Cath lab leads brighten Epworth Eastern

› Page 19

Room service trial follows scholarship win
› Page 7

Harvard leaders visit Epworth for simulation course
› Page 8

Epworth Cleveland Nursing Leadership Intern Program
› Page 21
Welcome to the first Epwords of 2015. As the first quarter of the year comes to a close, we can be proud of a number of milestones and achievements Epworth has already seen, shaping up this year to be an outstanding one.

In late February we celebrated Epworth’s 95th birthday, remembering its start as a small intermediate hospital housed at Richmond Hill, established in 1920. We’ve grown to become Victoria’s largest not-for-profit private healthcare group and it’s our exceptional standard of care that has taken us this far and will continue to lead us into the future.

Epworth continues to make headlines for innovation in medical care and advancing technology. In January, Epworth Freemasons surgeon Mr Neil Collier performed the first ‘nanoknife’ treatment used in an open surgery in Australia. In February, Epworth Eastern respiratory physician Dr Nick Wilsmore performed a revolutionary procedure to help patients with severe emphysema.

We encourage all staff to be and do their best at Epworth, and as such have a number of scholarship schemes and professional development programs in place. The Epworth Cleveland Nursing Leadership Intern Program saw eight nurses selected for the program travel to the prestigious Cleveland Clinic in the US in March to attend a nursing internship program.

Congratulations also to the 33 participants selected for the Future Nurse Unit Manager Talent Program who will undergo a unique simulation exercise followed by a 12-month, individually tailored program.

Congratulations to Andrea Hunter and Paul Hayes who received funding from the Epworth Medical Foundation to study a new food service model used in the US and recently trialled at Epworth.

Redevelopment continues at a fast pace across all our sites undergoing work. Epworth Richmond is making great progress with construction of the new Lee Wing likely to now be completed in December this year. We have also just opened stage 8 of the Richmond theatre development which has produced a much improved staff area and storage room for consumables and equipment. This will be a great improvement for our staff and doctors.

We’ve been commended for our commitment to hiring local contractors during our work at the Epworth Geelong site, which is set for a mid-2016 open. Epworth will need to recruit over 1000 staff for our developments at Richmond and Geelong so if you have any friends working elsewhere who you think would be a great addition to Epworth please let them know and encourage them to express their interest via our website.

After the floods at Epworth Freemasons, Clarendon Street late last year, wards were temporarily closed and patients and staff relocated to temporary accommodation at Box Hill Hospital. A massive thank you to all staff who have worked so hard to help restore services in such a tight timeframe.

This year has seen us undertake a review of our four-year strategic plan. I’ve been visiting our hospitals to talk through this refresh with staff and discuss how we are progressing with the plan. The refresh will help us all better understand our strategy and how we can contribute to it.

Alan R Kinkade
Group Chief Executive
On Friday 6 February, the Epworth/Cleveland Colorectal Fellows and others came together for a dinner to welcome home Dr Jennifer Ryan, 2013/2014 Fellow, on her return from the Cleveland Clinic. Dr Ryan will next be heading to the new Fiona Stanley Hospital in Fremantle, WA, to complete her final year of the CSSANZ Fellowship Program before returning to Epworth and Melbourne.

The colorectal program, now in its seventh year, has facilitated five Fellowships. Previous Fellows Dr Eugene Ong, Dr Satish Warrier and Dr Phil Smart have all returned to Epworth, practising specialist colorectal surgery.

Epworth and our Fellows are grateful for the support of our long-time sponsor, Covidien. It is only with this assistance that Epworth can enable our Australian Fellows to gain invaluable clinical and operative experience in the Department of Colon and Rectal Surgery at the Cleveland Clinic, one of the leading colorectal departments in the world.

At the dinner, newly appointed Fellow Dr Ameera Deen was welcomed. She will complete her clinical/research year at Epworth in 2015 under the supervision of Associate Professor Jack Mackay and Associate Professor Craig Lynch, and leave for Cleveland in 2016.

This program was born out of the foresight and enthusiasm of Epworth Group Chief Executive Alan Kinkade, Dr Vic Fazio and Associate Professor Jack Mackay, and the creation of the Covidien Fellowship Education Grant by Covidien’s Phil Bone and his colleagues.

**Epworth/Cleveland Fellows:**
- 2009/10 Dr Eugene Ong
- 2010/11 Dr Satish Warrier
- 2012/13 Dr Philip Smart
- 2013/14 Dr Jennifer Ryan
- 2015/16 Dr Ameera Deen

Pictured above (left to right): Ameera Deen, Jennifer Ryan, Phil Bone (Covidien), Jack Mackay, Eugene Ong, Philip Smart.

---

**Professor of Surgery Richard de Steiger receives NHMRC grant**

Professor Richard de Steiger is part of a team that has recently been awarded a significant grant from the National Health and Medical Research Council (NHMRC) for its project ‘Towards a rational strategy for osteoarthritis therapy’.

Osteoarthritis is the most common form of arthritis and causes disability and chronic pain. There is a real need for effective therapy to adequately deal with disease progression and pain before the patient gets to the joint replacement stage.

The project team is headed by Professor John Hamilton of the University of Melbourne, and includes Dr Andrew Cook and Professor de Steiger. The grant — $910,000 over five years — will expand research begun by Professor Hamilton into an inflammatory cytokine, that is increased in the synovial tissue of patients with osteoarthritis. An animal model has shown that suppression of this inflammatory mediator with a targeted therapeutic antibody rapidly abolished existing arthritic pain and suppressed disease development.

Epworth HealthCare patients undergoing total knee replacement for osteoarthritis will be offered the chance to participate in the trial and synovial tissue will be collected along with tissue from control patients.
Medical specialists visit from Pakistan on two-day study tour

Epworth hosted a truly unique event in December, organised by Epworth’s Health Information Management group.

Twelve senior medical professionals, including government ministers, deans of universities and heads of medical departments from hospitals across Pakistan, took part in a two-day visit at Epworth as a key part of their individual Leadership Training Program.

Over the two days, we presented leading-edge methods for training, research and medical practice and proved Epworth as a great example of delivering first-hand excellence in healthcare.

In addition to these presentations, clinical and facility tours of Epworth’s Emergency Department, the Clinical Education and Simulation Centres, and Epworth’s Radiation Oncology Research Centre were lead by Dr Ron Sultana, Ms Tess Vawser and Mr Paul Fenton, respectively.

The delegation was most impressed with the calibre of resources at Epworth, the quality of medical education and training, and our leading-edge technologies. It expressed a genuine interest to continue forging ongoing collaborations across a number of areas.

Thanks to all Epworth staff that participated in this event.

Professor Nilmini Wickramasinghe
Epworth Chair in Health Information Management, RMIT University

We presented leading-edge methods for training, research and medical practice and proved Epworth as a great example of delivering first-hand excellence in healthcare

Goodness Me, it’s Epworth’s new health and wellbeing magazine

Epworth has launched a new online wellbeing magazine.

Goodness Me features useful health and lifestyle tips, tapping into the expertise of Epworth staff and specialists. Visit the site at www.goodnessme.org.au.

Inside you’ll find engaging articles to enhance the experience of our current patients, as well as inform potential new patients and connect them with Epworth services. Stories will be added weekly and cover all health topics Epworth is involved in.

Goodness Me is managed by the marketing team and contributions are always encouraged. If you have a story idea from your area of expertise or would like to contribute an article, please get in touch via website@epworth.org.au.
Nurse awards announced at graduation ceremony

Epworth HealthCare held a graduation ceremony on January 30 at the Park Hyatt for enrolled nurses, registered nurses and midwives who participated in 2014 programs.

A total of 136 participants graduated from programs. Highlights of the ceremony included a graduate from each division giving a personal story of their graduate year, and the announcement of the winners of the Epworth awards for Graduate Enrolled Nurse of the Year, Graduate Registered Nurse of the Year and Graduate Midwife of the Year.

Divisional winners received $200 while the overall winner in each category received $500 from sponsor First State Super towards their ongoing continuous professional development.

**Divisional Graduate Enrolled Nurse of the Year winners:**
- Krystal Farkas — Epworth Eastern
- Lesley Bowen — Epworth Freemasons
- Kai Hamilton — Epworth Richmond

**Overall Graduate Enrolled Nurse of the Year:**
- Krystal Farkas — Epworth Eastern

**Divisional Graduate Registered Nurse of the Year winners:**
- Anna Imbesi — Epworth Eastern
- Helen Marinakis — Epworth Freemasons
- Elle Pirrie — Epworth Richmond
- Lauren Richardson — Epworth Rehabilitation

**Overall Graduate Registered Nurse of the Year:**
- Elle Pirrie — Epworth Richmond

**Graduate Midwife of the Year:**
- Sarah McCluskey — Epworth Freemasons

Pictured above (left to right): Matt Buchlak, First State Super (sponsor); Anna Imbesi, Epworth Eastern; Helen Marinakis, Epworth Freemasons; Lauren Richardson, Epworth Rehabilitation; Sharon Donovan, Executive Director, Clinical Services.

**Profile: Elle Pirrie**

Epwords chats with Graduate Nurse of the Year Elle Pirrie about her win and life at Epworth.

**How long have you been at Epworth as part of your studies?**
I have been at Epworth one year. After completing my undergraduate degree I came to Epworth to complete my graduate year in theatre.

**Will you stay on at Epworth for work?**
Yes, the support and guidance I have received has been outstanding. I am very happy and comfortable here.

**What qualification you have come out with and what kind of nursing you will be specialising in?**
I completed my Bachelor of Nursing in 2013 at Australian Catholic University. I am about to begin my postgraduate Masters of Perioperative Nursing, which is a joint program with both Epworth HealthCare and Deakin University.

**What was your reaction when you found out you’d won the award?**
I was completely shocked and surprised! I was unable to attend the ceremony due to prior commitments, so I wasn’t even expecting to be a candidate.

What does it mean to you to win?
It’s been really rewarding to know that I am on the right track and doing a good job. I had received positive feedback throughout my year but I had no idea that I was anywhere near this standard. My confidence has grown a lot and I am hoping to keep my standard of care at this level.

Why did you want to get into nursing and what makes you passionate about the industry?
There were so many reasons, really. But I think the main thing is that I want to give back to the community and I get a real sense of achievement by being able to make someone’s day a little bit better or easier.

Any favourite Epworth memories/experiences you’d like to mention?
It’s just been great getting to know all the different personalities! Makes every day interesting!
Australia honours Epworth Professor

Professor Anthony Costello, Epworth Urologist and Professor of Surgery at University of Melbourne, has been honoured with a Member in the General Division of the Order of Australia (AM) in the 2015 Australia Day Honours List.

The honour was conferred for significant service to medicine in the field of urology as a clinician, administrator and author, to cancer research and to medical education.

Professor Costello is an accomplished consultant surgeon and urologist, encouraging the advancement in surgical technology for prostate cancer.

In 2004, when Epworth introduced the first surgical robot to Australia and New Zealand, Professor Costello performed the first robotic prostatectomy after completing his training in the US. Since then, he has performed or mentored thousands of robotic procedures and has been instrumental in developing training opportunities for other urological surgeons. He has also actively promoted this minimally invasive technique to make it accessible to both private and public patients around Australia.

Since the early 2000s, Professor Costello has attracted extensive research funding in grants. He established the Victoria Prostate Cancer Research Consortium in 2007, comprising the Peter MacCallum Cancer Centre, Monash Medical Research Centre, The Royal Melbourne Hospital, University of Melbourne and Epworth HealthCare.

In 2008, the Commonwealth Government announced a multi-million dollar research grant to establish two centres of excellence in prostate cancer research in Australia. The first of these was at Epworth, and Professor Costello was appointed its executive director, recognising his pioneering work in robotic-assisted prostate surgery and research. A prostate cancer patient tissue bank has also been established at the Epworth centre.

Patient outcomes have been audited since the inception of Professor Costello’s surgery program which involved a group of urology surgeons and registrar. The data has been published in several prestigious manuscripts internationally, including the European Journal of Urology.

Epworth extends congratulations to Professor Costello on this remarkable and well-deserved achievement.

Pictured above: Professor Anthony Costello

Future NUM talent program participants announced

Epworth is growing and adapting to the changing healthcare industry to stay at the forefront of patient care.

To deliver excellence in clinical care, we need the best nurse unit managers — those who inspire a culture of compassion, accountability and respect. We also know that to be an employment destination of choice for top nursing talent we need a clearly defined career pathway for our nursing leaders. This pathway will help us meet future workforce requirements to support our growth as an organisation.

Thirty-three participants have been selected for the Future Nurse Unit Manager Talent Program, following the Talent steering committee’s assessment of applicants during the past few months. Selection was based on evidence-based criteria with robust governance to ensure an objective, fair and equitable result.

The successful applicants will participate in a unique, ‘day-in-the-life of a NUM’ simulation exercise which will allow us to observe them and then develop individual 12-month programs to fit their learning orientation and potential for growth.

Congratulations to all of the successful applicants. The full list can be viewed on the Epworth intranet under the news and events page, and more information about the Future NUM Talent Program is available under the Human Resources/Leadership & Development tab.

To be an employment destination of choice for top nursing talent we need a clearly defined career pathway for our nursing leaders
Room service trial follows scholarship win

When Paul Hayes and Andrea Hunter put in their applications to win a scholarship through Epworth HealthCare, they didn’t rate their chances of success too highly. Both new to the world of professional scholarships, they only entered after the prompting of a colleague, insisting someone from the department “have a go”. So when the news came that they’d jointly won a $9,000 scholarship to study food services in the US, they were blown away.

“It took a while to sink in,” admits Paul, head chef at Epworth Richmond. With the scholarship funding, Paul and Andrea, hospitality services manager at Epworth Richmond, headed off on the 18th of March for a three-day conference in Los Angeles and San Diego, hosted by DM&A — an American food service design and consulting firm, “to look at the success and failings of room service implemented by hospitals in the US,” says Paul.

This followed a previous two-week trial of a room service program at Epworth Richmond, in which patients in wards 3NS and 4NC were given the opportunity to phone in their meal requests as desired, rather than the usual model of pre-ordering an entire day’s meals.

The trial, inspired by a similar model currently running successfully at Mater Private Hospital in Brisbane and the only Australian service in action, had the full support of Epworth Richmond Executive Director Nicole Waldron.

“It was very good timing because Nicole had come back from the US and had seen the room service model and thought it was amazing,” says Andrea.

“According to DM&A,” adds Andrea, “40% of private hospitals in the US offer room service. We think down the track it’s what everyone will be doing.”

Billed as a hotel-style offering, the concept means that patients have control over what they eat and when they eat it. They are given a menu with an assortment of dishes — substantial in number — and can choose every component of their meal, from the main to the side vegetable and sauce. Once ordered, delivery is within 45 minutes, though Andrea notes that during the trial, “we probably haven’t had any that have had to wait that long.”

Surveys were taken throughout the trial and initial feedback from patients has been positive. More substantial reviews will be compiled along with notes from the US trip in due course.

As for staff, while being essentially on call from 7am to 7.30pm when the kitchen is advertised to patients as open for orders, the extra work has proved a welcome challenge and given a refresh to an otherwise very structured schedule.

“We’re very, very time bound,” explains Paul. “The work is very repetitive. The new system adds variety — they’re going to different wards, talking to different people, doing different things. The staff involved have loved it, both from the back-of-house side and the distribution,” says Paul.

Paul and Andrea are convinced the new system is a smart move for Epworth and an improvement to the patient experience. And a bonus is reduced wastage in the kitchen. Whereas a patient might previously send back a meal they ordered the day before and request a new one, due to a change in appetite, for instance, ordering in real time means no extra food needs preparing. More importantly, the patient gets to enjoy freedom of choice and a freshly prepared meal no matter what time of the day it is.

“It’s a patient-centric approach to serving meals,” says Paul.

Pictured above: Paul Hayes, head chef, and Andrea Hunter, hospitality services manager, in the kitchen at Epworth Richmond.
Harvard leaders visit Epworth for course

On February 3-6, The Institute for Medical Simulation (IMS) Harvard, along with Epworth Clinical Education and Simulation, presented a four-day course for educators who teach clinical, behavioural and cognitive skills using health professional simulation.

The course drew from the disciplines of aviation, healthcare, psychology, experiential learning and organisational behaviour to explore a variety of simulation-based teaching methods. The methods are applicable across the health-profession educational spectrum, including undergraduate and graduate medical, nursing and allied health domains.

The course was facilitated by the international team from the Centre for Medical Simulation, Harvard, and directed by Dr Dan Raemer, Senior Director of Clinical Programming, Centre for Medical Education and Associate Professor of the Harvard anaesthesia department. Dr Walter Eppich, Associate Professor of Paediatric and Medical Education at the Children’s Hospital of Chicago, also lead the course.

There was a diverse group of participants including Epworth staff, neonatologists, emergency physicians, anaesthetists, nurses and allied health professionals. Epworth Board members and executives were represented at a welcome reception for the visiting faculty and participants on the first evening.

Participants said the intensive program was extremely valuable. Dr Ron Sultana, Director of Emergency Medicine at Epworth Richmond, said: “It was an interactive program that continuously built on each session to culminate into a final day of putting all the skills together by creating, participating and evaluating our own scenarios and sessions.

“The skills learnt are not only applicable to the simulation environment for education and patient safety but also in day-to-day clinical and administrative roles.”

The international faculty congratulated Tess Vawser, Director of Clinical Education and Simulation, and the simulation team on creating a successful course environment.

Epworth is currently exploring opportunities to enhance its relationship with the CMS and its faculty, with the hope of establishing an annual event to further our knowledge of simulation methodology.

Pictured above: Harvard leaders and course attendees.

Balance Disorders Clinic opens at Epworth Camberwell

A new Balance Disorders Clinic has opened at Epworth Camberwell, run by specialist neuro-otologists and neurologists who diagnose balance disorders that affect the vestibular system and cerebellum.

The clinic offers cutting-edge technology including infra-red and high-speed video-oculography. These are diagnostic, non-invasive video-based methods of measuring eye movements, which can rapidly identify and quantify vestibular and cerebellar causes of imbalance.

The clinic is suitable for all patients who present with dizziness, vertigo, gait disturbances or problems with coordination.

Following diagnosis, some patients will then be referred on to our Vestibular Rehabilitation Program which is offered at three sites, Epworth Camberwell, Epworth Brighton and Epworth Richmond. This is a specialised multidisciplinary service with skilled therapists specifically trained in managing vestibular disorders.

For enquiries and referrals, please contact 1300 46 REHAB or rehab@epworth.org.au
Maheesha’s surgery – a gift from Epworth and Prof Andrew Heggie’s team

When Prasad Kankanamalage first noticed his daughter Maheesha’s face starting to fill out, he thought the 15-year-old was going to look like his adult sisters, back in Sri Lanka. After the swelling took a lopsided nature, he sought medical advice and was eventually given the bad news.

Oral and Maxillofacial Surgeon Professor Andrew Heggie has operated on many disadvantaged young patients, so he knew Maheesha needed surgery without delay. He saw the tumour double in size during the time he conducted pre-surgery tests and waited for the results.

With the support of Epworth Richmond’s executive director, Nicole Waldron, Professor Heggie brought in Anaesthetist Dr Graham Cannon and Registrar Dr Nu Dastaran to do the surgery pro bono in Epworth Richmond’s main theatre on 10 February. The tumour was removed, a plate inserted and Maheesha’s jaw was stabilised for further reconstructive surgery in future.

Professor Heggie’s last pro bono surgery at Epworth Richmond in 2014 was on 17-year-old Bradley Bola from Papua New Guinea, whose congenital condition, Crouzon’s Syndrome, caused high pressure inside his skull due to the fused bones of his face and head. Bradley had required several surgeries since his infancy and these were also performed or supervised by Professor Heggie.

Not only does his team happily offer their services pro bono, but Professor Heggie has a knack of gathering support from others around him. His ongoing appreciation is to the management and wonderful theatre and ward staff at Epworth Richmond.

Together the generosity of many has once again helped transform the life of an adolescent from enormous hardship to an optimistic future.

New technology places Epworth as stereotactic leader

Epworth Radiation Oncology has treated its first patient on the Varian TrueBeam.

Epworth Radiation Oncology’s new linear accelerator uses stereotactic radiotherapy — a highly accurate radiation beam that specifically targets tumours using onboard imaging, a robotic treatment couch and directed beam treatment. The machine rotates around the patient to deliver a prescribed radiation dose from multiple angles with sub-millimetre precision.

The new addition at Epworth Freemasons, along with the existing technology at Epworth Richmond, makes Epworth the largest stereotactic radiotherapy provider in Victoria.

“Epworth Radiation Oncology has commenced treatment on its fourth linear accelerator, the Varian TrueBeam at Epworth Freemasons,” says Director of Epworth Radiation Oncology Dr Pat Bowden. “This advanced technology enables our Epworth Freemasons patients and referring doctors to have access to stereotactic radiosurgery for the first time. Radiosurgery enables eradication of certain tumours with highly targeted radiation beams that cause minimal or no side effects. With the TrueBeam purchase, Epworth Radiation Oncology continues to provide the most technologically advanced radiotherapy facilities in the country.”

Over 80 patients have so far been treated on the TrueBeam in its first two weeks of operation.

The full range of radiation therapy technologies available to Epworth cancer patients includes stereotactic, deep inspiration breath hold for breast cancer, and Calypso.

Deep inspiration breath hold is used to reduce the heart for left-sided breast cancer patients, reducing their risk of long-term cardiac events.

Calypso is the ‘GPS for the body’ where small transponders are inserted into the pelvis for prostate cancer patients to help locate the treatment area; it is interfaced with the linear accelerator and sends signals to the machine to compensate for any patient movements. This allows the treatment to be even more accurate than previously possible, and offers the opportunity to improve patient outcomes.

“The Epworth Radiation Oncology team have done a fantastic job bringing these new treatment platforms to Epworth, and the attention to detail in training and documentation has meant the patient treatment was seamless,” says Paul Fenton, director of operations, Epworth Radiation Oncology.

This is the first clinical installation of Calypso in Australia and is offered at Epworth Richmond and Epworth Freemasons.
REDEVELOPMENT NEWS

Investing in excellence

As Epworth HealthCare celebrates its 95th birthday it’s important to reflect on how far we have come to build a world-class group of hospitals renowned for excellence in diagnosis, treatment and care.

The one goal that drives everything we do is to improve patients’ lives and, over the course of almost a century, we have increased our reach in patient care from the Epworth Richmond campus to also include Epworth Freemasons, Epworth Hawthorn, Epworth Cliveden, Epworth Eastern, Epworth Brighton and Epworth Camberwell, as well as providing services through our specialist centres in Collins St, Berwick and Lilydale.

In 2016, a new Epworth campus will open in Geelong, as will the South West Regional Cancer Centre in Warrnambool, which Epworth recently won the tender to construct and operate on behalf of the Victorian Government, delivering cancer services to south-west Victoria.

It is vital that we continue to expand our reach in service provision to meet future demands of the Victorian and global healthcare environment.

Epworth Richmond

Epworth Richmond is in a period of major redevelopment which will make a fundamental change to the way the hospital operates, expanding and improving the layout, collocating critical services and improving patient flow throughout the site.

Construction of the new Lee Wing on the corner of Erin Street and Leigh Place is currently underway and, at the time of print, will reach a major milestone when construction tops out — completing the shell of the building to its highest point. The Lee Wing will open to patients by early 2016.

In other works, a new medical oxygen vessel was installed on 1 March, behind the Elim building at 29 Erin Street. This oxygen vessel will triple the capacity of medical oxygen stored for Epworth Richmond and will supply the existing site as well as the new wings to be built along Erin Street over the coming years.

The stage 8 theatre works on level 3 have now been completed. These works have provided new recovery beds, a larger office space including a reception area to greet staff who enter from the level 3 Erin Street lift lobby, additional storage rooms and increased security to the area.

Epworth Geelong

As the city of Geelong continues to grow, so does its need for additional healthcare services.

Epworth Geelong will open in mid-2016 providing comprehensive medical and surgical acute and rehabilitation care, offering a new choice of healthcare with additional services to the growing region.

Works commenced on 28 April 2014 and before the first year of construction is through we will reach our next major milestone in the construction period — topping out and completing the shell structure, with around 300 workers on site each day to help keep us on target.

Visit www.epworth.org.au/geelong to view drone video footage taken in February, providing an aerial tour of the site.
In recent months, Epworth has received positive feedback from Geelong community leaders and the local media for our commitment to providing jobs to the region, ensuring local suppliers and contractors are used to help construct Epworth Geelong. Some of the local suppliers we have on site include Geelong Fire, Norris Plant Hire, Geelong Telephone Company, Local Mix Concrete and Geelong Fabrications.

More than 1500 people have now expressed interest in employment at Epworth Geelong and in the latter half of the year a recruitment campaign will commence to fill positions at the new campus.

Epworth Freemasons at Box Hill Hospital

A major flooding event caused damage to the western wings of the Epworth Freemasons at the Clarendon Street site prior to Christmas 2014. This meant patients had to be evacuated and moved to the Victoria Parade location or to other Epworth campuses while major restoration works took place to the water-damaged areas.

Most of the beds have now reopened within the Clarendon Street building however the western side of the site is still undergoing repairs.

While these repairs take place we have temporarily relocated beds into two spare wards inside Eastern Health’s Box Hill Hospital on Arnold Street, wards 5.1 and 8.2.

To maintain business as usual, the Epworth Freemasons at Box Hill Hospital wards were successfully opened to patients in a tight timeframe thanks to the hard work of staff at our Epworth Freemasons Clarendon Street site, within the corporate office, Epworth Richmond Emergency and across other sites.

We value our staff highly and the ongoing support of everyone during this difficult period is testament to their commitment to delivering excellence to their patients and colleagues in challenging circumstances.

Epworth Freemasons Clarendon Street

Epworth Freemasons on Clarendon Street is undergoing renovation and expansion works to enhance patient care by upgrading the ageing infrastructure of the building, expanding the level 3 operating suite and refurbishing the Day of Surgery Admission, Day Recovery and Central Sterile Supply Department (CSSD) units.

The first of two new theatres opened for surgery on March 2. The new male change room on level 3 and the CSSD NUM office and new Loans area will be completed in April 2015. The second new theatre is due for completion in May.

South West Regional Cancer Centre

Site preparation works commenced at the South West Regional Cancer Centre in Warrnambool on February 25 with construction works to begin by the end of March. Construction Engineering (AUST) PTY LTD was awarded the tender to construct the new healthcare facility which will open to patients by mid-2016.

The three-level building will have two radiotherapy bunkers, one with a linear accelerator (radiation treatment machine), a planning CT scanner and associated support services, and will be operated by Epworth Radiation Oncology as a public service with no cost to patients.

To provide an integrated cancer care model of care, South West Healthcare will relocate its day oncology ward and chemotherapy pharmacy into the facility. The oncology suite has been designed to provide patients with wonderful views of the sea and the local pine trees.

The centre will also have consulting suites for medical oncologists, radiation oncologists and other specialists to collaborate in a multidisciplinary environment.

Epworth HealthCare is excited to bring radiotherapy to the south-west Victoria region, integrate with the existing excellent cancer care services and provide exceptional patient care closer to home.
Multi-faith calendar supports diversity of patients

For many patients, being taken care of goes beyond just the physical. Recognising spiritual and cultural needs is essential in providing a complete care experience.

Sue Morgan, who joined Epworth’s Pastoral Care department in August last year, knows this first hand. Since 2011, she’s been responsible for putting together a multi-faith calendar, listing a variety of different faith and cultural events to assist medical staff in dealing with patients from all backgrounds. This year’s calendar is one Sue is particularly proud of. Incorporating feedback from representatives from each of the major faiths, the calendar has increased its coverage and now sports more key dates than ever before.

Sue, who set up the calendar with the assistance of education officer Shinen Wong of Spiritual Health Victoria, knows that recognising the significance of such traditions and events can provide a level of comfort to a patient at an often difficult time.

“A person’s religious and cultural special days are important, especially when they are away from their home environment, feeling unwell, vulnerable, and possibly facing sizeable challenges,” she says.

“Being invited to talk about how you celebrate a particular festival or remembering stories around these special times can provide a rich reminder of who you really are.”

Calendars have been distributed across the wards by the Pastoral Care team, and can be downloaded from the Epworth intranet under the Pastoral Care tab.

Sue sees the calendar as a valuable tool in promoting Epworth’s ethos of placing patients at the centre of care. “I hope the calendar will be used to open opportunities for conversation and shared understanding,” she says.

Men’s Health Lunch

The topic for this year’s Men’s Health Lunch is joint health. The event will be held in the Members’ Dining Room of the MCG on Thursday 7 May from 12 noon to 2.30pm. This will be the third such event raising awareness about topical issues of men’s health while raising funds for equipment at Epworth.

3AW’s John Burns will act as Master of Ceremonies with a panel discussion including Sport and Exercise Physician Dr Peter Larkins and orthopaedic surgeons Mr Andrew Tang and Mr Tim Whitehead. The discussion will include issues around joint preservation, joint replacement and prevention of joint disease.

Tickets are available from the Epworth Medical Foundation at $175 per person or $1700 for a table of ten. To reserve your tickets please contact Kathryn Johnston on (03) 9426 6359 or email Kathryn.johnston@epworth.org.au.

‘Pacemakers for the spine’ offer new depths of pain relief

For Dr Nick Christelis, visiting pain specialist at Epworth HealthCare and director and cofounder of Victoria Pain Specialists, chronic pain is more than just a problem for the individual. It’s costing the country, as well.

“Eighty percent of people with chronic pain will not have access to the appropriate treatment and that costs the economy about $34 billion a year,” he says.

Luckily, and despite the fact that pain medicine is considered a relatively new speciality as an offshoot of anaesthetics, advancements are being made — and at a rapid rate, too.

One piece of technology is showing promising results with dramatic reductions in pain. Spinal cord stimulators (SCS), “pacemakers for the spine”, as Dr Christelis calls them, use electrical impulses to interrupt pain signals travelling to the brain. A patient is given control via remote to adjust pain relief as required, with the SCS implanted after a successful trial.

“Spinal cord stimulation is currently thought to be the game changer in pain medicine because when it works, it works fantastically well,” says Dr Christelis.

“We’ve had some remarkable successes. In the same sentence I’ll say it’s not treatment that’s needed for all. You need to get the right person, at the right time, with the right illness or pain,” he adds. For those that are deemed suitable candidates, however, the results are significant.

“Patients don’t get ten or 20% reduction like they do with medications,” says Dr Christelis. “They can get 70, 80, 90% pain reduction, which changes things completely. It is a phenomenal treatment.”

For more information, visit vicpain.com.au.
Epworth farewells Tom Rose

Many at Epworth knew Reverend Tom Rose simply as Tom — his arrival on the wards, in the bistro or around the streets of Richmond went a long way towards making people feel better that they had spent time with him.

Tom joined the Pastoral Care Services Team at Epworth six years ago and, sadly, we farewelled him on 16 January for the next stage of his professional life.

Tom knew about belonging and made sure that others felt the same way. He is a great listener but his trick was knowing how to start conversations — with anyone, on any level. He knew when people needed to talk and what they might want to talk about. A chat that started with casual remarks about footy (always Collingwood) could transpose cleverly into a patient revealing her fear about leaving the world behind.

Tom's spiritual gift was that of honouring the stories of patients, families or staff, along with their feelings of vulnerability or sadness that they needed to express.

Tom organised the annual Christmas Choir and created joy across the hospital. Often he knew a patient's favourite carol and made sure they received a special performance around their bed. Each year, from the very first rehearsal, he welcomed volunteer singers and musicians and made them feel talented as soon as they arrived at the chapel.

Tom understood the universal need to be heard and to be valued. Staff have conveyed what a privilege it was to work with him — he will be greatly missed.

ARIA™ Medical Oncology Chemotherapy Prescribing is now live

The oncology units at Epworth Richmond and Epworth Freemasons, in conjunction with lead oncologists, Slade Pharmacy and IT services, have successfully implemented new functionality in the ARIA™ Medical Oncology Information system.

The system is fully integrated with the ARIA™ Radiation Oncology Information System, providing a comprehensive view of recorded patient information for oncology patients treated at Epworth.

The project has delivered:

- A simplified and standardised process for electronically prescribing chemotherapy regimens, with a real-time view of the status of the order at any time;
- Real-time access to important oncology patient assessments and notes;
- Real-time access to drug administration events and history;
- Mobility (using mobile workstations at the point of care);
- Collaboration and teamwork across both Epworth Richmond and Epworth Freemasons oncology sites and oncologists.

The success of the project would not have been possible without the team effort and continued enthusiasm of the oncology nursing staff and lead oncologists for embracing and facilitating the significant changes required.

A big thank you to all involved for helping to make the initial implementation a success.
Meet ... the Central Sterile Services Department

High-tech sterilisation equipment and a dedicated staff make up the CSSD at Epworth Eastern. Ensuring the utmost cleanliness of multiple departments’ surgical tools and managing infection control, the CSSD is also responsible for stocktaking orthopaedic equipment provided to the hospital on loan. Manager Ann Nichol talks us through the workings of the team.

How long has the department been in operation?
Since Epworth Eastern commenced operations in June 2005.

What services does the department offer?
The department provides sterile instruments to theatre, endoscopy, cath lab, ICU, MIA, consulting rooms, as well as external sites.

Who are the staff members working in the department?
We have 19 staff in CSSD with the shifts scattered throughout the day and night to accommodate the demands of theatre. CSSD are on call 24/7. Our rule is if theatre is working, CSSD is working.

Can you describe a typical day for the team?
Our day starts at 7am with different shift times throughout the day to best accommodate the workload of not only theatre but also other departments in the hospital. We test and validate all our machines on a daily basis and all testing is documented. We speak with the floor coordinator every morning and afternoon to ensure that we provide the best service and that theatre have all the equipment that they need to complete their cases. We also do a lot of orthopaedics at Epworth Eastern and our loans department is always very busy. Daily discussions are had with the loan companies about equipment that we can turn around for another case the next day, what needs to go back to the companies and replacement of equipment through wear and tear.

What are some of the challenges the team faces?
At the moment the biggest challenges the team is facing are issues with removing cement — used for joint replacements — from the orthopaedic trays. We are working on changing some of our processes to combat this issue. We’re also looking at changing the cement to a different colour because the cement used is difficult to see.

Any highlights/department achievements?
A huge highlight for the CSSD team is the installation of four brand-new washers that we had installed back in December. This was a very big thing for us, with wash cycles down to 34 minutes instead of 50 minutes. This makes our turnover time a lot faster and helps with fast-track items. The pre-vacs (high-temperature sterilising units) have three different cycle times on them that also accommodate fast-track items.

We have also recently purchased a new ultrasonic unit to clean our robotic equipment, which is fantastic because it’s the only machine that is validated for robotics. Also we have purchased a height-adjustable sink for the decontamination room. This will help everyone’s backs as all the staff are different heights.

What might people be surprised to know about the CSSD team?
People really don’t understand the full duties and responsibilities of CSSD. The infection control, documentation and in-services are just a small part of what we do. We are solely responsible for the high level of infection control in instrumentation that is used on patients on a daily basis. It is expected that we know all the instruments and every procedure, and juggle times with demands of the theatre with instrumentation and who needs what, at what time.

We are a great team here at Epworth Eastern and we pride ourselves on delivering the best patient care at all times.

Pictured below (left to right): Kate Bennett, Pao Sukeesilk, Jennifer Tang, Jayd Stone, Den Bacakis, Jana Peters and Sofia Tettamanti. Not pictured: Ann Nichol.
Driving simulator gets rehab patients back in front of the wheel

It feels not unlike an arcade car racing game, something along the lines of V-Rally or Sega. Except, while just as fun to operate, this particular machine is a highly advanced piece of simulator driving technology, designed to help rehab patients who need assistance regaining core driving skills.

The Ultra 2 Car Driving Simulator, from French tech company ECA Group, has its home at Epworth Hawthorn, gifted from an anonymous donor through the Epworth Medical Foundation and run under the careful supervision of Senior Occupational Therapist Pam Ross and Occupational Therapist Kate O’Connor. It’s been fully operational since November last year and has been used by around ten patients so far, after being specially modified to accommodate more patients with disabilities — a factor which Pam believes may make it unique in Victoria.

A spinner knob can be added to the steering wheel and adapter attached to the pedals to enable patients without the use of their legs to accelerate and brake the car by hand. Pam has witnessed the success of this modification on two patients with multiple sclerosis that she recently assisted.

“They didn’t find the transition to driving in traffic nearly as stressful as they had expected.”

Both patients who have learnt to use the hand controls on the driving simulator before proceeding to driving lessons reported that they didn’t find the transition to driving in traffic nearly as stressful as they had expected, as they were more confident and able to concentrate on the traffic rather than learning to use the hand controls,” says Pam.

Many patients are referred to the program following a traumatic brain injury that has resulted in cognitive and physical impairment, often from a car or workplace accident. But others are referred following amputation, stroke and diagnosis of MS or symptoms of dementia or Alzheimer’s disease. Allowing someone back in front of the wheel in a safe, calm and relaxed environment is key to boosting confidence, redeveloping lost skills, and helping a patient adapt to a new way of life.

Pam is careful to add that the simulator is not used to officially assess a patient’s driving ability, but provides an extensive training program. Being able to set driving conditions including ice on the roads or extreme winds, plus choose the level of traffic and number of surrounding pedestrians, helps test driver reactions and can speed up the process of getting a patient closer to the goal of driving once again.
The Epworth Medical Foundation offers a calendar packed with a number of exciting, once-in-a-lifetime Charity Challenge adventures in some of the world’s most unique and exotic locations, and it is our pleasure to invite you to join us or support us — or both!

What is a charity challenge?

A Charity Challenge is usually a trek or cycle, lasting between three and ten days. Past challenges have included trekking the Great Wall of China, hiking through the wilderness alongside the Great Ocean Road, and cycling through remote villages, unspoiled jungles and stunning beaches in Cambodia and Vietnam.

Colourful cultural experiences are a highlight of each journey, as well as providing opportunities for sightseeing, tasting local cuisine, enjoying comfortable accommodation, and the chance to forge new friendships. Epworth provides: flights or transport to and from your adventure, meals and accommodation, a professional guide, a back-up vehicle, medical support and luggage transport during the day. You provide: a sense of adventure and a minimum financial target that is used to cover the cost of your adventure and provide support to patients at Epworth. You can pay this yourself, or choose to fundraise part or all of it.

Upcoming charity challenges

Each of these events is open to the public, as well as doctors, staff, patients and friends of Epworth.

**Walk for Wellness – Great Ocean Walk, VIC**

A three-day walk along the Great Ocean Walk from Cape Otway to the Twelve Apostles including transfers to and from Melbourne, deluxe cabin accommodation, all meals and snacks, guides and support vehicle.

**Target:** Minimum $2500 (includes $1500 towards the cause)

**Dates:** 13–15 November 2015

**Beneficiary:** Radiation Oncology Accommodation Support Scheme

**HeartSmart Cycling Challenge – Sri Lanka**

A six-day walk and cycle in Sri Lanka including wildlife safari, airfares, accommodation, fully maintained mountain bikes, all meals and snacks, guides and support vehicle.

**Target:** Minimum $6450 (includes $2500 towards the cause)

**Dates:** 20 February to 3 March 2016

**Beneficiary:** HeartSmart & Cardiac Services

**HeartSmart Cycling Challenge – Thailand**

A six-day cycle along the Gulf of Thailand from Bangkok to Koh Samui including airfares, accommodation, fully maintained mountain bikes, all meals and snacks,
Kumano Kodo Walk for Cancer – Japan
A six-day walk on Japan’s Kii Peninsula including airfares, accommodation, all meals and snacks, guides and support vehicle.
Target: Minimum $6150 (includes $2500 towards the cause)
Dates: 1–10 April and 15–24 April 2016
Beneficiary: Cancer Services at Epworth

Hike and Hilltribes – Vietnam
A six-day hike from Hanoi to Mai Chau including airfares, accommodation, fully maintained mountain bikes, all meals and snacks, guides and support vehicle.
Target: Minimum $6090 (includes $2500 towards the cause)
Dates: 18–28 March 2016
Beneficiary: Patients at Epworth

For further information on any of these challenges please call Kathryn Johnston, ph: (03) 9426 6359, email Kathryn.johnston@epworth.org.au or visit emf.org.au/challenges.

EMF Cambodian Cycling Challenge raises over $110,000!

Thirty-four challengers, our largest-ever group, set off from Melbourne to Siem Reap on 6 February to cycle 395km to Kep, on the southern coast of Cambodia. The group raised the staggering amount of more than $110,000 to support the HeartSmart rehabilitation program and cardiac services at Epworth.

It was fantastic to have so many Epworth staff on board, including Liz Camilleri, executive director finance, and her EA, Nadene Pillsbury; Deb Brown from EMF; Kathy Edwards from Epworth Freemasons and our wonderful medical team headed by Ron Dick and ably assisted by Nanci Thurston and Eliza Armstrong.

We had so many memorable experiences along the way — digging a veggie garden to support a sustainable living program run by an NGO, thatching and house building; riding in bullock carts; children appearing from nowhere with constant hellos and high-fives; delicious food; filthy, dusty roads and a perfect orange-dust suntan at the end of the day; amusing banter along the way, a wonderful support team and, most importantly, the terrific camaraderie and friendships made.

A very welcome end at the beautiful seaside resort of Kep gave challengers an opportunity to rest their weary limbs and relax by the pool.

What an incredible experience we had — thank you everyone for the great effort and commitment.

It’s Sri Lanka next year … who’s interested?

Jayne Coates

Pictured above: Executive Director Finance Liz Camilleri and Nurse Coordinator Eliza Armstrong leading the way.
Walking on air

For patients who have experienced injury or surgery on their lower limbs, increasing their mobility, leg strength, function and independence is the main priority of the treatment team.

During a patient’s rehabilitation, injuries often dictate the degree to which a patient can apply weight through their lower limbs. Following fracture, surgery or for those amputee patients fitted with a prosthesis, relearning the motions of walking can cause significant physical strain and pain.

To overcome these issues, our physiotherapy teams at Epworth Hawthorn and Epworth Richmond utilise advanced technology and equipment including the Alter G, or anti-gravity treadmill.

The Alter G treadmill allows patients to uniquely retrain their body’s natural walking rhythm in an environment where their weightbearing can be carefully controlled. Initially, the Alter G treadmill was developed for elite athletes, used by a number of sports medicine clinics and AFL clubs to promote earlier return to running and return to sport after surgeries such as ACL reconstructions. It works the same way for our orthopaedic patients.

Patients wear a pair of lycra pants that then zip into a height-adjustable platform on the treadmill. The pants create an airtight seal, and when the machine is activated, it inflates pressurised air around the patients’ lower limbs, reducing the weight to a specified degree.

Similar to a traditional treadmill, patients can walk or run at predetermined speeds, distances and inclines with the resistance levels set to accommodate the specific needs of each patient.

A physiotherapist presets parameters for each patient to ensure the treadmill is completely customised to their needs. Descriptors like weight, height and walking speed are set, which in turn are used to determine the distribution of air within the suit, allowing the patient to stand and walk naturally with reduced pressure through the legs.

The treadmill not only gives patients confidence in their ability to walk but also ultimately to walk naturally with less pain. “For many patients the Alter G allows them to get up and walk long before they would traditionally be able to do so,” says Alison Gargan, senior physiotherapist at Epworth Hawthorn. “Usually we have to wait until pain levels are well managed, and orthopaedic doctors are happy that fractures are 100% healed. This accelerated program means that the overall recovery period can be reduced, which is obviously very beneficial for the patient.”

Epworth Rehabilitation purchased the anti-gravity treadmill in 2013. At the time, Epworth HealthCare was one of the first hospital settings in Australia to offer this treadmill, thanks to generous donations from the Epworth Medical Foundation. Feedback from patients is incredibly positive with many attributing the treadmill to lowering pain levels and increasing their confidence getting back on their feet after surgery.

We are committed to providing patients the very best treatment options for their recovery. To find out more about Epworth Rehabilitation please visit www.epworth.org.au/our-services/rehabilitation.

Mini Perc: the way of the future

Thanks to donations to the Epworth Medical Foundation, Epworth Freemasons was able to purchase the newest advance in kidney stone removal — a miniaturised telescope known as the Mini Perc.

The Mini Perc enables kidney stones to be removed from a 3-4mm hole in the kidney, a less invasive method than when using conventional instruments. It is ideal for smaller stones, with conventional instruments still reserved for larger stones.

Associate Professor David Webb has been involved in the development of conventional keyhole surgery of the kidney, particularly in children, since the 1980s in both Europe and Australia. He reports that the Mini Perc enables a very cheap, cost-effective and atraumatic way to remove small stones in a single procedure. For patients and hospitals, this results in a one-day case instead of the current two or three admissions required with multiple procedures using more expensive, disposable equipment.

“Recently I was able to use the Mini Perc to remove stones in two patients with rare recurrent stones from a congenital metabolic condition. Their condition, cystineuria, results in stones formed by amino acids which recur, are painful and cannot be treated by shock wave lithotripsy. Since childhood they have both had multiple surgeries. Both were delighted to have this procedure as a single treatment because they didn’t need to have a stent in the ureter, which is an uncomfortable accompaniment of conventional ureteric stones,” Professor Webb said.

“I have also used the Mini Perc for access to kidneys where the entry portal has been too small for conventional instruments, as well as to supplement removal of small stones in the presence of very large kidney stones. “Currently, Epworth Freemasons is one of the few hospitals in Australia to have this equipment, and we are very grateful to our generous donor, who wishes to remain anonymous,” he added.
In fact, the cath lab team are known to be a bit particular about who wears what. “We definitely have our favourites,” says Diana Allen, nurse manager. The team sourced their aprons through a company based in Brisbane and were able to choose from a number of different designs, which is why their lead apron rack is a colourful jumble of daisies, leopard print, galaxies, skulls, polka dots and more. Companies that provide the leads, as they are commonly called, make them in varying weights to accommodate different environmental needs.

“It depends on what thickness you want,” explains Diana. “So if it’s the type of x-ray we’re doing where we’re continually exposed to it, you want to have a heavier lead component — 0.25mm lead equivalent.”

Epworth Eastern’s Bronwyn Gilmore, senior clinical business development manager, says cath lab staff work on rotation in order to minimise lead-wearing time. “Wearing lead all day can be very heavy and of course can cause OH&S issues if you don’t get enough rest from it, so staff tend to rotate. Because everyone working in the lab has to wear lead, you don’t want to overexpose people and cause people to become fatigued.”

On an average day, the team might work on about eight to ten procedures. Aprons cover the torso down to the knee, and a special lead collar is also worn, to protect the throat.

Upon ordering their leads, staff were measured and set up with a range of sizes, so there’s always an apron to fit each team member.

When Associate Nurse Unit Manager Brad McClay goes to suit up, however, there’s only one lead he reaches for. The footy fan found his perfect match in a specially designed brown-and-gold number. “I only came over to Epworth last April,” says Brad, “and all our leads needed to be replaced — they were all cracked and broken — and there weren’t any that would fit someone my size. I’m a massive Hawthorn fan, so when I saw in the catalogue that they could do that print I got it made up and it’s come out pretty well.”

“I’m the envy of the entire hospital,” he laughs.
Meet ... the Patient Transport Department

With the crucial role of helping patients traverse from ward to ward via wheelchair, bed or trolley, Epworth Richmond’s Patient Transport Department, formed in 2010, provides an invaluable service to the Epworth community.

Recent tech developments — equipping staff with mobile phones instead of two-way radios — as well as moving to a 24-hour operating period, have increased workflow, sped up response times and boosted departmental savings, leading to a happier, more productive workplace. Sandra Martinez, patient transport coordinator, tells us more.

How big is the Patient Transport Department?
The department employs 38 staff — 31 full-time equivalent — including two full-time controllers.

How long have you worked with the team?
I have been with the department since its creation. The department was implemented as an independent unit and since December 2010 functions as a unit within the Environmental Services Department (ESD).

Can you describe an average day for the team?
Each day the orderlies arrive for their shift, log on to the system and away they go. Even though their start is quite routine, the day is always different. I allocate jobs to the first orderly that starts and together we ensure that all equipment is back in its original place — wheelchairs, bed movers, trolleys — as well as planning patient transfers.

The feedback I get from the orderlies is always how much they enjoy interactions with patients. They enjoy talking and listening to patients and helping out as much as they can, even in difficult situations. They also enjoy walking around the hospital, constantly going to different areas, which is a great form of daily exercise! On average we reach just over 220 transfers during the entire day — morning, afternoon and night.

What is your favourite thing about working with the PTD?
Everything — it’s like working with family. It’s the positive energy of the staff. It’s just a pleasure to work with them, they are happy to do any job, and they all get along well and are very supportive of each other.

What is one of the biggest challenges for the team?
I am pretty sure that the biggest challenge for us is to roster the right amount of staff. It is pretty difficult to forecast the demand for the next day. However, we overcome this by sharing resources with ESD and this is only possible because we have a fantastic team that are happy to work together and help. It can be frustrating when jobs are not logged properly, and there are delays such as incomplete info or patients not ready for transfer.

Is there anything you would like to add?
We believe that we only get happy patients if our staff are happy and engaged. The orderlies work amazingly well as individuals and as a team. They look out for one another and are always happy to do anything that is required. They are indeed a happy and friendly bunch which makes coming to work a lot easier.

Pictured above (clockwise from top left): Sandra Martinez, Joe Loilo, Miguel Barros (ESD Manager), Pairod Lamsun, Vlado Nekoski, Herman Gregori, Resat Kiraz, John O’Keefe, Roderick Besino, Debra Bajada and Nephi Reyes. (Morning team only.)
Epworth Cleveland Nursing Leadership Intern Program

In March, eight nursing staff began a fully funded two-week development experience at the pre-eminent Cleveland Clinic in the US. These nurses were participants in the inaugural Epworth-Cleveland Nursing Leadership Intern Program, after winning scholarships generously provided by donors to the EMF.

An award ceremony was held last month to congratulate the recipients, and was attended by Group Chief Executive Alan Kinkade, Executive Director, Clinical Services Sharon Donovan and Executive Director, Epworth Medical Foundation Scott Bulger.

This world-first affiliation agreement helps Epworth continue with its goal of becoming a leading research and teaching hospital, with the most extensive educational scholarship program of any hospital group in Australia.

As part of the program, successful applicants received the opportunity to participate in a Cleveland Clinic observational experience specifically designed for Epworth, with each nurse spending time in the specific unit or area of their interest and, upon their return to Epworth, delivering a comprehensive quality improvement project focusing on learnings from their experience.

Congratulations to the recipients:
- Heike Raymer, NUM, Epworth Camberwell
- Natalie Brkljaca, Clinical Nurse Facilitator, Epworth Freemasons
- Amy Bellomo, Acting NUM, Epworth Richmond
- Claire Henry, Clinical Nurse Facilitator, Epworth Freemasons
- Anne Boyle, NUM, Epworth Eastern
- Natalie Smith, Acting Education Manager, Epworth Freemasons
- Marnie Price, NUM, Epworth Richmond
- Anna Scott, NUM, Epworth Brighton

Pictured above (from left to right): Anne Boyle, Natalie Smith, Anna Scott, Heike Raymer, Sheila Daly, Scott Bulger, Claire Henry, Amy Bellomo, Marnie Price, Alan Kinkade, Sharon Donovan.

First PULMONX endoscopy procedure at Epworth Eastern

On 18 February at Epworth Eastern, respiratory physician Dr Nick Wilsmore performed a revolutionary procedure — a bronchoscopic lung volume reduction (BLVR) — which will greatly benefit patients with advanced emphysema.

The BLVR involves the insertion of one-way valves into the airways, which allow gas and mucus to exit the targeted area of the lungs, but does not allow the re-entry of air into the targeted segment. The valves have TGA approval and are covered by some private health insurance funds.

Worldwide, the procedure has been performed on approximately 10,000 chronic obstructive pulmonary disease (COPD) patients, and has an 80 per cent success rate in patients with severe emphysema detected on CT scans and evidence of hyperinflation on lung volumes.

It is estimated that in Australia 7.5 per cent of adults over 40 have COPD that affects their quality of life, and up to 29 per cent of adults over the age of 75. It is the second leading cause of hospitalisation in our community, and one of the leading causes of death and disease burden.

Dr Nick Wilsmore’s first patient for this procedure was Roy Eagleton, who responded extremely well and was delighted to participate in before-and-after interviews with reporter Emily Rice for a NINE news story in early March.

Pictured right: Dr Nick Wilsmore, anaesthetist Peter Seal and Epworth Eastern endoscopy team just before the procedure on February 18.
What’s new in GP Liaison

GP Update Online
The Epworth GP Liaison Unit is excited to announce the launch of its new informative and interactive resource for GPs in metro Melbourne, regional Victoria and beyond — epworthgp.org.au. GP Update online provides clinically relevant articles, education resources and an opportunity for GPs to discuss clinical issues with their peers and Epworth specialists.

Twitter
We have also expanded our online presence through Twitter and invite you to join us by following @epworthgp.

Webinars
Our free webinar series brings leading specialists to a computer near you. Our interactive webinars address timely and relevant topics for GPs to gain essential knowledge and skills to apply in general practice. We archive each webinar so you can watch on demand. To view an archived webinar or register for an upcoming webinar, please visit the Education tab at epworthgp.org.au.

EMI celebrates its first birthday
First birthdays are always an important milestone and Epworth Medical Imaging recently celebrated its first 12 months of operation in fitting style with a celebratory party. Held at the Epworth Freemasons location, it was a special occasion for the practice staff, particularly those who have been with the organisation since the beginning.

It has been a busy 12 months for the radiology service with the installation of a new 128 slice CT and a new 3T MRI at the Epworth Freemasons Albert St location, a second digital breast tomosynthesis unit at the Epworth Freemasons Victoria Parade location and the opening of the Epworth Camberwell site. This new equipment has allowed for an increase in services offered to inpatients and outpatients including all MRI services as well as Cardiac CT. New to Epworth Camberwell, Epworth Medical Imaging now provides CT, US and x-ray services on site for inpatients and outpatients.

In the last 12 months a number of staff have presented at national conferences, furthered their studies and received Epworth scholarship bursaries. Epworth Medical Imaging has recently had a number of technologists trained in performing Cardiac MRI and we look forward to starting this service over the coming months.

EMI Lead Radiologist Dr Julian Adler says: “Our whole team is excited at the ongoing success of our venture at Epworth Freemasons and Epworth Camberwell. We have been proud to introduce several new modalities and a new level of clinical imaging service quality at these two Epworth facilities.”

This year promises to be another busy one for Epworth Medical Imaging as we look forward to building the service and in September, commencing onsite radiology services at Epworth Richmond. For further information and appointments, please contact Epworth Medical Imaging on (03) 9483 3377.

Board president Janet Latchford retires
On Thursday 19 February, a dinner was held to acknowledge and thank Janet Latchford for her extensive and long-lasting contribution to Epworth over her nine years on the Board of Management with her last three years as Board President.

Over 60 guests celebrated with Janet and her husband Ken with many past board presidents, past and present board directors, past and present executives and friends attending. New Board President Rod Fitzroy thanked Janet for her work and her focus on the financial sustainability of the organisation, her commitment to patient care and her support for the development of our people. Group Chief Executive Alan Kinkade also spoke, acknowledging Janet’s lasting contribution to the organisation and passion for Epworth and its future. Janet will continue her association with Epworth as Chair of the Epworth Research Institute.
Secure Printing at Epworth

Over recent months Epworth has successfully implemented Utrack print management software throughout the group.

Utrack introduces secure printing for staff and allows Epworth to better manage printing, improve printer usage and generate reports to help manage the costs of printing.

Some of the advantages of Utrack are:

• 20% cost saving across the 292 printer fleet
• 20% reduction to paper usage
• Cost centre costs can be charged by staff rather than the printer’s cost centre
• Confidential printing using FollowMePrint

A high presence of IT staff at each of the rollouts ensured that Epworth staff were given a clear understanding of the new functionality. Information sheets and instructions for generating a Utrack PIN Code are on hand at each printing device and the IT Service Desk remains available to provide assistance where required.

Point of Care bedside system live at Epworth Eastern

Patients and clinicians are now benefitting from a new Point of Care bedside system installed at Epworth Eastern, following collaboration by IT services, clinical staff and Oneview Healthcare.

Using touch-screen technology, the new terminals provide a range of entertainment, education and information services for our patients. The terminals also offer our clinicians a range of integrated clinical applications including electronic prescribing and administration, patient results, electronic nurse rounding and a range of other customisable options, all accessed with a biometric signature.

The 22-inch Cybernet terminals have been installed at 154 bedsides and ten nurse station locations.

In the coming months, the Epworth Point of Care project will be introducing added features including meal ordering for patients, a room cleaning tool and enhancements for our clinicians.

Following the success of the new system, a rollout to other Epworth locations is now being planned.

Epworth 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 Age – Careers, 14 March

Marnie Price, nurse unit manager at Epworth Richmond Intensive Care Unit (ICU), is interviewed about a career in ICU at Epworth HealthCare.

ABC Radio 774, 14 March

Kate Keighran, wound consultant, based at Epworth Richmond, discusses dressings, infection and wound healing with Libbi Gorr at ABC Radio 774.

ABC 774 DRIVE, 10 March

Epworth Rehabilitation patient Claire is one of three interviewees on ABC 774 DRIVE program, in a series called Turning Points. Claire is recovering from an acquired brain injury after she was hit by a car 18 months ago.

Channel 9 News, 9 March

Epworth Eastern’s Dr Nick Wilsmore talks to Channel 9 News about a new treatment for patients with severe emphysema. The interview screened on March 9.

The Sunday Age, 8 February

In January, Sydney man Adel Hanna became the first person in Australia to have a tumour in his pancreas treated with a technique known as the ‘nanoknife’ during surgery at Epworth Freemasons.
Meet ... the Epworth Richmond Acute Psychology Department

Dr Jane Khoo and Dr Ann Sloan treat patients with varying psychological conditions, including movement disorders, stroke, dementia and more. Treatment tackles cognitive changes as well as emotional issues, helping patients, their families and their carers learn new ways to cope.

How long has the department been in operation?
Fifteen months, since December 2013.

What services does the department offer?
The department offers specialist neuropsychology and clinical psychology services across all the wards at Epworth Richmond. Neuropsychologists assess and manage changes in cognition — thinking skills — and behaviour related to a brain injury, neurological or other condition which may impact on brain functioning. They can also assess the associated emotional and functional impact of these conditions. Clinical psychologists assess and provide interventions to patients who are having emotional difficulties during their stay in hospital. They can help with diagnosis and management of depression, anxiety, pain, adjustment and trauma — just to name a few!

Who are the staff members working in the department?
Dr Jane Khoo, Senior Clinical Neuropsychologist and Dr Ann Sloan, Clinical Neuropsychologist. Clinical psychology is currently being supported by the rehabilitation team at Epworth Richmond. We are aiming to recruit a clinical psychologist to join our team very soon!

What kind of patients do you typically see?
The patients referred to the service can be varied. The neuropsychology team will often be involved with patients with neurological conditions such as stroke, brain tumours, traumatic brain injury, movement disorders, dementia or multiple sclerosis. Patients referred to be seen by clinical psychology may be finding it difficult to adjust to their health condition or manage their pain, or may be experiencing grief and loss. They may have pre-existing psychiatric/psychological conditions such as depression or anxiety. We also work with the patient’s family or carer to provide them with education and support when appropriate.

What can a patient expect from your services?
Often the involvement of the psychology team is to help the individual, family and treating team understand and better manage the condition through a clinical assessment and by providing recommendations and strategies. Our neuropsychologists also provide assessments of legal decision-making capacity — lifestyle/accommodation, financial, and/or medical decisions, capacity to appoint an Enduring Power of Attorney — behaviour management, goal setting, discharge planning, counselling and education.

Any highlights/department achievements?
In the short time that our team of two clinicians has been providing a service for the Epworth Richmond acute wards, we have received positive feedback from team members, increased the number of referrals, facilitated earlier discharges and contributed to providing excellent patient-centred care. We have tackled complex discharges and provided diagnostic opinions on some very rare presentations. Our presence on the acute wards is now much more established and we hope to keep improving the level of service we provide to patients at Epworth Richmond.

You can contact the team at:
(03) 8420 2710

Pictured above: Dr Ann Sloan and Dr Jane Khoo.
Our refreshed strategic plan

In 2013, Epworth HealthCare developed a strategic plan to set the direction of the organisation through to 2017. In our commitment to ongoing improvement, we have now conducted a midway review of our plan.

A strategic plan helps guide an organisation in the direction it wishes to head. At Epworth this means setting clear objectives that enable our staff and doctors to contribute to our common goal of delivering excellence in patient care. A review of the plan ensures we stay on track to reach our goals, and helps us explore ways to strengthen our approach.

The Epworth Experience – consistently delivering excellent patient-centred care with compassion and dignity.

Our commitment to this vision will guide us to being the leading patient-centred and academic healthcare organisation in the Victorian private sector by 2017.

We’ve redeveloped our visual to tell the story of our strategy, clearly placing patients at the centre of all we do.

Epworth aims to improve the health, wellbeing and experience of every patient by integrating clinical practice with education and research.

Our focus on areas of patient experience, safe systems of care, quality outcomes for patients, research achievements, education activity and outcomes and clinical change through translation of research and education, will see us achieve this goal.

The updated plan is supported by management, executive and our Board of Management and has been well received by staff. A Board of Management Committee has been established to facilitate optimal collaboration between the Board of Management, the Group Chief Executive and the Executive on strategic areas of focus. Activities of the Committee include periodically reviewing the implementation of the Strategic Plan on behalf of the Board.

Additionally, we are embarking on continuous improvement programs, detailed patient and doctor feedback and employee engagement analysis to measure our performance against our goal.

A review of the plan ensures we stay on track to reach our goals, and helps us explore ways to strengthen our approach.

Epworth goes to Paris!

This year guests attending the Epworth gala ball will be forgiven for thinking they are in one of Paris’ most famous nightclubs! The ball, titled ‘Epworth Moulin Rouge’, will be held in the Palladium ballroom at Crown on Saturday 1 August from 7pm.

Guests are invited for an evening of great entertainment including cabaret, fine dining and dance. There will be fabulous prizes up for grabs with all proceeds directed towards research at Epworth.

Tickets are available at $260 each or $2500 for a table of ten. Staff can purchase discounted tickets through payroll deduction with booking forms available on the intranet under the Epworth Medical Foundation tab.

Last year the gala ball sold out a month prior to the event. To reserve your table please contact Kathryn Johnston in the Epworth Medical Foundation, ph: (03) 9426 6359.
Dear Alan,

I am writing again, nearly three years since my last letter to the Epworth GCE. I previously wrote following my extended stay at Epworth Freemasons Maternity Ward. I am pregnant again, and with similar complications and have been bed resting again for six weeks.

I have been delighted to see that so many of the nursing, catering and cleaning team are still working here after a number of years. To me this is a sign that the culture of the working environment is positive, strong and supportive. It also indicates to me the strength of the leadership team on the ward. This team must be capable of creating and maintaining a culture that attracts and keeps the high calibre of staff I have become familiar with over these past weeks.

Since my arrival six weeks ago, I have been privileged to receive support from all who work here. I have been touched by the kindness they have shown me in their busy working day. Although my medical care needs have been low, the team has been aware of my emotional care and wellbeing needs. Management, nursing, catering and cleaning team members have stopped in to have a chat with me when they have a spare minute. Having company has helped to fill in my long days and while staff may have had an extra five minutes to complete their work — or have a cup of tea in the staff room — they have instead chosen to keep me company.

There are numerous examples of how the staff on the maternity ward has gone ‘above and beyond’ to make my stay more pleasant. For example, Ita has brought me numerous ‘real’ coffees from the cafe downstairs while on her break. Belinda lent me DVDs and also sourced some cake tins I was searching for to help prepare for Christmas! Li Yang, Claire (Special Care) and Fiona (Special Care) popped in to see me because they remembered me from my last admission three years ago. Lisa ordered my dinner while I had day leave — remembering my preferences and checking prior orders to make sure she got it spot on. Candida and others always cleaned my room and bathroom around my children’s visits and never complained about the extra mess they left in their wake.

These generous acts, and too many more like this to mention, have made a great difference to me and helped me to feel like a real person, rather than just another patient. Without exception, the staff on the ward have treated my family and I politely, respectfully, considerately and energetically as they go about their work. This positivity — sometimes in spite of having a busy/bad/troublesome day (as we all do) — appears pervasive in the manner patients and their families are treated. I have experienced the staff as personable, pleasant and engaging.

Thank you Alan, for taking the time to read this letter. I hope my thanks, appreciation and congratulations can be passed on to those on the ward. I know it makes a difference when acknowledgement comes from those in leadership and also when those in your position are able to hear directly the patient’s voice.

Kind regards,
Tamara

---

Dear Mr Borg,

On the 21st November 2014 I was admitted to Epworth Clinic suffering with severe depression.

My wife and I would like to take this opportunity to thank you and your staff for the excellent treatment I received throughout the duration of my stay (one month) and continue to receive at my
regular outpatient visits.

From the moment I arrived at the hospital, fearful and anxious, I was treated with dignity and respect. No inquiry was too much trouble for the admitting staff and I was soon reassured and made to feel at ease. Fortunately this initial experience proved to be the norm throughout my stay. From initial admission, ongoing care to frequent ECT administrations the professionalism and skill displayed by all the staff was admirable.

It was also the general demeanour of the staff that was most impressive. Not once did I hear someone complain. Despite the fact your staff work frequently under intense pressure, their good nature and humour made my admission experience far less traumatic. I have made a strong recovery, which began the moment I was admitted. I cannot express my gratitude with mere words. I know it is an old cliché, but the entire experience has been life changing.

The system functions because of the dedication and professionalism of your staff. They are a credit to you and your organisation. There are many people who claim they are leaders and maintain that they know what leadership is. What I saw in your hospital was true leadership displayed by every member of your staff. I witnessed the modelling of appropriate behaviours and the maintenance of professional standards by all. Many organisations would be envious of the calibre of your staff.

In conclusion my family and I wish to simply offer our heartfelt thanks.

Jerry

---

Dear Louise,

I am writing to express my gratitude for the outstanding services provided to my mother during her recent stay at Epworth Eastern. She spent nearly three weeks there in August and September 2014 for treatment of her leg fracture before moving to respite care.

The staff at Epworth was outstanding during this entire time. I want to particularly mention June Greaves, who was invaluable in helping me place my mother for respite care, and helped me understand how the process worked, as well as keeping me up-to-date on her progress. Since I live in the USA and am an only child, June’s help was essential until I was able to get to Melbourne.

Unfortunately my mother passed away in respite, but I felt that I had to mention how positive my Epworth experience was, even from a distance. I wish the US medical system had more facilities like yours and more people like June staffing them.

Thanks again.

Jerry

---

I was an inpatient in Ward 1 East, Room 140 on 4 March 2014 following a laparoscopic hernia procedure. I was very impressed with the professionalism of the nurses in that ward. The four nurses in particular were Larissa, Stacey, and two other nurses that cared for me earlier that day before their shift ended. I have been an inpatient at various hospitals over the years. I have never previously seen such a professional handover from nurses when changing shifts. (You should have Senior Management visit the ward just to see how they do it!) Furthermore, their dedication and attitude with their job made my short stay a good experience. Due to my earlier than expected discharge I did not have the opportunity to pass on my appreciation. I would be thankful if you could do so on my behalf.

Kind regards,

Michael

---

Fantastic. Better than previous experiences at rehab elsewhere. The physiotherapy was intense which was good. The transition to home was excellent and I felt well prepared.

Anon

---

Peter at desk, Nurses Orchard and Middleton and Dr Mines were all fantastic in terms of communication, care and ‘beside’ manner.

Sylvia

---

Dear Louise,

I am writing to express my gratitude for the outstanding services provided to my mother during her recent stay at Epworth Eastern. She spent nearly three weeks there in August and September 2014 for treatment of her leg fracture before moving to respite care.

The staff at Epworth was outstanding during this entire time. I want to particularly mention June Greaves, who was invaluable in helping me place my mother for respite care, and helped me understand how the process worked, as well as keeping me up-to-date on her progress. Since I live in the USA and am an only child, June’s help was essential until I was able to get to Melbourne.

Unfortunately my mother passed away in respite, but I felt that I had to mention how positive my Epworth experience was, even from a distance. I wish the US medical system had more facilities like yours and more people like June staffing them.

Thanks again.

Jerry