



BSHS NEWS

To be a vibrant provider of care

2021 Staff Service Awards:

THE MONTH IN REVIEW

By Meryn Pease (CEO)



On behalf of the Beaufort and Skipton Health Service Board and the Executive team, I wish you all a very happy Christmas and a healthy and safe 2022. It has certainly been a challenging year, with COVID-19 lockdowns, restrictions, testing and vaccinations. However, we have come through and our community is showing the same resilience as you all have.

My grateful thanks to all the fabulous BSHS staff, our dedicated volunteers and our outstanding team of GPs for their hard work, expertise and commitment that has enabled BSHS to have a great year of achievement in meeting the health care needs of the Beaufort and Skipton communities. My thanks and good wishes also to our many partner agencies for their support during the last year.

Our care and support is especially with our staff and members of our community, who have lost loved ones during the year and for whom facing this Christmas season can be particularly difficult. You are in our thoughts and in our hearts.

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Above: Meryn Pease (CEO) presents Rhonda Slater with her 30 Years of Service Award.



Below: Meryn Pease (CEO) presents Liz Phillips with her 25 Years of Service Award.

OUR BUSINESS

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Special thanks to our many staff who will be working over the festive season. We can only hope that it will be a calmer time, and bushfire free.

My hope is that all members of the extended BSHS family have an opportunity for some rest, reflections and a special time with family and friends over the next few weeks, and that this will equip us well to go into the New Year with energy and optimism.

My thanks and very best wishes to you all.

Regards Meryn

Board Matters:

**David
Lenehan**



The November BSHS Board of Directors meeting was held on Wednesday 24th at 5.30 pm. The meeting followed the Annual General Meeting at 2.00pm and the Clinical Governance Meeting at 4.00 pm, so it was a pretty busy afternoon.

The Annual General Meeting was held as an "online" event for the second year due to ongoing concerns about COVID-19 and the need to be cautious about public face to face meetings at this stage.

As the Board Chair I provided the following overview of some BSHS activities during the 2020/21 financial year.

While the year was really dominated by COVID-19, the Health Service responded to the challenge with strong leadership and commitment from managers and staff and with Board support we had a successful year on many fronts.

On the capital works side we saw the completion of the Beaufort Nursing Home redevelopment together with the establishment of sensory gardens at both Beaufort and Skipton campuses.

2020/21 was also a positive year in relation to financial performance. BSHS reported a strong surplus for the year and a much improved balance sheet. Our financial management improvement plan, strong budget oversight and continued support from the Department of Health contributed to this positive result.

A priority during the year was to work with staff to improve working relationships and staff engagement. The results from the People Matters Survey indicate that this focus on staff and culture is having a positive impact with both engagement and satisfaction indicators improving significantly.

An important event that took place in March was a meeting between the Directors of BSHS and the BSHS Foundation. As the Foundation has an important role in supporting the Health Service in maintaining facilities and equipment (for example the purchase of two commuter buses) it is vital that the Boards continue to have a strong and cordial relationship.

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OUR BUSINESS

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Looking forward to 2022 the Board plans to recommence face to face meetings to be held at both campuses on a rotational basis. While ZOOM has been invaluable as a meeting medium Directors feel that face to face meetings are more conducive to Director engagement and personal interaction.

In closing and on behalf of the Board I would like to thank management and staff for their efforts over the past twelve months and wish you all a safe, happy and healthy Christmas and New Year to be enjoyed with family and friends.

Regards, David Lenehan (Board Chair)

BOARD DIRECTOR SPOTLIGHT: Tony Edney



Tony Edney presents April Foote with a certificate for National Volunteers Week, earlier in the year.

I am in my second term as Board Director, having been first appointed in 2018.

I brought to the role a background initially in legal practice (with experience in both the city and country) and also worked with the Law Institute of Victoria and then later in small business. I then returned to the profession to work as a locum in various rural and metropolitan placements. I also qualified and worked for a number of years as a registered Family Law Dispute Resolution practitioner.

In chairing the Community Advisory Committee I understand how critical it is for the Health Service to establish and maintain strong links with the community it serves, as local people must always be actively involved in deciding what kind of services they need and in making sure those services are delivered effectively and compassionately to the people who require them. Health services that integrate consumer and community views and contributions at all levels of operation are usually more successful on every metric of assessment.

While living in Ballarat with my wife, Jen, I have connections, farm work experience, and a strong interest in the district, especially concerning local history and the environment.

I have walked, or paddled, the entire length of Mt Emu Creek and am in the process of self publishing a book on the waterway. A member of the Stoneleigh CFA brigade, I took part in a number of strike teams fighting the disastrous Black Summer fires in NSW and East Gippsland.

Tony is the Committee Chair

of the Community Advisory Committee which focuses on community involvement and participation in the planning and delivery of services for BSHS and the

Project Control Committee which oversees and monitors specific capital projects.

OUR PEOPLE



Mary Cushing and Barb Peeters

Congratulations!

This year we awarded 15 of our dedicated staff with 'Staff Service Awards', ranging from terms of 10 to 30 years.

Our sincere thanks to our team for their hard work and dedication to our Health Service.

30 Years *Rhonda Slater*

Garry Thompson & Meryn Pease



Meryn Pease & Sharee Court



*Sharee Court
Judith Layley
Maree McCartney
Deborah Keith
Elizabeth Phillips
Rosemary Anderson
Judy Howlett*

25 Years

Judy Layley & Meryn Pease



Meryn Pease & Tracey Ho



20 Years

*Robert Walters
Barbara Peeters
Dorothy Fleay
Sandra Briody
Garry Thompson*



Meryn Pease & Maree McCartney



Judy Howlett & Meryn Pease

15 Years *Margaret Tiley*

10 Years *Tracey Ho*

OUR PEOPLE

Staff Spotlight:

William Ma — Occupational Therapist



OCCUPATIONAL THERAPY:

Our Occupational Therapists help you to find ways to be independent with daily tasks and activities. They can provide advice and techniques to help you do things easier and safer at home and in the community.

How long have you worked at BSHS?

I started working at BSHS in September after completing my final clinical placement with the Health Service.

How often do you work?

I work on Mondays, Tuesdays, Thursdays and Fridays at the Beaufort Campus and Wednesdays at the Skipton campus.

What does your role involve?

I provide occupational therapy services and assessments to both inpatients, outpatients and residents from the nursing homes. This includes me assessing clients homes for modifications, assistive aid recommendations, pressure injury management and rehabilitation training.

What is your favorite thing about your role?

I enjoy working across different clinical settings and being able to work in a multidisciplinary environment. I really enjoy being able to assist my patients with reaching their occupational health goals.

What are you looking forward to in your role?

Continuing to expand my clinical knowledge and personal development.

What do you enjoy doing when you are not at work?

I enjoy playing badminton and travelling.

What are three things you can't live without?

I can't live without my car, phone and my badminton racket.

A referral to our services can be made through your doctor, by yourself, your family or your carer.

To find out more information on our Occupational Therapy appointments or any other services, or to book an appointment, please or contact:

Beaufort 03 5349 1610

Skipton 03 5340 1101

QUALITY & SAFETY

CLINICAL NEWS:

By Mary Cushing (Director of Clinical Services)

COVID is still providing challenges to us. It is great to be able to welcome visitors back into all of our facilities and the recent Resident Christmas celebrations was testament to this.

In the midst of the easing of restrictions, we have to be mindful that COVID is still very much with us and in our community. We have, and continue to have outbreaks close to us in Beaufort, Bangor and Ballarat. We still have to remain vigilant and remember to always check in, maintain social distance where we can and try not to share food platters as we celebrate the Christmas season.

Our district nursing service continue to monitor COVID positive patients in their homes, with referrals through the Grampians Public Health Unit and BHS@Home. We have secured additional equipment to facilitate this. We are currently working closely with East Grampians Health to support those in the community that are connected to the Bangor Primary School and have tested positive. Once again our clinical teams are responding efficiently and effectively to these challenges as they arise.

As always, our staff do a fantastic job each and every day supporting each other and our residents and patients. I would like to wish each and every staff member a very happy and safe Christmas with your families and friends.

SKIPTON CELEBRATES— WELL DONE TEAM!!!

The team at Skipton recently celebrated 30 days of NO falls and 50 days of NO pressure injuries at their daily huddle



Sharee Court, Jo Dunne, Christine Martell, Narelle Uren, Jo Dalton and Sandy Briody



Jo Dalton



Traffic Light Report Actions *(July—December 2021)*



Actions Completed

- Change of suppliers for catering products
- Set up of store cupboards for each area at Skipton
- Implementation of the Community Connect Home Care Package software
- New mannequins for CPR received
- Recruitment of full time Occupational Therapist
- Installation of wall art to soften Beaufort Nursing Home, new dining tables and chairs purchased for Skipton Hostel and replacement of window furnishings Skipton Hostel
- Successful introduction of Endorsed Enrolled Nursing and Community Care traineeships
- Purchase of new sensor mats for consumer safety
- Purchase of new Telehealth equipment to enable better access for consumers to telehealth consultations locally



Planned Actions & Timeframes for Completion

- Introduction of Painchek software to effectively identify and manage pain in residents who are unable to communicate – January 2022
- Currently negotiating with potential Psychologist to compliment Community Health team to support mental health services to our community – February 2022
- Additional computers in acute, nursing home and Hostel at Beaufort – February 2022
- Purchase of additional recliner chairs for Nursing home and acute – March 2022
- Development of SimLab to enhance educational experience for staff and students – June 2022



Cannot be actioned and why?

Permanent pergola for Skipton Nursing Home garden – not at this stage, would require a building permit and would block the sun and light to the dining/lounge.

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OUR PEOPLE

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Traffic Light Report Actions

(July—December 2021)



- Mellissa Pretty – Excellence
- Jenny Holdsworth and Barb Peeters – assisting the finance team
- All managers and ANUMs who completed performance appraisals with staff
- Annette Dickins – completing Infection Control Program
- Tony Grundell – Calm and good leader, always jumps in and assists
- Andrea Flenley - Always giving 100% and stepping in to assist with COOPs education, staff issues, clinical concerns and the fantastic work through the ACHS improvement academy course
- John Morrison – always willing to assist and the amazing work he has done in developing new dashboards and reporting templates
- Nicole Clarke – for her positive attitude and amazing support of staff, students and residents

People and Culture Committee

Are you passionate about making a positive difference in our Health Service?

We are looking for staff to join our People and Culture Committee.

We will be working on strategies for:

- * Staff Engagement
- * Communication
- * Gender Equality
- * Diversity and Inclusion
- * Staff Events

If you are interested in joining this committee, please contact Erica Smith (People and Culture Manager) ericas@bshs.org.au



Department of Health

bewell.besafe

By Erica Smith (People & Culture Manager)

The Victorian Government have provided funding to Health Services for healthcare worker wellbeing. Last month staff were invited to provide suggestions on how they would like to see the funding spent for the best benefit of staff. From the 40 responses received we have been able to identify common items of interest.

The common items for the funding to be utilised for staff are:

- Improved outdoor areas for staff rest breaks.
- New furniture for staff rest areas.
- Additional microwaves in staff rooms
- Larger fridges in staff rooms
- Reimbursement program for wellbeing activities up to \$50
- Indoor plants in staff areas
- Phone charging stations in staff rooms.

The fridges, microwaves and charging stations have been ordered and we hope to have them in place after Christmas. Information regarding how you can be reimbursed for a wellbeing activity will be provided later this week.

Information about this will come out shortly, but if you are interested in helping out please contact your manager or Erica Smith at ericas@bshs.org.au

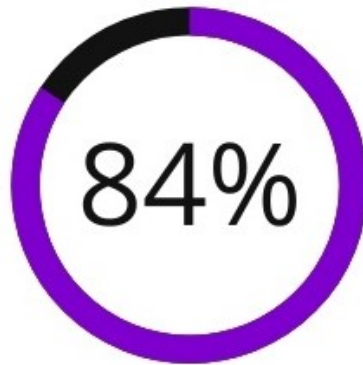
OUR PEOPLE

RESULTS FROM THE 2021 PEOPLE MATTER SURVEY:

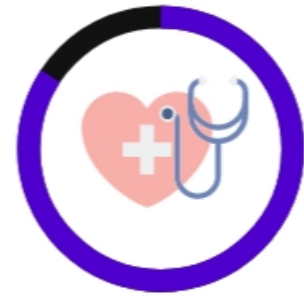
The People matter survey is the Victorian public sector's annual employee opinion survey. The survey results tell organisations how employees see their workplaces. The following statistics are some of our results.

91%

of respondents said they are encouraged by their colleagues to report any patient safety concerns they may have



of respondents said their suggestions about patient safety would be acted upon if they expressed them to their manager



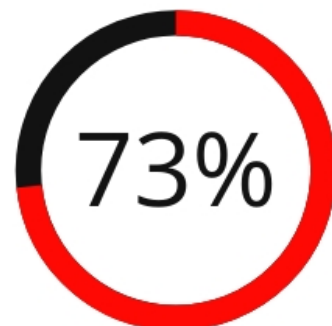
84%

of respondents said that they would recommend a friend or relative to be treated as a patient at BSHS

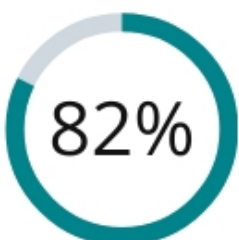
45%

of respondents said people in their workgroup regularly reach out to support them and their wellbeing

64% *of respondents said trainees in their discipline are adequately supervised*



of respondents said workgroups across BSHS willingly share information with each other



of respondents said their workgroup is quick to respond to opportunities to do things better

OUR PEOPLE

Celebrating the Year: Staff Christmas BBQ

Staff enjoyed the chance to get together to celebrate yet another year. Christmas BBQ's parties were held at Beaufort and Skipton where staff long service awards were also presented.

Thanks to all involved and to our wonderful kitchen team for providing some delicious food for all to enjoy.





OUR PEOPLE

EDUCATION NEWS:

By Kim Stevens (Learning and Development Manager)

What a year in education!

We are so thrilled with the way you have all embraced the learning arena, whether that is supporting students, taking on extra learning, attending the mandatory study days or just brushing up on your skills.

Just a quick rundown of some of the amazing things we have achieved together in 2021:

- Scholarships – both clinical and non-clinical
- PCW traineeships,
- Postgraduate, under graduate and certificate courses
- EN and RN grads
- Study days for PCWs, ENs, AIM TOP and CVADS plus more
- Mandatory Training days
- In-service training

2022 news:

We have big things on the horizon for 2022.

Just to give you a sneak peek we are looking at :

- Traineeships
- More study days and courses – including post and under graduate and certificate training opportunities
- Research
- A new online training platform that will streamline learning and make for a better experience for us all

Snake Bite Education:



There was a special guest in the snake bite education sessions run by Georgie in Beaufort.

Thanks to Nic Clarke for bringing in 'Nyoka', who is a Woma python and a much loved family member. Nic then took Nyoka visiting throughout the facility.



We have completed 2541 days (20,324 hours or 508 weeks) of allied health and nursing students

HEALTH AND SAFETY REPRESENTATIVES



Are you interested in becoming a HSR?

Health and safety representatives (commonly referred to as HSRs), are staff who are elected to represent the health and safety interests of their work group. We have vacancies available.

If you are interested or would like further information, please contact Darren White on Darrenw@bshs.org.au.

What is a HSR?

OUR CONSUMERS



By Andrea Flenley (Nursing Director Quality and Safety)
 Safer Care Victoria (SCV) has partnered with Care Opinion Australia to pilot a new feedback platform for small rural health services. Care Opinion is an independent site where anyone can share their stories about their experience of care.

The site covers health and aged care, and community services in Australia, giving service users, their families and carers the opportunity to publish their personal experiences, good or bad, of the care system.

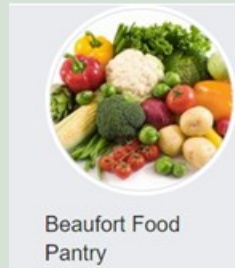
Care Opinion is a place where you can:

- * Share your stories about care and support services you have used
- * See what others are saying about services
- * See how services respond and whether they make an improvement

It doesn't matter whether your story is about aged care, health care or community care - just share what happened to you so the health service can hear your story!

Stories will be able to be shared through the Care Opinion website, through QR codes, self-addressed forms and there is a telephone number which will be made available in the New Year.

BSHS is excited to participate in the pilot and this will add to the way we already receive feedback through our feed back forms and experience surveys. By telling us what went well or did not go well or an idea that you would like us to know is how we improve our services.



Beaufort Food Pantry

Beaufort food pantry generously donated a gift to the nursing staff at the hospital, nursing home and hostel this year. The staff at the food pantry wanted to thank the staff for all the hard work during COVID and wish them a happy Christmas.

Each staff received this gift.



Thank you very much to the Beaufort Food Pantry for the kind and generous gifts.



NEW DATE
Wednesday 9th March

Beaufort Community Bank Complex
 (10:30am-12:00pm)

Further information to follow in 2022.

OUR CONSUMERS

HOME CARE PACKAGES

ANNUAL CHRISTMAS GET TOGETHER:

By Yvette Sarra
(Home Care Packages Program Manager)

What a great day for a Christmas party at Cave Hill Creek. The sun was shining and our clients were all enjoying the fantastic food and company!!!

Clients from Linton, Snake Valley, Elmhurst, Raglan, Skipton and Beaufort, and even a few from Ballarat had the opportunity to 'mix n mingle'. After such a long lock down, the volume was defiantly turned up.

Meeting new people and connecting with some locals that you haven't seen in a long time is a great way to improve your mental well being.

The Home Care Packages team did a great job in organising, co-ordinating, assisting and socialising which is really what we are best at doing every day as Case Managers. Clients and carers enjoyed the kind words from CEO Meryn Pease, the secret santa and lovely sweet treat to take home from the Home Care Packages team as a way of saying thanks and looking forward to another great year next year.

Clients were all asking about next years Christmas party.

Happy New Year from the team at Home Care Packages — Kasey Court, Wendy Ryan, Jen Gordon and Yvette Sarra.



OUR CONSUMERS

HELPING THOSE IN NEED

By Yvette Sarra (Social Worker)



Christmas is a great time for sharing and being together with family and friends, however some people don't always have this support.

With the help of Anglicare Victoria, our Social Worker Yvette, has received Christmas hampers with loads of goodies and even some Christmas gifts for the kids too.

Wishing everyone a Happy and Healthy Christmas from our Mental Health Team.

IN LOVING MEMORY OF BETWYN PEARCE:



The Health Service are thankful to John and Merrewyn Chapman who recently donated a

lovely bench seat for residents, in memory of long term resident Betwyn Pearce.

We would like to extend our thanks to John and Merrewyn and know that our residents will certainly benefit and enjoy being able to sit outside to enjoy some fresh air. A lovely gesture in memory of a very special lady, Betwyn.

Five ways to support someone over the holiday period.

- ◆ Be aware of the people around you and check in with someone who might be finding things tough – are they unable to visit their family, experiencing grief or under strain financially?
- ◆ Encourage people to form a plan for the holidays. Doing things they enjoy and making time for themselves can ensure they return to work refreshed.
- ◆ Don't feel guilty about putting your oxygen mask on first. Look after yourself and maintain your wellbeing strategies. When you put your oxygen mask on first, you'll be in a much better space to support others.
- ◆ Stay connected and check-in. Whether it's in-person, online or on the phone, it's something we can all do.
- ◆ Be mindful of those who are still working and encourage them to press pause if they need to so they can recharge their batteries

OUR CONSUMERS

CHRISTMAS CELEBRATIONS

Everyone was in high spirits as our residents, family, friends and staff recently enjoyed some Christmas cheer and celebrations.

Christmas music and a visit from Santa brought about many memories and laughs!

Thank you to all involved for putting on a great day of celebrates and for our families and friends who joined us for these celebrations.





MEDICAL PRACTICE & COMMUNITY HEALTH SERVICES

Christmas

PERIOD CLOSURES

We would like to wish our community a Merry Christmas and a Happy New Year and advise our Christmas period closures

**Skipton Medical Clinic
will be closed on**

Monday 27 December
Tuesday 28 December
Monday 3 January
Wednesday 5 January
Thursday 6 January

**Beaufort & Skipton Community
Health will be closed on**

Monday 27 December
Tuesday 28 December
Monday 3 January

Limited services available on

Wednesday 29 December
Thursday 30 December
Friday 31 December



Please note that COVID-19 testing & vaccinations will be limited during this time