Message from the Group Chief Executive

Alan R Kinkade

I have thoroughly enjoyed my wonderful decade with Epworth and the fabulous people that I’ve had the pleasure of working with. Early on we were able to turn the financial and operational performance of Epworth HealthCare around and provide the platform for significant investments in our people, services and facilities. Together we have successfully achieved a remarkable transformation of Epworth.

Epworth Excellence has achieved sensational results in patient care particularly in our reduction of patient falls and pressure injuries and our tremendous improvement in the patient experience and patient journey continues to grow from strength to strength. Proudly, our patient satisfaction is now ranked number one in the country by Press Ganey. Our new Point of Care system will deliver us a major differentiator in the patient experience and ensure we continue to deliver exceptional quality care.

Our HR and Organisational Development Service (which was created in 2007) is now second to none and we are investing tens of millions of dollars in our people to give them an opportunity to be their best and give their best. We have established our education, teaching and research funds and now have over $40m in their corpus and have awarded 124 scholarships valued at $650,000 this year to enable our people to do extraordinary things for their professional development. We have achieved remarkable improvements in workplace safety and our staff engagement with our latest result being the best ever and showing that we are in a culture of ambition bordering on success. In 2009, we developed our ‘Values and Behaviours’ statement and have successfully embedded these into our culture. We are a true values-based organisation and we are an employer of choice in health.

We have transformed our organisation into a true teaching hospital training over 2500 students per annum and where our staff and doctors deploy the latest evidenced-based medicine. Epworth is undertaking ground breaking research and our patients are the beneficiary of having access to novel drugs and therapies that they would not normally have access to. We are leaders in innovation in areas such as robotics and in more recent times in the use of core valves for heart disease and the use of 3D printing in developing unique prostheses for jaws, spines and pelvises. Many of these initiatives have been Australian or world firsts.

Together we have rebuilt Epworth spending well over $700m over the decade on new facilities including new education and simulation centres, the Bridge Road Tower and Bridge Road extensions, consulting rooms and the Lee Wing at Epworth Richmond, the Epworth Camberwell redevelopment, the expansion of theatres at Epworth Freemasons together with the proposed consulting suite tower, the expanded services at Epworth Eastern, the acquisition of Epworth Cliveden and Epworth Hawthorn and the brand new facilities at Epworth Geelong and Warrnambool. We have also successfully developed new clinical services such as mental health, radiology, pathology, radiation oncology and paediatrics to name a few.

I am immensely proud of our people for their dedication and commitment and the great work they do throughout Epworth, everywhere, every day. This has facilitated our exceptional fundraising which would not be possible without delivering compassionate and excellent care. I sincerely appreciate the passionate commitment of our doctors in providing excellent care and their tremendous support for the continuing development of Epworth. On my journey, I have received tremendous support from my wife Denise and our family. I will be forever grateful for their continued support of myself and the Epworth family.

To my Executive Team and Lyndsey my EA, I cannot praise you more highly. You are the best and I sincerely appreciate your tremendous support and dedication. I care about all of you, our doctors and staff. We are a great team. My sincere thanks to you all for your contribution to Epworth’s success. To my fellow Board Members, I would like to thank you for your support, guidance and wise counsel.

Finally, Denise and I sincerely appreciate the sensational send off and best wishes we have received from staff, doctors, donors, suppliers, auxiliaries and other supporters. We sincerely appreciate being honoured with a perpetual education scholarship named in our honour. It is quite remarkable that my former office which is now the Simulation and Education Centre at Epworth Richmond is also named in my honour.

I wish you all every success for the future. I am confident that my successor Dr Lachlan Henderson will continue to make Epworth great. Merry Christmas and a healthy and prosperous New Year.

Alan R Kinkade
Group Chief Executive
On 16 November 2016, we were delighted to have the Prime Minister of Australia, the Honourable Malcolm Turnbull, open Epworth Geelong, Victoria’s newest private teaching hospital.

Epworth HealthCare is renowned for providing excellence, everywhere, every day. Epworth’s purpose is to improve the health, wellbeing and experience of every patient by integrating clinical practice with teaching and research.

Epworth Geelong delivers on this purpose, creating with our partner Deakin University, a unique teaching hospital model in the Australian healthcare system providing excellent care to the citizens of Greater Geelong and Western Victoria.

This development is one of this region’s largest infrastructure and employment initiatives and one which will contribute significantly in transforming and revitalising Geelong.

The first stage of Epworth Geelong is a 262-bed facility with 172 beds being fully developed and 90 beds in shell for the future. The hospital includes a complex care facility for stroke, neurosurgical and cardiac patients, the first hybrid theatre for the region, a new private emergency department and a $12m clinical education and simulation centre.

The design features are amazing with optimal layout that provides an exceptional patient experience. Some examples include:

• The theatre floor layout is best practice with great access to recovery, ICU and CSSD. All theatres face south to enable natural light into the theatres without compromising functionality, improving the effectiveness and wellbeing of our doctors and nurses.
• Wards are designed so staff travel time to retrieve various requirements is minimised thus allowing staff to spend more time with our patients.
• All rooms are single and well-appointed meeting patients’ expectations and improving infection control.
• All staff rooms have the best amenities facing north with balconies.

The project began in 2009 when Alan Kinkade spoke with Professor John Catford, then with Deakin University, about Alan’s vision and what could be achieved in developing a state of the art private teaching hospital with Deakin University at Waurn Ponds. In the early days Alan was ably assisted by Tracey Scott in moving the vision from concept to business case approval with the Epworth Board and in gaining Deakin University Council approval. Along the way we have had many fruitful discussions with the Australian and Victorian Governments, Geelong City Council, Marcus Oldham Agricultural College, Barwon Health, local specialists and GPs, consumers and the community.

We thank our many friends and partners who have supported this project along the way and who were present to celebrate this significant milestone.

We thank the Australian Government’s support of this project through a $12m grant from the Health and Hospital Fund to support the construction of the specialised Complex Care Unit.
and a $5.5m grant through the Clinical Teaching and Training program to support the construction of our $12m Education and Training precinct.

We thank the Victorian Government for its $2.85m grant from the Regional Growth Fund to assist us in establishing the necessary infrastructure for the site. We are also very appreciative of the ten-year contract with Barwon Health, supported by the Victorian Government, to provide public services for the community.

We sincerely appreciate our strong partnership with Deakin University and its fabulous support of the Epworth Geelong initiative and particularly thank Professor Jane den Hollander and Professor Brendan Crotty.

We also acknowledge:

• The Establishment Committee comprising 40 Geelong specialists who contributed significantly to our clinical services plan and provided valuable design input.
• Our design team headed by Silver Thomas Hanley who we believe has designed a world class facility that will set a new benchmark for hospital designs in Australia.
• Our builder, Brookfield Multiplex, who has done a fantastic job in delivering a high-quality product ahead of time and under budget.
• Our people, the Epworth team, who have done an amazing job in the design, project management, building, procurement, systems development, marketing, recruitment and commissioning of this very exciting opportunity.
• My Executive Team, members of the Project Team and the Major Property Committee who have done a wonderful job in bringing this concept to reality.

• The Epworth Board of Management for their support and commitment to this project.
• The Federal, State and local government members of parliament who have always been interested and very supportive of the significant opportunities Epworth Geelong can provide to the community of Greater Geelong.
• The various Geelong based organisations who have supported us in our engagement with the local community.

We congratulate Damian Armour, the inaugural CEO for Epworth Geelong who, along with Leonie Lloyd as Director of Clinical Services, has been very successful in establishing Epworth’s presence in Geelong, recruiting our local Executive Team, staff and doctors and commissioning this great hospital.

We are very proud that we have been able to attract a very dedicated and compassionate team of doctors and staff to operate Epworth Geelong, our state of the art hospital.

This will enable high quality and new services such as neurosurgery and complex cardiac services to be delivered in the Geelong community. In conjunction with Deakin University, this hospital will provide wonderful educational opportunities for the youth of Geelong and Victoria in fields such as medicine, nursing, allied health and imaging. Our research endeavours with Deakin University will provide our patients with access to novel drugs and therapies that otherwise may not have been available to them, as well as provide opportunities for Epworth and Deakin to
develop and commercialise our findings.

Epworth Geelong has already provided significant employment opportunities employing 550 people during construction and 450 people in our first stage of operation with many more opportunities to come as we expand in the future. We look forward to serving well the Greater Geelong community.

The Prime Minister was escorted on a tour of the site including visits to day oncology, the complex care unit and the education precinct. The Prime Minister said he was honoured to attend the opening and praised Epworth’s partnership with Deakin which would encourage innovation and collaboration.

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Deakin University and Epworth HealthCare will deliver the next generation of jobs and the next generation of innovation. Collaboration with universities is the key,” he said.

The Prime Minister also spoke of the warm welcoming environment of the hospital and the dedication of our staff.

“I am amazed by what you have created, it is a great asset for Geelong. Can I say thank you to all the healthcare professionals here, the doctors, nurses, allied health staff, administrators and other staff. You serve humanity every day and seek to improve what you do.”

THE HOSPITAL OPENED TO:

- 172 overnight inpatient beds (with room to increase to 262 in future)
- 12 intensive care unit beds
- eight special care nursery cots
- eight complex care unit beds
- an emergency department with 20 treatment spaces open 8am to midnight, seven days a week
- 11 operating theatres (including 1 hybrid)
- six birthing suites
- two catheter laboratories
- two endoscopy rooms
- a six-chair renal dialysis unit
- a ten-chair day oncology unit
- inpatient and outpatient rehabilitation therapies including hydrotherapy pool, gym and facilities to enable activities of daily living
- the provision of a clinical education and simulation precinct
- private consulting suites and sessional consulting rooms
- onsite diagnostic and medical services supplied by Epworth Medical Imaging, Epworth Pathology and Slade Pharmacy
- more than 380 car spaces easily accessible for patients, staff and specialists.

Further stages possible for the site comprise three separate buildings to house additional consulting suites and expand on and colocate the hospital’s existing rehabilitation and oncology services.
1. Board President Rod Fitzroy, Epworth Geelong CEO Damian Armour, Prime Minister Malcolm Turnbull, Sarah Henderson MP and Group Chief Executive Alan Kinkade; 2. Director of Clinical Services Leonie Lloyd demonstrates Point of Care; 3. Prime Minister Turnbull and Leonie Lloyd; 4. Prime Minister Turnbull meets a patient in day oncology; 5. The Prime Minister and student graduate nurse Grace-Rose Prince attend to mannekin Dean; 6. Welcome to country; 7. the official plaque is unveiled; 8. the Kinkade family; 9. Professor Glenn Guest meets with The Prime Minister; 10. the unveiling ceremony; 11. Prime Minister Turnbull with Denise and Alan Kinkade.
A phenomenal accreditation result.
Congratulations Team Epworth!

Epworth underwent its organisation-wide accreditation survey between 17 and 21 October. During the week we had 13 surveyors from the Australian Council on Healthcare Standards (ACHS) review our processes and practices against the ten National Safety and Quality Health Service Standards and the five EQuIPNational standards.

The week culminated with each member of the surveying team providing their thoughts on what they had seen and heard in relation to each area under review.

Our staff were the highlight of the week. Their passion to provide safe, quality healthcare shone through in all interactions and this was also commented on by patients visited by the surveyors.

Some of the comments from the surveying team:

• Governance penetrates at every level of the organisation
• Positive, innovative culture is evident throughout the organisation; a can-do attitude; attention to detail
• Patient experience week is an impressive initiative
• Point of Care technology is exceptional and further enhances the patient experience
• Hand hygiene results are exceptional and have had a constant improvement with a persistent innovative approach across all levels of staff
• Medication safety is done extremely well and the initiatives to reduce medication incident numbers are exemplary
• Nursing care guides are very sophisticated — excellent, contemporary and evidence-based resources to assist staff with consistency in the delivery of care
• Great progress has been made with end-of-life care management and engagement with consumers
• Code Worried for consumer escalation of care is a great initiative and low usage is indicative of patient comfort and trust in staff ability
• Blood is safely managed across all campuses
• Incidence of pressure injuries is remarkably low and we should be very proud of the result — 12 months without a hospital-acquired stage 3 or 4 is something you don’t readily see in other organisations
• Quality information on the internet is the best ever seen, well developed
• Performance and development system is apparent at all levels of the organisation — staff are familiar with the values and behaviours, and resources to support staff are considerable, variable and available
• NUM project is very comprehensive.
There are 15 standards against which Epworth was assessed, with 31 assessed as achieving a Met with Merit (MM) rating. This is a fantastic result given that all divisions or facilities need to demonstrate a higher than expected outcome against the action for a MM rating to be awarded.

**Epworth’s Met with Merits were in the following areas:**

- Governance and quality improvement systems
- Performance and skills management
- Incident and complaints management
- Patient rights and engagement
- Consumer partnership in service planning
- Antimicrobial stewardship
- Medication management processes
- Identification of individual patients
- Governance and leadership for effective clinical handover
- Clinical handover processes
- Governance and systems for the prevention and management of pressure injuries
- Preventing pressure injuries
- Governance and systems for the prevention of falls
- Information about services
- Assessment and care planning
- Workforce planning
- Recruitment processes
- Continuing employment and development
- Health records management
- Strategic and operational planning
- Safety management systems
- Emergency and disaster management.

Thank you to the quality team for working with staff to ensure they were well prepared for the week-long survey. They have shown great passion, dedication and enthusiasm to work through all challenges faced.

And a huge congratulations to the entire Epworth team! This is a sensational result and one we all should feel so very proud of.
Research scholarship to explore success of New Dimensions bariatric program

Running since March this year, Epworth’s bariatric rehabilitation program, New Dimensions, has been helping patients recover and achieve long-term weight goals after weight-loss surgery. The program has received a boost with a recent scholarship win that will evaluate its success to ensure the best possible offering for our patients. Abi Oliver, chronic disease program coordinator at Epworth Camberwell, breaks down the details.

What is the name of the research scholarship the team has won?
Feasibility and impact of the New Dimensions Reconditioning Program at Epworth Camberwell.

Who are the staff members that received the scholarship?
I received the scholarship and I am the principal investigator, alongside associate investigators Andrea Jasper, Ana Torres, Ismini Dandanis and A/Prof Anastasia Hutchinson.

How will the scholarship benefit the program and what do you hope to learn?
The aim of this project is to evaluate both the feasibility of New Dimensions and the impact of the program on patient outcomes over a 12-month follow-up period. It is important to undertake this evaluation project to determine both the acceptability and uptake of this program by individuals who have undergone bariatric surgery, and to evaluate the impact of the program on patient clinical outcomes. The outcomes of this evaluation will be used to inform service development to ensure that Epworth is offering innovative and effective programs that address the needs of consumers.

How unique is New Dimensions within Australia?
We believe the program is the only one in Australia that provides a coordinated group program that includes education from dietetics, psychology, exercise physiology and nursing, as well as land-based exercise and hydrotherapy. Very importantly the program involves long-term regular follow-up. This approach is supported in literature as the most effective treatment to assist patients with sustained weight loss post bariatric surgery/procedure.

How many patients have participated in the program?
We have a maximum of eight patients per program to enable optimum results. We have run two programs, each starting with four participants, so in total eight participants have so far completed the program.

What has been the response?
Feedback from participants has been very positive. Our outcomes have shown many benefits including weight loss, improved biochemical markers and fitness levels, adoption of healthy behaviours, reduction in depression and anxiety and improved quality of life. All participants have stated they would recommend the program to others.

Any standout feedback?
There are many great stories from our participants about aspects of their life that have improved since attending the program. One participant, a woman in her 60s with diabetes, was very resistant to the idea of exercise. She had never exercised regularly and was not at all keen to start. This participant started a walking program with her daughter, and has continued to walk seven days a week for 4–5kms each time. The participant reported that not only does she enjoy the walking but it has also benefited her relationship with her daughter. Her biochemical marker for diabetes also improved significantly. Other benefits the participants have shared with us include being able to shop for clothes in a regular women’s store and not having to get an extension strap for the airplane seatbelt when travelling.

Epworth staff awarded associate professorships

Congratulations to four Epworth Richmond staff members who were recently awarded the title of associate professor by the University of Melbourne.

Director Intensive Care Julian Hunt-Smith, Director of Emergency Medicine Ron Sultana, Deputy Director of Emergency Medicine Bill Nimo and ICU Doctor Jonathan Barrett have all received titles for their excellent work and involvement in the teaching program at the Epworth Clinical School.

“It is an honour to receive this recognition,” says Julian. “Being awarded a title is a gift from the university for the contribution one is making and recognition of the passion for learning that a person holds.”
Epworth a key player in ground-breaking Alzheimer’s trial

A clinical trial being conducted across Australia is testing a new drug that could offer hope to patients with Alzheimer’s disease. Epworth’s Clinical Research Coordinator, Donna McCallum, explains the process of the trial and what the outcome could mean for patients, as well as why this trial is a coup for Epworth.

Epworth is involved in the trialling of a new drug, CT1812. How is this drug expected to help Alzheimer’s patients?

There are an estimated 36 million people worldwide that are living with dementia and there is currently no treatment available that slows or cures Alzheimer’s disease. There are several approved drugs on the market that temporarily relieve some of the symptoms such as memory loss, but this trial is looking at studying a new medication and strategies to try and prevent the disease from progressing. The purpose of this trial is to test the safety of the medication and how well the body tolerates a once-daily dose of the investigational product. The study will also evaluate the cognitive functioning of enrolled participants with mild to moderate Alzheimer’s disease, to assess the changes and or stabilisation of current disease progression.

How is Epworth involved in the trial and why is this significant?

This phase 1b study will only be conducted in Australia and Epworth is one of four chosen sites to participate. That Epworth was chosen highlights the expertise of our research department staff and the confidence of the pharmaceutical companies in our ability to conduct high calibre trials. The trial also allows Epworth to offer its patients the opportunity to partake in a trial offering alternative treatment to this disease.

This is the first time that this medication has been introduced to the patient population. Total participant follow-up is 90 days from the time of randomisation, and given there will only be a select few participants enrolled, I would expect that this project would have all participants recruited and all follow-up appointments completed towards mid-next year. Review of the data collected may take a while after this, as there is a lot of information that is being looked at.

This is the first phase of the trial, and if the drug is displaying positive outcomes, Epworth is well placed to be involved in the subsequent phases required to get this product onto the market.

How many patients is Epworth currently trialling?

Professor Richard Gerraty is the principal investigator for this study at Epworth and is aiming to enrol five to six participants, of a total of 16 entered into the trial. Neuroscience Trials Australia, a local contract research organisation, is facilitating the trial in Australia and has done extensive public relations via radio advertisement for this trial. Epworth is currently screening our first participant and with the response to the radio campaign — over 1000 calls to a 1800 number — we will be able to reach our specified target. We are also looking at potential participants from Professor Gerraty’s private practice and from the other two Alzheimer’s trials that Epworth is conducting at Epworth Camberwell.

How many staff from Epworth are involved in the trial?

Along with Professor Gerraty, there are two clinical research nurses involved in the conduct of the study. Other research staff, including our clinical trials start-up specialist, research management staff and director, A/Prof. Genie Pedagogos, have not only promoted our ability to perform these very complex phase 1 clinical trials but supported us in getting this trial initiated at Epworth.

We are proud to offer a number of development opportunities at Epworth, which focus on enhancing the skills of our leaders to effectively lead and manage staff to deliver an exceptional patient experience, as well as preparing them for future career opportunities. In February the tenth Operational Leaders Program will commence as 15 participants embark on their development journey over the next 18 months.

Epworth offers a number of other leadership development opportunities and encourages all leaders to apply for the many one-day workshops on offer. These workshops have been designed to assist leaders in developing their leadership and management capability. Further information and available workshops can be found on the Leadership Development Intranet page and calendar.
Epworth Eastern’s new renal dialysis unit focuses on patient comfort

Patients facing chronic and acute renal disease can now access a premium renal dialysis service located at Epworth Eastern.

The unit, opened in September, is a brand-new, purpose-built facility featuring nine state-of-the-art haemodialysis stations designed for both comfort and to deliver the highest quality dialysis care.

Executive Director Louise O’Connor says the opening of the unit has truly been a team effort and the hospital has been excited to welcome its new patients. “The success of the unit has been in our commitment to improving the patient experience,” says Louise. “Everything from the planning and design of the space to the personalised welcome boxes has been done to ensure patients are at the centre of everything.”

Ricky Galileos, Epworth Eastern’s own senior theatre technician, is a renal dialysis user who transitioned to the unit immediately upon opening, and says he has been impressed by what the unit has to offer. “I feel welcomed and supported,” says Ricky. “The unit staff are incredibly patient focused and offer me a range of benefits to make my hospital stay easier.”

The service provides access to assisted transport options; a full suite of entertainment including internet, games and educational resources; light refreshments with free coffee and take-home meals; and a dedicated beautician service offering manicures, pedicures and massages.

The renal dialysis unit also draws on Epworth Eastern’s multidisciplinary team of professionals with full access to surgical consultants, and is supported by onsite radiology, pharmacy, intensive care unit, HDU and CCU.

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.

First aneurysm coiling procedure performed at Epworth

Prompt treatment of a ruptured aneurysm can mean the difference between life and death. Now, Epworth offers a minimally invasive treatment approach for aneurysm patients that avoids open surgery and its potential complications.

On Monday 29 August, Epworth performed its first aneurysm coiling for a sub-arachnoid haemorrhage in Epworth Richmond’s new hybrid biplane theatre. Coiling involves a platinum coil inserted into the body via catheter and positioned to block blood flow to the aneurysm.

The new Siemens Artis Q theatre, situated in the Lee Wing, combines advanced, high-precision imaging technology with a fully equipped surgical suite and allows Epworth to offer this treatment for the first time.

Interventional Neuroradiologist Dr Mike Holt performed the procedure on a 59-year-old male patient, who, with symptoms including the sudden onset of headache and dizziness, arrived at Epworth Richmond after bleeding from a ruptured aneurysm.

Mike and his team confirmed finding two aneurysms using MRI scans and quickly began treatment. “That may be a simple procedure if the aneurysm is close to the surface of the brain,” explains Mike, “but if it’s deeper as most tend to be, access to reach that area can involve additional trauma to the brain. Endovascular treatment — via the arteries — means complications are reduced.”

The theatre’s sophisticated imaging technology provides the ability to view the aneurysm simultaneously from two angles, creating a 3D model to help plan accurate placement of the coil.

On Tuesday 30 August, Mike and his team performed the second aneurysm coiling procedure, this time targeting an aneurysm found on the patient’s right side through MRI imaging.

Interventional Neuroradiologist Dr Mike Holt reviews imaging of the aneurysms in the new hybrid theatre
Under the nanoknife

Professor Ken Thomson and Professor Neil Collier performed another nanoknife surgical procedure at Epworth Freemasons on Wednesday 30 November, this time on a 2cm tumour in the pancreas of a man from Perth. Epworth Freemasons used a loan nanoknife generator provided by N.Stenning &Co, the Australian agents for the nanoknife.

This technology has been around for nine years and Ken and Neil first performed IRE (irreversible electroporation) at Epworth Freemasons for pancreatic cancer approximately three years ago. Patients recover fairly quickly as the procedure doesn’t produce secondary effects like thermal damage beyond the treatment zone, and the procedure can be repeated if necessary for further tumour appearance.

Ken’s involvement in this case, once Neil located and isolated the tumour in the pancreas, was to place five nanoknife electrodes in and around the tumour to ensure that the tumour was adequately included in the electric field. Approximately 120 ultrashort electric pulses were then delivered between each electrode pair.

IRE causes cell membrane breakdown while preserving collagen and connective tissue. It is not a single treatment method for pancreatic cancer, rather an adjunct after chemotherapy and radiation treatment.

Use of this technology in Australia is limited but in the United States IRE has resulted in a significant improvement in median survival from pancreatic cancer, although the reported cases were very carefully selected.

Though expensive, the technology is effective and Ken would like to see it more widely used — with TGA approval and health fund support to encourage its use. Ken has already performed more than 260 procedures (on other organs as well as the pancreas) and is grateful to the company Angiodynamics for its donation of disposable probes which has made it possible to provide electrodes for pancreatic cancer patients.

Ken has also received an NHMRC research grant to continue use of the nanoknife for prostate cancer, however further use for pancreatic cancer is dependent on funding.

Record-breaking $150,000 women’s healthcare fundraiser!

The ninth annual Women in Healthcare Lunch was deemed an outstanding success with a record-breaking attendance and amount raised.

A total of 511 guests attended the lunch in the Plaza Ballroom on 6 October with specialist breast cancer surgeon Dr Chantel Thornton acting as Master of Ceremonies.

Major sponsor Conquest Services joined 13 other table sponsors and friends to hear from three specialists in the field of fertility and maternity care.

Included in the expert panel were obstetrician and gynaecologist Dr Samantha Hargreaves who spoke about her amazing charity work in Africa and Mongolia, together with fertility specialist A/Prof Kate Stern and reproductive gynaecologist Dr Lynn Burmeister who highlighted facts about fertility preservation.

Thanks to a fabulous line-up of live auctions and raffle prizes, a record $150,000 was raised to support maternity and paediatric services at Epworth.
South West Regional Cancer Centre official opening attended by Health Minister and Minister for Veterans’ Affairs

On Friday 2 December Victoria’s Health Minister, the Hon. Jill Hennessy, together with Federal Minister of Veterans’ Affairs and Member for Wannon, the Hon. Dan Tehan MP, formally opened the new $30 million South West Regional Cancer Centre opposite Warrnambool Base Hospital in Ryot Street.

The centre (SWRCC), which saw its first patients in July this year, enables cancer patients of Victoria’s South West communities to avoid driving to Geelong or Melbourne to receive specialist radiation treatment.

Epworth, responsible for building and operating the cancer centre for Victoria’s public patients, welcomed the official party which also included Member for South West Coast Roma Britnell MP, State Member for Western Victoria James Purcell MP, hospital chiefs of both Epworth and South West HealthCare, and representatives from Peter’s Project including ‘local hero’ Vicki Jellie.

Peter’s Project began in September 2008 when Vicki resolved to lobby far and wide — local, state and federal governments; businesses; sporting clubs; cafes, bars and traders — to receive both a commitment and funding to build a fully operational cancer centre in the South West region.

The Peter’s Project Foundation delivered the promised $5 million community contribution towards the construction of SWRCC, following a full financial commitment from the Victorian State Government for $15 million in 2013 and the Federal Government provision of $10 million.

Epworth Group CEO Alan Kinkade said that the new SWRCC delivers an integrated model of care in a state-of-the-art facility.

“We have designed and built an integrated cancer care centre that can provide radiotherapy treatment for 500 patients per year.

“Together with the chemotherapy unit established by South West Healthcare, and the cancer support services offered at the Peter’s Project Support Centre, the SWRCC is a great community asset,” said Alan.

The centre contains two radiotherapy bunkers, the latest Varian TrueBeam radiation treatment machine (linear accelerator) and a CT scanner. There are also consulting rooms for cancer specialists and sessional consulting rooms which we envisage doctors from other facilities in Geelong and Melbourne may use to provide outreach services to the Warrnambool community.
1. John Maher, Chairman South West Healthcare; Alan Kinkade, Vicki Jellie, the Hon. Jill Hennessy, the Hon. Dan Tehan, Epworth Board President Rod Fitzroy, John Krygger, CEO South West Healthcare; 2. the SWRCC’s linear accelerator; 3. the Hon. Jill Hennessy tours the facilities; 4. exterior of the SWRCC; 5. the Hon. Jill Hennessy speaks at the ceremony; 6. Site Manager Liam Jukes demonstrates some of the centre’s equipment to the Hon. Jill Hennessy.
In his ten years as Group Chief Executive of Epworth HealthCare, Alan Kinkade has lead the organisation to achieve many significant milestones. It has been under his careful stewardship that Epworth was transformed from a position of financial unsustainability to one of consistently high operational performance today. Epworth is now Victoria’s largest not-for-profit private healthcare group, an employer of choice of over 6000 staff, an innovator in Australia’s health system, and, above all, a trusted provider of leading healthcare for our patients. We thank Alan for his decade of dedicated service.

2006–2016: A TIMELINE OF EVENTS

2016

- **EPWORTH GEELONG OPENS**
  Construction and commissioning of Epworth Geelong is completed. Epworth Geelong now delivers quality care and new services such as neurosurgery to a growing population in the greater Geelong and South West region.

- **$30M INVESTMENT IN EDUCATION FACILITIES OVER LAST EIGHT YEARS COMPLETED WITH LAUNCH OF EPWORTH GEELONG**

- **SOUTH WEST REGIONAL CANCER CENTRE OPENS IN WARRNAMBOOL**
  An 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 Epworth’s ongoing commitment to improving access to leading healthcare services to regional patients across the state.

- **EPWORTH GROUP RANKED NUMBER 1 IN PATIENT SATISFACTION BY PRESS GANEY**

- **EPWORTH USED AS BEST PRACTICE AUSTRALIA CASE STUDY IN CULTURE IMPROVEMENT**
• POINT OF CARE DEVELOPED AND DEPLOYED FOR ALL ACUTE SERVICES
• $500M IN CAPITAL WORKS DELIVERED AHEAD OF TIME & UNDER BUDGET
• 1900 NEW STAFF RECRUITED
• OVER 2500 STUDENTS TRAINED ACROSS 12 DISCIPLINES FOR 14 UNIVERSITIES
• PROFESSOR MILES PRINCE, PROFESSOR/DIRECTOR OF MOLECULAR ONCOLOGY AND CANCER IMMUNOLOGY APPOINTED

• EPWORTH PARTNERS WITH NEW YORK-BASED NORTHWELL HEALTH
  The strategic alliance covers a broad range of mutual goals in areas such as staff education, quality and safety, sharing best practice opportunities, commercialisation of health innovation and translational research.

• EPWORTH RECEIVES LARGEST EVER BEQUEST
  Epworth receives its most significant bequest from Mr and Mrs John and Margaret Schneider. Funds will be used to provide staff scholarships, professorial appointments and new patient equipment.

• CORPUS FUNDS COVERING EDUCATION AND RESEARCH REACH $60M
• CENTENARY FUND ESTABLISHED
• LEE WING OPENS AT EPWORTH RICHMOND
  The new wing is officially opened by Federal Minister for Health, the Hon. Sussan Ley, in June, representing eight years of planning, to prepare Epworth for the healthcare needs of tomorrow’s patients.
2015

- **NURSE UNIT MANAGERS’ (NUM) PROGRAM ESTABLISHED**
  The program clearly defines roles, enhances competitiveness and provides better tools for NUMs to provide excellent care.

- **EPWORTH FREEMASONS’ CLARENDON STREET COMPLETES WORKS**

- **PROFESSOR GLENN GUEST APPOINTED**

- **EPWORTH BECOMES A CLINICAL SCHOOL**
  For medical students from the University of Melbourne and is the only health organisation in Victoria training medical students from the three Victorian medical schools.

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2014

- **EPWORTH MEDICAL IMAGING LAUNCHES AT EPWORTH FREEMASONS**

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2013

- **CLINICAL EDUCATION & SIMULATION CENTRE AT EPWORTH RICHMOND**
  Opened in May by The Hon. Tanya Plibersek MP, the then Minister for Health.

- **PROFESSOR JOHN CATFORD APPOINTED**

- **POINT OF CARE SYSTEM PILOTED AT EPWORTH EASTERN**

- **EPWORTH LAUNCHES FIRST MENTAL HEALTH SERVICE**
  Epworth Clinic at Epworth Camberwell
• PROFESSOR ROD SINCLAIR APPOINTED

• REDEVELOPMENT OF EPWORTH CAMBERWELL COMPLETED AND CREATION OF MENTAL HEALTH SERVICES

2012

• EPWORTH RADIATION ONCOLOGY ESTABLISHED

• CLINICAL EDUCATION AND SIMULATION CENTRE OPENS AT EPWORTH EASTERN
  Includes simulation capacity, enabling students and staff to replicate real-life scenarios in realistic settings

2011

• EPWORTH PURCHASES HEALTHBRIDGE HAWTHORN PRIVATE HOSPITAL
  The building which will become Epworth Hawthorn

• EPWORTH CAMBERWELL REDEVELOPMENT COMMENCES

• EPWORTH LAUNCHES OWN PATHOLOGY SERVICE
  In partnership with Melbourne Pathology

• PROFESSOR NILMINI WICKRAMASINGHE APPOINTED

• PROFESSOR JULIAN FELLER APPOINTED
2010

- EPWORTH’S 90TH BIRTHDAY
- EPWORTH CLIVEDEN OPERATIONS ACQUIRED
- PROFESSOR RICHARD GERRATY APPOINTED

2009

- EPWORTH VALUES AND BEHAVIOURS DEVELOPED AND LAUNCHED
- EPWORTH CAMBERWELL & 50% OF EPWORTH FREEMASONS CLARENDON STREET PURCHASED
- EMPLOYEE ENGAGEMENT SURVEY INITIATED
- PROFESSOR JOHN OLVER APPOINTED
- PROFESSOR RICHARD DE STEIGER APPOINTED

- CLEVELAND CLINIC AFFILIATION
  Providing unparalleled opportunities to undertake clinical work, research and education at this leading US teaching hospital
- EPWORTH RESEARCH INSTITUTE ESTABLISHED
- GROUP CEO AWARDS ESTABLISHED
• INAUGURAL LEADERSHIP DEVELOPMENT PROGRAMS COMMENCE

2008

• EPWORTH WINS LARGE BUSINESS TURNAROUND OF THE YEAR AWARD

• SCHOLARSHIP PROGRAM LAUNCHED
  Providing $10,000 per scholarship for staff to undertake a project or academic course

• EPWORTH PROSTATE CANCER RESEARCH CENTRE ESTABLISHED

2007

• VICTOR SMORGON RESEARCH FUND ESTABLISHED

• WITHIN ONE YEAR, EPWORTH PRODUCES RECORD SURPLUS FOR THE GROUP AND WE RE-ENGAGE ALL HEALTH FUNDS

• PATIENT ACTIVITY INCREASES TO RECORD LEVELS

• FIRST GROUP PRESS GANEY PATIENT SATISFACTION SURVEY IS CONDUCTED

• EPWORTH’S IN-HOUSE HUMAN RESOURCES DEPARTMENT ESTABLISHED

• EPWORTH’S TEACHING HOSPITAL AGENDA ESTABLISHED

• EPWORTH CLINICAL INSTITUTES ESTABLISHED

• PATIENT SERVICE CENTRES INTRODUCED AT EPWORTH EASTERN, EPWORTH FREEMASONS AND EPWORTH RICHMOND

6 DECEMBER 2006

• EPWORTH’S BOARD OF MANAGEMENT APPOINTS ALAN R. KINKADE AS GROUP CHIEF EXECUTIVE
  Epworth faces significant hurdles, including rising debt, poor relationships with health funds and a lack of accountability within the organisation.
Australian leaders in 3D printing

Epworth leads the way in innovation, using 3D technology whereby custom-made prostheses are designed for individuals, often to correct a unique problem a specific patient has.

Doctors George Dimitroulis and Paul D’Urso and Professor Richard De Steiger are world leaders in this technology and Epworth is caring for patients from all over Australia.

In May 2015, in an Australian first, Dr George Dimitroulis implanted the first 3D jaw and has since undertaken 40 such procedures at Epworth Freemasons. The 40th bespoke printed jaw was implanted in a woman with longstanding TMJ osteoarthritis.

The dream of print-to-order implantable medical devices is well and truly a reality at Epworth Freemasons, which is leading the way with innovative jaw implants that are patient fitted and 3D printed on demand. Patients are grateful that they are able to receive high-tech medical implants that have been conceived, developed and manufactured here in Australia. The work was made possible by a Federal Government AC grant that supports Australian innovation.

George has also introduced another 3D printed jaw device that has already been placed in four patients at Epworth Freemasons. If successful, the new device, called the Osseoframe, will revolutionise implant dentistry — allowing full dental rehabilitation in cancer and trauma patients who would otherwise never have fixed teeth with which to chew.

Dr Paul D’Urso is a neurosurgeon at Epworth Richmond and has implanted well over 100 3D printed implants in the spine and has achieved several world firsts. Paul regularly uses Bio models created by 3D technology to assist in surgical planning and guides for the precise placement of percutaneous screws.

Paul is also the executive chairman of Anatomics, a company specialising in 3D technology which is now exporting devices around the world.

Professor Richard De Steiger, our Professor of Surgery based at Epworth Richmond, is also a leading advocate of this technology, utilising it in numerous pelvic/hip operations.

This technology is the future and Epworth is very proud to be at the world-leading edge of this transformative innovation.

Above: the 3D printed hip joint implanted by Professor Richard de Steiger and Paul Burns in 2015; top right: a 3D printed pelvic piece used in surgery by Dr Paul D’Urso; bottom right: the 3D printed jaw joint Dr George Dimitroulis implanted in a patient at Epworth Freemasons.
A celebration in honour of our Group Chief Executive

On Tuesday 15 November a celebration event was held to acknowledge the retirement of Epworth’s Group Chief Executive, Alan R. Kinkade.

Guests including friends, family, colleagues, donors and associates donned black tie to join Alan at the Great Hall of the National Gallery of Victoria for an evening of fine dining and thoughtful presentations honouring Alan’s decade of service.

Professor Emeritus John Catford was MC for the night and opened with a humorous and warm speech which continued throughout the event. Two video presentations highlighted staff and past Board presidents’ memories and well wishes, and later a flash mob brought an ‘impromptu’ dance break which saw Alan and Denise join staff for a quick twist in front of the stage.

A panel featuring Graeme Danks (great-grandson of Epworth founding benefactor Sir Aaron Danks), past Board President Michael Robinson, President Rod Fitzroy, EMF Executive Director Scott Bulger and Alan’s EA Lyndsey Crowhurst presented Alan and his wife Denise with a series of gifts, including announcing the establishment of the Alan & Denise Kinkade Staff Scholarship and the naming of the Alan R. Kinkade Education and Simulation Centre at Epworth Richmond.

Alan thanked everyone for their support throughout his journey at Epworth, noting he was particularly touched and honoured to receive these significant and symbolic gifts, and that he was immensely proud of the achievements of the organisation under his leadership.
1. Rod Fitzroy, Michael Robinson, Alan and Denise Kinkade, Graeme Danks and Scott Bulger.
2. Arch Fotheringham, Aija Thomas, Bruce Crook, Denise and Alan Kinkade and Deb Crook.
3. John Catford, Rod Fitzroy, Alan and Denise Kinkade.
5. Alan Kinkade and Hans van der Wall.
7. John and Gabrielle Harris, Denise and Alan Kinkade.
Epworth Eastern development on flat site

Epworth Eastern has been very successful and built an enviable reputation as a leading provider of excellent care in Melbourne’s East. It is struggling to meet demand operating at occupancy levels well in excess of 90%. The flats immediately adjacent to the hospital have recently become available and we are planning — subject to Board approval — to develop a 14-storey expansion on the site with the architect’s impression shown above.

The town planning application will be submitted on 13 December 2016 and we would hope for council to consider and approve it by mid-2017.

The development on the flat site will include:

- A new emergency department
- 60 additional overnight acute beds
- 15 new overnight rehabilitation beds and appropriate support space
- A rehabilitation pool and gym
- Four new theatres, two of which will replace the two endoscopy suites in the existing medical centre
- 28 consulting suites
- 57 additional underground car parks.

This is the first stage of the major redevelopment at Epworth Eastern.

Separately we are negotiating for the acquisition of the Salvation Army site and would hope to be in a position to own the site and to undertake future expansions of Epworth Eastern at this site. It is a very exciting future.

Expressions of interest for the consulting suites will be called once we have town planning and Board approval to construct the facility.

Epworth Freemasons development

Epworth Freemasons has received town planning approval to construct a ten-level building at the Clarendon Street Campus and plan to commence construction early in 2017. Features include:

- seven levels of consulting suites — containing 28 consulting suites in a 3000m² footprint with most spaces offering 360-degree views over Melbourne
- four new and additional operating theatres/endoscopy suites
- 12 additional inpatient beds
- comprehensive cancer care — a new day oncology unit collocated with radiation oncology
- underground car park with over 330 spaces
- a new ‘ground floor’ and main entrance to the hospital via Albert Street — with undercover drop-off zone. This will allow for future expansion of the hospital.

Expressions of interest are being taken for medical specialists interested in consulting from the new Grey Street Centre. More information is available online: epworth.org.au/about-us/major-projects/freemasons-redevelopment
Epworth Richmond kitchen redevelopment

The expansion to Epworth Richmond’s kitchen continues, with works underway to improve the layout, upgrade equipment and enhance services as the hospital makes preparations to introduce room service meals for patients in 2017.

Inside the new kitchen will be three kitchen areas and plating lines that are equipped to provide meals made fresh to order for all 600 of the hospital’s patients. There is room for a fourth kitchen setup to be installed as the hospital grows.

The separate dishwashing area was installed in June 2016.

A new entrance into the Epi-Centre Bistro also opened in October, now located directly via the corridor near the 64 Erin Street entrance.

This work is necessary in order for Epworth Richmond to have the kitchen capacity for the future hospital expansion along Erin Street.

Step inside the new entrance to Epworth Brighton

Patients and visitors to Epworth Brighton will soon be able to access the rehabilitation facility via a new entrance when it opens before Christmas.

The main entrance was relocated to be positioned directly off Wilson Street, to provide safer and easier access, separating the main entrance from ambulance transfers which will continue via the side doors.

In addition to the new entrance, three new meeting/interview rooms have been built at the front of the hospital and will be used as an interview, education and collaboration space for doctors, nurse educators, allied health specialists and patients alike.

Wing renaming at Epworth Richmond now complete

Bethesda Wing was introduced to Epworth Richmond on 22 November, marking the completion of the wing renaming project.

Directional signage throughout the hospital has been upgraded to reflect the new names and now uses a series of colours specific to each wing to support wayfinding.

The colours for each wing are as follows: Bethesda Wing — teal, Gray Wing — orange, Thomas Wing — purple, Lee Wing — red, Cato Wing — gold and Danks Wing — blue.

Room numbers across the hospital were also amended to use a four-digit system similar to that of a hotel, where the first number references the level and the three numbers that follow wrap around each floor, starting from Cato Wing working anti-clockwise towards Bethesda Wing. Now, no two room numbers across the hospital are the same.

The project also incorporated updates to all IT systems such as Nursecall, IPM BOSSnet TechOne and Delegate and more to reflect the new bed numbers and wing names. The completion of every element of this project could not have been possible without the support of staff across Epworth Richmond.

Have you seen the sign?

New Epworth logos were recently installed to the north, south and eastern facing walls of the Lee Wing roof at Epworth Richmond. It was no easy feat; the installation closed Erin Street to traffic for a few hours while a crane lifted the signs which measured 5.5 metres high and 6 metres wide.
Doug and Lil: part of the Epworth Brighton family

Doug and Lil were admitted to Epworth Rehabilitation Brighton after a car accident in June 2016 and quickly became known and loved by everyone. Doug and Lil have been happily married for 62 years and are inseparable. The duo are very impressive 94 and 95 year olds. They were living independently in their family home and only received help with the gardening!

Doug arrived at Epworth Brighton in a lot of pain from sternal fractures, limited in his mobility and most of all worried about and missing his wife Lil. Lil arrived at Epworth Brighton two days later requiring a hoist for transfer and assistance with all tasks.

Lil had sustained multiple fractures from the accident and the team was unsure what tasks she would be able to get back to. Unfortunately Lil had lost her hearing aids in the accident and she found it very hard to communicate with staff.

Lil’s progress really began when her new hearing aids arrived. The minute Lil put her hearing aids in and was able to understand all of the therapist’s instructions her mobility skyrocketed. With the help from her physiotherapist, Ash, after nine weeks at Epworth Brighton Lil was able to walk independently with her frame. The team loved being able to really get to know Lil now that they could have conversations and Lil’s great sense of humour began to show.

Doug thrived in rehab. He entertained everyone at the gym and was always happy and joking with all the staff. Doug went to the gym twice every day — even if he was sometimes a bit reluctant especially on the days Lil could not join him. He managed to improve his mobility greatly and could walk with no aid around the site. Doug and Lil really began to enjoy their daily walks to the patient lounge for their coffees, saying hi to everyone on the way.

Their relationship inspired everyone at Epworth Brighton. Both Doug and Lil had positive attitudes in what was a very stressful and traumatic time, and the support and care they showed each other moved everyone.

Both Doug and Lil had positive attitudes in what was a very stressful and traumatic time, and the support and care they showed each other moved everyone

Lil felt that Epworth Brighton had become home. Although we were all sad to see them leave, the team knows that Doug and Lil will make a huge impact on all the people that will surround them at their new home.

Georgia Flanagan
Occupational Therapist, Epworth Brighton

$50m corpus to be established to mark Epworth’s centenary

Epworth HealthCare will be celebrating its centenary in 2020.

In recognition of this momentous occasion, the Board has agreed to establish the Epworth Centenary Fund. A $50 million corpus will be built over the next four years with the first awards to occur in Epworth’s centennial year. The $50 million fund will include allocations for the following:

The Epworth Innovation Centre (EPIC), with an endowment goal of $30m. This fund is to encourage and continue Epworth’s culture of innovation and will allow medical specialists and staff to apply for competitive grants to undertake innovation projects. These projects could include introducing new surgical techniques, exploring new patient support activities or trialling new treatments.

The Patient Support Endowment Fund, with an endowment goal of $10m. This fund is to provide additional patient support services which are extraordinary in nature and may include areas such as additional emotional support for cancer patients, for example wig rooms, or travel and accommodation grants to help rural and remote patients travel to Epworth facilities.

The Doctor/Registrar Grants Endowment, with an endowment goal of $10m. This program will be used to further recipients’ education, specialist experience and exposure to cutting-edge new practices to ensure that patients continue to benefit from world-class care. It is envisaged that the endowment fund will be able to award annually up to ten $10k grants and 15 $20k grants per year.
The Annual Medical Leaders’ Dinner was held at The Pavilion at the Arts Centre on Wednesday 19 October with over 200 participants including Board members, executive directors, directors of Clinical Institutes and Chairs of Medical Advisory Committees.

At last year’s dinner we held ‘The Epworth Q and A’ using panellists drawn from Epworth doctors and chaired by ABC presenter Dr Norman Swan. In 2014 we undertook a ‘deep dive’ into Epworth — ‘What’s working well, what we can do better’, which was facilitated very ably by another ABC presenter, Virginia Trioli. This year the theme was ‘Celebrating the past, looking to the future’.

Dr Jeremy Grummet was awarded the Peter J Dohrmann Award. Twelve senior doctors presented a ten-year retrospective and provided pointers for the future from the different perspectives of:

**SERVICES**
- Associate Professor Ron Dick
- Dr Alan Crosthwaite
- Dr Peter Dohrmann
- Associate Professor Nerina Harley

**STANDARDS**
- Associate Professor Ian Fraser
- Associate Professor Rob Rome
- Dr Stephen Warrillow
- Dr Andrew Tang

**SCHOLARSHIPS**
- Professor Richard de Steiger
- Professor Glenn Guest
- Professor John Olver AM
- Professor Geoffrey Metz AM

All speakers referred to the very significant contributions of Alan Kinkade, Group Chief Executive, over this period. A special publication featuring commentaries, scores of comments received from other medical leaders and an edited film recording of the proceedings was presented by medical leaders to Alan on the night, entitled *Alan R Kinkade. This is Your Life at Epworth. Reflections by medical leaders, October 2016.*

*Professor Emeritus John Catford*
*Executive Director Academic and Medical*
VINCENT BORG

After nearly 15 years with Epworth, Vincent Borg has resigned after being offered an exciting new CEO career opportunity overseas.

Vincent has played a key role in the transformation of Epworth from a period of significant operational and financial difficulties to one of sustained success in every aspect of our business from teaching and research, to patient experience and outcomes and engagement of our people.

In the position of Epworth Executive Director Rehabilitation and Mental Health since late 2013, Vincent previously worked as Executive Director Epworth Eastern from late 2007, and prior to that Divisional Business Manager at Epworth Richmond, having commenced at Epworth as a Senior Project Manager in 2002.

In his current role, Vincent has very successfully led and grown Epworth’s rehabilitation and mental health division. Vincent and his team have embraced Epworth Excellence and we have witnessed significant improvements in patient satisfaction while achieving high levels of staff engagement and an organisational culture of success. Vincent’s dedication and investment in his people and commitment to the safety and wellbeing of all staff has been exemplary.

In his previous role as Executive Director Epworth Eastern, Vincent very successfully led his team and division to drive and sustain operational performance. Vincent has also actively participated above and beyond in broader roles at a group level including our orientation program, leadership programs, NUM project, and safety and wellbeing strategy initiatives.

“I have been supported with career opportunities and personal development, I have been delighted to be associated with an organisation that is so committed to excellence and, most of all, I have genuinely been humbled to have been associated with teams of people that have a can-do attitude and continue to rise to any challenges thrown their way”

Denise and Alan Kinkade with Melanie Barr and Vincent Borg
Epworth thanks Vincent for his personal and professional contribution to the organisation over the last 15 years, and we congratulate him on his new CEO role. We wish both Vincent and his wife Melanie every success for the future.

Vincent will be finishing at Epworth at the end of the year on 23 December and commencing his new CEO role in Abu Dhabi in the new year. Vincent says while he is excited about this new direction, he deeply values his years with Epworth.

“I have loved and continue to love my time with Epworth,” says Vincent. “I have been supported with career opportunities and personal development, I have been delighted to be associated with an organisation that is so committed to excellence and, most of all, I have genuinely been humbled to have been associated with teams of people that have a can-do attitude and continue to rise to any challenges thrown their way. In many ways, it would be very easy to stay!”

“But I am excited about the fact that I am taking myself outside of my comfort zone,” Vincent continues. “The thought of operating in a vastly different culture, where we don’t know anyone, is both anxiety provoking, but thrilling. I know I should not be doing this, but I can’t help but look ahead to the conclusion of my contract of five years and being in a position to look back and say to myself, we achieved this despite the challenges that were in place. I reckon that achievement, should it happen, will be something that I will always look back on with a high degree of satisfaction.”

JAMES PIPLIOS

At the start of September, James Piplios left Epworth after eight years of dedicated service.

James commenced at Epworth in August 2008 as Group Manager Supply and Commercial Enterprises with responsibility for group supply and procurement, facilities management and procurement and a corporate portfolio including engineering and biomedical engineering services, and on 24 October 2008 he was appointed as Executive Director Procurement and Facilities.

During this time, James led a remarkable improvement in procurement, facilities management and engineering across the group, recruiting and developing a capable and committed team who, together with James, have successfully supported Epworth’s growth and capital developments. This has included major redevelopments and infrastructure upgrades across the group including at Epworth Richmond, Epworth Freemasons, Epworth Camberwell, Epworth Hawthorn, Epworth Geelong, Epworth Eastern and the South West Regional Cancer Centre. In the last year, Epworth has delivered over $550m of capital works ahead of time and under budget: a remarkable achievement by all involved. James’ team played a fundamental role in the successful commissioning of all our new developments, procuring the equipment, consumables and stocking the new developments in a cost effective and timely manner.

James also significantly enhanced our overall procurement process and our relationships with suppliers delivering tangible benefits to Epworth. James’ other key achievements include supporting the successful implementation of the ERP system, establishing the Epworth in-house warehouse, assisting with the flood recovery at Epworth Freemasons and improvements in engineering and safety. He has also actively participated in broader roles including health fund negotiations and acted as Executive Director at Epworth Eastern and Epworth Freemasons on several occasions over the past few years.

James’ valued leadership contribution and strong commercial acumen has been sincerely appreciated and we wish him the best in his new executive leadership role at Healthscope.
Epworth’s new group chief executive announced

In October it was announced that, following an extensive global search by Spencer Stuart and a rigorous selection process, Dr Lachlan Henderson has been appointed to the position of Group Chief Executive, Epworth HealthCare. Epworth Board President Rod Fitzroy introduces Lachlan to Epworth:

Lachlan brings a wealth of experience across a range of healthcare roles that he has executed with distinction over the past 25 years. Since 2013, Lachlan has been the CEO St John of God Subiaco and Executive Director Perth Northern Hospitals (Midland Public and Private, Mt Lawley and Wembley Day Surgery) and has successfully run the largest and most complex region of St John of God with multisite and multidisciplinary responsibility including over 1,200 beds, more than 4,500 staff and budgets exceeding $600 million.

Lachlan’s career includes working as a medical practitioner for over a decade prior to leading large, complex hospital and pathology organisations across the public and private not-for-profit and for-profit sectors. Critical to his success in these roles has been Lachlan’s focus on quality patient care and staff satisfaction, ensuring sustainable business outcomes and financial performance.

It is an exciting time for Epworth HealthCare, as we capitalise on recent major investments, including our new Epworth Geelong hospital, the completion of the Epworth Richmond Lee Wing and the refurbishment of Epworth Freemasons. Lachlan will work with the Board of Management and lead our outstanding executive team as we further develop our future strategic journey.

One of his key priorities will be on our continuing commitment to excellence in patient care and patient experience, whilst building on our strong education and research capabilities. We are confident that Lachlan can work effectively with the leadership team to address the challenges and capitalise on the opportunities presented by the ever-changing face of healthcare in Australia.

Upon accepting the appointment as Group CEO Epworth Dr Henderson, who will formally commence in the role on 23 January 2017, provided the following statement:

“I am delighted to be joining Epworth HealthCare at such an exciting time for the Group. Epworth has a great brand and reputation well beyond Victoria and I look forward to playing my part in its future success. I will meet with Alan and the Executive team to ensure a smooth transition in the weeks ahead, prior to a permanent move to Melbourne in January.”

We look forward to welcoming Lachlan to Epworth in the New Year.

Rod Fitzroy
President, Board of Management

Our littlest patients in good hands

No parent wants to be faced with a trip to the emergency department, but when little Mark Mason reached day 12 of a high fever, Angus Mason and Dimitra Kavadias brought their son straight to Epworth Richmond for treatment. It was there that emergency department staff diagnosed 13-month-old Mark with pneumonia.

Despite the uncertainty of what lay ahead, Angus and Dimitra felt reassured Mark would be well taken care of at Epworth.

“We were sad as Mark was unhappy, scared for the unknown, but at the same time we felt safe as we knew we were in the best possible care,” says Dimitra.

Transferred to the paediatrics ward, Mark underwent blood tests, x-rays, a CT scan and a laryngoscopy. Mark was found to also be suffering from tonsillitis and an ear infection and as a result had grommets inserted into both of his ears.

The family stayed for eight days in the paediatric ward, where Dimitra says the facilities quickly made the department feel like home.

“It was outstanding, especially since we had a private room with a bathroom,” says Dimitra. “But the standout must have been the playroom with the aquarium — it was lovely to have a place for Mark to play.

“Dr Shaun Ho was fantastic — he was very thorough and kept us well informed of Mark’s progress. Dr Sarah Morrison was Mark’s surgeon, and she and her team were also outstanding. And who can forget the nurses who were genuinely concerned for Mark’s wellbeing but at the same time professional with the highest standard of care. We were so impressed with not only their expertise, knowledge and skill set, but how they made us feel so loved and cared for, and always with a huge smile.”

Now at home, Mark is back to his cheeky self, “smiling, laughing, eating and playing”, says Dimitra.

“Thank you for all the care,” Dimitra adds. “From the emergency department to the paediatric ward, all the staff were fabulous.”
Point of Care progress report

Point of Care is fast becoming a fixture at Epworth, since it was first introduced at Epworth Eastern in early 2015. There are now over 950 terminals in use across four Epworth sites with plans for expansion underway.

Point of Care brings our patients entertainment at the bedside and allows our clinical staff easy access to important patient information, all by way of a handy touchscreen.

As they familiarise themselves with the system, patients and staff have provided much positive feedback about their experience with Point of Care. Patients enjoy the ability to jump online, check email, watch TV and learn about Epworth services, while staff say the system allows them to better manage their patients' care.

A quick summary of Point of Care at Epworth:

Epworth Eastern — users at Epworth Eastern continue to work alongside the Point of Care team to develop and refine new software as it becomes available.

Epworth Richmond — all acute adult wards are now complete. Installation is commencing on 2 Thomas shortly with completion expected by Christmas.

Epworth Geelong — all currently open wards have the system installed with further training provided for new staff as they come on board.

Epworth Freemasons — Point of Care is now in use in three departments at Epworth Freemasons, and in the process of being installed at the Victoria Parade maternity ward. At Clarendon Street Point of Care is in use on Ground East, 1 East and 1 West. The remaining wards at Clarendon St should be completed before Christmas.

Epworth Rehabilitation sites — Epworth Richmond Rehabilitation and Epworth Hawthorn have just started using the system. Installation has commenced at Epworth Camberwell and should be completed by Christmas for the rehabilitation wards, with a mobile solution being explored for the mental health team. Installation at Epworth Brighton will commence in January.

Over the coming months, as we near completion on the installation of terminals, the Point of Care team will focus on implementing more features across all Epworth sites.

Lee Wing receives award for excellence

Operational since February and officially opened by the Federal Minister for Health in June, Epworth Richmond’s Lee Wing is the culmination of nearly three years of construction, managed by Kane Constructions.

In recognition of the success of this project, which reached practical completion three months ahead of schedule, Kane was honoured by the Master Builders Association of Victoria in its annual awards night held in August this year.

Kane received the award for Excellence in Construction of Commercial Buildings over $80m for the Lee Wing project.

Kane Director Stephen Theisz, along with Contracts Manager Peter Constantinou, accepted the award on the night.

“We are honoured to win the excellence award for the $80m+ category,” says Steve. “It is fantastic recognition for the hard work and dedication of the entire project team.”

Steve says the way all parties worked together to complete the Lee Wing was a particular highlight of the project.

“There was outstanding collaboration between Kane, Epworth’s redevelopment team and the consultants, which was developed over 12 contracts prior to and strengthened during the construction of the Lee Wing. This collaboration was built on honestly, trust, a high-quality product and Kane delivering on our promises and resulted in an outstanding building for staff and patients to enjoy,” says Steve.

Epworth Group Chief Executive Alan Kinkade congratulated Kane and partners on this achievement.

“The Lee Wing is a spectacular development and this award recognises the incredible work of Kane, Silver Thomas Hanley, our architect, and our project team. Congratulations to all involved in this fabulous project,” says Alan.
CLINICAL INSTITUTES SYMPOSIA ROUNDUP

Epworth’s Clinical Institutes host a number of events throughout the year, including symposia from various institutes to bring together both local and overseas speakers and attendees. Read on for summaries of five recent Clinical Institutes symposia.

Neurosciences Clinical Institute Symposium
The inaugural Neurosciences Clinical Institute Symposium, ‘Brain and spinal haemorrhage for physicians and surgeons’ was held on Saturday 13 August. Symposium convenors Professor Richard Gerraty and Mr Patrick Chan organised an interesting and educational day, with a workshop approach facilitating plenty of questions and lively discussion from the audience. Feedback about the event was very positive with many attendees indicating they were now much more likely to attend future Epworth neurosciences events. Brainlab and Melbourne Pathology were generous sponsors.

Obstetrics & Gynaecology Clinical Institute Symposium
The seventh Obstetrics & Gynaecology Clinical Institute Symposium was held on Friday 19 August at the Park Hyatt, attracting an audience of over 100 delegates. The international keynote speaker, Dr Paul Fogarty, Senior Vice President, Royal College of Obstetricians and Gynaecologists, UK, was extremely well received, presenting on the highly relevant issues of ‘The place of cord blood’ and ‘Each baby counts. Reducing stillbirth and birth injury’. Other program highlights included ‘Addressing stillbirth’, presented by Associate Professor Vicki Flenady from the Mater Medical Research Institute, and ‘HPV testing and the renewal programme’, presented by gynaecological oncologist Dr Deborah Neesham.

Cardiac Sciences Clinical Institute Symposium
On Saturday 22 October the Park Hyatt Ballroom played host to the sixth Cardiac Sciences Clinical Institute Symposium. While the weather outside was surprisingly cold and blustery the atmosphere in the ballroom was warm and collegial with over 150 delegates from Victoria and interstate attending. With a full program covering endocarditis, high-risk patients, and cardiac failure, delegates enjoyed a variety of full-length presentations interspersed with short ‘where are we now’ update presentations. The keynote speaker, Dr Emily Granger, cardiothoracic surgery and transplantation, St Vincent’s Hospital, Sydney, gave two engrossing presentations, ‘Controversy in heart transplantation’ and ‘Recovering the heart. Challenges of heart bypass’.

Benign Breast Disease Symposium
The Benign Breast Disease Symposium was held at the MCG on Saturday 12 November. The symposium was organised by Jane O’Brien on behalf of the General Surgery and Gastroenterology Clinical Institute and featured a faculty of breast surgeons from Epworth Richmond, Epworth Freemasons, Epworth Cliveden, Epworth Eastern and Epworth Geelong. The symposium was well attended with approximately 150 people on the day from Australia and New Zealand. We would like to acknowledge support from our major sponsors Melbourne Pathology and Amgen as well as Epworth Medical Imaging who exhibited on the day.

Perioperative Medicine Symposium
The Perioperative Medicine Symposium was held at the Park Hyatt on Saturday 19 November. The symposium was organised by Internal Medicine Clinical Institute Director A/Prof Ian Fraser and Critical Care Clinical Institute Executive members Dr Simon Reilly, Dr Bill Nimo, A/Prof Nerina Harley and Dr Con Giannellis. The program featured a host of eminent local presenters with sessions on delirium, perioperative management, post-op fluids and controversies. The symposium was well attended with approximately 110 people on the day from Australia and New Zealand. We would like to acknowledge support from our sponsors Fujifilm SonoSite, Melbourne Pathology, MSD andSeqirus.
Epworth scores at the Corporate Games
The 24th annual Corporate Games Australia were held over the weekend of 18–20 November at a number of venues across Melbourne.
Epworth was well represented with a total of 65 entrants competing in mixed soccer, basketball, netball, tennis, running and badminton.
Congratulations to all who took part and a big shout-out to the following who placed: Epworth Clinic’s Terry Chong, silver in badminton doubles; the Epworth Rehabilitation netball team who won gold against Epworth Eastern (silver); and Epworth Eastern’s women’s doubles team (Stephanie Deveson and Dianne Paynter) who received gold in tennis. Epworth was also awarded the Sports Championship Award for netball, with three teams in the top four spots. An amazing achievement all around!

Day medical unit opens at Epworth Freemasons
September saw the opening of Epworth Freemasons’ new day medical unit at the Clarendon Street campus.
The day medical unit is located in Ground East, complementing the Bone Marrow Service currently operating.
The unit will enable greater access for patients to undergo the following treatments:
- blood and blood product administration
- iron infusions
- bisphosphonate administration
- immunoglobulin administration.
Since opening, the Ground East day medical unit has seen over 60 patients in comfortable surroundings overlooking the newly refurbished Epworth Freemasons courtyard.
Experienced day medical unit staff offer patients the option of either a chair or bed when receiving their treatment to enhance patient comfort and privacy.
Bookings for the day medical unit are made via an email booking service managed by the ground east nurse unit manager.
Nurse Unit Manager Fiona Collins coordinates the admission process, liaising with the patient directly and the Epworth Freemasons patient services centre, ensuring a seamless patient journey.

Marie Parkinson-Levine Courtyard facelift adds a touch of spring
Epworth Freemasons’ upgraded courtyard was unveiled on 18 October. Thanks to a funding grant from the Epworth Medical Foundation (EMF) and the generosity of Marie Parkinson-Levine, new outdoor furniture was purchased for the courtyard, increasing seating capacity to 56.
On the day of unveiling, a barista served over 250 free coffees, again courtesy of EMF. In addition to the excellent coffee at the new cart situated in the courtyard, a ‘Grab ‘n’ Go’ fridge with sandwiches, salads and sushi, along with a selection of soft drinks, will soon be introduced. As the weather improves there is certainty that this space will become a well-used hub for staff, patients and their friends and families.
Hours of operation are from 8.00am to 2.00pm, Monday to Friday. All Epworth staff are welcome in the courtyard!
On Tuesday 8 November an eager crowd of over 600 Epworth staff, friends and family filled the stalls of the Athenaeum Theatre in the city, ready for a night of spectacular entertainment.

The second Epworth Revue boasted performers from across all divisions showcasing their talents with a range of acts from soloists, musical theatre, comedy, video skits and even some opera to boot!

Group Chief Executive Alan Kinkade along with his wife Denise were crowned ‘king and queen’ of the evening, dressed in full royal regalia and reigning over the evening’s acts.

The acts were supported by a very energetic and participative crowd and by all accounts much fun was had by all, with some departments already discussing possible acts to prepare for the next revue.

Capping off the night was Simply the Best — an all-cast song and dance spectacular dedicated to the staff of Epworth, which saw all 194 performers up on stage and filling the aisles in a great finale.

A huge thanks to all the event organisers, ushers and background help, production managers Sarah Kinsella and Russel Fletcher from The Decent People, sponsors Princes Laundry Services, First State Super, Epworth Medical Foundation and Vital Healthcare Property Trust, and everyone that took the time to prepare such fabulous acts. Thank you also to executive sponsors Liz Camilleri and Lou O’Connor, and their great supporters Nadene Pilbury, Melissa Lizza, Jaime Greenup, Kylie Scott, Lyndsey Crowhurst, Susan Wardle and Colleen Coghlan for organising the event.
Epworth nursing research reaches an international audience

Three Deakin University nursing research projects conducted at Epworth Eastern, Epworth Brighton and Epworth Freemasons were recently presented to an international audience of safety and quality practitioners in Tokyo.

Rachael Waugh, Leigh McNicol and Eirene Blatsis completed their graduate year at Epworth and at the same time did their honours research. Their topics covered best practice in clinical handover, the patient experience of using Point of Care technology and reducing the risk of patient falls in rehabilitation.

Rachael, Leigh and Eirene travelled to Japan to attend the International Society for Quality in Health Care conference with Associate Professors Ana Hutchinson and Bernice Redley from Deakin University’s Centre for Quality and Patient Safety.

Each of the students works in a different clinical area at Epworth and this is reflected in their research topics.

Ana Hutchinson, Associate Professor of Nursing, said “It was exciting to have future nursing leaders engaged in research related to Australia’s national quality and safety standards and to have their important work recognised in an international forum.”

Rachael Waugh works in the operating theatre at Epworth Freemasons and her study looked into an audit tool for nurse-to-nurse bedside clinical handover. She examined the reliability and validity of the tool to enhance best practice in nurse bedside handover.

Leigh McNicol currently works in the acute cardiology ward at Epworth Eastern. Her project explored patients’ experiences using Point of Care health information technology, which is currently being rolled out across Epworth’s sites.

Eirene Blatsis is working in Epworth Rehabilitation and her research evaluated the predictive accuracy and usability of a rehabilitation-specific falls risk assessment tool.

The students are planning to publish their work and disseminate their findings, and the projects undertaken will be used to inform further quality improvement and research to be conducted at Epworth over the next 12 months.

Transient ischaemic attack: early intervention a potential lifesaver

Time is critical for patients presenting with a suspected transient ischaemic attack, also known as a TIA — a warning symptom of possible impending stroke. Often the symptoms, which mimic those of a stroke, are transient and disappear within minutes. Yet TIA patients are at high risk for stroke, with 50 percent of those strokes occurring in the first two days after symptoms first appear.

TIA often goes undiagnosed. Delays in seeking medical attention or delays of months for the completion of vital tests, can lead to delays in appropriate treatment. Quickly identifying symptoms and confirming the diagnosis can help prevent stroke.

Epworth Eastern patient Margaret knows the risks all too well; she was admitted to hospital on advice from her GP, after experiencing a suspected TIA.

“That morning, the left side of my face was drooping a bit and I did get a fright. I went to the doctor and she said it sounded like a TIA and to get myself to an emergency department. I went home and thought, I don’t have money for parking and I don’t know quite where to go. I eventually called an ambulance.”

Margaret’s daughter Joanne rushed from work to meet her mother.

“I knew that time was a factor,” says Joanne. “It was from my own research that I stumbled across the new rapid response TIA service at Epworth Eastern. It was then, once we made contact with Epworth that the care my mother needed materialised.”

Epworth Eastern’s neurosciences unit was established in February 2016, developed by Unit Director Dr Amanda Gilligan, to provide rapid inpatient assessment, diagnosis and treatment of patients with TIA. By providing all the appropriate tests and assessments within 48 hours, appropriate early intervention can be instituted to prevent the stroke.

“But unless you see patients urgently, and they see the right specialist, they can go on for months with the wrong diagnosis, on the wrong medication, anxious about what they actually have or more importantly that they might have actually had a stroke and are at risk of having another one,” Amanda says.

“We know from previous studies that if you treat patients in a rapid access TIA service, you can reduce the risk of stroke by 80 percent.

“We have this window of opportunity to prevent what is a devastating, life changing event and if we don’t do it early, we’ve missed the boat and patients’ lives completely change.”

“A unit such as this isn’t about any one person, its benefit is evident at every level of care,” says Joanne. “From the moment the initial phone call was made, when I was able to speak with a neurologist, right through to the level of care following discharge everything has been what we hoped. I know being here has made a difference to my mother because her blood pressure came down markedly once she was here. She was treated with dignity.

“From the very first phone call we spoke to someone who was interested and knowledgeable and were really positive. To hear that, at that particular moment, was so reassuring.”
Meet ... Andrew Cook, Director Health Contracts and Revenue Fund Relations

Andrew joined Epworth as director health contracts and revenue fund relations in September 2016. Prior to this, Andrew worked for Medibank Private and Paxton Partners, a healthcare consultancy firm. While Andrew is Melbourne born and bred, he spent ten years living in London, running some large healthcare reform projects, as well as travelling around Europe when he had the chance.

What made you decide to take on this role?
I had been helping out on a consulting project for Epworth and this role became available. Given my background in healthcare contract negotiations, it seemed like a great fit.

Please briefly outline the main duties of your job.
I am responsible for all of the contract negotiations with the private health insurers. We recently completed the Medibank negotiation, which was an important contract, as they are our largest health fund. I also have a revenue aspect to my role, which includes overseeing the patient revenue and health information services parts of the business.

How have you found the work so far?
It has been a great experience. It’s the first time I have worked directly for a private hospital group in Australia. Whilst challenging, the work is very enjoyable, and it’s great to be part of the Epworth team.

What are some of your interests outside of work?
I am trying to reduce my golf handicap ... it’s coming down gradually! I also enjoy bike riding, travel and a nice pinot noir. I’ll also be watching the Bombers as they fly up the ladder in 2017!

Sharing knowledge from Melbourne to Mongolia

Dr Elizabeth Farrell first fell in love with Mongolia after visiting in 2009 when her daughter was based there on a volunteer trip. Since then, Liz, gynaecologist and medical director/founding member of Jean Hailes for Women’s Health, with a clinic at Epworth Freemasons, has travelled to the developing nation four times providing expertise to local medical staff.

Alongside Epworth Freemasons specialists Dr Sam Hargreaves and Dr Emma Readman, Liz makes an annual trip to The First Maternity Hospital in Ulaanbaatar, Mongolia’s capital city, where the team lectures and consults. On Liz’s most recent trip this past June, Epworth Freemasons assisted with donated medical supplies including sutures, bandages and swabs.

As well as lecturing at the hospital, travelling out to some of the provincial towns and meeting the locals is a highlight for Liz, who works alongside Mongolian doctors to teach them the latest techniques in obstetric and gynaecological care.

“On this trip, we travelled to the Khentii Province,” says Liz. “We went to their local hospital and four of us saw 50 patients in one afternoon. One patient was a young girl who had a very large ovarian cyst that was removed via laparoscopy the next day. This was the first laparoscopy ever performed in the hospital.

“It was great, I just love it. I love the energy of the doctors — I love their desire to learn and improve their skills, and to keep up with things. For example, 12 months ago they had no capacity to be able to accurately diagnose chlamydia. They didn’t have access to what we call PCR testing, which is a test that looks for antigens. But now they have the ability to do the whole screen.

“It shows that they do listen and they do really want to improve the quality of care for their patients,” says Liz.

“In Mongolia they really want to walk before they can crawl. They’re so keen to want to improve their standards and to improve the quality of care in medicine. They welcome all this new information and new techniques, but at the same time they are so proud of their culture, language and their traditions. They still value the simplicity of the old way of living, while wanting to progress and improve their standards.”

Liz and her colleagues hope to establish a program that would see doctors from Mongolia travel to Melbourne to learn directly from medical professionals here, something that is being discussed with Epworth Freemasons at present.

“We have developed this wonderful friendship between the hospital and the various doctors there and we really want to try and help them even more by bringing them here to see how we practice, so they can learn from that to improve their skills.”
Vale Professor Jack Mackay

A beloved Epworth icon, Associate Professor Jack Mackay passed away peacefully on 9 October this year. A memorial service was held for Jack open to all Epworth doctors and staff on 28 October at the Manningham Function Centre, Doncaster.

The service was led by Libby Murray and Harret Ziegler, pastoral care coordinators at Epworth Eastern, and was attended by more than 250 people from Jack’s family, Epworth, Eastern Health and the wider community.

Longtime friend and colleague of Jack’s, Epworth Eastern Executive Director Louise O’Connor shared details about Jack’s life and the incredible loss his death reveals in an open letter, excerpts of which are included below:

“Jack fought his own illness with the same tenacity and grace with which he fought for his patients throughout his career. The loss to his family is immeasurable, and our sympathy is with Jennifer and the children — Sean, Sarah, Anna and Dan, their partners and the grandchildren.

The loss to the medical community and especially to Epworth Eastern is also incalculable. Jack has been our only medical director at Epworth Eastern, having been appointed in 2005. In fact, he began establishing Epworth Eastern’s medical fraternity before the building was even finished. His influence has been enormous.

In 2014, Epworth honoured his contribution by establishing a perpetual scholarship in Jack’s name in the area of colorectal medicine. The scholarship is to be awarded to a staff member at Epworth Eastern who is working in or seeking to undertake learning in the area of colorectal medicine.

In June 2015, Jack was awarded a Member of the Order of Australia (AM) in the General Division for his significant service to medicine, to clinical governance and to professional organisations.

Jack will be forever missed but never forgotten by those of us fortunate enough to have worked with him. Farewell to a great man and a wonderful friend.”

Louise O’Connor
Executive Director Epworth Eastern

A special focus on practice managers at Epworth Freemasons

The first day of spring saw Epworth Freemasons treating its specialists’ hard-working practice managers and staff to a wonderful ‘spring is sprung’ themed dinner at the Park Hyatt.

Participants enjoyed the opportunity to mingle and network with each other and members of the Epworth Freemasons team who they may only have previously known by phone contact. Entertainment was provided by the very talented Susan-Ann Walker, who will be familiar to many from her work in musical theatre in Melbourne. The spring-themed balloon decorations even made it back to Clarendon Street for a new lease of life during Patient Experience Week. It was a fabulous night and much appreciated by the practice manager group, which plays a key role in the successful operation of all Epworth hospitals.

Nurses Enterprise Agreement voted up

In September, Epworth’s nurses took part in a vote on the new Nurses Enterprise Agreement for 2016–2020 and formally voted the agreement up by a majority. This outcome ensures that our wages, among other items, continue to be competitive with other healthcare providers.

Key outcomes of the Enterprise Agreement:

- five wage increases for all nurses of between 13% and 22.5% over four years — this means that our nurses will maintain a market competitive position with other healthcare providers
- retention of and enhanced access to the $500 continuing professional development annual reimbursement with co-contribution amount reduced
- the ability for nurses to choose their preferred superannuation fund has been formalised
- new entitlements regarding breastfeeding support, cultural and ceremonial leave and trade union leave
- included the existing entitlement to family/domestic violence leave that is available to staff under Epworth policy
- new nursing classifications and an updated Grade 2 registered nurse classification structure to broaden development opportunities
- improved provisions regarding recognition of experience and qualification allowances.

The agreement was lodged with the Fair Work Commission for approval and as of 23 November was formally approved, effective from 30 November 2016.
Happy anniversary to the Heydlers!

Chronic pain sufferer Simonne Heydler knew spending her 21st wedding anniversary in hospital was unavoidable while she was to receive a much-needed ketamine infusion to treat her pain. So when staff at Epworth Geelong surprised the mum-of-two with a handwritten card and bottle of bubbly to acknowledge the occasion, the gesture moved Simonne to plan a small celebration.

“I was actually just blown away,” says Simonne. “When I received the card and bubbles it inspired me to arrange a quick surprise anniversary party for my hubby, as we were not going to worry about it due to me being in hospital and life just getting in the way.”

Luckily, thanks to the treatment, Simonne’s pain had subsided enough for her to gather the energy to coordinate a last-minute plan.

“On Friday morning when I woke up I hopped out of bed and thought I would watch the sun come up as the windows are so beautiful. At first when I saw that it was raining I was a bit disappointed, but then it dawned on me that it was raining and I was in no pain! I just burst into tears as this is the first time this has happened since I was nine years old. I had forgotten what it felt like to not be in pain.

“I called in some favours with my friends and had 21 red helium balloons delivered. With the help of the amazing front counter ladies and Susie from Epworth’s marketing team we arranged the best place to get some pizza. Even the catering lady on the floor got on board and provided us with soft drink and ice cream for dessert. The whole floor was just buzzing — nurses included — as I was trying to get ready on time before my family was to arrive!”

With plans in place, Simonne, her husband and her kids were able to enjoy a lovely evening in her hospital room.

“It was the happiest I had been in a very long time,” says Simonne. “To be pain free and celebrate it with my family was the best anniversary present I have ever had, and it would not have been the same without the staff helping and getting excited too.

“I want to thank everyone for making my stay such a pleasant one under the circumstances. It was the start of something a lot larger. It motivated me to start a blog — Hanging with the Heydlers — to help others who are in chronic pain or having ketamine infusions to understand that they are not alone.”

“To be pain free and celebrate it with my family was the best anniversary present I have ever had”

Epworth Annual Report and Research Report 2015/16 now available

The Epworth HealthCare Annual Report 2015/16 is now available to view via the Epworth website, following its presentation to the Board of Management in November. The Annual Report highlights Epworth’s many achievements during the past financial year and the numerous ways our staff and doctors contribute to excellence in patient care across the organisation. Requests for a hard copy of the Annual Report can be sent directly to the communications team by emailing ec.communications@epworth.org.au. Supplies are limited. The Epworth Research Report, outlining advancements and milestones in research at Epworth in 2015/16 is also available to view via the Epworth website: epworth.org.au/About-Us/Publications.
Constructive fun at the Corporate CEO Dinner

The Corporate CEO Dinner was held on Thursday 20 October at the MCG to recognise corporate staff who were involved in the developments of the Lee Wing, Epworth Geelong and the South West Regional Cancer Centre in Warrnambool. The night included recognition of staff within their respective teams by their executive director and Group Chief Executive Alan Kinkade, with kind words, a certificate and a stress ball in the shape of a hard hat. The competitive yet fun nature of staff was highlighted when each table was tasked with constructing a famous landmark from an array of boxes, paper, toilet rolls and sticky tape. Landmarks included the Sydney Opera House, the Eiffel Tower, Epworth Geelong and Egypt’s pyramids. The winning table constructed Big Ben, London Bridge and the Thames. Congratulations to all staff who were recognised on the night.
Epworth Richmond enjoys
la dolce vita

Epworth Richmond’s CEO Dinner took place in August to acknowledge not only individuals but departments involved in the Lee Wing development, with select staff invited to attend the evening and accept the award on behalf of their team. There were approximately 70 attendees at the Italian-themed event with entertainment including solo performances from one of the Italian waiters who is also an opera singer! There was a pre-arranged Italian trivia quiz on each table with the winners receiving a set of movie tickets each. There was also an impromptu talent competition on the night with a representative from each table nominated to perform an act. The acts included singing, Irish dancing, nostril flaring, and singing the alphabet backwards.

Keeping it local in Geelong

Epworth Geelong’s CEO Dinner marked the hospital’s first 100 days of operation and was attended by 80 guests. The menu focused on produce sourced locally and was prepared by food services staff in the Epworth Geelong kitchen. Guest speaker was Matthew Browne who is the general manager of Mt Duneed Estate — a local winery just 5kms from Epworth. No formal games were played however Chief Executive Officer Damian Armour did host a Geelong inspired quiz — which was won by Alan Kinkade’s table!
IN THE MEDIA

We make headlines across the media for advancements in technology, medical firsts and our ability to change patients’ lives. See our media coverage on the staff intranet homepage and the Epworth website under ‘latest news’.

The Standard, 18 November
Peter’s Project Founder Vicki Jellie, who campaigned for the establishment of the South West Regional Cancer Centre, was awarded the 2017 Victorian Australian of the Year Local Hero at a gala event on Wednesday 16 November at Government House in Melbourne.

Geelong Advertiser, 17 October
Epworth Geelong’s Nick Hall, neurosurgeon, and wife Catherine Jaworski, interventional cardiologist, are profiled in the Geelong Advertiser. The couple discuss their family life at home and what it’s like to work at Epworth Geelong.

3AW, 10 October
Bulldogs fan Rob McCarthy had waited his whole life to see his team win a flag. Dramatically, while watching the Grand Final at the MCG, a sudden heart attack saw him whisked away to Epworth Richmond Emergency for a life-saving recovery. Rob chats to 3AW’s Neil Mitchell about that dramatic day.

Whitehorse Leader, 3 October
Epworth Eastern’s newly opened renal dialysis unit is featured, and the paper meets Epworth Eastern senior theatre technician Ricky Galileos, a regular dialysis user, who was greatly impressed with the unit’s facilities and service.

Alex Malley speaks at Twilight event

On Thursday 13 October Epworth held its 13th Twilight Leadership Series event. The Twilight Leadership Series provides a unique opportunity for our leaders to hear and learn from high-performing leaders from other sectors outside of healthcare.

On this occasion we were very fortunate to host Alex Malley, Chief Executive of CPA Australia, host of the Nine Network Australia series In Conversation with Alex Malley, and author of best-selling book The Naked CEO. Alex also provides career mentoring via thenakedceo.com, is a LinkedIn influencer and contributor to The Huffington Post while also providing regular leadership comments on The Today Show.

Alex has led a distinguished career and come a long way from ‘suspended schoolboy’ to the now disruptive CEO. During the evening Alex shared his views on the importance of building genuine relationships with those that you lead. He spoke to the importance of giving people the courage and confidence to set goals and permission to fail as an opportunity to learn and develop. For instance, Alex set himself the challenge of the first television interview of astronaut Neil Armstrong, which he was impressively able to achieve.

Alex also shared with the audience his personal experience in healthcare, being the son of a mother often in hospital, and reinforced the importance of compassion and empathy in building a positive patient experience.

We had over 120 leaders attend this highly informative and entertaining evening event at the MCG with a small tribute paid to our retiring Group Chief Executive, Alan Kinkade, who has continued to campaign for building the capabilities of Epworth’s leaders.

Twilight is a small part of our leadership networking on offer at Epworth and provides an opportunity for all senior leaders to network with peers. It was a highly informative and entertaining evening. Thank you to all who contributed to the successful event.

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Nursing career comes full circle

Rounding off an incredible 50-year nursing career, it’s fitting that Norma Ward has returned to what she loves best. Even more significant, Norma’s role as a volunteer has brought her back to Epworth — the place her nursing career first began.

Back in 1965, Norma graduated from her three-year nursing course at Epworth Richmond. Times were very different then, says Norma, who completed her studies while living in the hospital’s nurses’ home full time.

“They were gruelling days,” recalls Norma. “When we did our nursing training it was hard because they were so strict. The late pass was 10.30pm at night, can you believe it! There were only eight of us in our group, it was very small. The surgeons certainly left an impression on me — some of them were tyrants, but of course very good surgeons.”

Norma received the surgical prize while studying, for which she was offered a year working in theatre.

“I wasn’t expecting the prize, because I loved every minute of working — scrubbing in and assisting in theatre. But my parents were very proud of the award.”

Throughout her 50 years in nursing, Norma travelled and worked in hospitals around the world, managing theatres in both the US and England, before returning to Australia for good.

After retiring at age 70, Norma settled in Geelong and was inspired when Epworth Geelong began construction.

“After watching the hospital being built, I said to my brother, ‘I’m going there to go and work’, and when he said, ‘but you’re retired’, I simply replied: ‘to volunteer’. I just love the whole atmosphere of the hospital and it reminds me of what Epworth was all those years ago.”

Norma currently works half a day a week at the Epworth Geelong concierge desk and delivers newspapers to patients.

“I do the paper round first thing in the morning, and everyone laughs at me because it takes me two hours and everyone else one hour,” says Norma. “I just love to stop and have a chat to different people along the way.

“The whole ambience of the new Epworth is what I remember of the Epworth old, and I hope it never loses that feeling.”

Mementos from her nursing days, Norma has a leather-bound nursing certificate featuring an embossed Epworth logo and an Epworth bible she received as a graduation gift that she intends to gift to Epworth.

Growth for Epworth Geelong

Future growth has always been on the cards at Epworth Geelong and, within five months of opening, a third inpatient unit has been staffed and now has patients in its care:

- 5 West is a dedicated oncology ward led by Hilary Tigani
- 5 East is a surgical ward led by Yvette Console
- 4 West is a rehabilitation ward led by Denise Gowty.

In November a maternity services recruitment forum was held at Epworth Geelong where 120 midwives and maternity nurses learnt about working at the hospital, met staff from the leadership team and took an opportunity to tour the birthing suites and patient rooms.

Plans on launching the maternity service at Epworth Geelong are being finalised and will be announced soon.
New status allows access to more artwork

The power of artwork to positively affect a patient’s recovery is well documented, with many hospitals now turning their previously sterile, blank white walls into carefully curated art collections.

With Epworth’s commitment to offering the best possible patient experience, displaying art across our sites benefits not only our patients receiving treatment but adds to the enjoyment of visitors and staff, alike.

Since the public gallery space opened at Epworth Geelong in July, Epworth Arts Foundation Limited (EAFL) has been accepted into the Australian Government’s Cultural Gifts Program. This means Epworth’s supporters can now donate artwork from their personal artwork collections to EAFL and receive tax deductions for doing so.

Epworth Art Collection Manager Tracy Spinks says this new status will help Epworth expand its collection.

“Being part of the Cultural Gifts Program is an important step towards building an Epworth art collection. It allows us an opportunity to accept works that, in many cases, would be beyond our reach.

“The program itself aims to move works, often isolated in private collections, into the public domain and, for Epworth, showcasing such works around our various hospitals will have immediate positive effect. I am very much looking forward to being a part of this process — we have many white walls to fill!”

Tracy says she’s already received much positive feedback about the gallery at Epworth Geelong from staff, patients, students and visitors. The gallery will offer a three-monthly rotating exhibition program and may even one day delve into the artistic talent pool of some of Epworth’s own staff.

“In the future I would be keen to see an exhibition of works drawn from some of our Epworth staff — I know of two or three people at least who, beyond being employees of Epworth, are talented artists,” says Tracy.

“I anticipate that when all the wards are open, and the hospital occupancy grows, the gallery will offer a space of interest and respite to many. Artworks in the hospital environment can play an important role in creating an atmosphere that aids recovery. They help to reduce the clinical sterility that is often associated with a hospital environment and, beyond being pleasant to look at, can offer a distraction from immediate anxieties or an opportunity for reflection — all very important factors that contribute to a sense of wellbeing.”

TRAVELLING SOUTH

Currently on exhibit at the gallery is a collection by Bendigo artist Karen Annett-Thomas. ‘Travelling South’ features a series of expressive oil paintings that engage with Karen’s memories of growing up in south-west Victoria and her current dislocation from the region.

Karen was the recipient of the 2015 Bendigo Art Gallery ‘Going Solo’ Exhibition Award where she worked closely with curators to develop a new body of work presented in a solo exhibition at the gallery. Epworth has since acquired several works from this series for its collection.

‘Travelling South’ is showing until Friday 13 January 2017.

Clinical knowledge upskilling at Epworth Geelong

The first Paediatrics Skills Station education program was held for emergency, intensive care and PACU staff at Epworth Geelong in October.

Twenty people put their hand up for one of the two half-day sessions which provided training and support around anaphylaxis, seizures, severe croup, paediatric life support (baby and child), intra osseous, choking, calculations and bleeding post tonsillectomy.

The skills stations provided an interdisciplinary education opportunity, with experts from across the hospital and Deakin University leading the sessions and sharing their knowledge including: Amanda Smith — ICU Consultant, Trevor Jackson — ED Consultant, Camille Gordon — Hospital Coordinator, Claire Schepers — Critical Care Educator and Kellie Britt — Deakin Medical School, with support from Dean Sutton — AV.

With an increase in paediatric presentations recently showing great trust in Epworth Geelong, this program was developed to ensure the team are equipped to provide the best care possible in paediatric emergencies.
PATIENT EXPERIENCE WEEK CELEBRATES EPWORTH’S PATIENTS

Last year’s inaugural Patient Experience Week was held at Epworth Richmond and Epworth Eastern with great success. This year, Epworth has expanded celebrations across our sites. Read below to see how some of our sites recognised this special week.

Epworth Eastern celebrated the week with a number of events, including an information desk with giveaways for patients, a mobile booth allowing all staff to participate, a harpist and guitarist playing throughout the hospital, a staff quiz and staff BBQ for the closing ceremony on Friday.

At Epworth Richmond, a ceremony to open the week was attended by over 100 staff and featured presentations by Executive Director Nicole Waldron and Director of Clinical Services Kate Steen. A Patient Experience Week kiosk was manned daily to provide information and a staff BBQ was held for over 800 staff with an outdoor picnic theme.

The Epworth rehabilitation and mental health divisions celebrated their first Patient Experience Week with a number of events and activities across the sites. Staff and patients participated in games of bingo, trivia and celebrity heads. One bingo winner was Audrey Curry, a patient who completed her nursing training at Epworth in 1945 and continued to work with the organisation for ten years!

Bingo was such a hit that ERB is now planning to run it as a regular event. Patients enjoyed other activities such as poetry readings, a visit by a flute group from Firbank Grammar and a footy pie night. The staff celebrated with morning and afternoon teas and a BBQ, where patients shared their own stories.

The significance of an excellent patient experience has been embedded among all 400+ staff at our newest site, Epworth Geelong. Patients received bookmarks for Patient Experience Week and, while done every day, our nurses, support staff and volunteers took some extra time to listen to feedback and report back to managers to ensure our patients were heard.

Patients, guests and staff at Epworth Freemasons got to enjoy the soothing sounds of harpist Christine Miller at all three sites; maternity, day oncology and ground east patients were entertained by a balloon maker/magician; popcorn and fairy floss was on offer and Epworth Cliveden patients enjoyed high tea throughout the week.

Clockwise from top left: patients and staff at Epworth Brighton, balloon creations at Epworth Freemasons, paediatrics staff at the closing of the week at Epworth Richmond, NUM Alkyn Isaac and patient at Epworth Eastern
WHICH CHARITY CHALLENGE APPEALS TO YOU?

The Epworth Medical Foundation runs several Charity Challenges throughout the year as a means of engaging with doctors, staff and supporters while raising much-needed funds for equipment and research to help provide better care for our patients at Epworth.

Overwhelmingly, participants who take part in these Charity Challenges say they have experienced a life-changing journey. Being taken off the beaten track in exotic destinations, challenging the body physically and mentally, raising funds for a worthwhile cause and developing life-long friendships with fellow members of the group are just some of the benefits participants rave about after taking part.

Each Charity Challenge is escorted by a member of the Epworth Medical Foundation. They are rated introductory to moderate so you don’t need to be a gym junkie to take part. Participants vary in age with some members as young as 17 and others as old as 80. You can choose between a hike, cycling trip or a discovery tour. All challenges are professionally escorted by tour guides and include flights, accommodation, most meals and a support vehicle to carry luggage and provide respite for the weary.

In 2017 Epworth will run Charity Challenges in India, Myanmar, Thailand, Sri Lanka and Nepal. Everyone is welcome to take part in these exciting, once-in-a-lifetime challenges to raise funds for patients at Epworth.

RAJASTHAN AND VARANASI CYCLE
Dates: 3–14 February 2017
Cost: $4170 + $2500 fundraising towards the cause
Beneficiaries: Cardiac patients at Epworth
Escort: Jayne Coates, ph 03 9426 6131

Join Associate Professor Ron Dick on this cycling trip savoring the traditional Indian way of life at the pace of the buffalo cart. The roads are flat and the days not unduly strenuous with a backup vehicle provided for your convenience. Highlights include seeing the sun rise over the spectacular Taj Mahal, experiencing the rituals of life and death on the steps of the ghats on the banks of the River Ganges in the holy city of Varanasi and exploring Fatephur Sikri. An expert local guide will accompany you through the maze of winding streets to sights including the Bharat Mata Temple and the monkey temple of Durga.

MYANMAR CYCLE
Dates: 10–21 February 2017
Cost: $4090 + $2500 fundraising towards the cause
Beneficiaries: breast cancer patients at Epworth
Escort: Deborah Brown, ph 03 9426 6359

Join Executive staff Liz Camilleri, Lou O’Connor and Suzanne Hall in this cultural immersion by bike in the friendly rural landscapes of Thailand. Taking the quiet roads on scenic routes, past pineapple plantations, through national parks with limestone hills and alongside

Nanci Thurston in this friendly country where exceptional hospitality is guaranteed. Our cycling adventure starts in earnest in Mandalay with a ride on the outskirts before returning by boat on the Irrawaddy River. Our cycling continues through timeless villages where we observe traditional lifestyles on our way to Bagan, home to one of the finest collections of temples in South East Asia. Exploring this magnificent region at a gentle pace, we uncover ancient pagodas and temples of a bygone era with intricate carvings, murals and astonishing architecture. One of the highlights is climbing the 700 steps of the sacred golden temple at Mount Popa, where the ‘Spirits of Ancient Ancestors’ are said to live, gaining magnificent panoramic views from the summit.

SOUTHERN THAILAND CYCLE
Dates: 24 February–5 March 2017
Cost: $4090 + $2500 fundraising towards the cause
Beneficiaries: Cardiac patients at Epworth
Escort: Kathryn Johnston, ph 03 9426 6359

Join Epworth Board President Rod Fitzroy, doctors Rob Gelder, Andrew Cochrane and Di Bethell and HeartSmart Coordinator Nanci Thurston in this friendly country where exceptional hospitality is guaranteed. Our cycling adventure starts in earnest in Mandalay with a ride on the outskirts before returning by boat on the Irrawaddy River. Our cycling continues through timeless villages where we observe traditional lifestyles on our way to Bagan, home to one of the finest collections of temples in South East Asia. Exploring this magnificent region at a gentle pace, we uncover ancient pagodas and temples of a bygone era with intricate carvings, murals and astonishing architecture. One of the highlights is climbing the 700 steps of the sacred golden temple at Mount Popa, where the ‘Spirits of Ancient Ancestors’ are said to live, gaining magnificent panoramic views from the summit.
sublime coastal beaches, the itinerary offers plenty of opportunity to stop and chat with friendly locals. We start at the capital Bangkok where we begin cycling along canal ways and past temples and traditional houses. Then we head south to explore the beautiful coastal provinces on the Gulf of Thailand and the Andaman Sea, visiting small fishing villages. After a ride through the stunning mountain scenery, we take a speed boat to the island of Koh Samui, where we can snorkel in the crystal clear water off the beach.

EXPLORE SRI LANKA
Dates: 17–26 March 2017
Cost: $4490 + $2500 fundraising towards the cause
Beneficiaries: Research at Epworth
Escort: Scott Bulger, ph 03 9426 6133

Join Epworth GCE Alan Kinkade and Dr Allan Zimet in this land of misty highlands, dense jungles, national parks and tea plantations. From the palm fringed west coast, we travel to Pinnawala to witness large herds of elephants before exploring the ancient caves of Dambulla. We continue to the rock fortress of Sigiriya and Polonnaruwa — the medieval capital of Sri Lanka — before heading to the hill town of Kandy with splendid botanical gardens and lush tea plantations. We then travel to the colonial hill station of Nuwara Eliya before enjoying a walk in the Horton Plains, the only National Park in the hill country, and view the Bakers Falls. We continue to Ella and undertake two challenging climbs of little Adams Peak and Ella Rock before continuing to the Uda Walawe National Park. Our trip ends with a visit to the Southern coast at Ahangama before returning to Colombo via the port city of Galle. A stunning exploration of Sri Lanka staying in lovely character filled hotels.

NEPAL POON HILL TREK
Dates: 13–26 October 2017
Cost: $3940 + $2500 fundraising towards the cause
Beneficiaries: Cancer patients at Epworth
Escort: Kathleen Lambrick, ph 03 9426 8170

The Annapurna range encompasses some amazing highlights with spectacular views of surrounding scenery. Beginning in the foothills we trek through delightful villages and rural landscapes where we take in the local way of life. Making our way to Poon Hill we are rewarded with the stunning panorama of the Annapurnas at sunrise. From here we depart the main trail to complete a more remote traverse above the Annapurna Circuit, all the while accompanied by stunning mountain views as we make our way to Nayapul and the end of a very memorable trek in the Himalaya.

FUNDRAISING FOR A CAUSE
Each Epworth Charity Challenge aims to raise funds to support the purchase of advanced medical equipment and innovative research at Epworth which in turn lead to improved patient care.
Each participant is asked to raise a minimum of $2500 on top of their trip costs to be directed towards the cause. Staff in the Epworth Medical Foundation can help you with a number of resources and ideas to make sure that this is easy and stress free.
In addition to offering an online fundraising portal with fundraising partner Everyday Hero, the foundation has a fundraising kit packed full of ideas on how to hold a raffle, event or stall to help you reach your fundraising target.
To get involved or seek more information, simply visit emf.org.au, email emfevents@epworth.org.au or call our friendly staff on 03 9426 6359.
Merry Christmas and thank you to all of Epworth’s volunteers!

“To know that even one life has breathed easier because you have lived, that is to have succeeded.” This quote from Ralph Waldo Emerson was presented to the volunteers as a fitting description of their work with Epworth at the 2016 Volunteer Christmas Party.

Amid much laughter and a couple of tears, Epworth volunteers were celebrated for their efforts and achievements with lunch at the MCG, with a gorgeous view of the grounds and swinging jazz band. A total of 180 guests attended the event including volunteers, staff, members of the executive team and Group Chief Executive Alan Kinkdade and his wife Denise. Alan gave a speech to attendees highlighting the valuable contribution and commitment of Epworth’s volunteers.

Many thanks to those who attended, and also to all volunteers — without your time, dedication and care, Epworth would not be able to provide our patients with such a high level of care.
INVESTING IN NURSING LEADERS THROUGH THE NUM PROJECT

Since its launch in late 2014, Epworth’s Nurse Unit Manager (NUM) Project has successfully enabled key nursing leaders to be and give their best and has created a pipeline of NUMs to support our workforce needs. The NUM role is a cornerstone at Epworth, having a significant impact on the patient experience and quality of care, leading and engaging our nursing workforce and building effective relationships with our medical workforce.

The NUM Project has entailed a significant program of work, with projects being implemented within four overarching themes:

- Give NUMs more consistent expectations, sufficient time, and enable the NUM role for success
- Strengthen NUMs’ business acumen and management skills to support their effectiveness
- Ensure the NUM workforce is aligned to the Epworth NUM success profile through targeted workforce development and the development of a strong NUM value proposition
- Show NUMs you value them.

Amelia Hartley, NUM of ward 2N at Epworth Eastern, shares her thoughts on the impact the NUM Project has had. Amelia joined Epworth as a first-time NUM in March 2014.

What has changed most about the NUM role as a result of the project?
The role has more structure due to the update of the position description (PD) with clear KPIs, along with improvements in reporting. There is more consistency around management days, which I am now utilising in conjunction with my ANUMs. Obviously the remuneration review for NUMs also had a big impact.

What are some ways the project has helped you in your role?
The update of the ANUM PD with KPIs aligned to the NUM PD has had a big impact. This has created a tool to drive accountability and build the full ward leadership team. I was able to use this as an opportunity to meet with each of my ANUMs to set clear expectations and goals. As a leadership team we are now aligned with a shared story, which is helping to drive improved consistency and quality in patient care.

All of the NUMs have also seen a big improvement in the skills and confidence of the ward clerks as a result of the ward clerk training program that supported the implementation of the updated ward clerk PD. This was a great development opportunity for them.

Kate Vassallo, ICU NUM at Epworth Geelong, was one of the 33 participants in the first Future NUM Talent Program. This program has seen a significant investment in our aspiring nursing leaders to accelerate their development in readiness for the NUM role. Kate was previously an Epworth Richmond ICU ANUM, and is one of 11 participants who have been appointed to the NUM role since commencing the program.

How did the Future NUM Talent Program confirm you wanted to be a NUM and support you in achieving this?
The program broke the role down into doable components; this helped me to focus and progressively achieve my goals. Comparing my performance from the start and end of the program also showed me how much I had developed which built my confidence. I was also able to build relationships and I am now able to leverage these connections with peers at other divisions.

What advice do you have for other aspiring leaders at Epworth?
There is so much support around you, you just need to learn to use the resources and networks. You can achieve whatever you want to because of the opportunities provided to you. You just have to want to develop.

What is your favourite thing about being a leader at Epworth?
Watching my team thrive and develop. Seeing people succeed in their new roles at Epworth Geelong as our brand-new unit and hospital grows.
Ceremonies award staff scholarships for 2017

In December three scholarship ceremonies took place. Donors, corporate sponsors, board members and local executive teams all came together to recognise the achievements of Epworth staff. In all, 124 scholarships, totalling over $650,000, have been awarded to support learning and development in 2017.

The scholarship program is just one of the ways that Epworth supports staff to be their best and give their best. The program provides a number of unique opportunities and it is the most extensive scholarship program across any hospital group in the country.

The scholarship program and international study tours are only made possible through the generous support of private donors and corporate sponsors. Our corporate sponsors are associated with the hospital through supply of goods and services, while many of our donors have been previous patients of the hospital and have chosen to give back to staff to say thank you for the level of outstanding care they received.

Ken and Cathi Biddick are two of Epworth’s most generous supporters and both have family members who have been cared for at Epworth. They are great friends of Epworth with Cathi one of the longest-serving members of the Special Events Committee, and a recent Trustee of Epworth Medical Foundation.

Along with supporting three staff scholarships, the Biddicks recently made a significant gift to the Epworth Richmond redevelopment campaign and, in recognition of this, the orthopaedic ward will be named in their honour, as the Ken and Cathi Biddick Orthopaedic Ward.

Neil Thomson, who works in mechanical trades at Epworth Geelong, is one of the recipients of a Ken and Cathi Biddick scholarship. Neil will use his scholarship to support his studying for a Graduate Certificate in Project Management, which will position Neil to support the growth of the Geelong hospital and working with contractors.

Ultimately the scholarship program enables us to improve the care we provide to the patients that visit Epworth each year. The continued growth in the number of scholarships on offer reflects the quality of care our patients and their families receive and their wish to continue to support Epworth and its staff.

Congratulations to all our successful scholarship recipients.

1. Epworth Eastern scholarship recipients (Allwyn Isaac, Brooke Goebel, Alison Cross, Eva Noltes, Mary Rizos, Bernadette Grinter, Nicole O’Brien, Joanne Lee, Karen Briggs and Louise O’Connor (Executive Director));
2. Epworth Heartbeat scholarship recipients (Ellen Gardner, Adele Thomas, Siti Munirah Abdul Halid, John Thurkle (Epworth Heartbeat), Eva Simovska, Ilan Fogel (Cardiac NUM) and Bill Preston (President Epworth Heartbeat));
3. Don Reynolds (Freemasons Victoria), Henry Trinh (Food Services Associate Epworth Freemasons) Alan Kinkade (Group CE);
4. Peter Ord (Device Technologies and Sponsor of Jenny Bentley Medal), Anrika Zinkel (Registered Nurse Richmond Emergency), Alan Kinkade (Group CE);
5. Epworth Rehabilitation and Mental Health recipients (Kelly Harding, Amy Bach, Tracy Williams (Epworth Hawthorn NUM), Laja Dave, Leah Paice, Vincent Borg (Executive Director) and Abi Oliver, Wei Zhang (Registered Nurse Epworth Freemasons), Ross Raphael (EMF Donor) Kathleen Lambirck and Vanessa Dannock (EMF), John Zelcer, Epworth Board of Management, Neil Thomson (Maintenance Person, Epworth Geelong) Ken and Cathi Biddick (Epworth Medical Foundation donors), June Andrews (Friends of Epworth), Linda Bradford (Food Services Associate Epworth Richmond) and Lorraine Watterson (Friends of Epworth).
John and Margaret Schneider leave largest ever legacy in the history of Epworth

John and Margaret Schneider were dear friends and great benefactors to Epworth. They were both patients of the hospital throughout their lifetimes and were grateful for the care and compassion they received here.

Sadly John passed away in October 2013 aged 86 and Margaret just over a year later aged 82. On their passing, they left the most significant bequest Epworth has known during its 96-year history.

The bequest includes naming rights to a wing in the Epworth Richmond redevelopment, an endowed Professorial Chair in Radiation Oncology, an equipment fund across the group and over 30 endowed educational scholarships.

This magnificent legacy will ensure that both John and Margaret will be remembered forever for their generous support of our hospital, ensuring our patients continue to receive the best possible care.

John’s father migrated to Melbourne from Switzerland during World War I and, in 1916, founded the iconic Paterson’s Cake Shop in Chapel Street. John was born in 1927 and although his true profession was a chemical engineer, he worked in the cake shop until 1980.

Margaret was born in Essendon in 1932. After graduating high school, she caught a liner to Europe for the traditional Grand Tour. On her return to Melbourne, she began work in the hotel industry, organising functions and weddings.

John and Margaret met at a luncheon, were married in South Yarra, and lived for many happy years in Verdant Avenue, Toorak. Margaret loved entertaining, and was a wonderful cook. John was a very successful investor in shares and real estate. He was a prodigious reader, enjoying current affairs, and barracked for South Melbourne, now known as the Sydney Swans.

John and Margaret were truly two of Epworth’s most very generous donors. Their goal was to always help others, something they did with unbridled joy.

In recognition of their great support, Epworth will name the new Schneider Wing at Epworth Richmond in their honour, as well as the endowed Schneider Scholarships, the Schneider Professor of Radiation Oncology and the Schneider Patient Support Fund.

Antique nursing badge to be gifted to staff

Alan Kinkade was so taken by the cufflinks he received as a parting gift from Epworth on his retirement he has decided to have replica badges made for each member of staff.

The cufflinks were presented to Alan as a parting gift at a farewell function with staff and supporters held on 15 November in the Great Hall at the National Gallery of Victoria.

The cufflinks were designed as replicas of the original nursing badge awarded on graduation in Epworth’s early years. They were presented to Alan by Graeme Danks, the great-grandson of Sir Aaron Danks who made a founding gift to enable the purchase of ‘Yalcowinna’, the property on which Epworth Richmond now stands, almost 100 years ago.

The badge bears the figure of the mythical wyvern used in heraldry, with a dragon head, reptilian body, two wings, two legs and a tail within the symbolic red cross.

Alan hopes that the gift of a badge replicating the original nurses’ badge to each member of staff will remind them of Epworth’s humble origins and celebrate Epworth’s ever-growing future.
The remarkable tale of Ida

Ida is a remarkable woman. At an age when most of her peers have been retired for 15 years, she continues to work full time (that’s seven-days-a-week full time) as a carer for Jewish Care. Her many tasks include assisting with showering, shopping, driving clients to and from appointments, cooking, interpreting (English/Polish/Russian/Yiddish) and completing any other tasks she might be needed for. It was while travelling between her clients on 16 June that she was hit by a car — through no fault of her own — sustaining multiple fractures.

As soon as she arrived at Epworth Brighton in a back and leg brace, in pain, non-weight bearing and needing assistance with all tasks, she started planning her escape and when she could return to work. During the three months she spent as an inpatient she was motivated, focussed, hardworking, positive, patient (most of the time), committed and dignified. Easily conversing with non-English-speaking Ukrainian sailors, Russian babushkas and gen Ys alike, she put everyone at ease and passed on her commitment to working hard and getting on with the job. Her talk to the staff at the BBQ for Patient Experience Week was inspiring and made the event memorable.

Her husband Joe and daughter-in-law told me there was one advantage of her being in rehabilitation — they actually knew where she was at all times and could see her whenever they wanted! Joe should have been put on the payroll; he was invaluable in getting her to and from the gym and always happy to fetch and carry, and ended up knowing just about all the staff by name.

Soon she will be returning to her role as a carer. Her clients, undoubtedly, will be delighted to have her back, but not as much as we were delighted to see her walk through the hospital’s front door with only a ‘GOOD LUCK’ balloon for support, as if nothing had ever happened.

Hilary Jones
Physiotherapist

Ida speaks at Patient Experience Week

My name is Ida and I have been at Epworth Brighton for over two months after being hit by a car.

I am normally a very private, self-sufficient and busy woman, so finding myself totally reliant on strangers was very difficult for me.

My first night here I was looked after by two male nurses and was still wearing my Alfred Hospital gown and nothing else — awkward!

I put on my best brave face and asked them both when they looked at me to PLEASE only see me as Number 10 — like Bo Derek. She possessed the most desirable body. They promised they would and to this day, I’m still called Number 10 by those lovely men.

My life was changed in a split second, but Epworth Rehabilitation has made a terrible situation as good as it could possibly be.

Proof of that came, when on my first Sunday night here, I was given my favourite dish of prawns for dinner, perfectly cooked. The food is very good, the menu very extensive.

The entire staff, management and everyone else involved in the running of this facility have been wonderful, patient and kind.

The physiotherapy made a big difference in my life. The staff was very encouraging and positive and played a crucial role in my recovery. The motivation was one step at a time.

I still have a few weeks to go before I can return home and even though I can’t wait to go, I know I will miss everyone who has helped me on my road to recovery.

New Infectious Diseases and Travel Medicine Clinic at Epworth Freemasons

A new service has commenced operations at Epworth Freemasons within the GP and Sessional Suite space at 113 Albert St, East Melbourne — a referral-based Infectious Diseases and Travel Medicine Clinic.

Travel health consultations are being provided by a highly experienced and committed infectious diseases physician. The service includes:

- complete pre, intra and post travel care and advice
- Yellow Fever accreditation
- vaccinations on site — both routine vaccinations and vaccinations of complex medical patients
- 24/7 health advice while travelling
- a small out-of-pocket cost for consultation with a doctor’s referral.

Initially, the clinic will operate fortnightly on a Saturday morning between 8.30am and 12 noon with the intention of increasing to an evening alternate week session on a Monday.

For more information or to arrange an appointment phone 0488 003 670 or visit www.specialistid.com.au.
Donors attend honorary lunch for Alan Kinkade

One hundred and twenty of Epworth’s most generous supporters gathered in the Garden Room at Leonda on 23 November to celebrate the achievements of the Group Chief Executive and wish him, and his wife Denise, well in his forthcoming retirement.

The donor function was just one of several farewell functions held for Alan who retires at the end of the year — this one hosted by Scott Bulger, Executive Director of the Epworth Medical Foundation.

Images of Alan and Denise Kinkade were portrayed on the overhead screen during his decade-long tenure. They included openings of various new facilities and services, his attendance at many fundraising functions and events, the launch of various pieces of advanced medical equipment and the annual research grants and educational scholarship awards.

All of these assets — improved facilities, expanded services, equipment purchases, further education and research development — were made possible through the generosity of our supporters under his leadership. Furthermore, many have chosen to endow perpetual funds securing Epworth’s future to improve patient care for evermore.

Guest speakers included former Board President and current Trustee Keith Irvine who was president at the time of Alan’s appointment as group CEO. Keith gave an overview of vast improvements in patient satisfaction, staff engagement, bed days and gross revenue under Alan’s leadership.

Executive members Gail Roche and Ronda Jenkins from the Friends of Epworth showed their appreciation for Alan and Denise’s support for their annual race day which has grown in attendance from 50 to 400, as well as the perpetual scholarship named in recognition of their auxiliary’s fundraising efforts.

Outgoing President of Heartbeat Epworth John Thurkle added his gratitude for the support provided towards their auxiliary’s fundraising efforts for cardiac services at Epworth.

An afternoon of fellowship and camaraderie was enjoyed by Epworth’s most generous benefactors together with foundation staff as they celebrated the achievements and friendships forged over the last decade while Alan has been at the helm.

Above: front row (L-R) Dr Alison Puzey, Marie Parkinson-Levine, Heather Neilson and Nan Cook; back row (L-R) Denise Kinkade, Alan Kinkade, David James and Elizabeth McLaren; facing page left: front row (L-R) Kaylene Broad, Pam Broad and Rosalie Heymanson; back row (L-R) Davina Hanson, Neville Castles, Denise Kinkade, Alan Kinkade, Rosemary Castles and June Turnbull; facing page right: front row (L-R) Ron Bailey, Ross Raphael, Audrey Voss and William Sharpe; back row (L-R) Reg Doe, Denise Kinkade, Alan Kinkade, Keith Irvine, Keith Thornton and Jo Irvine.
The night of Monday 21 November will be remembered for the power of nature and its influence on human health. While previously recognised as a phenomenon, thunderstorm asthma came to Melbourne in an unprecedented fashion. Emergency departments across Melbourne and Geelong treated patients suffering from acute asthma, including some patients that had severe asthma requiring admission to hospital wards and ICU.

Director of Epworth Richmond Emergency Department Associate Professor Ron Sultana says that ED staff began to notice a change to the usual pattern of attendances around 7pm, when quite suddenly, patients suffering with shortness of breath arrived in quick succession.

This was the start of what became a sustained influx of patients with asthma overnight and into Tuesday. Epworth Richmond saw more than 240 patients over two days, with about 50 people presenting with respiratory illness.

“The emergency department staff were fantastic,” says Ron. “Patients were quickly triaged, brought into the ED, assessed and treated with Ventolin. Treatment spaces became limited, but our staff were able to identify the less sick of the cases and manage those people in our fast-track area. Some beds were allocated to remain available for assessment of patients who attended with other illnesses. Staff kept working beyond their allocated shift, whilst others came in to assist. Our patients were also very appreciative of the care they received from our staff, acknowledging the trying circumstances.

“We took some overflow cases from other hospitals, but we were also at capacity. The Department of Health, by that stage, had been in contact to assess our capacity as it began to enact an emergency response. In my 23 years as a doctor, I have never experienced anything like the numbers of cases we’d seen presenting with the one illness. It became evident that all emergency departments across Melbourne and Geelong had provided an amazing response to this unprecedented event.”

Director of Emergency Medicine Epworth Geelong Dr Matt Ryan reported more people attending the ED in Waurn Ponds up until it closed at midnight, than had attended in a single day since it opened on 4 July this year. He advises that people experiencing any breathing problems should phone 000 for an ambulance or contact an emergency department for immediate advice and help.

Thunderstorm asthma is a real medical phenomenon. An episode occurred in Melbourne in 2010, but not to the magnitude of November 21 2016; compared to 2010, Epworth Richmond in 2016 treated three times as many respiratory cases.

Thunderstorm asthma is caused by wind dispersing high concentrations of pollen and other particles in the air. Also pollen granules absorb moisture and burst into smaller particles which can bypass the nasal passages (which ordinarily capture the larger pollen granules), and enter into the lungs triggering asthma in susceptible people.

The Department of Health and Human Services officials have acknowledged the work of all the emergency departments across Victoria, including the private hospital EDs, in managing this recent thunderstorm asthma crisis. Much thought will go into whether we can prevent such a crisis next time.
Anthony gets prepped for study thanks to Epworth scholarship

Anthony Marney, carpenter at Epworth Freemasons, will be commencing a Diploma of Property Services (Asset and Facility Management) in 2017 at RMIT University.

Anthony has worked for Epworth for almost eight years since moving to Australia from England, and in 2011 completed the Epworth Leadership Program. His diploma from RMIT will provide Anthony with the advanced technical skills and knowledge to progress his career.

“My aspiration is to move into a senior role in the future and the scholarship was a fantastic way to further my education. Through my manager encouraging me to apply I was made aware support service staff are also eligible for the program and this really motivated me to apply,” says Anthony.

This opportunity was made possible with thanks to the Epworth Scholarship Program. The Aya and Keith Thornton Scholarship will support Anthony by covering tuition fees associated with the 12-month course.

Keith Thornton is a Freemason and has supported the Freemasons Hospital, and staff development and education for many years. He generously made the donation to fund this scholarship to further contribute to the excellent standard of medical care at Epworth Freemasons.

Although slightly apprehensive about studying given he finished school over 20 years ago, Anthony is very proud to be a scholarship recipient and says the course will give a greater insight into redevelopment works.

“This will be invaluable knowledge as Epworth continues to expand its sites,” he adds.

Epworth is incredibly proud of the Scholarship Program and the opportunity that it provides to staff in all roles across the organisation. Scholarships give staff the opportunity to be their best and give their best by engaging in professional development, including training workshops, attending a conference, returning to study or participating in an international study tour.

For further information on scholarships please contact 9936 8289 or scholarships@epworth.org.au

Epworth Richmond’s continued investment in leading technology

Epworth Richmond continues to make a significant investment in new theatre technology to ensure it provides leading treatment options for patients and the best facilities for our doctors.

The CARTO® 3 is an advanced system for the diagnosis and treatment of heart arrhythmias and will be used in our catheter labs. The system combines the latest electromagnetic technology to create a real-time 3D map of a patient’s heart. This level of accuracy helps the cardiologists navigate the heart with great accuracy to diagnose the cause of the arrhythmia and to guide the catheters in the heart to deliver treatment accurately and in a minimally invasive way.

The BodyTom Intraoperative Portable CT Imaging System is a portable, full-body, 32-slice CT (computed tomography) scanner, capable of transforming any room in the hospital into an advanced imaging suite. The system allows patients to undergo pre, intra and post-operative imaging, planning and treatment at a single location, thus improving accuracy and minimising complications. BodyTom is compatible with surgical navigation and planning systems and provides affordable high-quality imaging, enhancing neuro-navigation and surgical outcomes.

The Mazor Spinal Robotics System is a specially designed surgical guidance system and is considered leading edge technology in spinal surgery. Utilising Mazor Robotics guidance can improve the execution and outcomes in a wide variety of spinal procedures, including spinal fusion, reconstruction and minimally invasive surgery.

This equipment will be available in early 2017.

Part of the Carto3 system including a 3D map of the heart with internal electrical voltage shown integrated with a fluoroscopy imaging. Image courtesy of Johnson & Johnson Medical
Feeling the Christmas spirit across Epworth

Christmas is a time for celebration, reflecting on the year that has passed, and a time — of course — for giving. This year, Epworth is encouraging all staff to donate to those less fortunate, and a number of charity drives have been set up across the sites. Charities we are collecting for include the Wesley Mission Melbourne, UnitingCare Harrison and the Boroondara Community Outreach Program.

Staff have donated non-perishable food items, toiletries, toys, games, baby food, nappies and more.

At Epworth Geelong, a barbecue was held on Friday 9 December where staff donated gold coins for two local causes.

Each year Epworth alternates between an all-sites Christmas celebration and individual parties for each site, which is the case in 2016.

Christmas parties have been held from late November through to mid-December, ensuring all staff get to enjoy a fun night with their colleagues. Epworth Eastern celebrated on 25 November, Epworth Rehabilitation on 2 December, Epworth Richmond and Corporate on 9 December, Epworth Freemasons on 15 December, and Epworth Geelong on 16 December. Our doctors enjoyed a cocktail evening on 7 December.

A number of festive activities are also on offer throughout December at some of our hospitals, including a Christmas choir, chapel service, harpist and Christmas treats for patients and staff, alike.

We wish all staff, doctors, patients and families a very merry Christmas for 2016!

Pictured below: snaps from Epworth Eastern and Epworth Rehabilitation staff Christmas parties
Patient feedback

I rushed my son to Epworth ED yesterday after his primary school rang to tell me he had a broken arm. The service we received was fantastic. There was no waiting around, no sitting in a waiting area. They took us straight through, assessed him, x-rays and then straight into theatre. We were admitted for the night. The staff were wonderful. From the nurses in ED, the surgeon, anaesthetist, theatre team and then the wonderful staff on the paediatric ward, everyone was so attentive, professional and friendly. I’m a nurse so it was interesting being on the receiving end for a change and I couldn’t recommend them highly enough. My son loved the huge fish tank in the kids’ playroom in paeds and all the things to play with. It was a nice distraction for him during our stay. Thank you again for taking such great care of my son. I will recommend you to other friends without any reservations.

Elke

Dear Mr Kinkade,

My wife (Helen) Patricia Marshall (8.11.33 to 9.10.16) recently passed away peacefully in Epworth after a long illness and several hospital admissions.

From my previous background as a surgeon specialising in organ transplantation and metabolic aspects of surgical care, I have been very much involved over many years in specialist multidisciplinary medical practice. I was involved in introducing and pioneering renal dialysis and kidney transplantation in Australia from the late 1950s until recent times.

I mention this just to note that I have long appreciated the problems of general and specialist interdepartmental referrals and consultations and coordination of intensive expert hospital and out-of-hospital care. The introduction of more appropriate times of duty of hospital medical officers at registrar and resident levels and of nursing staff has intensified the difficulties of handover and cover for recreational leave and other holidays.

I know how easily both patients and relatives can rapidly become as parcels passed from one set of hands to another, with resultant loss of continuity of care; and with disorientation, absence of feeling of any one person or department in charge of things quickly following. Few things can distress a family more than this feeling of treatment by committee, but without specific commitment or caritas.

During Patricia’s entire illness, in sharp contrast, she underwent absolutely optimal care, with seamless integration of care between each of the specialist clinicians, and between the emergency department, intensive care unit, cardiac and general ward nursing and other staff.

In particular, the integrated care and concerns of Dr Hendrik Zimmet, and also Dr Michelle Caldecott, Dr Walter Plehwe, Dr Craig Barnett, Dr Guy Buchanan, Dr Bob Poulton, Dr David Kreile and of the orthopaedic and
neuroscience departments were exemplary and so much appreciated. Dr Zimmet even found us a wonderful local general practitioner.

I have worked, lectured and visited at numerous major hospitals in Australia and overseas and on most continents. I have never seen the standards of Patricia’s care bettered, and seldom matched.

This was orthodox holistic care at its finest, without so-called “natural” unorthodox fuzzy edges. I shall be grateful if you will pass on the thanks of our family.

Yours sincerely,
Vernon Marshall

I wrote this in relation to an article on Facebook about ICU staff. I thought you should know about your amazing ICU staff at Epworth Eastern. Even after Mum had passed away they told us we could have as much time with her as we needed. Plenty enough time for my brother to drive from South Gippsland. They let me and helped me tend to her, spraying her with lavender perfume and rubbing lavender cream into her scalp where her hair was just starting to grow back after the rigorous chemo treatment that actually took her life. The nurses apologised for disturbing Mum as they slowly took down IV lines, breathing tubes, turned off kidney dialysis etc. They dressed her in her own nightie, taking her out of the clinical hospital gown, and replaced her sleeping cap with a brighter coloured one. They provided a phone for Dad and helped him make the dreaded calls to my brothers. They cried with us. The young oncology doctor put her arm around Dad as he looked to the ceiling trying not to let overflowing tears fall (he failed dismally … there were too many to try and stem the flow). She smiled a watery smile as he put his arm around her shoulders and told her she’d picked a bad weekend to be on call and not to worry his wife had died … it wasn’t her fault. The doctor in charge of ICU (Neil) told us gently why and how she had died, explaining the details carefully and clearly. They ordered plates of sandwiches to be brought up for us, and juice and biscuits and cheese. They left the ICU door unlocked so we could come and go from Mum’s bed until the final goodbye. They cleared the relatives’ room and put a sign up saying it was reserved for us only. On one of the most devastating days of our lives, they made the unbearable, a bit more bearable. In short, they were all truly amazing. Their farewell included a sentence about being there for us should, sometime in the future, we have questions about what the hell happened on the 1/2/15. They knew we were all too shocked to comprehend everything. God bless the people who work in these environments. In our experience they really are angels. Associate Professor Joseph McKendrick was her oncologist. Mum called him ‘my Joe’. He asked her to call him Joe, and could he call her Maureen. He immediately endeared himself to Mum. I don’t know who the oncology registrar was but she was wonderful. I never got to meet Mum’s ‘Joe’. I would dearly love to meet him.

Kind regards,
Kerry

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**Food.**

*From six am the staff are there Preparing for us kitchen fare. Each day the snacks and balanced meals Increase our strength and help us heal. The clink and rattle makes us start. It’s Aida with the water cart. From in our rooms, we hear the call As “Knock, knock!” echoes down the hall. Eggs and bacon served with toast, Osso bucco, chicken roast, Mixed sandwiches and tandoor wraps And sometimes Reenie’s parmesan snaps. Garden salad with sliced ham, Cakes or buttered scones with jam. Pork chops, fish or pickled beets. From Shashi’s kitchen tempting treats. All served by pleasant smiling staff. Cheerful, happy, quick to laugh, They try so hard to make our day And help us to cope with our long stay.*

Rick Haman July 2016
Patient feedback continued

Dear everyone we have had the pleasure of dealing with, I’m not sure how we can begin to thank you for all that has been done! From the moment we checked in for our c-section on Monday, until being transported to the Ryatt, Greg and I have been made to feel special, well cared for and above all important. It’s easy for patients to begin ‘blending into one’ especially when things are flat out or if you are having “one of those days”, but I am so pleased to say it never felt that way. It honestly changed this whole experience for us. Obviously having a beautiful healthy baby is wonderful, but the treatment you receive during this time can take the experience to the next level, or put a real dampener on it.

So, thank you all so much for making this such a wonderful and memorable time in our lives. Every nurse, midwife, doctor and other support staff took the time to introduce themselves, congratulated us on Brooklyn’s arrival and showed a genuine concern for our wellbeing and comfort while here.

I work in healthcare, and so tend to have very high expectations in terms of what I expect to see. I have been absolutely blown away by my experience at Epworth Freemasons and hope you realise how rare it is to receive such good care so consistently across teams.

I hope you all know what an amazing job you are doing. Thanks again, we are so pleased we chose Epworth Freemasons!

Jade and Greg