrance of Epworth Hawthorn, it seems impossible to imagine that just six months earlier she was enduring multiple surgeries as a result of a horrific road accident.

What’s more astonishing is how calmly Emma recalls the events of that traumatic and life-changing day.

On 29 November 2016, Emma — who works as a dietitian at the Royal Melbourne Hospital — was cycling to work, as she did most mornings. While she waited at an intersection in the cycle lane, a truck on her right began to turn left as the light changed green, not noticing Emma beside it.

“I just felt something hit me very lightly at the back of my bike and before I knew it I was being dragged underneath the wheel,” explains Emma. “It felt like it was happening in slow motion because it wasn’t a high-impact accident at all.”

Emma found herself pinned to the ground by the truck’s wheel, which had gone directly over both thighs.

“I thought, that’s me, I’m gone, and I just thought to myself, I hope that it happens quickly,” she says. “I was screaming and by some miracle people around heard me, so the driver stopped and got out of the truck.

“I was still completely lucid, conscious, and felt everything, and I had to say to him, you need to reverse off me, I’m still under the truck. When he reversed, that’s when I felt my legs just fall apart.”

What followed was a gruelling four operations over several days as surgeons attempted to salvage what little tissue remained on Emma’s thighs, using skin grafts to cover the extensive open wounds.

“What followed was a gruelling four operations over several days as surgeons attempted to salvage what little tissue remained on Emma’s thighs, using skin grafts to cover the extensive open wounds.

“Usually when they do skin graft impressions they take them from the thighs,” says Emma. “But they couldn’t use the backs of my thighs because they were so bruised and swollen, and being quite small I didn’t have enough tissue on my back, so they decided to take them from my calves. They basically took every piece of skin from below the knee and brought it up to the thigh. That took a long time — it was a good five-hour operation.”

Emma woke to hear the procedure was successful, and then began what would become a remarkable recovery process — built on a solid foundation of unshakeable optimism.

“I think that I was completely delusional from the beginning,” laughs Emma, “which actually worked to my advantage. The whole time I was in hospital, I was like, I’ll probably be out and back at work in a few weeks, but it was just denial — complete denial about how serious my injuries were.

“I didn’t realise how much muscle wastage and how much damage to all the tissue I had,” says Emma. “When I got to rehab and started in the gym, that’s when I realised how hard it was going to be and that I was going to have to work tirelessly.”

Emma arrived at Epworth Hawthorn where she stayed as an inpatient for the first two weeks, receiving rehabilitation daily from a team of therapists covering exercise physiology, physiotherapy and scar management.
A naturally fit and active person, Emma was determined from
day one to get back to as close to a normal life as possible, which
included the physical activities she’d enjoyed prior to the accident.
She credits the team at Epworth Hawthorn for pushing her to
achieve her goals.

“They’re just amazing. They are so focused on every single thing
you would normally do in your life and getting you back to
that and they try everything to help you achieve that. They’ve
supported me with driving, getting back to work, doing things in
the gym that I was doing before. I’m cycling in the gym and I’m
working towards getting back to cycling on the road.

“When I got to rehab and started in
the gym, that’s when I realised how
hard it was going to be and that I
was going to have to work tirelessly”

“They all communicate amazingly as a team, so everybody knows
what’s going on with you all the time,” continues Emma. “They’re
really encouraging — they’ve got a nice, informal manner with
people and they just build up a really good rapport with the
patients in here. It’s great from a patient point of view as well
because meeting other patients in the same position, who’ve
also gone through trauma, makes you realise that maybe your
own situation isn’t as bad as you thought. You actually see people
arrive at rehab in a wheelchair, and then you watch them walk for
the first time. It’s really amazing.”

In her own recovery, it’s clear that Emma has exceeded all
expectations in terms of her progress post-injury.

“I started back at work about six weeks ago and I’m now doing
four days a week and gradually going to get to five days,” she
says. “The surgeons didn’t think I’d get back to work so quickly.
They said that somebody with the level of injuries I had to my legs
wouldn’t have reached this level of function even at two years.”

Emma, who has already set herself some impressive goals
including running a triathlon and doing the Eureka Tower Climb,
knows that having a positive outlook can make all the difference.

“You might be given bad news by the doctors, which doesn’t
necessarily mean you can’t achieve things — you just have to
have the right support and the right attitude. It’s a lot of hard
work: blood, sweat and tears. The physios — you might hate them
some days but they’re really good at their job, and you’ve just
got to trust them and know they’ll get you back to a good level of
function,” she says.

“I feel like as much as it was a horrible accident, a lot of what’s
happened since has been positive,” says Emma. “It’s made me
realise that I’m quite strong and it’s motivated me to realise
I need to do more in my spare time. Sometimes you need
something to shake you. This is the biggest physical challenge I’ve
ever undertaken and so any kind of triathlon or physical activity I
think I would find quite easy now. In comparison I think it would
be a doddle.”
Epworth Eastern sets sights on major expansion

With occupancy levels in excess of 90% for some time, it’s safe to say Epworth Eastern is bursting at the seams — but a significant plan for expansion looks set to ease the load.

The proposed redevelopment will see Epworth Eastern expand to 25 Nelson Street with a new building that connects to the current hospital buildings. The new building will provide an additional 60 inpatient beds, 20 consulting suites and 57 car parks.

Epworth’s Board of Management approved the plans on 27 April, and we anticipate a decision from town planning on the project by the middle of the year.

This new building will also include reconfigurations of the 1 Arnold Street site to incorporate an emergency department and refurbished pathology space.

“Thank you to everyone who has been involved in the project proposal to date,” says Louise O’Connor, Executive Director Epworth Eastern. “The work involved so far has been extraordinary and Board approval is a clear demonstration of the value of this exciting project.”

We look forward to sharing more details after the town planning outcome.

ESTIMATED PROJECT TIMELINES

- **2017**
  - Epworth Board of Management approval April 2017
  - Town Planning Permit expected 2017
  - Demolition of 25 Nelson Road site late 2017
  - Construction to commence end 2017

- **2020**
  - Tower construction complete November 2019
  - Medical centre refurbishment complete early 2020
Great honour bestowed on Jean Hailes for Women’s Health by Victoria’s Governor General

On Thursday 11 May the 25th anniversary of Jean Hailes for Women’s Health was celebrated at Government House.

The Governor of Victoria, The Honourable Linda Dessau AC, commended the invaluable contribution Jean Hailes has made in improving and educating women with the information, knowledge and clinical care to assist them to actively manage their own health and wellbeing throughout their lives.

CEO Janet Michelmore, daughter of Jean Hailes, and Jean Hailes Director Dr Elizabeth Farrell were both credited with continuing the drive and commitment of founder Jean Hailes and of expanding her legacy. Epworth Freemasons’ association through its satellite site, Jean Hailes at Epworth Freemasons, was highlighted as part of the formalities. The shared history and association with improving women’s health of both organisations has enhanced the respective connections with women across Victoria.

Dr Elizabeth Farrell has had a long association and practice at Epworth Freemasons and in addition to her practice as a gynaecologist and a founding member of Jean Hailes for Women’s Health, she also heads the menopause unit at Monash Medical Centre and is an Adjunct Senior Lecturer in the Department of Obstetrics and Gynaecology at Monash University.

Men’s Health Lunch packed to the rafters

Held on Thursday 11 May, this year’s Men’s Health Lunch was a turnout event, held in the Members Dining Room at the MCG.

A total of 500 guests attended the event to hear about the advances in the diagnosis and treatment of stroke including signs and symptoms, neurosurgery options and tailored rehabilitation programs.

Sports Physician Dr Peter Larkins was MC for the day with guest speakers including neurologist Dr Kate Kotschet, neurosurgeon Mr Ian Wang and rehabilitation physician Dr Stephen De Graaff.

The take-home message was to become more proactive about one’s health including diet, exercise and screenings.

Twelve live auction items were up for grabs including a magnificent diamond necklace from Anton Jewelers and a hospitality and cellar package from Levantine Hill winery.

In addition, 20 women would have been pleased to have received the Mother’s Day hampers that were for sale on the day packed full of some wonderful spoilers.

Thanks to associate sponsors Autopia and the Commonwealth Bank and 15 table sponsors, the event raised a fantastic $190,000. The Special Events Committee has decided to dedicate the proceeds to the Centenary Fund to endow a doctor’s grant to be awarded annually in perpetuity.
Epworth staff lead the way in medical recycling

Epworth theatre nurse Rebecca Pascoe has been recognised by multi-national health products company Baxter Healthcare for her achievement introducing Australia’s first medical aluminium recycling program at Epworth Richmond.

Rebecca led a staff initiative to introduce the ground-breaking program, after noticing the quantity of aluminium canisters being disposed of to landfill.

“We use a lot of consumables in theatres and I see a lot of waste created which should be recycled. I have always been passionate about sustainability and conservation of the environment, so it seemed natural to step up and improve our performance”, Rebecca said.

The program, that this year seeks to recycle more than 3000 canisters at Epworth, is to be rolled-out nationally and Rebecca has been chosen to lead the awareness campaign.

The new aluminium recycling program is Epworth’s latest environmental initiative in theatre, with others in progress including:

- the PVC recycling program introduced in 2009, converting used intravenous fluids bags, masks and tubing into garden hoses and children’s playground matting
- Little Blue Towels, recycling towels used to dry sterilised hands in theatre, laundered and repackaged
- Kimguard sterile wrap recycling.

Rebecca has been contacted by other departments outside of theatre looking for ways to recycle. “There is still a lot of work to be done and many more opportunities to reduce our carbon footprint. We just needed the resources and staff education to get started”, she said.

The program would fail without staff getting behind it and building it into their normal practice. “Keeping the collection bins free of contaminants is our biggest challenge, so training is critical to the program’s success”, said Pascoe. Rebecca works with Baxter to provide training for Epworth staff on waste segregation.

Epworth Richmond’s Executive Director, Nicole Waldron said “Everyone at Epworth is supportive of the theatre team and this great initiative to reduce waste. Opportunities for further sustainability and environmentally friendly initiatives are integral to our on-going operational processes and ultimately, to our continued success.”

Steven Flynn, Baxter’s General Manager of Australia and New Zealand addressed representatives of the recycling team, presenting a certificate of appreciation. He said the recycling programs were a unique end-to-end solution to help reduce medical waste. “Hospitals across Australia and NZ are working to reduce their impact on the environment and the costs associated with managing non-hazardous medical waste”, he said. “Baxter is proud to partner with Epworth Richmond to launch this new recycling program and further our commitment to developing safe and sustainable healthcare solutions.”
In April 2016, Epworth HealthCare and Northwell Health (USA) formed an official partnership with the signing of a strategic alliance. The purpose of this collaborative relationship is to enable both parties to enhance the quality and accessibility of healthcare services through the sharing of information and best practice, while advancing medical science and education.

The inaugural initiative under the strategic alliance was a recent group study tour where five Epworth staff visited Northwell Health for two weeks in late March. This two-week experience was made possible through the Epworth Scholarship Program which is funded in its entirety by private donors and corporate sponsors to the Epworth Medical Foundation.

Each staff member had an identified area of focus to investigate during their experience, and since their return are working on implementing quality improvement initiatives in their area of practice:

**PARTICIPANT AND AREA OF FOCUS**

- **Caroline McLoughlin**, Clinical Nurse Consultant, Acute Pain Service, Epworth Richmond: Improve the acute pain service and patient outcomes at Epworth
- **Anna-Maree Imbesi**, Associate Nurse Unit Manager, Epworth Eastern: Investigate the use of the Orthopaedic Pre-Admission Clinic to improve clinical outcomes and reduce length of stay
- **Jeremy Buckmaster**, Community Rehabilitation Manager, Epworth Rehabilitation and Mental Health: Review the extensive home-based models of care to position Epworth Rehabilitation to be able to offer a range of diverse and flexible programs that bring rehabilitation services to patients in their local communities
- **Jane Thomas**, Education Manager, Epworth Eastern: Increase Epworth staff engagement with education by benchmarking against the Centre of Learning and Innovation and the Patient Safety Institute
- **John Kenny**, Chief Medical Physicist, Epworth Radiation Oncology: Benchmark improvement opportunities for radiation oncology, including ‘No Fly’ program

Simon Benedict, Human Resources Director at Epworth Richmond, led the two-week experience.

“This was an incredible opportunity for all Epworth staff involved,” says Simon. “Northwell educated us in many different aspects of healthcare and I know that these learnings will be translated back at Epworth, ultimately improving the care that we provide to our patients. The experience was truly collaborative and our team were able to share Epworth best practice in return. We are thankful to Northwell for their support and hospitality in making this such a valuable experience.”

Maree Feery, Executive Director Human Resources, and Professor John Catford, Executive Director of Academic and Medical, also had the opportunity to meet with senior leaders as part of an international study tour.

In addition to their specific project areas, the study tour group was exposed to areas of innovation across Northwell, including a tour of the TeleHealth Services and the Patient Safety Institute, and participating in an education simulation exercise at the Centre for Learning and Innovation. The group also managed to fit in a bit of all-American culture when they were invited to catch a Knicks baseball game at Citi Field.

Jane Thomas, Education Manager at Epworth Eastern, was impressed by how well prepared Northwell was for their tour.

“The Northwell study tour was fantastic! It was a great opportunity to gain experience and knowledge of a large health organisation on the other side of the world,” says Jane. “The tour provided me with insight into innovative ways we can provide education to enhance the quality of care to our patients. Northwell were incredibly welcoming and hospitable and the individual schedules were devised and tailored to meet our needs.”

Formerly known as North Shore Long Island Jewish Health System, Northwell Health is a national healthcare leader in New York, committed to excellence, compassion and improving the health of the community. With 61,000 employees Northwell is the 14th largest healthcare system in the United States.
Epworth donates cool room to SecondBite

More than 140,000 meals per month are being consumed by Brisbane’s disadvantaged, thanks to a collaboration between SecondBite, a charity that recovers and distributes unused food, and Epworth, which donated a cool room to safely store the food.

SecondBite’s regional manager for NSW and Queensland, Daniel Arklay, says that the donation meant that around $600 per month that had previously been spent on cool room hire is now available to distribute food to additional agencies in the greater Brisbane area.

“This donation has made a significant and ongoing difference to SecondBite’s operations,” he says.

The cool room, a converted shipping container, had been fitted out after a long and productive life moving goods around the world. Epworth infrastructure staff bought it to provide alternative refrigeration while the Epworth Richmond kitchen was undergoing a major $8M re-fit to deliver its new ‘room service’ model, being introduced mid year.

“We bought this refurbished cool room when it became clear that the cost of hiring it would exceed the full purchase price,” says Alan Ward, Epworth Richmond’s redevelopment project director. “When the project was completed and we had no further need, we were advised by the Hawthorn Rotary Club that SecondBite would welcome the contribution.”

SecondBite provides access to fresh, nutritious food for people in need across Australia. They rescue and redistribute surplus fresh food, build community capacity in food skills and nutrition and advocate for an end to food insecurity.

“Our volunteers sort through the food to ensure quality and safety,” explains Daniel. “Good food is refrigerated until it is delivered. We try to minimise the time between recovery and distribution to keep food as fresh and nutritious as possible. With 95 per cent of SecondBite’s food being seasonal fruits and vegetables, refrigeration is a critical component in the redistribution chain.

“We try to get food out to our agencies as quickly as possible and first-class refrigeration is critical to SecondBite’s success,” he says.

Epworth Richmond’s new food service model upgrades the hospital’s food offering from production-line hospital food to à la carte dining. It follows the successful 2016 introduction of room service at Epworth Geelong. The new kitchen will produce and deliver more than 2000 patient meals every day, each specially ordered via touchscreen technology. Epworth Richmond Head Chef Paul Hayes says that Epworth Richmond will be the largest single hospital site in Australia to introduce à la carte dining.

“This is a massive shift in the way hospitals serve food,” he says. “Each patient will order freshly prepared healthy food on demand, via a touchscreen by their bedside. Hospital food will never be the same.”
OH WHAT A YEAR IT’S BEEN!

In 2016 Epworth saw two of its largest projects to date reach completion. Epworth Richmond’s Lee Wing and our newest hospital, Epworth Geelong, both opened their doors ready to offer patients our best in care in fantastic, state-of-the-art facilities. It’s no small thanks to a huge number of staff across the organisation who worked for years on these projects in development and now in operation that they run so successfully today. Happy one year anniversary Epworth Richmond Lee Wing and Epworth Geelong! SWRCC is the next to celebrate with their first birthday falling on 18 July – keep an eye out in the next edition of Epwords for more.

EPWORTH RICHMOND
LEY WING: OPENED
APRIL 2016

Just over one year ago, the opening of the Lee Wing marked the completion of a project more than three years and $172 million in the making. The Lee Wing brought a number of new services and significant facilities to the hospital, such as a new emergency department, intensive care unit, acute cardiac unit, operating theatres and inpatient accommodation, and made Epworth Richmond the largest private hospital and surgical centre in Victoria. A year on, activity at Epworth Richmond continues to grow. Since April 2016, we have treated 61,683 patients and have treated 27,800 people in our emergency department, including a large number of children through our dedicated paediatric emergency service, the only one of its kind in a private hospital in Victoria. Overall, we’ve had an eight per cent growth in admissions and 13 per cent growth in ED attendances. Importantly, the expansion has allowed Epworth Richmond to continue to develop and improve services to our patients right across the hospital.

“I am so proud of what we have achieved and the continued focus that everyone has on providing patients with the best possible experience, making Epworth Richmond the great hospital it is. I am very privileged to lead such a talented, passionate and extraordinary team of people,” says Nicole Waldron, Executive Director Epworth Richmond.

EPWORTH GEELONG:
OPENED JULY 2016

Epworth Geelong celebrates its first birthday on Tuesday 4 July and what a year it has been for our newest hospital, built to expand access to healthcare treatments and services in the growing region of Greater Geelong and South West Victoria. Providing the most fundamental services on opening, staffing two mixed-specialty wards and performing simple surgical procedures, confidence in the hospital grew quickly and Epworth Geelong has continued to celebrate one milestone after another ever since.

Today, four wards are open, each one dedicated to its own group of specialties: surgical, medical oncology, rehabilitation/sleep studies and complex care including pain management, cardiac and neurosciences.

The perioperative team have performed a series of firsts in complicated surgeries, particularly in the field of neurosciences and the hospital’s medical and rehabilitation services continue to expand in capacity and reach.

Maternity services have been launched and Epworth Geelong’s first baby is due to be born in October; culminating in the opening of the hospital’s fifth and final ward for maternity and women’s health.

The hospital’s growth is evident in the increase of Epworth Geelong staff, from 409 people on 4 July 2016 to 635 today, and counting.

Epworth Geelong has witnessed a staff turnover of less than 8 per cent since opening, lower than the group average and an outstanding result for a new build. The new starter pulse surveys have indicated positive feedback around orientation, overall satisfaction with Epworth as an employer and management presence.

“I am proud of the culture we have established at Epworth Geelong. The continuous positive feedback we receive is testament to the hard work, commitment and passion of our team”, Epworth Geelong CEO Damian Armour said. Launching a new hospital is no easy feat and the Epworth Geelong team should be proud of all they have achieved throughout their first year.
Four medical students from the University of Melbourne spent a six-week rotation at Epworth Clinic between March and April this year. This is the first time students have done such a rotation with the clinic.

The students received a broad teaching experience provided by the clinic’s psychiatrists, psychiatry registrars, allied health and nursing staff, which included a lecture series based on the University of Melbourne curriculum, clinical tutorials, patient assessments, case presentations, observation of inpatient and day patient programs, and observation of electroconvulsive therapy (ECT) and transcranial magnetic stimulation (TMS).

Student Vicky Nie says her time at Epworth proved to be an invaluable educational experience, in particular the chance to be directly involved with patient interactions.

“I found it very helpful to be able to participate in the same group sessions as the patients did, as it allowed me to experience firsthand the interactions and dynamics associated with patients and their treatment,” says Vicky.

Dr Graham Wong, Epworth Clinic’s director of psychiatry and ECT, says allowing students to spend time with us is an essential opportunity for them to gain mental health skills.

“A rotation like this provides medical graduates with quite possibly their entire mental health training experience. It helps establish knowledge and skills to assess and manage patients presenting with mental health issues, no matter what their future specialty may be.

“There has been an amazing enthusiasm from all the staff in the Epworth Clinic hosting the students.”

Vicky sees this kind of educational experience as crucial to the career of a future medical professional.

“Mental disorders are so prevalent in today’s society that as a part of the healthcare profession it would be remiss of medical students to not be exposed to mental health facilities,” she says. “By attending the clinics we are able to gain a better understanding of mental health and its effects on both a personal and community level, and this will be invaluable for our future practices where we will undoubtedly come across many patients with mental health conditions.”

Below: Dr Graham Wong with MD3 students Tim Phan, Vicky Nie, Ben Price and Arkie Kardiatmaja
Meet ... Epworth Medical Foundation

Established in 1982, Epworth Medical Foundation (EMF) plays a vital role at Epworth — raising much-needed funds to ensure our patients receive the best possible care. Our generous donors work with EMF to facilitate the purchase of new medical equipment, support patients in need, help upgrade our facilities, support research projects and encourage staff development through the establishment of a comprehensive scholarship program.

Who are the members of the EMF team and what are their roles?
The EMF team is made up of a group of committed staff who engage with staff at our ten hospital sites across the group and with our community. Our team is made up of Executive Director Scott Bulger, Fundraising Manager Kathryn Johnston, Donor Relations Managers Jayne Coates and Vanessa Dannock, Trust and Foundation Manager Annie Chester, Donor Engagement Manager Kathleen Lambrick, Fundraising and Accounts Coordinator Simone Quattrocelli and Fundraising and Events Coordinator Georgia Innes-Irons.

What might a typical day for the team look like?
The foundation is definitely not a paperless office. Tens of thousands of letters are mailed for each appeal, along with hundreds of invitations to events and lots of cards of appreciation and celebration. One of the highlights of our day is when the mail comes in. Will there be a major gift towards our current appeal? Will a trust notify us that we have been successful in receiving a grant? Or will a long-awaited bequest gift arrive? The foundation is also keen to meet face-to-face with our supporters. There is always a function to inform them of the most advanced diagnosis and treatment options, the latest medical research project or the most recent clinical equipment purchase.

What are some of the challenges you face?
One of the foundation’s greatest challenges is reminding our community that we are a not-for-profit healthcare group. Epworth was established almost 100 years ago by a group of very generous and community-minded people associated with the Methodist church who wanted to provide a better healthcare service to their community. Epworth has no shareholders and is governed by a Board of Management who ensure that any surplus made by the organisation is re-invested back to improve the service we provide to our patients. Also the foundation is extremely dependent on other members of staff at Epworth doing their job well. The care that each patient receives at Epworth directly relates to the fundraising support received for new and innovative programs to improve patient care for others.

Any recent highlights/department achievements?
The team is constantly humbled by the generosity shown towards Epworth. During the last five years we have received many million-dollar gifts towards naming a ward in the new Lee Wing and the establishment of multimillion perpetual endowments to fund education, research and patient support programs forevermore. These gifts are provided by amazingly generous people to whom Epworth will be forever grateful.

What is the best thing about working in the EMF team?
The best thing about working in the EMF team is receiving messages of thanks from the staff and patients who have benefitted from the programs that have been funded. Team members regularly receive thanks from nurse unit managers for a new piece of equipment or for a patient support program that has been provided. We also receive gratitude from doctors and researchers who have received funding for projects that otherwise would not have been possible and reports from staff who have benefitted from a scholarship enabling them to travel overseas to gain a greater understanding of world’s best practice in other hospitals. Receiving messages like these makes each of us realise the difference we are making to the organisation, and ultimately to the patients we serve.
Dear Epworthians at Richmond Bridge Road,
Can you all just take a moment, stick one arm up in the air, lean forward and pat yourselves on the back. I have never felt more cared for, more safe, and more sure of being taken such good care of in any hospital I have ever been to. Great teams come from the pairing of high-quality intelligent leadership and a very caring, compassionate team of perceptive and good-natured, loving people. The team of people who have personally been impacting my stay here beyond cover these traits and then some. You should all be truly proud of your dedication, consistency and effort, your spirit for caring for your patients’ wellbeing and the energy you bring to each interaction. I am not only impressed; I am so grateful and blessed to have had this experience in life, let alone a hospital. I genuinely respect, admire and greatly appreciate all the time, energy and effort you all put in, behind the scenes and in front of them. Please take some time to consider just how tremendous and magnificent the impact you are making towards your patients is, and to the healthcare profession itself as a whole, and really congratulate yourselves on such great team work and individual effort you put in. I cannot thank you enough for making my stay here so smooth, enjoyable and restorative as it’s consistently been. You absolutely rock! I’m so lucky, and will be recommending this to the many people I’m fortunate enough to have the privilege to know. You are above and beyond and deserve considerable acknowledgement on the outstanding service and atmosphere you provide here.
Yours truly,
Michael

Dear CEO,
It is with pleasure I write to you to let you know that the attention extended to me, as a patient, was excellent and very much appreciated. This was given from reception who helped me to where I had to go, as I am visually impaired; then the admitting nurse who guided me through all the paperwork; then to theatre where they made me so comfortable.
The surgeon, Mr Frank Lin, was so reassuring and caring with his colleague who did the anaesthetic — Dr L Siu. All over the staff were great. The staff on Ward 4 North could not have been more helpful and caring. You are all a wonderful team there at Epworth Eastern for which I am eternally thankful and grateful.
I nearly forgot the meals people — the meals were also excellent.
Thank you again.