

BSHS NEWS

OCTOBER 2022



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THE MONTH IN REVIEW

Meryn Pease (CEO)

I would like to recognise Darren White, Corporate Services Manager for his four years of dedicated service to Beaufort and Skipton Health Service. Darren tendered his resignation on Monday 3 October and finished up on the same day.

While we recruit into the position, renamed Support Services Manager, I will try my best to fill this role temporarily and address issues as they arise. The Support Services Manager position is advertised on our website. This is a great position and I anticipate strong interest in the role.

We have a number of projects currently underway which include

→ CareKeeper

Project Lead: Nicole Clarke, Nurse Unit Manager, Beaufort Campus

CareKeeper is a mobile application designed as a point of care clinical documentation tool. The application is loaded on mobile devices that staff carry with them to document and chart resident observations and notes. The app also enables staff to assess resident data in real time. This enables staff to readily identify what care needs are due and document as they are completed. The app also has a talk to text function to convert progress notes spoken in different languages into English.

→ SoupedUp

Project Lead: Petrina Phillips, Nurse Unit Manager, Skipton Campus

SoupedUp is a software program that enables electronic ordering of meals based on the resident or patient preferences and includes IDDSI, allergies etc. The program automates the meal orders for the kitchen staff and enables the purchasing of items for the meals in the system. The project will go live very soon.

Beaufort

28 Havelock St, Beaufort
5349 1600

Skipton

2 Blake St, Skipton
5340 1100



CONNECT WITH US

bshs.org.au

Beaufort and Skipton Health Service acknowledges the Wadawurrung people, as the traditional custodians of the land and their continuing connection to land, water and community.



We pay our respects to them and their culture, and to elders both past and present.



OUR BUSINESS

→ Procurement Shed including the Maintenance Workshop

Project Lead: Meryn Pease, CEO

The project has taken time to progress. We now have the specifications and are seeking a revised quote from a preferred builder.

It would not be an update without a mention of COVID-19 changes. The Department of Health advised that the Health System Winter Response - Stage 3 was stepped down to Stage 2, effective Monday 26 September 2022. This change is in response to the decreasing daily numbers of COVID-19 positive patient admissions. Further advice confirms that all sites stood up as Tier 1 streaming sites in Stage 2 will continue for the foreseeable future.

A special thank you to all staff who made soups or purchased a cup of soup as part of our 'Soup for a Cause' during Winter. I am pleased to report that we raised \$560 that will go to the Ballarat Soup Bus for the disadvantaged in the community. This is a fantastic result and thank you so much for supporting this initiative.

Sandy Briody is also leading a drive for donated food for the Ballarat Soup Bus. There are boxes located in staff rooms at each campus. More information is on the boxes and in this newsletter.

I am excited and acknowledge the great work of our People and Culture Committee. They are holding a High Tea on Tuesday 25 October in Skipton, in support of October being Breast Cancer Awareness Month. This is a community event with Guest Speaker, McGrath Breast Cancer Nurse, Joylene Fletcher. Please tell your friends and family to get behind this event. Further details can be found in this edition of our newsletter.

Thank you for taking the time to read our newsletter, we put this together every month for you. It has good information and interesting articles that keep you up to date.

Regards Meryn



BOARD CHAIR REPORT

David Lenehan (Board Chair)

The BSHS Board of Directors held their monthly meeting on Wednesday 28 September 2022. There were a number of important items on the agenda including a presentation by staff member Nicole Porter on the successful implementation of the Healthy@Home program. This service provides a range of supports for clients to stay well at home and to reduce the need for urgent care attendances or admission to hospital. The program commenced in June and has already proved effective in enabling a number of clients in the community to be healthier at home rather than being in hospital. The Board thanked Nicole for her informative presentation.

A new initiative to improve health and safety in the workplace has seen the introduction of personal duress alarms for lone workers primarily engaged in providing community based services.

OUR BUSINESS

This gives our staff an additional level of protection and assurance in their day to day working environment.

A draft copy of this year's BSHS Annual Report was distributed to Directors for approval prior to going to print. The Directors noted that the report is produced in house and commended Narelle Harrison and all involved in putting together this very informative and well presented publication.

The Gill Checkley Memorial Scholarship is designed to assist BSHS staff with further education and training. The Directors were pleased to award this year's scholarship to staff member, Rebecca Simpson, to assist with costs associated with completing her Bachelor of Nursing. Rebecca's application was strongly supported by the management team.

The Board received a comprehensive briefing and associated documentation regarding the Aged Care Reforms that are being introduced following the recent Royal Commission into Aged Care services in Australia. These reforms will impact on all areas of our aged care program including, governance, clinical care, consumer participation and finance and will result in a significant increase in data collection and reporting requirements. Directors were encouraged to improve their understanding of the reforms by accessing the podcasts that are available through the Australian Government Aged Care Quality and Safety Commission.

Clients of the BSHS Community Health and Skipton Medical Practice were recently surveyed by the Victorian Healthcare Experience Survey. The purpose of the survey is to measure, monitor and report on client experience to support quality improvements. This is the first time the survey has been undertaken at BSHS and the results indicated a high level of satisfaction with the services provided. The Board noted these excellent results and commended staff on their commitment and care of our Community Health and Medical Practice clients.

In closing and on behalf of the Board, I would like to thank management and staff for keeping up the good work.

Regards David

EASING OF PPE REQUIREMENTS

From 10 October all staff in patient and public facing areas may change from wearing a N95 mask to a surgical mask. You may still wear a N95 mask if you wish.

Please continue to RAT test yourself after your days off or if you are unwell. You will still be required to wear an N95 mask for seven days if you are a close contact. Visitors are able to wear surgical masks after completing a RAT test, before entering our facilities.

Thank you to all staff for your diligence, patience and resilience over the last few years, especially the last 12-18 months wearing N95 masks.

OUR BUSINESS

BOARD OF DIRECTORS COMMUNICATION STATEMENT

The Beaufort and Skipton Health Service Board agree that our staff, volunteers and contractors are the most important asset of BSHS. 'You are key champions for our service, and each of you play an integral part in creating a positive workplace culture and a safe work place for all.'

The Board are committed to maintain an engaged workforce, a safe workplace and an overall positive organisation culture at all times through:

1. Fair and respectful treatment of all employees, volunteers and contractors.
2. An uncompromising approach to the safety and general wellbeing of all employees, volunteers, contractors, patients, residents and clients.
3. The complete absence from the workplace of bullying, sexual harassment and discrimination.
4. The encouragement and promotion of learning and continuous improvement at all levels of the organisation.
5. A culture that fosters employee engagement, diversity, inclusion, equity, teamwork and accountability.
6. Pursuit of the objectives and expected outcomes contained in key documents from the Department of Health and the Commission for Gender Equality in the Public Sector.

As the Board Chair, I strongly encourage all staff at BSHS to respect and value the work and the differences of their colleagues. The Board Directors considers all forms of diversity a positive and enriching experience to be celebrated. We are therefore committed to a strict zero tolerance policy on any discrimination, harassment or bullying regarding sexual conduct, race, sex, disability, gender, age, sexual orientation, beliefs and socio-economic background. The Board is committed to working with all staff at Beaufort and Skipton Health Service to ensure we provide a safe workplace and encourages you to report poor behavior, bullying, sexual harassment or discrimination incidents to the Executive for their active attention.

Regards,



David Lenehan
Board Chair

OUR BUSINESS

INSPIRE PROGRAM

LEADER ROUNDING WITH EMPLOYEES

Our Inspire program is a journey of improvement. It is based on the Huron Studer framework that aims to align the organisation's strategic direction, employee and consumer engagement.



LEADER ROUNDING WITH EMPLOYEES

Rounding involves a leader taking the time each day to touch base with employees, making a personal connection, finding out what is going well and determine improvements that can be made. Rounding improves engagement in managers and employees which then improves safety, quality outcomes and reduces staff turnover. It also provides the opportunity for staff to acknowledge the good work of a colleague.

PEOPLE MATTER SURVEY

The recent People Matter Survey highlighted some areas that we need to focus on. We would like to know how we can better support staff to be physically and psychologically safe at work. This month managers will be having rounding conversations with teams on:

- **How can we support you when you are experiencing stress?**
- **What makes you feel physically safe at work?**
- **How would you like your learning and development needs met?**
- **How can our senior leaders better support you?**

We value your feedback and want you to have your say on our organisational culture.

have

your

say

OUR CONSUMERS

WHAT'S RIGHT IN HEALTHCARE NATIONAL CONFERENCE

After being awarded the Huron Studer 'Australian Organisational Excellence Award' in March 2022, Beaufort and Skipton Health Service were invited to present at the 'What's Right in Healthcare' National Conference in Sydney.

This award was in recognition of the improved results to our employee and patient engagement, safety and quality indicators, financial performance and service provision to our community.

Meryn Pease (CEO), Mary Cushing (Director of Clinical Services) and Erica Smith (People and Culture Manager), presented at the National Conference in Sydney in front of some of the country's leading small rural health services. Their presentation focused on 'Driving Employee Engagement in a Small Rural Health Service' and was well received by attendees.

BSHS looks forward to our continued collaboration with Huron Studer to further develop our 'Inspire' program.

For more information on our Inspire program visit

www.powtoon.com/online-presentation/eYaqpOSQOJQ/?mode=movie



COMMUNITY SURVEY

We invite our community to complete our Community Survey. We are seeking input from our local community members to help us plan our health and wellbeing services.

Please scan the QR code to complete the survey online.

Surveys and collection boxes are located at Beaufort and Skipton Hospital and Community Health receptions, Beaufort Community Resource Centre, Beaufort Post Office, Beaufort Newsagent, Skipton BP and Skipton IGA.

Please return your survey by 24 October 2022.



OUR CONSUMERS

MEET OUR RESIDENTS - JUNE QUISH

June was born in Burnley, Lancashire, England on 18 June 1923. She celebrated her 99th birthday this year. June was 18 months old when she came to Fremantle, Australia on a boat with her family. June grew up in various suburbs of Melbourne and after she married moved out to the country village of Sipton.

June's father was a Dentist and had a surgery located in Collins Street, Melbourne. June's mother was a housewife but during the war she sorted and censored letters from the soldiers at the front, before they were sent onto the recipients.



June was the second child of four. June's family was a close family. June was especially close to her mother and her brother, Bob, as they were very close in aged and did everything together.

At the age of 14 June attended Star of the Sea girls convent in Gardenvale for a couple of years before joining the work force. June worked in the grocers shop, Moran & Caro, for a while and then June joined the Army. Her Army training took place mostly at Darley Camp near Bacchus Marsh and then she worked in their offices at the top of Swanston Street, for three years. June loved being in the Army, even though she was often in trouble for not having her hair pinned properly under her hat. June was sad to leave the Army as she had to look after her beloved mother who needed a hip operation.

June's husband, Jim, was a Mechanic and they married in 1948 at the Catholic church in Glenhuntly. June and Jim loved to square dance. Together they had a daughter, Jan. June is a practicing Catholic but no longer attends community church services.

June and her husband started the school bus run in Sipton. It started with five girls in a station wagon which then progressed to a bus. Primary and secondary children were picked up with the older children being dropped off at Linton to catch the Ballarat connection while the younger children were dropped off at Sipton Primary. June's daughter, Jan, passed away in April 2018 here in the Sipton Nursing Home. June likes to visit her at the cemetery a couple of times a year. June has regular contact with her grandson and many nieces and is very happy to see all who visit.

June was extremely community minded and was a member of the Sipton Red Cross and Sipton Hospital Auxiliary. She was president of the Sipton Hospital Auxiliary for 14 years.

June enjoys watching the dancing and cooking shows on TV and enjoys listening to music. June can no longer knit or sew like she used to due to arthritis in her hands but she loves seeing any animals that come in for a visit and Novac the cat who lies cheekily on her bed.

OUR CONSUMERS

OUR RESIDENTS



Skipton residents recently enjoyed making paper aeroplanes.



Residents and staff experimenting and making lava lamps.



Residents continue to enjoy the Tovertafel table.

OUR CONSUMERS

MENTAL HEALTH MONTH

October is Mental Health Month and it's more important than ever to look after your mental health and wellbeing and know how to support others.

We know that there are many things that impact our mental health that we may not have control over, but there are many simple and easy things that we can do to support our mental health and wellbeing during hard times.



Exercise regularly

Just a small amount of movement every day can boost your mood.



Take a break from social media

Too much time online can negatively impact how you feel.



Get enough sleep

Sleep is important for emotional health. Most adults need 7-8 hours a night.



Eat well and stay hydrated

A balanced diet and plenty of water can improve your energy and focus.



Stay connected

Reach out to family, friends and your community.



1300 375 330



Crisis Support. Suicide Prevention.

13 11 14



1300 224 636

OUR PEOPLE

WORLDS GREATEST SHAVE

Kylie Scofield's (Transition Care Program Coordinator), daughter Abbie, is shaving off her long hair to fund research and support people living with blood cancers.

Abbie has decided to do the World's Greatest Shave as she recently had a speaker come to her school to talk about it and it reminded her of when her mum was really sick and lost all of her hair which made Abbie really sad and scared. Abbie wants to donate her hair to someone who doesn't have hair, as she knows that hers will grow back.

You can donate to help Abbie raise money to help fund research for blood cancers at secure.leukaemiafoundation.org.au/registantFundraisingPage.aspx?RegistrationID=868195



ALLIED HEALTH PROFESSIONS DAY - 14 OCTOBER

We recognise and thank our Allied Health team for their continued hard work and dedication to supporting the health and wellbeing of our local community.

- Diabetes Educator
- Dietitian
- Exercise Physiologist
- Physiotherapist
- Podiatrist
- Social Work



Allied Health Professions Day

BALLARAT SOUP BUS


The Ballarat Soup Bus is in desperate need of the following food items

- Two-Minute Noodles
- Tin Tuna - Ring Pull Only
- UHT - Milk
- UHT - Custard
- Sugar

If you are able to support the Soup Bus with a donation it would be greatly appreciated. Collection boxes are located in the staff rooms at each campus.

OUR PEOPLE

OCTOBER EDUCATION CALENDAR

October 2022 - SCHOCTOBER – defibrillation month 



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
25	26	27	28	29	30	1
						Huddle Hop – International Day of the Older Person
2	3	4	5	6	7	8
Huddle Hop – Breast Cancer Awareness Month	Huddle Hop – ACQS 1- Consumer Dignity and Choice	Huddle Hop – care of the dying patient	Huddle Hop – spiritual beliefs in care	Huddle Hop - Advanced care planning Falls & Meds - Emily 1415 – 1445 MS Teams	Huddle Hop – Voluntary assisted dying	Huddle Hop – consent
9	10	11	12	13	14	15
Huddle Hop – Communication with consumers for collaborative care	Huddle Hop – ACQS 2 – Ongoing Assessment and planning with consumers	Huddle Hop – can the person in aged care deteriorate?	Huddle Hop – Head to toe assessment	Huddle Hop – challenges of assessment in residential consumers	Huddle Hop – consumer driven care choices	Huddle Hop – SIRS
16	17	18	19	20	21	22
Huddle Hop – World Food day	Huddle Hop – ACQS 3 – Personal Care and Clinical Care	Huddle Hop – The Sunflower in supporting communication	Huddle Hop – developing relationships	Huddle Hop – remembering our basics in ADLS with choice	Huddle Hop – promoting self-care and independence	Huddle Hop – the older person and sexuality
23	24	25	26	27	28	29
Huddle Hop – activity – let’s all fill in a sunflower	Huddle Hop – clinical deterioration – what does that mean?	Huddle Hop – Documentation in escalation	Huddle Hop – what does the Coroner do?	Huddle Hop – Escalation of care in acute	Huddle Hop – Escalation of care in residential care	Huddle Hop – allied health – what we have and what they do
30	31	1	2	3	4	5
Huddle Hop – Halloween fun	Huddle Hop – Month in Review					

** Education subjects are fluid and may change to meet the requirements of staff or the organization.

The education calendars have been completed for the rest of the year.

If you want to see what is going on, you can access the calendars through the education link on the Intranet.

Please be mindful that topics may change to meet staff and organisational needs.

ONLINE TRAINING SYSTEM

The new online training system has been launched for BSHS. This system is being used throughout the whole region and should help you understand what you need to do every year. This will also change the mandatory education that we do in January to be consistent with other health services across the region and should cut down the amount of courses that you need to complete. In preparation for the 2023 mandatory training period we ask that all staff complete the online Sexual Harassment course by the end of the year. Please keep an eye out for information over the next month that will explain how to access this.

OUR PEOPLE

2023 GRADUATE NURSES AND STUDENT PLACEMENT

It is exciting that we have matched all three of our Graduate Registered Nurses for 2023. We are one of the only regional health services that matched all their graduates in the first round. The new graduates are Jacinta Belfrage, Virginia Knight and Stephanie McCormack.

In 2023 we will be running two Enrolled Nurse Graduate Nurse Programs to meet the need of Enrolled Nurse graduates within the region. One will be in collaboration with East Grampians Health Service which will see the graduates completing a four month rotation to Beaufort. The second program will run for six months, with one graduate at each site. This program is an in house BSHS program designed to support new Enrolled Nurses to transition into practice. There will be two intakes, one in January 2023 and one in July 2023.

Student placement planning has commenced for 2023 and we are once again looking at students from Australian Catholic University (ACU) and Federation University. BSHS is an amazing placement experience for our students, with many students now requesting that they come here. This is a testament to all staff that embrace a welcoming and supportive environment for the students and is reflected in our Registered Nurse Graduate computer match results.

TRAINING DAYS

➔ **Advanced Life Support**
 Tuesday 22 November
 Skipton Activities Room
 8:00am-4:00pm

➔ **Personal Care Worker Training Day**
 Tuesday 29 November
 Skipton Activities Room
 8:00am-4:00pm

SUPPORTIVE PSYCHOLOGICAL CULTURE



OUR PEOPLE

Have your say in the future direction of your workforce

Scan to complete a 10-minute survey*



Your opinions and insights can help inform immediate and long-term initiatives targeting workforce recovery, development and growth.

* The survey is open to everyone who works in the Victorian health, and mental health and wellbeing sector – **all roles, all professions and all organisations.**

Those working in mental health and AoD settings have the option of completing tailored questions, which would take a further 10 minutes.

The survey closes on Sunday 16 October 2022.



Department
of Health

To receive this document in another format email Workforce Strategy Reform <WorkforceStrategyReform@health.vic.gov.au>.

Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.
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OUR PEOPLE

QUICK AND EASY PIZZA

Recipe

Ingredients

Dough

2 cups wholemeal plain flour
200ml reduced-fat natural yoghurt

Topping

3 tbsp. fresh tomato sauce
1 cup mushrooms, sliced
1/4 cup red capsicum, chopped
1/4 cup yellow capsicum, chopped
1/2 cup cherry tomatoes, halved
1 handful baby spinach leaves
2 sprigs basil, leaves torn
1/2 cup grated reduced-fat mozzarella

Choose any toppings such as cooked chicken, pineapple, cooked broccoli, eggplant, pumpkin, sweet potato.

Method

1. Pre-heat oven to 220°C.
2. Mix the flour and yoghurt together until well combined and a smooth dough is formed. Divided into either 2 large balls or 8 small balls for portion sized pizzas. Roll out on a floured surface with a rolling pin.
3. Spread pizza bases with a thin layer of tomato sauce. Top with mushrooms, red and yellow capsicum, tomatoes, spinach and basil leaves. Sprinkle with grated cheese. Bake for approximately 10 minutes or until the crust is golden brown and cooked through..



CHANGES TO PANDEMIC MANAGEMENT

As part of the ongoing management of the coronavirus pandemic, Victoria will make sensible changes to COVID-19 requirements to align with decisions agreed to by all states and territories at National Cabinet.

- ➔ From 11:59pm on Wednesday 12 October Victorians will no longer be required to isolate after testing positive to COVID-19.
- ➔ It is still strongly recommended that positive cases isolate.
- ➔ Requirements for close contacts will become strong recommendation, such as continually testing negative.
- ➔ Strong recommendation to wear a mask indoors.
- ➔ Target financial support will continue for eligible healthcare workers to support these workers to isolate if they test positive to COVID-19, to protect their patients.

To view the full media release from Premier Dan Andrews please visit www.premier.vic.gov.au/changes-pandemic-management

OUR QUALITY & SAFETY

VICTORIAN HEALTHCARE EXPERIENCE SURVEY RESULTS

The Victorian Healthcare Experience Survey (VHES) collects and analyses the experience of recent users of Victoria's public health system. The purpose is to measure, monitor and report on patient experience to support quality improvements.

In late 2021, clients of the both Beaufort and Skipton Community Health and the Skipton Medical Practice were invited to participate in the anonymous survey. This is the first time that the survey has been undertaken at our service.

There were sixty six surveys completed for Beaufort and Skipton Community Health.

There were forty five surveys completed for the Skipton Medical Practice.

→ Beaufort and Skipton Community Health

HIGHLIGHTS



AREAS FOR IMPROVEMENT

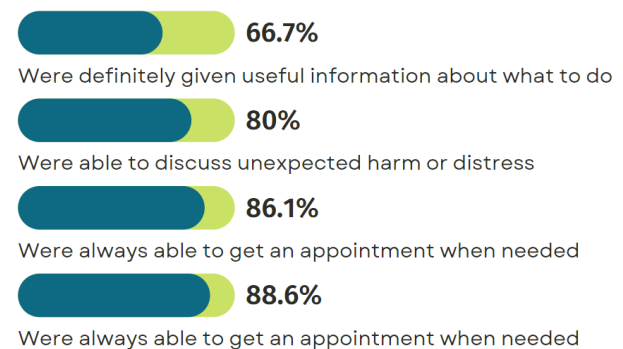


→ Skipton Medical Practice

HIGHLIGHTS



AREAS FOR IMPROVEMENT



BEAUFORT AND SKIPTON HEALTH SERVICE INVITE YOU TO OUR FREE

BREAST CANCER AWARENESS MONTH

High Tea

GUEST SPEAKER

Joylene Fletcher
MCGRATH BREAST CANCER NURSE

Skipton Activities Room
Tuesday 25 October 2022
10:30am



RSVP BY 21 OCTOBER

LINDY 5340 1101 | TAHLIA 5349 1601 | BSHS@BSHS.ORG.AU