It’s incredible to think just how much we have achieved as we head into the third quarter of 2016. This is no doubt a momentous year for Epworth, and we continue to deliver on major projects that have been years in the making.

Early July saw the opening of our newest hospital, Epworth Geelong. I’m tremendously proud of how so many teams across Epworth worked together through many different stages to reach completion. From the very start of this project the Geelong community has been heavily involved, from suppliers and contractors throughout the build and now as clinical and non-clinical employees at the hospital. Patients at Epworth Geelong have access to world-class facilities built from the ground up; the best in medical equipment and technology; and above all the exemplary level of care that all Epworth staff provide on a daily basis.

Not long after Epworth Geelong’s opening the South West Regional Cancer Centre also commenced operations. The SWRCC is an exciting initiative driven by the Warrnambool community in conjunction with local charity Peter’s Project to bring radiotherapy services to the south west region of Victoria. The centre represents the tireless efforts of the community to establish this service and with the assistance of State and Federal Government funding we are now open and currently treating patients.

Our annual Research Week was held from 11-15 July and the week’s program of events offered up a number of informative presentations showcasing the best of research at Epworth. As always, the Research Dinner was a fantastic evening and this year we were honoured to have special guest speaker Professor Anne Kelso AO, CEO of NHMRC. Three new ERI Research Excellence Awards were presented on the night along with grants, posters and awards to the value of over $658,000.

Another huge event in our yearly calendar is the Epworth Gala Ball. Held on Saturday 6 August, this year’s ball had the theme ‘Epworth goes to Broadway’ and was a spectacular evening of entertainment and fundraising. Importantly, the night raised an outstanding $3.28 million which will be used to establish the Centenary Fund which will comprise three endowment funds to support innovation, staff development, patient care and doctor and registrar grants. We are looking to raise $25 million over the next four years. This initiative will provide a great outcome to celebrate our centenary in 2020. You’ll find many photos from the Gala Ball in the following pages.

Epworth continues to provide the best in care for our patients with innovative treatment techniques and growing services. In this issue you’ll read about our pro-bono surgery on Bradley from Papua New Guinea; Epworth’s first MitraClip procedure to help patients with mitral valve disease, a fascinating new procedure that re-grows a patient’s own urethra offering relief from urethral stricture disease; and the launch of the Epworth Wellness Centre and Epworth Eastern’s new renal dialysis service.

Lastly, this quarter I announced my intention to retire as Group Chief Executive of Epworth HealthCare, effective 1 January 2017. I am very proud of what we, the Epworth team, have achieved over the last decade. To all our staff and doctors, thank you for your tremendous support. I’m very grateful for all the well wishes I’ve received since the news and I look forward to continuing to celebrate our success over the next few months.

Alan R Kinkade
Group Chief Executive
World-first surgical technique re-grows patient’s urethra

A pioneering technique creating a new urethra grown from a patient’s own tissue is providing relief to prostate cancer patients.

For many men who receive a diagnosis of prostate cancer, life expectancy rates mean there is the potential to survive for more than five years with the disease. But receiving radiotherapy treatment to tackle the cancer leaves some men with debilitating side effects that greatly affect quality of life.

Urethral stricture disease (USD) occurs in a small but significant number of prostate cancer cases whereby a stricture develops in the urethra, making it difficult to pass urine. This can, in turn, lead to recurrent urinary tract infections, bladder stones, prostatitis and, in severe cases, atonic bladder and renal failure.

With our ageing population, that means that more and more men who have survived prostate cancer due to early diagnosis and treatment are faced with living with the complications of this disease for many years. Further to that, it’s a condition that some men find difficult to speak about, feeling a sense of shame about potential sexual issues and embarrassing leakage that can result from the disease. Adding to this stress, radiotherapy-associated USD has traditionally been difficult to treat, with many patients left with no alternative but the use of external urine drainage bags, severely impacting everyday life.

Now, a revolutionary new procedure available for the first time in Australia is offering hope to men with USD.

Urologist Dr Justin Chee and plastic surgeon Dr Ajay Chauhan of MURAC Health have pioneered a groundbreaking surgical technique using a urethra grown from the patient’s very own cheek lining. The new urethra is transferred from the forearm to the the perineum using microsurgery and is regarded as a less invasive surgical intervention than is typical when operating within this hard-to-access area.

The world-first surgery has been successfully performed on four catheter-dependent patients overseas, treated over a timeframe of one to two years from first consult to final follow-up, with a success rate of 100%. In Australia, three Epworth Freemasons patients are currently being qualified to receive treatment. MURAC in conjunction with Epworth Freemasons is the only clinic worldwide to provide this treatment.

This life-changing technique promises sufferers of USD complex the freedom of normal penile functionality, and with that a boost to self-esteem and much improved quality of life — for years to come.

Building stronger partnerships with Epworth’s medical practitioners

Epworth values the contribution our appointed medical specialists make in improving the health, wellbeing and experience of every patient. In recognition of this commitment, Epworth has recently published the inaugural Epworth Doctor’s Charter 2016-17. This has been distributed in a combined booklet with the Epworth By-Laws to all our appointed medical practitioners. Both documents are also available on our website, Epworth.org.au.

The Epworth Doctor’s Charter outlines the benefits that Epworth is committed to providing each of our 3500 appointed specialists. It has been prepared following detailed consultation with Epworth specialists and defines a number of initiatives that will be progressively developed and monitored across Epworth. It complements the obligations that medical practitioners make to Epworth, as outlined in the Epworth By-Laws, and is a key driver of the Epworth experience.

We are dedicated to creating a supportive professional environment that sustains excellent and productive specialists who are committed and aligned to Epworth.

Live performance metrics indicating our progress towards achieving each of the initiatives will be available and published on the Epworth website in the coming months.

Professor Emeritus John Catford
Executive Director Academic & Medical
Scholarship win to aid research on traumatic brain injury

Epworth Richmond physiotherapists Michelle Kahn and Megan Banky are the recipients of the 2016 RACV Sir Edmund Herring Memorial Scholarship, which they will use to fund their study on outcome measurement for traumatic brain injury patients.

Congratulations on receiving the scholarship! Please explain what your project, ‘Better Assessments for Better Outcomes: Revolutionising outcome measurement using innovative technologies in people with Traumatic Brain Injury (TBI)’, will cover?

Traumatic brain injury (TBI) is the leading cause of death and disability amongst adolescents and young adults, with road trauma accounting for the greatest incidence of TBI. In rehabilitation following TBI, the primary aim is to develop treatment programs that are targeted towards optimising physical outcomes and reintegration into community life. To do so, clinicians are required to perform assessments that can identify the main problems contributing to functional limitations and monitor progression. However, accurate assessment of movement disorders tends to be laboratory based and not always available to us as clinicians.

Currently, clinical assessments lack accuracy, making it difficult to identify meaningful changes in patient performance. To address this issue in clinical practice, our research team is developing a battery of user-friendly assessment tools, using innovative, freely available software programs which integrate with low-cost and widely available technologies.

This will provide clinicians with a means to accurately assess patient outcomes. Greater assessment accuracy is expected to improve the care our patients receive locally at Epworth and is also likely to have an international impact, as clinicians will have access to tools that can assess their patients’ physical function and motivate them.

What timeline do you have on the project?

The RACV grant has been awarded to fund one component of a larger scale research project. We anticipate that this component will be completed within 12 months from the start date.

What are you hoping to find with the results of the project and how could this ultimately benefit patients?

Recent advances in technology mean that we can develop new and exciting assessment methods that are more accurate. It is therefore anticipated that the results of this project will improve assessments, help clinicians identify what the main contributing factors are to their patient’s functional problem and ensure that the treatment is more targeted to those specific factors. This has not previously been available in clinical practice.

This work seeks to improve physical outcomes and reduce residual disability for people following traumatic brain injury. The results of this study may be transferable to other neurological populations such as stroke and multiple sclerosis. As such, the clinical ramifications of this study may extend beyond individuals who have sustained a TBI to the broader neurological rehabilitation population.

What does it mean to you both to receive this scholarship?

Being awarded this prestigious external competitive grant is a significant professional milestone for us both. In our roles at Epworth as researchers and clinicians we are in an optimal position to promote and implement translational research while continuing to represent the organisation and RACV through peer-reviewed publications and both national and international conference presentations.

We would like to acknowledge and thank Epworth HealthCare, the Epworth Medical Foundation and the rehabilitation division for their ongoing support. We have both received previous grants and scholarships, which in conjunction with EMF funded equipment, has enabled us to complete the preliminary work which has led to the development of this exciting project.

Michelle Kahn and Megan Banky
Physiotherapists, Epworth Richmond
Epworth performs first MitraClip valve repair on heart patient

A tiny clip is making a huge difference to the lives of patients with heart valve disease.

On Monday 1 August, cardiologist A/Prof Tony Walton and his team performed Epworth's first percutaneous MitraClip at Epworth Richmond.

The MitraClip system is used to treat mitral regurgitation (MR), the most common form of mitral valve disease in which blood leaks backwards into the left atrial chamber. Over time, the condition can place additional pressure on the heart which has to pump harder to circulate blood around the body, leading to fatigue, shortness of breath and worsening heart failure.

While open-heart surgery has been the traditional treatment option for MR patients, the MitraClip system allows for a minimally invasive approach, using insertion through a catheter to the heart, meaning no chest incisions are necessary.

“The procedure is much less invasive than open-heart surgery and results in reductions in the degree of mitral regurgitation,” says Tony. “This usually results in improved breathing and exercise tolerance.”

During the procedure the clip is pushed into the heart valve and positioned under the leak, pinning the flapping valve leaflets together and reducing the backward flow of blood. The clip's positioning can be assessed in real time and adjustments made if necessary without damage to the surrounding tissue.

Epworth’s first MitraClip recipient was John, a retired doctor in his early 80s who was suffering from shortness of breath as a result of his MR. John had previously undergone open-heart surgery and wanted to avoid doing so again.

John’s MitraClip at Epworth went extremely well, reports Tony, and he was able to be discharged just two days post procedure.

John says he’s noticed a change in his health already.

“I certainly have much more zest for life,” he says. “I want to get up and get going, where before it was a burden for me to do things.”

Tony expects to treat around 15 patients a year at Epworth with the MitraClip system.

The pursuit of a culture of success

Epworth’s outstanding staff engagement results, and the ten-year journey that has taken us to a position of success, have been featured in a case study by Best Practice Australia.

In 2006 Alan Kinkade joined Epworth as group chief executive, tasked with turning around Epworth’s financial and operational performance.

As group CE, Alan believed the longer-term brief would involve cultural transformation if Epworth was to survive and prosper in the changing, competitive and challenging healthcare environment.

Alan and his executive team developed and implemented key strategies that successfully transformed the business and significantly improved the operational performance of Epworth.

In 2009 Epworth enlisted the services of Best Practice Australia (BPA) to undertake a two-yearly survey of staff engagement. This measurement ensures we remain on track in our commitment to maintaining high levels of staff engagement and a positive workplace culture, allowing us to deliver excellence in patient care.

The most recent employee engagement survey in November 2015 has highlighted the success of our engagement strategy, with our highest response rate and levels of reported engagement, yet.

Written by BPA Managing Director Jacqui Parle, the case study, The Pursuit of a Culture of Success: The Epworth Journey, highlights key initiatives Epworth has implemented and the impact they’ve had on patient satisfaction. The case study has been published on Epworth’s corporate site, careers site and intranet. In addition, the case study has been published on BPA’s website and shared with its clients.

This is an exceptional result and would not have been possible without the dedication and commitment of all Epworth’s employees, the divisional leadership teams, and the human resources and organisational development teams.
Rosemary shares her out-of-this-world experience

For Rosemary Eagle, dealing with often excruciating pain is a reality she’s faced for almost nine years. Rosemary suffers from complex regional pain syndrome (CRPS), a chronic pain condition that developed from surgery Rosemary underwent to deal with nerve pain between two of her toes. Struggling to find an accurate diagnosis for years and trying every form of treatment under the sun, Rosemary has learned to live with CRPS and the limits it imposes on her everyday life, maintaining a positivity and depth of spirit despite debilitating pain.

We were lucky to have Rosemary as one of our first patients at Epworth Geelong for a five-day stay during the second week of the hospital’s opening. Rosemary came in to receive a ketamine infusion, one of the few forms of treatment that offers significant relief from her pain. Rosemary wrote about her experience at the brand-new facility — what she calls ‘the hospital from outer space’ — on her personal blog, and shares some of her thoughts on Epworth Geelong, below.

What were your impressions of the new hospital?

On entering the main foyer there was a lot to take in — the architecture and attention to detail was most impressive, as was the warm welcome by numerous staff, many of whom offered to help us with my many bags. We had arrived early so we explored the cafe area and had a delicious coffee before heading towards the lift. This was the next big surprise: the lift was big enough for me to turn my scooter around and face the doors to exit instead of my usual backing-out trick.

How did you find the staff?

On level 4, I was shown into my room and was again made to feel welcome. The facilities were fabulous, the staff friendly...
Principal Greg’s starring role at our new emergency department

Heading to the hospital on an early Monday morning, Greg Lane had no idea he’d end up featured in the media.

Greg, principal at St Mary’s Primary School in Swan Hill, came to Epworth Geelong on its opening day — Monday 4 July — to receive treatment for his arm, which he’d hurt the day before.

He’d been on holiday in Anglesea, when he slipped and fell, hurting his elbow. After a night of discomfort, Greg headed to Epworth to make sure he didn’t have a fracture.

Arriving at 8.30am that morning, Greg had the honour of being the very first patient treated at the brand-new emergency department at Epworth Geelong.

After a quick x-ray, Dr Glenn Harrison was able to reassure Greg and his wife, Felicity, that there was nothing broken.

“The staff were all smiling and welcoming when I arrived,” said a relieved Greg as he prepared to leave, a little over an hour later, heading home with memories of not only his injury but claiming an unexpected first.

and helpful. I immediately knew I was in a good place. Once I was settled in I ordered my evening meal on the computer. This was amazing — I could order from an extensive menu, exactly what I wanted and when I wanted to eat it. At 7pm there was a knock at the door and there appeared a smartly dressed young man in a cafe apron carrying a tray with my meal. I felt like I had flipped back in time to an upmarket hotel in Macau I’d once visited.

My first meal was a perfectly cooked, tender piece of steak and fresh vegetables of my choice. It was a good start and the food just continued to delight. The fruit platter: wow; I had one every day. The cheese omelette for breakfast with sautéed spinach, the whiting tails with chips and a salad for lunch … I knew good nutrition would not be a problem during my stay.

The nurses are enthusiastic and hardworking and so willing to help. I sense everyone is on a learning curve while the new hospital synchronises itself into a routine, hopefully ironing out any problems and making adjustments along the way, which can’t be easy. The staff mask any stress with professionalism and a positive attitude and, at times, a good sense of humour.

How is your CRPS at the moment?
Since my ketamine infusion I have been going well and maintaining a little weight bearing most days. A little is tiny by most people’s standards — approximately three or four minutes in total each day — but for me this is a huge achievement because until five months ago, for over eight years, I had not been able to walk at all without crutches. My pain ranges from mild to very severe. I get electric shooting pains in my foot that strike in paroxysms without warning, so I can be fine one minute and in agony the next. When the pain is severe it jolts my entire body and I feel like I have been shot. This can continue for hours and days sometimes, so the good weeks in between these pain flares are like gold.

Do you anticipate returning to Epworth Geelong to receive further treatment?
My pain responds really well to ketamine infusions and I have been having infusions every three to four months for the last two years. As CRPS is a progressive disease with no cure I have come to terms that it is unlikely to ever go away. The ketamine is now part of my management plan and I expect to be back to Epworth every three months.

Anything else you’d like to add?
During my stay I took my scooter on a tour of the hospital to check out all the artwork on display. I was very impressed with the high standard of original contemporary art that has been purchased for the hospital from local artists.

Read about Rosemary’s journey through CRPS at crps247.com.
Research Week puts research in the spotlight

Another successful Epworth Research Week came to a close after five days of informative program events and the annual Research Dinner on Tuesday 12 July.

Events throughout the week included the launch by Group Chief Executive Alan Kinkade and keynote speaker Professor Miles Prince; the regular poster viewing session; a Research Grand Rounds; a Point of Care Digital Health Symposium; a Nursing Symposium; an Allied Health Symposium; a Mental Health plenary and a Prostate Cancer Symposium.

Close to 290 guests attended the dinner, held at the MCG, with representatives from state government, the Epworth Board and the Epworth Medical Foundation as well as university and research organisation partners.

Professor Anne Kelso AO, CEO of NHMRC, delivered a compelling speech, *Medical research in the 21st century*, during the evening, and three new Epworth clinicians — Mr Arthur Day AM, gynaecologist; Mr Campbell Penfold, colorectal surgeon; and Professor Jack Mackay AM, colorectal surgeon — were added to our list of seven Epworth honourees.

Epworth Research Institute’s David Phillips, Group Manager, Research Development and Governance, said the night exceeded expectations.

“We have had so much great feedback from attendees about the dinner: celebrating Epworth’s growing research, award announcements, new honourees and a great presentation from our invited speaker, Professor Anne Kelso,” says David. “This will be hard to top next year!”

The Epworth Research Institute grant and poster winners were announced during the dinner.

Three ERI Research Excellence Awards were presented to the following:

**RESEARCHER OF THE YEAR**: Associate Professor Gavin Williams, Specialist Neurological Physiotherapist at Epworth Rehabilitation.

**RESEARCH LEADER OF THE YEAR**: Professor Mari Botti, Chair Epworth/Deakin Centre for Clinical Nursing Research.

**RESEARCH BENEFACTOR OF THE YEAR**: The E.J. Whitten Foundation.

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.

Congratulations to all winners on the night.
Introduction

National Stroke Foundation’s Clinical guidelines for the management (2012) stipulate that all acute stroke patients should be screened for swallowing difficulties within 24 hours of admission. The literature suggests that up to 80% of acute stroke patients are at risk of developing dysphagia.

1. Professor Nilmini Wickramasinghe and Alan Kinkade; 2. Mirosha Manoharan — Speech Pathologist; 3. Dr Nicole Tan; 4. Bridget Hill — EMReM PhD student; 5. Professor David Phillips, Vincent Borg and A/Prof Gavin Williams

Results

- 18 stroke or head injury patients were admitted to the emergency wards in 2012. 14 received the ASSIST Dysphagia Screening Tool was administered.
- Of these, 2 patients had a stroke (2.22%), 3 patients had a head injury (5.56%), 1 patient had a head injury and stroke diagnosis (2.22%)
- 2 patients (11.11%) had the tool completed by the nursing staff prior to transferring and 8 patients (44.44%) were completed concurrently with their admission.
- The average completion time of the tool was 2.5 minutes (range: 1.5 to 4 minutes).
- 4 (22.22%) were completed in the ward prior to discharge and 13 (72.22%) were completed in the Emergency Department.
- The tool was completed at 24 hours in 11 patients (61.11%), 2 patients (11.11%) did not receive the tool at all.

Conclusions

The implementation of the ASSIST Dysphagia Screening Tool in acute stroke and head injury patients was successful, with high completion rates and low completion times. Further research is needed to determine the impact of this tool on patient outcomes.

1. Professor Nilmini Wickramasinghe and Alan Kinkade; 2. Mirosha Manoharan — Speech Pathologist; 3. Dr Nicole Tan; 4. Bridget Hill — EMReM PhD student; 5. Professor David Phillips, Vincent Borg and A/Prof Gavin Williams
1. Special Guest Speaker Professor Anne Kelso AO; 2. Epworth Honourees Mr Campbell Penfold, Professor Jack Mackay AM and Mr Arthur Day AM; 3. Professor Miles Prince AM
1. Michelle Kahn receives her award from Dr Murray Johns;
2. Jo McDonall and Professor Brian Buxton;
3. Professor Mari Botti and Epworth Board President Rod Fitzroy;
4. Benefactor Audrey Voss with Dr Rachel Delahunty;
5. A/Prof Gavin Williams with Rod Fitzroy;
6. Ted Whitten Jr — Executive Director E.J. Whitten Foundation
Who coaches the coaches?

When past president of the AFL Doctors Association Dr Hugh Seward looked at global examples of health screening of professional sports administrators and coaches, it was the beginning of a great partnership with Epworth HealthCheck.

The Association, whose role is to support AFL club doctors in providing the best medical care for players, had long recognised that AFL coaches have one of the most stressful jobs in the league, especially in the winter months. The AFL Doctors Association is an independent organisation that works cooperatively with the AFL offering evidence-based advice on injury management and prevention to facilitate the safest practical playing environment.

Discussions began in April with Epworth HealthCheck so we could settle on an agreed program to assess the specific health needs of AFL coaches, whose challenging jobs are similar to high-profile executives. Both have busy and stressful roles and travel a lot — the difference being that physical fitness is not usually a concern for AFL coaches.

Damien Hardwick (Richmond) was first cab off the rank then three other high-profile coaches tested our HealthCheck program: Alistair Clarkson (Hawthorn), Justin Leppistch (Brisbane Lions) and Alan Richardson (St Kilda). They went through their paces, then provided very valuable feedback to Epworth and the Doctors Association. The result was an official launch that took place in June to coincide with the AFL Men’s Health round. The three coaches and TV media personalities were featured across TV news and press coverage to spread the message to men that it is essential to look after their health. It is not a myth that many men avoid going to the doctor in case they discover that those nagging symptoms or that sleeplessness actually has a cause and can be treated.

Since June, the AFL Coaches Association has approved the rollout to all AFL coaches which means 15 will come through the program and complete their checks at Epworth. All agree it is a great opportunity to set a good example about health screening to the wider public and footy fans via their clubs.

The four coaches who received a HealthCheck were featured on an episode of The Footy Show in June to talk about the benefits of undertaking the program. Meanwhile, HealthCheck’s own Dr Bridie O’Donnell was invited to speak on SEN radio on 2 August as part of a men’s health program with Ox (David Schwarz) and Andy Maher. Ox himself undertook an Epworth HealthCheck in June and subsequently spoke about his experience.

Inaugural Musculoskeletal Clinical Institute Symposium 2016 a success

The first Musculoskeletal Clinical Institute Symposium was held on Friday 24 June at the Park Hyatt.

The theme was ‘The degenerative knee: current options for evaluation and management’, with program highlights including the health burden of knee pain and degenerative knee disorders, non-surgical management of knee pain, and the role of arthroscopy in the management of degenerative knee pain.

The symposium attracted a large audience of over 200 delegates including attendees from interstate. Delegates were treated to a day of engaging presentations, culminating with a stimulating panel discussion featuring Mr Ben de Zoete, Mr Stephen Doig, Mr Julian Feller and Mr Eden Raleigh as well as lively audience participation. The Musculoskeletal Clinical Institute Symposium was voted an overwhelming success, and will now become an annual feature on the clinical institute calendar. Next on the clinical institute calendar is the Cardiac Sciences symposium on 22 October and Benign Breast Disease and Perioperative symposia still to come later this year. For more information on upcoming symposiuma, please phone 9936 8051.
Meet ... the IT service desk team

Who are the staff members on the team?
Sonir Shah — Service Delivery Manager
Ang Mamakis — Service Desk Team Lead
Adrian East, David Quinn, Robert Thorpe, Matt Barron & Tom Brown — Service Desk Administrators

What services does the team provide for Epworth?
Epworth IT service desk is the first point of call for all IT incidents and service requests for Epworth. Our service desk team logs an average of 3500 calls a month where we triage IT issues, provide IT assistance, escalate where necessary and resolve issues.

Can you describe a typical day for the team?
When phone calls and emails come through to the service desk, we capture the details of the call, record them in our Service Management tool, troubleshoot where necessary and resolve. If we cannot resolve at service desk, we follow an internal IT escalation process where we liaise with applications, infrastructure, tech, service teams and so on, appropriately.

Any highlights/department achievements?
We pride ourselves on our customer service — it is certainly one of our primary key strengths. The team has come a long way over the years and we are well known in the business for maintaining a good, interactive and friendly customer relationship. One of our recent key achievements was that we logged in excess of 43,000 calls in the last 12 months — the highest logged in service desk history — while ensuring our level of customer satisfaction remained unaffected.

What might people be surprised to know about the service desk team?
Everyone in the team is a Sony PlayStation fanatic!

Stroke pathway commences at Epworth Brighton

A new quality initiative has commenced at Epworth Brighton with the introduction of a stroke pathway, providing a consistent approach to the management of all newly diagnosed stroke patients admitted for inpatient rehabilitation.

The aim of the pathway is to provide a consistent and evidence-based multidisciplinary approach to stroke management in the rehabilitation setting. The pathway follows the patient from their inpatient admission through to their outpatient program.

The pathway includes routine screening by members of the multidisciplinary team, one-to-one education about stroke with each patient using the My Stroke Journey information package, and group education provided by the medical registrar and members of the allied health and nursing teams.

This initiative will improve patient understanding of stroke including risk factors, how to prevent stroke, the role of allied health, nursing and the medical team and the implications of stroke on daily living.
NEW WING NAMES FOR EPWORTH RICHMOND

Epworth Richmond has undergone a building renaming project throughout the year, moving away from identifying areas by their street location to wing names which recognise an important person, a part of Epworth’s history or a donor who has made a significant contribution towards our hospital.

One part of the hospital is left to rename, with the Normanby Building returning to its roots — set to become the Bethesda Wing in the coming months. Epworth Centre and the Elim Building will remain unchanged.

So who are the new wings named after? Get to know a bit of Epworth’s history below ...

DANKS WING
(formerly Bridge Road building)

Sir Aaron Danks was the founding benefactor of Epworth, donating £6000 to purchase the property, ‘Yalcowinna’, to establish the original Epworth Hospital in 1920. Sir Aaron Danks was an active philanthropist through his family’s business in hardware manufacturing — John Danks and Sons Pty Ltd — which eventually became Australia’s third largest hardware chain, and included the chains Home Hardware, Plants Plus and Thriftylink. The Danks family has continued its association with Epworth over several generations.

CATO WING
(formerly Leigh Place building)

The Cato Wing commemorates the involvement of founding board member and philanthropist Fred Cato, who contributed to the establishment of the hospital on the current site. Fred Cato owned a successful grocery business, Moran and Cato, and was an active Epworth Board member during the founding years.
LEE WING
(the new wing built in the Pod 4 development)
The Epworth Medical Foundation received a generous donation from Mr and Mrs PS Lee, who are also the major sponsors of Epworth HealthCare’s Corporate Golf Day.
Mr and Mrs PS Lee have been generous supporters of our hospital since they moved to Australia in 1983 from Singapore. Their business interests are in building development, investment and finance and Mr Lee is currently Chairman of the Leesville Group of Companies.

THOMAS WING
(eastern side of Erin Street building)
Dr Douglas Thomas was the inaugural honorary lecturer in 1921 and was a member of the hospital committee from 1923 until his death in 1954. He offered free medical services to nursing staff, provided x-ray and pathology services at Epworth Richmond and Bethesda hospitals from 1924 to 1952 and was appointed house medical officer/medical superintendent to Epworth Richmond in 1936.

GRAY WING
(western side of Erin Street building)
Ethel Gray was the matron of Epworth from 1 June 1920 until she retired on 30 September 1939 after which she was appointed trustee of Epworth. During her time at Epworth, Matron Gray saw the hospital grow from 24 to 200 beds and led the development of our nursing education programs.
Matron Gray dreamed of Epworth having its own chapel, and made a donation towards the chapel’s construction during a hospital stay in her later years. She died at Epworth Richmond on 22 July 1962, before the chapel was completed.

BETHESDA WING
(Normanby building)
Bethesda Hospital, located on the corner of Erin Street and Normanby Place, was established by the Salvation Army as a 50-bed hospital on 29 May 1906.
When Epworth opened on 27 February 1920, a healthy rivalry began between the two hospitals, but the collocation also enabled resource sharing to provide the best care for patients.
Bethesda Hospital later became a rehabilitation hospital for motor vehicle accident victims until Epworth acquired the hospital, Elim building and hydrotherapy pool in September 1998.

Above: Erin Street entrance 1920s-30s; Fred Cato; Sir Aaron Danks; Ethel Gray.
The SWRCC: a community project comes to life

Local papers reported barely a dry eye in the audience that celebrated the 16 July community opening day of the $30 million South West Regional Cancer Centre (SWRCC).

The cancer centre is the culmination of more than seven years of community fundraising begun by Peter’s Project founder Vicki Jellie following the death of her husband, Peter.

It was Peter’s wish for Warrnambool to have its own cancer treatment facilities so that locals would not have to spend long periods of time away from their family and their daily lives while they were receiving treatment in larger cities.

Hundreds of locals toured the centre following the unveiling of a commemorative plaque. Both Vicki and the Hon Dennis Napthine in their speeches thanked the community for its fundraising efforts, emotional support and patience as it waited for the government to agree to establish the centre.

A massive $5 million was raised by the South West community through the Peter’s Project Foundation that combined with a $15 million contribution from state government and $10 million from federal government to make the centre a reality.

The SWRCC, which commenced treatment of its first patients on Monday 18 July, is run by Epworth in conjunction with South West Health and South West Oncology, delivering radiation therapy and chemotherapy under one roof. It features a relaxed and warm clinical environment with landscaped gardens and the work of local artists.

Epworth Radiation Oncology Director of Operations Paul Fenton says the SWRCC is already making a difference to patients’ lives.

“Our radiation oncologist, Dr Tracie Gleisner, has received many referrals for treatment. These patients otherwise would have had to spend time away from their families and friends to receive treatment in Geelong or Melbourne. Sometimes, patients would have chosen to have no treatment at all,” says Paul.

“Tracie and the team at Warrnambool are doing a fantastic job of providing exceptional care for cancer patients in the south west region. Having local access to high-quality radiotherapy is already having an impact on patients’ lives, and this will continue in the future. It is humbling to have been part of the project and to know the difference we will be making for our patients, their families and the wider community.”

Top left: Epworth Radiation Oncology Director of Operations Paul Fenton with Peter’s Project Founder and Director Vicki Jellie and the Hon Dennis Napthine at the community open day; top right: locals admire the artwork in the SWRCC on the open day; below left: the South West Regional Cancer Centre.
Thoughts from our very first patient

Breast cancer patient Dulcie Hoggan was the very first patient treated at the brand-new South West Regional Cancer Centre, which began offering treatment on Monday 18 July. Epworth anticipates providing radiotherapy services at the SWRCC for up to 500 patients per year.

As the first patient to use the newly opened centre, what were your impressions of the facility and staff?

The new cancer facility was very easy to find. The outside of the building looks like a ship has come to the land to help all cancer patients through their journey. Inside the building is open and bright and I love the artwork throughout. The day room for patients and families is fantastic. It is a lovely room with computer facilities, a children’s corner, TV and lounge chairs and even features a full kitchen with large fridge and oven.

I have found the staff very friendly — even my friends and family who have been supporting me through my treatment have commented on the friendly staff who have gone out of their way to make my treatment journey as easy as possible. All the staff I see during my treatment have been professional and make you feel at ease. It is clear to see that they love their jobs. They are willing to listen and answer questions. If they are unable to answer they will refer to a fellow staff member, for example a doctor, breast nurse or other nurses, reception and so on.

The newly introduced volunteers to the centre are an asset as they can help pass the time for family members who are waiting while loved ones receive treatment.

What area do you live in and is the location of the SWRCC convenient for you to access?

I live in Mount Gambier, SA. The SWRCC is 200km from home, much closer than other options of Geelong and Adelaide for treatment which is up to 450km away. I have chosen to receive all of my treatment in the south west of Victoria due to the proximity to my home town and access to fantastic specialists, meaning less travel for me and my family. This has allowed me to keep in regular contact with family and friends for support. I initially had surgery in the Warrnambool Base Hospital at the end of 2015 and proceeded to have chemotherapy in Portland before returning to Warrnambool and the new SWRCC for radiation.

Anything else you’d like to add?

I am forever grateful for Peter’s Project — they have made my cancer journey so much easier. Having reserved car parking for cancer patients is wonderful: no stress in finding a park. The kiosk at the Warrnambool Base Hospital, over the road from SWRCC, provides easy access to a quick meal during the day.

“The outside of the building looks like a ship has come to the land to help all cancer patients through their journey”
Epworth went to Broadway on Saturday 6 August as 1350 guests wined and dined in the Crown Palladium Ballroom at the Epworth Gala Ball, this year raising funds in support of innovation at Epworth.

In his welcome speech, Group Chief Executive Alan Kinkade said, “This has been Epworth’s greatest year in its 96-year history.” His statement was further highlighted in a video clip played at the event which included Epworth’s recent patient satisfaction survey topping the nation; staff engagement at its highest level since records began; staff scholarships surpassing those provided by any other health organisation in the country; record research grants awarded; major capital works being completed on several sites and new facilities opening at Epworth Richmond, Epworth Geelong and the South West Regional Cancer Centre.

Alan went on to announce the establishment of a Centenary Fund to be founded this year and launched in Epworth’s centennial year in 2020. The interest from the corpus of the fund will secure the development of further innovation at Epworth in education, research and patient support programs in perpetuity.

More than a dozen people pledged $10,000 or more towards the establishment of the fund at the event. The room fell silent when Associate Professor Genie Pedagogos announced that a grateful patient had pledged a further $1 million in support of innovative research at Epworth. Guests gave a standing ovation in their appreciation of the anonymous donor’s generous gift.

The event was supported by major sponsor Medownick Laser Clinic, associate sponsors ANZ, Gallay Medical, Rauland, Technology One, Slade Pharmacy and Zouki and over 50 other corporate sponsors.

Entertainer Matt Hetherington was Master of Ceremonies encouraging everyone to dig deep on the 12 live auctions, 250 silent auctions and major raffle with first prize being business class flights to Europe with Singapore Airlines.

Other fabulous prizes up for grabs included a hospitality package with Levantine Hill winery, diamond jewellery from Catanach’s and exotic holidays in Sri Lanka and Myanmar.

Guests were blown away by a 30-strong tap dancing troupe during the opening number on the main stage and other musical theatre acts inspired by some of Broadway’s much-loved musicals. Doctors, staff and friends danced the night away on the central dancefloor and were entertained by black and white footage from famous Busby Berkeley choreography.

This event together with several others throughout the year is organised by the Epworth Medical Foundation under the guidance and support of the Epworth Special Events Committee, chaired by Robyn Beddison OAM. Foundation staff members, committee members and bands of volunteers work tirelessly to ensure each event’s success.

This year the Epworth Board of Management agreed to match every dollar raised by the gala event, doubling the net profit on the night. Executive Director of the Epworth Medical Foundation Scott Bulger said this magnanimous support enabled the event to raise a total of $3.2 million towards the establishment of the Centenary Fund which will support innovation at Epworth in perpetuity.
1. Alan & Denise Kinkade; 2. Paige and Rod Fitzroy (President Epworth Board); 3. EMF organiser Kathryn Johnston takes to the stage; 4. Alla and Mark Medownick (Medownick Laser Clinic); 5. Chris Rowe (Singapore Airlines) & Terayut Jaitrong; 6. Amanda and Miles Wentworth (Generation Healthcare).
1. Benefactor James Wang makes a pledge towards innovation on the night; 2. Behnam & Katarina Roozheidegan and Denise & Alan Kinkade; 3. Maria & Dimitrios Zartaloudis (Special Events Committee); 4. Christina and Walter Schwaghofer (Epworth Eastern); 5. Alan Kinkade calls for pledges towards innovation at Epworth; 6. Laura Anderson & A/Prof Nerina Harley.
1. A/Prof Nerina Harley & daughters; 2. Dr Chantel Thornton (Special Events Committee) and Srecko Lorbek; 3. Meredith Elliott & Olivia Brown (Epworth Richmond); 4. Daniel and Fiona Tome (Perpetual); 5. Dr Andrew and Veron Tang; 6. David & Carolyn Bell (Epworth Richmond) on the dancefloor; 7. A/Prof Genie Pedagogos makes a pledge of $1m towards innovative research on behalf of an anonymous donor.
1. David Slade (Slade Pharmacy) makes a pledge on behalf of his father Graham Slade and himself; 2. Jennifer Tan and Mark Velayuthen (Johnson and Johnson); 3. Greg Kinkade and Irene Soryal; 4. David & Susan Russo (Johnstaff), Alan Ward, Andrew Pakenham, Karyn Bone & Marie Pakenham; 5. Ralph Jennings (ConMed); 6. Peaches Earl & John Parker (volunteer) on the dancefloor; 7. Entertainment included a tribute to Broadway musicals.
1. Dr Peter & Karen Skillington; 2. Dr Bronwyn King and Mark Shaw; 3. Executive staff Liz Camilleri (Finance) and Louise O’Connor (Epworth Eastern); 4. Denise & Alan Kinkade, Robyn Beddison & EMF’s Scott Bulger; 5. Rob Morgan & David Pinkus (Melbourne Pathology); 6. Chris Hope (Zagame) and Jaqui Maree (Special Events Committee); 7. the Kinkade family.
1. Helen Thomson, Dr Aubrey Almeida and Susie Callaghan; 2. Caroline Capell and Felicity Black (Epworth Richmond); 3. Robin Rowe & Janet Matton (Board member) on the dancefloor; 4. Melanie Barr & Vincent Borg (Epworth Rehabilitation); 5. Amy Martinich, Alana Goldman, Emma Sorensen & Chloe Foster (HR).
1. Cherie Mitchell (CMI) and guests; 2. Warwick Brown (Princes Laundry); 3. Sally Matthews & Rennie Fotopoulos (Epworth Richmond) grooving on the dancefloor; 4. James and Tess Lye (Legal Counsel); 5. Melanie Killingsworth and Catriona Fay (Perpetual); 6. Michele and Ciaran Mooney (LCI).
1. Claire and David Nowell (Epworth Freemasons); 2. MC Matt Hetherington; 3. Patricia Ilhan (Special Events Committee), Fiona DiPalma, Yasmin Ilhan & Janette Smyth; 4. Dr Allan and Julie Zimet; 5. Dr Simon and Tania Reilly; 6. Guests swarm to the dancefloor.
1. Ted & Robyn Baillieu (Special Events Committee),
2. John Kelly (Oneview) pledges towards innovation at Epworth,
3. Dr Tim Whitehead (Orthosport),
4. Nadene Pilsbury, Liz Camilleri (Finance), Jodi Aylmer and Andrea Hunter (Epworth Richmond),
5. Paul Fenton (Epworth Radiation Oncology) and Yvette Ferguson,
6. Peter Jones and Alison Kinkade Jones,
7. Scott Bulger and his daughter, Meg.
1. Tim & Tess Vawser (Clinical Education); 2. Alan, Denise & Stewart Kinkade; 3. Angus and Kate Galati (Ansell); 4. David Pinkus (Melbourne Pathology); 5. Anna and Peter Blunden (Special Events Committee); 6. Professor Nathan and Janelle Lawrentschuk; 7. Kinkade kids on the dancefloor.
1. Marie Pakenham and Alan Ward;
2. Kimberley Davies and Jason Harvey (OrthoSport);
3. Aaron Hansen (Procurement) and wife Rebekah;
4. Alison and David Evans (Epworth Richmond);
5. Anita and Damian Armour (Epworth Geelong);
6. Claire Middleton (Special Events Committee) and Neil Griffin;
7. Scott Bulger and benefactor Audrey Voss.
1. Judy and Kate Sharp (Medical Services); 2. Musical entertainment to get those toes tapping; 3. Lisa Croker and staff from St Jude; 4. Lena and James Piplios (Procurement); 5. Mya Grayly and Don Reynolds (Freemasons Victoria); 6. Sue Chin (Currie and Brown) Sandy Chamberlin and Alan Ward (Corporate).
1. Harvinder and Sushil Bedi (OrthoSport); 2. Dr Julian Hunt-Smith and Kelly Barrett; 3. Professor Brendan Crotty (Deakin University) and Arlene Wake; 4. Anton and Jenny Gaudry (Advantage Salary Packaging); 5. Dirk and Victoria van Bavel; 6. Dr Lyndon Hale and Amanda Sampson; 7. Richard and Treena Roos (Vital).
1. Andrew and Holley Oppy (OrthoSport); 2. Geoff and Diane Tymms (OrthoSport); 3. Graham Cottam (Brookfield Multiplex) and guest; 4. Scott Chapman (RFDS) and guest; 5. Nadine Pilsbury, Alan Kinkade & Liz Camilleri; 6. Hillel and Sue Benedyk (Freemasons Victoria); 7. Bruce Crook (Silver Thomas Hanley) and James Pipios.
1. Cameron and Virginia Norsworthy (OrthoSport);
2. Andy Hall and guest (Rauland);
3. Dr Robin Hunter (Epworth Brighton) and Dr Mark Hurley;
4. David and Suz Russo (Johnstaff);
5. Rick and Hilary Masters (Epworth Eastern);
6. Liz and Gary Crosthwaite;
7. Scott Mesley and Alicia Taylor (KPMG).
Grey Street Centre gets council go-ahead

The first phase of the Epworth Freemasons master plan and recently approved by Melbourne City Council is the new Grey St Centre (GSC) at the Clarendon St Campus, which also includes an underground car park and new hospital entrance via Albert Street. The GSC will provide expansion to the existing Clarendon St footprint with approximately 2500m² of consulting space, much of which will feature 360-degree views over Melbourne, a new cancer centre, new theatres, additional beds, substantial additional car parking and a new entry for patient and services access on Albert St.

It will also provide space for innovation, research and medical training as part of delivering best practice health care models. With demand for health services expected to double over the next decade, Epworth Freemasons is ideally situated in the heart of Melbourne to respond to a growing and aging population. The GSC offers an improved interface to the heritage buildings on site, specifically the original hospital and Grey Street terraces, and adjoining residential properties.

Included in the building development which connects with the existing Clarendon St building on the first four levels are:

- approximately 2500m² of integrated space and functionality for specialist consulting doctors
- additional 12 inpatient beds
- a new day oncology unit adjacent to the existing oncology ward
- four new operating theatres and endoscopy suites totalling 12 theatres at the Clarendon St site
- education, research and training facilities, leveraging relationships with international institutions Cleveland Clinic, Mayo Clinic and Johns Hopkins for conducting shared trials
- a state-of-the-art multidisciplinary meeting room facility
- a new underground car park with over 300 spaces
- a new loading zone and drop-off entrance for patients on Albert Street.

![Artist's impression of the GSC](image)

Our new intranet now up and running

The humble intranet — it’s not often glamorous, but it’s how many large organisations share important information amongst staff.

In July, Epworth’s intranet received a significant refresh, improving usability, functionality and looking a whole lot prettier than the previous iteration.

As part of a months-long planning process, staff feedback was taken on board and this advice was used to form the basis of a new and improved system. Now on offer is a user-friendly layout and content structure, as well as the much-anticipated search function, which allows staff to easily locate specific content and individuals across the group.

The new intranet has been launched in stages, starting with content from a few core areas that all staff generally use including IT, HR, finance and policies and protocols. Following that, content from other areas of the organisation will be added in stages.

If there’s anything you’ve searched for on the new intranet that you can’t yet find — don’t fret! It’s probably still housed on the old intranet, which can be accessed via the navigation bar.

Have you explored the new intranet yet? See what’s on offer:

- **Content search** — find any information, document or article quickly by entering keywords into the search bar
- **People search** — find your co-workers’ contact details and profile info
- **Quick links** — a set of links to the most commonly accessed sites
- **My links** — a list of your favourite links you can customise (both internal and external)
- **Business services** — find out more about the key corporate services
- **My work** — a list of essential content areas which you might need to access regularly for work
- **Learning and development** — a list of links related to your learning and development activities and opportunities
- **Announcements** — read announcements that are relevant to you and your division
- **Latest news** — click and read the latest news from across the organisation
- **In the media** — read about Epworth in the media
- **Upcoming events** — find out what’s happening around the organisation
- **Five minutes with** — learn things about your co-workers that you never knew before.
Celebrating NAIDOC week July 3–10

Epworth’s rehabilitation teams joined the nation in celebrating NAIDOC week in July.

NAIDOC stands for National Aborigines and Islanders Day Observance Committee. The observance day has extended to NAIDOC week, celebrating Aboriginal and Torres Strait Islander history, culture and contributions that Indigenous Australians make to our country and society.

This year’s theme focused on Songlines: *The living narrative of our nation*. These elaborate song cycles from Dreamtime ancestors express and identify the relationship between a specific place, group and individual.

Patients and staff at Epworth Brighton and Epworth Richmond engaged in art activities relating to songlines. Mindful colourings based on native animals, flora and bush were all made accessible in patient and staff lounge areas, accompanied by an explanation of storylines and a prayer reflection on personal stories.

Patients at Epworth Camberwell and Epworth Hawthorn engaged in the week with information provided to their bedside about NAIDOC and the theme of songlines. They were also given a word search based on the indigenous languages of the Kabi and Yugambeh — Bundjaleh people.

Epworth Camberwell provided an interactive display in the hospital’s main foyer, including indigenous art and maps of Australia and Torres Strait, on which patients and visitors could place pins to identify the beginning of their ancestors’ ‘Songline’ journeys. People were also invited to draw symbols used in Indigenous art in a sand tray. One participant expressed her joy in touching the sand and then placing a pin to mark her families’ beginnings in Australia.

Let us continue to celebrate and affirm our nation’s diversity expressed through culture, spirituality and faith.

Pastoral Care Epworth Rehabilitation
Julie Young

Small steps and big strides to independence

Luke was welcomed to the McCubbin ward at Epworth Brighton in mid-July following a major traumatic injury. Pinned by a bus against a railing, Luke suffered degloving to his right leg and significant damage to his left, resulting in major skin grafts required for both legs.

At Epworth Brighton equipment suitable for his current level of functioning was quickly arranged, including a special wheelchair that enabled him to escape the confines of his room, allowing him to “go outside not on a stretcher for the first time since the accident”, says Luke.

During his stay, Luke endured lengthy dressing procedures but experienced the joy of his first shower in seven weeks.

Being young and motivated by his physiotherapist Laura and the rehabilitation team he progressed quickly from a gutter frame only able to walk a distance of 20m to crutches and then to walking without aids for 500m, on discharge. He was encouraged to have day leave to keep him linked with his social network and local community and to enjoy his home environment.

Dietician Jess and psychologist Toni assisted his healing through nutrition and mental health support. His occupational therapist, Georgia, helped with the delivery of a 2-foot long shoe horn and a grabber.

“This allowed me to dress myself for the first time and put on my own shoes, giving me some more independence,” says Luke.

Luke was discharged home on 5 August with his supportive girlfriend Natalie, having met his inpatient rehabilitation goals which were showering, walking without aid and bending the right knee at 90 degrees. He will continue to receive outpatient physiotherapy.

“After eight operations and having to fast 14 days out of my 33 in hospital,” says Luke, “it was a relief knowing I was coming somewhere I was allowed to eat every day and I could actually look forward to the food I had ordered: bacon and eggs on my first morning in rehab!”

2016 National NAIDOC Poster ‘Songlines Tie All Aboriginal People Together’. Artist Lani Balzan
Pro-bono surgery completes a lifetime of care

Bradley Bola has endured more than his fair share of major surgeries in his young 19 years. The Papua New Guinea resident was born with Crouzon Syndrome, which meant his skull sutures fused prematurely, resulting in skull and facial growth abnormalities that affected his quality of life.

Unable to access adequate surgical care at home, Bradley was fortunate to be connected with the services of ROMAC (Rotary Oceania Medical Aid for Children), an organisation dedicated to providing specialist treatment to children from developing countries.

Through the efforts of ROMAC, Bradley has been able to travel to Melbourne to undergo treatment at no cost to himself or his family, for a total of four life-changing surgeries, with a fifth scheduled later this month. Epworth has been proud to support Bradley’s care, with maxillofacial surgeon A/Prof Andrew Heggie performing three of Bradley’s surgeries — the last two at Epworth, with the most recent this past May.

“Brad came to us this year for a nasal reconstruction,” explains Andrew. “His nose was grossly deviated and collapsed without any support and his nasal passage was completely obstructed on the left side, so he required a rib graft to straighten and support his nose as well as a radical septoplasty to open the airway.”

“Bradley has had three previous procedures,” Andrew says. “The first was a forehead advancement when he was an infant, then at eight or nine we performed a distraction of his mid-face, using anchorage pins attached to the skull to pull his face forwards.

“Then we heard from his PNG paediatrician around 2013 when he was 17 and approaching the end of his growth. That’s when he had his major surgery — a full mid-facial advancement and chin advancement. After that surgery we knew his nose was flattened and twisted, and that we would need to fix it from a breathing perspective, which is what this most recent surgery has achieved.”

Andrew says the four-hour surgery was a success and that Bradley is recovering well.

“He’s a very hardy young man, and he has a pretty high pain threshold,” says Andrew. “The surgery made an immediate difference to him, and it’s a huge change from our point of view, as well.”

ROMAC’s Gaynor Schols says the surgical assistance of Andrew and Epworth is greatly appreciated.

“Associate Professor Heggie has always offered his services pro-bono and ROMAC, Bradley and his family are extremely grateful,” she says. “We would also like to sincerely thank Group Chief Executive Alan Kinkade and all the wonderful staff at Epworth. With the spiralling costs of treating children all the financial help ROMAC can get is very important to allow us to keep our service going.”

Andrew says he is a longstanding supporter of ROMAC and the wonderful service it provides.

“At a personal level it’s the most satisfying work I do,” he says. “To see the happiness and increase in self-esteem that surgery provides these kids, who come from very impoverished backgrounds, is a terrific feeling.”

Andrew was assisted in Bradley’s surgery by anaesthetist Dr Bertie Weitkamp, surgical assistant Dr James Kim, nurses Louise Norris and Morgan Loren.

Pictured below: 1) Bradley as an infant after fronto-orbital advancement; 2) Bradley at age eight pre-mid-facial distraction; 3) Bradley at 17 pre-facial reconstruction; 4) Bradley at 19 after his most recent surgery at Epworth.
Getting to the heart of breathlessness

Breathlessness from exertion in exercise is quite normal, until it is not. Many people experience a marked change in their breathing at some stage in their lives. Goodness Me finds out what to look out for and when to seek medical help if you are experiencing breathlessness.

The medical term for breathlessness is dyspnoea. It may involve a feeling of being short of breath or having difficulty with breathing. Sometimes people experience acute episodes of breathlessness, while others will notice it creep up over time. It occurs when the body needs more oxygen.

According to Epworth cardiologist Dr Iefan Lim, the best indicator of breathlessness that may require attention is when you have a change in your exercise capacity.

“This might mean that you are exercising as normal, but can’t get your breath back within the usual time or recover as quickly,” Iefan says.

“People who experience breathlessness may still be fit and then find that their normal exercise routine triggers episodes of breathlessness. We also see people who are breathless while at rest, or people finding it hard to get through their regular daily routine without getting breathless.”

He says that the older you are, the more likely you are to experience exercise-induced breathlessness.

Some of the associated symptoms that may indicate a problem include swollen ankles, or waking up gasping for air — known as paroxysmal nocturnal dyspnoea.

Your GP is the best place to start, who may refer you for an electrocardiogram (ECG) to check for any underlying arrhythmia, an echocardiogram (echo) to look for heart valve or muscle dysfunction, or directly to a cardiologist.

You may undergo a stress echo — either on a treadmill or a bike — to put your heart through its paces when you are in exercise mode to see if there is any change in heart function after exercise. Lung function tests are also commonly ordered for patients experiencing breathlessness.

Iefan says the kinds of underlying problems leading to breathlessness include coronary disease, heart failure, valve problems or lung disease.

“Treatments can include medications such as ace inhibitors, beta blockers or diuretics, lifestyle changes, or angioplasty or bypass surgery in the case of any coronary disease or valve intervention if there are valve problems.

“Cardiologists often work closely with respiratory physicians where patients are smokers or have exposure to smoke, or have sleep apnoea or signs of lung disease.”

Some of the preventive measures people can take include exercise, weight management and smoking cessation.

“Where there is no sign of any underlying heart issue, we encourage people to push through the initial barrier where they experience breathlessness to increase their exercise tolerance,” he says.

If you have any concerns around your health, and particularly your heart, raise these with your GP. If you suspect you’re having a cardiac event, call 000 and visit your nearest emergency department.

Originally published on Goodnessme.org.au. Goodness Me is your source for useful health, wellness and lifestyle information. We cover an interesting and comprehensive range of topics, tapping into the knowledge and expertise of Epworth’s staff and doctors.
To uphold our reputation for excellence, we must ensure we are equipped to not only meet the needs of today but to anticipate the needs of tomorrow. The major projects we invest in are paramount to this.

A new renal dialysis unit to open at Epworth Eastern in September

Epworth Eastern’s brand-new renal dialysis unit is well under construction after commencing in August 2016.

The purpose-built facility is set to open on level 6 in September and will feature nine new haemodialysis stations in a spacious and welcoming environment. Each cubicle is designed for comfort and to deliver the highest quality dialysis care for patients with chronic and acute renal disease.

Patients can expect a premium service, receiving a personalised welcome box containing a blanket and slippers on arrival. Additional support services will also be available.

Epworth Eastern’s renal dialysis unit offers extended opening hours, Monday to Saturday between 7am to 10pm, and is committed to providing each patient with a regular treatment schedule on their preferred day and time, where possible.

For all enquiries including referral to Epworth Eastern’s renal dialysis unit please phone 1800 896 939.

Kitchen upgrade progress at Epworth Richmond

A major upgrade to Epworth Richmond’s kitchen is underway to expand and modernise the facilities, equip the kitchen for a new room service patient meal delivery model and future-proof the kitchen and bistro to supply the increasing number of staff, visitors and patients.

In June, a new dishwashing system was installed and a plating line was temporarily relocated in July to facilitate major construction works in the existing kitchen area from August. Major works have taken place every weekend in August, with four excavators working to remove existing floor tiles in the kitchen construction zone.

In the coming months, the entrance into the Epi-Centre Bistro will also relocate from beside the lift bank to opposite the discharge lounge.

Completion of the kitchen redevelopment is expected by the end of the year.

New entrance and meeting rooms for Epworth Brighton

Epworth Brighton will soon undergo works to build three new meeting/interview rooms and relocate the main entrance to reception from the side of the building to be positioned directly off the street.

The side entrance will remain for ambulance transfers only.

Works commenced in August and will be completed by the end of the year.
Fallen police officers commemorated at Epworth Richmond

The Victoria Police Blue Ribbon Foundation (VPBRF) has for the first time funded a private health facility in order to commemorate three officers who died while performing their duty to the community.

The commemoration ceremony at Epworth Richmond on 29 June honoured Sergeant Michael Kennedy and Constables Scanlan and Lonigan — the three policemen who were killed at Stringybark Creek, near Glenrowan, Victoria, by Ned Kelly’s gang in 1878.

For many years now, Epworth HealthCare has fostered a positive relationship with the Blue Ribbon Foundation and Epworth continues to be the preferred healthcare organisation for Victoria Police requiring hospital or emergency care.

The significance of the friendship was justly recognised by the Blue Ribbon Foundation which donated $200,000 towards the resuscitation area rooms in Epworth Richmond’s emergency department, which opened in February this year.

The ceremony was attended by descendents of the families of the fallen police, senior Victoria Police members, the Victoria Police Blue Ribbon Foundation, Freemasons Victoria and Epworth senior executives. After addresses by key attendees including Epworth Group Chief Executive Alan Kinkade and Chairman of the VPBRF Mr Bill Noonan OAM, a police honour guard stood to attention during the unveiling of two commemorative plaques, while police chaplain Rev. Dr John Broughton read multi-faith prayers.

Leo Kennedy, a descendent of Michael and speaking on behalf of the family, says the event was deeply moving and that the families were grateful to Epworth for this recognition.

“It was so uplifting for us to have Michael Kennedy, Thomas Lonigan and Michael Scanlan remembered in such a positive way,” says Leo. “We cannot thank Epworth and its people enough.

The day was a very emotional one for the families and Epworth’s people were so welcoming and caring towards us. We feel ever connected. These policemen can again give service to Victoria through this wonderful facility.”

Alan spoke about our fantastic new emergency department at Epworth Richmond and how the donation from VPBRF will benefit patients, thanking the police for their service to the community.

“The difficult work of police officers is recognised and valued by Epworth and the Victorian community. The 2014 Blue Ribbon Foundation Charity Ball raised funds for this dedication, which was also supported generously by Freemasons Victoria and the Geoff & Helen Handbury Foundation,” said Alan.

While the three policemen were individually stationed at Mansfield, Violet Town and Benalla, all three attended the Richmond Police Barracks, which in the 1870s were located on the corner of Hoddle St and Wellington St.

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Epworth’s cardboard garden in full bloom at the Fun4Kids Festival in Warrnambool

Across a week in late June, Epworth helped kids let their creativity run wild at the annual Fun4Kids festival, held in Warrnambool.

Epworth was proud to sponsor one of the 17 unique, interactive zones at the festival, designed for kids aged two to 12.

*Strange Garden brought to you by Epworth* featured a beautiful cardboard ‘garden’ created by local artist Eliza-Jane Gilchrist. Families were encouraged to draw and build their own sculptures to add to the central installation.

Other activities on offer included knitting workshops, jungle gym fun, paper airplane crafts, bouncy castles and much more.

Epworth continues its involvement in the south west of Victoria with the recently opened South West Regional Cancer Centre, offering radiotherapy treatment to residents of the region. Read more about the South West Regional Cancer Centre on page 16.
Epworth Brighton helps Robert back on his feet

Robert Allan, 89, first came to Epworth Brighton 18 months ago, for treatment to relieve pain in his feet. Since then, staff have initiated an exercise routine for Robert that also includes strengthening his back, hips and knees.

“I was told [the pain in my feet] is to do with my bad posture. I had wonderful treatment, putting me through all the exercises, for my knees and whole body. I’ve got a lower back problem and problems with my hips. I’ve had a few falls, which I told the staff about,” says Robert.

“The therapists have given me a copy of the exercises to do at home. I have them pasted up in my kitchen so while I’m talking with my wife I can also be doing the exercises. Apparently once people leave rehabilitation only ten per cent keep up with their exercises, so I am trying to do them every day.

“The staff couldn’t be better. If I had any one of them as my daughter I would be very proud of them. They are absolutely beautiful.”

Epworth’s recent patient perception of care surveying run by Press Ganey in the first quarter of 2016 recorded our highest mean score since the Epworth survey started in 2009. Epworth reached 99th percentile across our chosen benchmarks, and 95th percentile under ‘admission, nursing care, meals, tests and therapies’.

At Epworth Brighton, patient scores were consistent with the organisation’s strong performance. The site recorded a significant increase in patient satisfaction outcomes over a two-year period, from 20th to 80th percentile.

“I think the program has helped me to improve. I keep in mind that I’ll be 90 before the end of the year and you can only do so much — I’ve knocked my body around a bit. The staff always ask if I want a rest when we’re doing the exercises which helps,” says Robert.

“Nothing is too much for them and they are pleasant at all times. They are just wonderful.”
Meet ... Epworth Geelong’s Food Services team

Who are the staff members of food services?
Lead by Head Chef Luiz Pinheiro, the food services team is made up of chefs, food service supervisors, food service assistants and ward hosts. Our team has extensive customer service backgrounds mostly gained in the hospitality industry.

What are the main services the team provides?
Food services delivers fresh, high-quality meals to our patients with a focus on customer satisfaction.
Beyond food, our ward hosts provide a personalised service with a can-do attitude, introducing our patients to the Point of Care terminals and assisting patients to place an order. In the near future the food services team will expand its service to cater for functions and events.

What might a typical day for the team involve?
Every day gets off to a busy start, which continues throughout the day. Like all kitchens there are deliveries to receive and stock, food to prepare and cook, dishes to be done, dishes to be done and dishes to be done. But most importantly, there are lots of laughs along the way and a great team environment.

What are some of the challenges the team faces?
The room service model is new to the healthcare environment — so new that we are still developing and refining systems as we go along. We have one area of the kitchen in the final stages of completion which will make operations a lot smoother. All staff have been amazingly flexible and positive, jumping any hurdles that come along.

How has the room-service meal delivery been received by patients?
Room service has been received extremely well by patients. Many are surprised by the control they have over what they can choose from the menu and the convenience of when they are able to have meals served. We have also received a lot of positive feedback on social media and our website. Popular comments refer to the level of service they are receiving, the quality of the meals and finally decent coffee.

What might people be surprised to know about the team?
Over 80% of our staff have never worked in the health sector before.

New wellness centre offers holistic care

A new allied health private practice has commenced service at Epworth.
The Epworth Wellness Centre will facilitate quick access to treatment. Patients can use their private health extras cover to access treatment and be managed by experienced allied health practitioners — with no referral necessary. Individuals are also able to self-fund their treatment.
The practice will initially offer the following services:

- physiotherapy for musculoskeletal conditions including neck and back pain, joint problems and sports injuries
- hand therapy for conditions affecting the upper limb
- treatment for temporomandibular joint (TMJ), jaw and facial pain
- management of olfactory (smell) impairment
- speech therapy: communication assessment and therapy (including accent modification)
- swallowing assessment and therapy (including videofluoroscopy)

The service is also available to Epworth staff at a discounted rate.
The Epworth Wellness Centre is located onsite at Epworth Hawthorn, 50 Burwood Road, Hawthorn. For all referrals and enquiries, please contact 03 9415 5792.
The speech therapy services will be based out of Epworth Richmond in the Rehabilitation Consulting Suites on level 2 of the Epworth Centre. Please contact 03 9426 8773 for appointments.
Day medical unit promotes comfort and care

Epworth Eastern patient Debbie Rielly has praised the hospital’s new day medical unit staff saying they couldn’t be more helpful and efficient.

On long service leave from her role as an on-road paramedic with Ambulance Victoria, Debbie currently travels from Wongthaggi to Epworth Eastern every three weeks to receive chemotherapy.

“The unit staff are just so wonderful and do such a great job,” says Debbie. “The facilities are also more spacious and open plan which allows the staff to be more interactive.”

Epworth Eastern’s day medical unit offers patients individual treatment cubicles for privacy and comfort within a supportive environment that features beautiful views of Box Hill Gardens.

Patients have access to Epworth Eastern’s Point of Care facility — a full suite of entertainment, internet, games and educational videos — and receive empathetic, evidence-based care that is founded on a holistic care model, incorporating allied health, medical, pharmacy, volunteer, pastoral and specialist nursing teams.

To ensure patients like Debbie feel more at home, the medical day unit also offers a qualified beauty therapist for massages, facials, manicures and pedicures in an effort to make their time in hospital a more pleasant experience.

“I do look forward to getting my massage every time I am at the unit,” says Debbie. “It’s such a wonderful thing to have.”

Debbie says she looks forward to being cleared to return to her other role as an educator within the Ambulance Victoria Wonthaggi branch and, once cleared physically, eventually getting back out on the road as a paramedic.

Neurosciences Clinical Institute appointment

A/Prof Pramit Phal, clinical director of Epworth Medical Imaging Epworth Richmond, has been appointed to the Neurosciences Clinical Institute executive. The executive is headed by the director, Dr Peter Dohrmann.

In his current role, Pramit provides clinical leadership to the Epworth Medical Imaging team, but his accomplishments in neuroradiology hold him in excellent stead for making a valuable contribution to the institute executive.

“It is a great honour to be asked to join the neurosciences executive,” says Pramit. “I am excited to be able to work with my esteemed clinical colleagues to advance academic activity and clinical services within the Neurosciences Clinical Institute.”

Pramit’s particular area of expertise involves MRI imaging of the brain, spine, and ear, nose and throat. He has published 40 peer reviewed articles and is an examiner for the Royal Australian and NZ College of Radiologists.

Since the establishment of neurosciences at Epworth Richmond in 1970, Epworth has developed a national and international reputation for providing the highest levels of patient care and clinical support. The Neurosciences Clinical Institute focuses on neurology, neurosurgery, and neurosurgical and orthopaedic spinal surgery, and aims to increase the profile of these services at Epworth.

Future NUM Program celebration dinner

On Thursday 16 June a celebration dinner was held at Hellenic Republic in Kew in recognition of the completion of the first ever Future Nurse Unit Manager (NUM) Talent Program. Participants celebrated their achievements with members of their executive leadership teams and Group Chief Executive Alan Kinkade. Epworth was honoured to have Alex Malley, CEO of CPA Australia, as the guest speaker for the evening. Alex spoke to the group about the importance of leading with confidence and vision, and spoke about the pivotal role nurses and all staff play in the patient experience. All attendees left inspired to continue their leadership journey at Epworth. The evening marked an important milestone, with 29 participants from all divisions having completed the year-long program designed to accelerate development towards a NUM role.
Friends of Epworth Race Day

Four hundred guests braved the chilly weather to attend the Friends of Epworth Race Day at Moonee Valley Racing Club on 18 June.

Guests were kept cosy and warm in the Champions Room overlooking the course with a three-course meal, all-day beverages and the opportunity to have a flutter on the tote.

Female jockey Casey Bruce acted as MC and assisted with fashions on the field. A/Prof Julie Miller from Epworth Freemasons won first prize in the ladies section and Mick Shaddock from Device Technologies won best dressed male.

A highlight of the day was hearing special guest Des O’Keeffe, CEO of the Victorian Jockey’s Association, interview jockey Willy Hernan about his injury and subsequent rehabilitation at Epworth following a fall in 2008 in Geelong.

Nine races were sponsored by Epworth suppliers and friends including Silver Thomas Hanley, DI Office Designs, GJK Facility Services, Bidvest, Kane, Vital and Zouki.

An incredible $50,000 was raised from the event thanks to our wonderful sponsors, staff and friends.

Memory Foot Quilt Project for end-of-life support

The Epworth Freemasons Pastoral Care team, together with the hospital volunteers, is undertaking a Memory Foot Quilt Project for end-of-life support for patients and their families.

The quilts recognise that for families overcome by grief and pain it is important to have as many cherished memories as possible in the last weeks of life. The memory quilts are a unique way to remember and to celebrate a family history, and life of a loved one. They represent change and growth in life, and are a way of passing on memories from one generation to the next. The individual patches and designs each have a story to tell and can communicate to us that death, while painful, is not the end of the story.

In a recent experience at Epworth Freemasons the quilt was offered to a patient in the last days of life. The patient thankfully received it and was touched to know that it would be given to the family as a keepsake following her death.

In another patient encounter, a quilt was offered and accepted by Dorothy Heylbut, an ongoing patient at Epworth since 1984. Dorothy’s family expressed that the quilt project is such a worthwhile cause and sincerely appreciated what the quilt represents: Thank you Nic for being so kind to my mother. She really loves the beautiful quilt that Trish made. To see both you and Gill has lifted her and given her a boost. Raymond and Anna Heylbut.

The project has received community support from local and interstate wholesalers and manufacturers as well as from Epworth staff who have kindly donated pieces of colourful fabric and assisted with other materials to make these beautiful quilts. We have limited quilts and are hoping to recruit volunteers and staff who can contribute to the quilt making project.

For information on how you can help with the Memory Foot Quilt Project, please contact Gillian Carmichael in Pastoral Care at Epworth Freemasons ph 03 9483 3608 or Frances Yucedag, Volunteer Services Program Manager, ph 03 9426 6217.
Patient feedback

Dear Alan

Well I am writing again, much to my embarrassment.

Last year I was admitted to Epworth Emergency and fitted with a pacemaker. I was impressed by the performance of the staff and hospital and I did write to express my very sincere thanks. Little did I think I would be back so soon!

The symptoms this time again came on suddenly and in many ways were symptomatic of a heart issue. The ambulance arrived to find me doubled up on the floor in pain.

A stop-and-start ambulance trip found me in Epworth Emergency again (at my request of course).

So I will be repeating myself I am afraid, in wanting you to know of my appreciation at the response of your team, especially nurses Lucy Van Dijk and Jody See, doctors Marcel Berkhout and Jennifer Mines.

My heart and plumbing was fine. It was most likely an oesophageal problem, one I am in the process of having diagnosed.

Simply being in Epworth takes at least ten points off my blood pressure reading I’d say.

Again I would ask that you pass on my sincere thanks to those folks involved. At my age I am quick to criticise, hopefully quicker to praise.

Most sincerely
Ric

Thank you very much for making me feel better about myself and alleviating some of the worries I had prior to having had my health check. The information relayed to me is priceless as much that I am able now to have a good look at myself from someone else’s eyes and put into action many things that I would not have been able to think of on my own. Your executive health rooms make you feel relaxed as soon as you walk in, and you feel very welcome with the refreshments offered. Your staff are very kind and act professionally at all times.

Dear David,

My name is Katrina and I was a patient at Epworth Freemasons, Clarendon St last week. I wanted to provide some feedback direct to you about your hospital and the staff. I’m 51 years old and required a full hip replacement.

Dear Sir,

I was recently a patient at both Epworth Richmond and Epworth Brighton. I was asked for feedback about Richmond but not for Brighton and I feel compelled to write to you about the exceptional group of people that you have on your staff.

We geriatrics can be a difficult bunch to deal with at the best of times and the need for rehabilitation can bring out the worst in us. Nevertheless, it was refreshing to see that your entire staff (not just the obvious and nuns of staff) went out of their way to make our stay as enjoyable as possible and even seemed to enjoy doing it. Given that everyone was good, it may be inappropriate to single out individuals but I will anyway.

I considered myself very fortunate to have had Amelia Inglis as my physiotherapist. She is not just a great physio but is a great motivator. She seemed to have the perfect balance of caring but not accepting anything but my best efforts. Even though the exercises hurt like hell, she made me strive for that little bit extra. I don’t quite have the words to describe her approach but she is very good at it. I have been out of rehab for 3 weeks now and am still pushing myself hard. I attribute that partly to Amelia’s good influence.

I only had 3 sessions of hydrotherapy but Mark (I don’t know his surname) showed exceptional communication skills. He showed a genuine interest in everyone in the pool and made us all feel as though we were receiving his personal attention.

Of the very good nursing staff, Nikki (again I don’t know her surname) stood out. We old farts love a beautiful smile and, each time she walked into the room, it felt as though she had given me a bunch of flowers. It’s great for the recovery process.

Overall, I don’t recall seeing another business environment in which the staff had such a positive and friendly attitude. It was a pleasure to be a cripple.

Yours faithfully,

David W
Patient feedback continued

Although I'm incredibly lucky to be able to afford choices and the surgery, as well as the fact that I'm otherwise fit and healthy, I was very nervous and anxious about the surgery. A little while ago I watched an episode of RPA where a patient was having a hip replacement, which is not something you forget! From the moment I got to Epworth Freemasons, the care and support I received was exceptional at every level. I have worked in large corporations for my entire career — my role in HR, specialising in organisational and capability development. Mostly my role has been to develop leadership and capability frameworks designed to achieve corporate strategy through great leadership, culture and people capability. In addition, a culture of teamwork, respect, living the company’s values as habit. All sounds easy, but the reality is not such! I think some of these large corporates would have much to learn from the health sector.

I was admitted on 25 July for surgery then transferred to 2 West. In the five days as an inpatient, I was treated by caring, supportive, knowledgeable and professional nursing staff — consistently. The nursing staff are the best I have ever experienced and to qualify that, I’ve had quite the list of procedures at various hospitals over the years. The team are incredibly caring and professional, work exceptionally well as a team by looking out for each other and supporting patient workload and safety routines between their own patient allocations. They stick to regimented safety checks with all medication, which gave me much comfort as I soon began to predict routine. Importantly though, with all of the professionalism, care, support and safety, each person was authentic and just really friendly, positive, nice people to be around!

This was not only the nursing staff but cleaners, catering, newspaper delivery and so on. Everyone. Sometimes I felt that staff could predict what you needed and when you needed it; for example, a cup of tea at 5am. In my experience in corporate culture, getting this balance of great leadership and a culture of teamwork, pride and ultimately output (great product) is not easy. In fact it’s complex as you would be very aware. So whatever you are doing organisationally and at Epworth Freemasons, you’re doing a great job! You have an incredibly engaging culture, which is felt from the moment you walk in the door.

Thank you so much for caring for me last week — a big week for me. My expectations were exceeded and I so appreciated the special care that I received from everyone each day of my stay. Thank you all — you do an amazing job.

Kind regards,
Katrina

Dear Debbie,

I am writing to thank you, and all of the staff that have been so kind and generous to me during my stay on 4 North.

Last night I couldn’t believe it, but room 31 has become the ward of tears! I have had nurses and domestic staff crying saying goodbye to me, and I must admit that I too was crying saying goodbye to them! 4 North is incredible, it is 100% patient focused from the ladies who bring the iced water at 6am to the nurses who kindly bring me a cup of tea during the night. Alan Kinkade has created an amazing atmosphere of holistic patient centred care and not only has Epworth Eastern become my hospital of first choice, but Ward 4 North is where I want to be.

I also need to commend the kitchen, I am a vegetarian and the kitchen went to great effort to accommodate me, which has been greatly appreciated.

The ladies who brought up my meals and teas were gentle and very kind during my weeks of being “hooked up” to drips. Some went beyond their duty to bring the TV closer or repositioning this or that so I could reach, and they all had friendly smiles and words of encouragement.

Lastly, I would like to commend your amazing ream of nurses. I cannot tell you how gentle and kind they have been to me as I was infused with hours of potassium, diuretic and antibiotic. Each and every nurse encouraged me to stick to my fluid restriction and to remain positive as the swelling in my legs reduced and my weight took on a much needed downward trajectory.

It would not be fair for me to single out any particular nurses, but as you know, I have given a number of them a shout out when you have done your rounding with me.

Should I be hospitalised again 4 North is the only place I would want to be.

With profound gratitude,
Jennie