

# BSHS NEWS

APRIL 2022



## THE MONTH IN REVIEW



Meryn Pease (CEO)

An early Happy Easter everyone!! I hope you find time over Easter to relax and enjoy time with family and friends.

We recently held a Women's Health & Wellbeing Forum, in partnership with the Beaufort CWA and Rotary Club of Beaufort. It was a success with more than 80 people attending the event. Guest speakers included Leonie Tellefson (BSHS Diabetes Educator) Belinda Collihole (Lifeline Ballarat) and Professor Cassandra Szoeki (Director of Melbourne University's Healthy Ageing Program). Cassandra is a highly regarded international speaker.

The event was a great success and the feedback was overwhelmingly positive. I would like to thank Pam Weller (CWA), Denise Camm (Rotary Club of Beaufort), Jayde Ringin (Health Promotion Officer) and Andrea Flenley (Nursing Director of Quality & Safety) for their assistance and support.

It looks like we will be living with COVID for a bit longer. The new variant of Omicron is now prevalent across Victoria, with a peak of cases expected mid April. I know that the continued

wearing of the N95 masks is challenging and I thank you for your continued adherence to this requirement. By wearing the masks we have been able to keep everyone safe and have prevented some extensive furloughing of staff.



CEO Meryn Pease with guest speaker Professor Cassandra Szoeki, Director of Melbourne University's Healthy Ageing Program, at the Women's Health Forum

*Continued over page...*

### Beaufort

28 Havelock St, Beaufort  
5349 1600

### Skipton

2 Blake St, Skipton  
5340 1100



CONNECT WITH US

[bshs.org.au](https://bshs.org.au)

## OUR BUSINESS

We have introduced the COVID monitor program. This is a state wide program to provide virtual home support for people who have tested positive to COVID and require support (via telephone) while isolating at home. I would like to thank Mary Cushing, Andrea Flenley and Nicole Clarke for their support of this program.

In the Pyrenees Advocate, Thumbs Up section this week, was a thank you to BSHS 'for going above and beyond to ensure that our family was cared for when we were isolating, including providing formula for our newborn, medication for our toddler and daily calls'. **This is a fantastic example of living our vision of being a vibrant provider of care. Well done to all involved.**

We are looking to expand the range of Community and Primary Health Services offered to our community. Uniting Ballarat are looking to provide their Drug and Alcohol Counselling Service from the Beaufort Campus in coming weeks.

We have been in discussions with Dental Health Services Victoria for a visiting dental van for public clients. Hopefully, we will get some good news in the next financial year's budget.

Allied Health Manager, Rhonda Slater, has been liaising with Hearing Connect to re-start their service at both campuses, to ensure our community has access to hearing tests locally. More information soon on this one.

If you or your family, would like to see other services locally, please let me know.

Applications for the Gill Checkley Memorial Scholarship (2021/22) are now open and will close on **Friday 8 April 2022.**

If you are studying and looking for some financial support, then please take this opportunity to be considered for the annual scholarship by putting in an application.

Our Quality Report for 2020/21 is now out. Please pick up a copy at your campus. The calendar is a fantastic snapshot of quality and safety activities, community information and results we have achieved during the year.

The Department of Health has approached me to undertake a secondment to provide executive support to another health service. The Board of Directors have given approval for me to undertake the secondment. I will be off site for two to four weeks commencing 4 April. During this time Mary Cushing has kindly agreed to backfill my role. I know you will give Mary all the support that you have shown me over the past three years.

Please take the time to read our newsletter. We put it together every month for you, our staff. It has good information and interesting articles that are important to your role at BSHS.

*Regards Mervyn*

## BOARD MATTERS

David Lenehan (Board Chair)



The BSHS Board of Directors held their monthly meeting on Wednesday 23 March at 6:30pm. These meetings continue to be held by Zoom and are likely to continue this way for some months ahead.

## OUR BUSINESS

There was a lengthy discussion regarding two proposed capital works projects at Beaufort, comprising of three additional ensuites in the acute ward and the construction of a maintenance workshop and storage facility. The Board endorsed the recommendation of the Project Control Group to engage Searle Bros to undertake this project. Work should commence towards the end of April. Searle Bros were chosen on the basis of their tender and also their familiarity with the Beaufort Campus after having recently completed the major refurbishment of the Nursing Home.

The Board noted a report regarding a presentation at the Beaufort Urgent Care Centre by a man suffering from multiple bee stings. While this would be an unusual and serious case there has been very positive feedback that the Urgent Care team did an amazing job in stabilizing the patient and preparing him for transfer to Ballarat Health Service. Our congratulations to the Urgent Care team for their quick and professional care of this patient.

Following some concerns regarding pressure injuries at the Beaufort Campus last year, it is pleasing to note that the strategies implemented at the time have been successful. The Beaufort clinical team recently celebrated '100 consecutive days of no pressure injuries'. A big well done from the Board on this excellent outcome.

The Directors considered a request from the Department of Health for CEO, Meryn to be seconded for a few weeks to support another rural health service currently experiencing some significant

challenges in meeting standards and maintaining programs. The Directors agreed to this request and suitable backfill arrangements will be implemented by the Executive team during the two to four weeks of Meryn's secondment. It is clear that Meryn's skills and experience are well regarded by the Department of Health and our agreement to support this arrangement will build on the already existing strong relationship between BSHS and the Department.

On behalf of the Board I would like to thank management and staff for their ongoing good work in providing quality services to the communities of Beaufort and Skipton.

*Regards David*

## GILL CHECKLEY Memorial Scholarship

Applications for the Gill Checkley Memorial Scholarship (2021/2022 financial year) are now open and will close on

**Friday 8 April**

For further information and to access the application form, please follow the link <http://intranet.ad.bsbs.org.au/01.home/education>

**Please forward your completed application to Meryn Pease  
MerynP@bsbs.org.au  
by Friday 8 April**



## OUR BUSINESS

### THANK YOU TO STAFF FROM THE BOARD OF DIRECTORS

The BSHS Board of Directors would like to congratulate and acknowledge staff for your dedication, hard work and excellence in achieving the 'Australian Organisational Excellence Award' from the Huron Studer Group.

This award is in recognition of the improvements to employee and patient engagement, quality and safety indicators, financial performance and service provision to our local communities. This is a testament to the work of each individual within the Health Service.

In addition to this award, it is exciting to see the implementation of the 'Pressure Injury Prevention Program' and the 'Happy Feet' no falls program.

It is pleasing to see how staff have enthusiastically and diligently introduced these programs, to assist our residents and patients who are at risk of developing pressure injuries and to reduce the number of patient and resident falls.

Again, our thanks and congratulations to you all for being awarded such a prestigious award and for achieving these results.

We look forward to working together to continue providing exceptional health care and services for our residents, patients and community.

*David Lenehan (Board Chair) and BSHS Board of Directors*



*Thank you*

## OUR BUSINESS

# INSPIRE PROGRAM

## EXECUTIVE SAFETY WALK ROUNDS

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.



### EXECUTIVE SAFETY WALK ROUNDS

Executive Safety Walk Rounds are a quality improvement initiative and a way of ensuring the Executive team and senior staff hear first-hand of the key safety concerns of frontline staff, patients, residents and families. Issues raised go onto an action plan that has an Executive member responsible for the action to be completed. This is presented monthly to the Leadership and Executive meetings.

### ISSUES

Heavy workload in Beaufort Nursing Home potentially resulting in increased sick leave and staff injury



Consider replacing the 4 & 2 seater with a single 6 seat table at Skipton Hostel



Need alternative storage for OT ROHO cushions at Beaufort Community Health



Urinalysis machine very old and needed replacing



Standing hoist has a 'funky' wheel  
Recliners tip at Skipton Nursing Home



### SOLUTIONS

Temporary additional four hour resource has been approved and made operational

New tables and chairs were purchased and are in place

Store cupboard organised in Allied Health building

New urinalysis machines were purchased

Maintenance repaired wheel, now operational. Chair replaced.

### INSPIRE ANIMATION VIDEO

[www.powtoon.com/onlinepresentation/eYaqpOSQOJQ/inspire-beaufort-skiptonhealth-service/?mode=movie#/](http://www.powtoon.com/onlinepresentation/eYaqpOSQOJQ/inspire-beaufort-skiptonhealth-service/?mode=movie#/)

## OUR BUSINESS

### HARMONY DAY

*Kim Stevens (Learning & Development Manager)*

During March we held a special Harmony Day lunch at both sites.

This saw us gather to enjoy food from all over the world, and to truly embrace our differences.

Not only was the food delicious, but the conversation was lively and there was a true feeling of connection and community. Thanks to all that contributed, attended and embraced the day. We are already looking forward to next year!



## HARMONY DAY

21 MARCH



### WELCOME TO OUR NEW STAFF

**Jatinda Kaur**

Endorsed Enrolled Nurse

**Chris Hayman**

Social Worker

**Silver Victorsen**

Food & Domestic Services Assistant

**Jane Shippen**

Clinical Nurse Educator

**Carlie Morcom-Knight**

District Nurse

### THUMBS UP!

In the Pyrenees Advocate, Thumbs Up section this week, was a thank you to BSHS 'for going above and beyond to ensure that our family was cared for when we were isolating, including providing formula for our newborn, medication for our toddler and daily calls'.





OUR CONSUMERS

WOMEN'S HEALTH & WELLBEING FORUM

Jayde Ringin (Health Promotion Officer)

A big thank you to all community members who came along to our Women's Health and Wellbeing Forum on Wednesday 9 March, to make the day a success.

We heard from three fantastic guest speakers who provided so much knowledge and useful tips on looking after our health and wellbeing. Thank you to Belinda Collihole (Lifeline Ballarat), Leonie Tellefson (BSHS Diabetes Educator) and Professor Cassandra Szoek (Director of Melbourne University's Healthy Ageing Program).





## OUR CONSUMERS

### MEET OUR RESIDENTS - BILL DARKER

*Rhonda Cowell (Leisure & Lifestyle Coordinator)*

Bill is a resident at our Beaufort Nursing Home and has resided here since 23 August 2018. Prior to coming to the Beaufort Nursing Home, Bill lived in Stawell, where he was also born.

In Bill's words, he came from 'just an ordinary family'. Bill came from a family of six, having two brothers and one sister. Both of Bill's parents were also born in Australia.

Growing up, Bill enjoyed playing golf and collecting firewood. Golf is still one of Bill's favourite hobbies and he now enjoys getting outside and gardening. Bill's favourite food is steak, and he likes it cooked 'medium'! Country and Western is Bill's favourite type of music.

Bill had a variety of jobs during his working life. For a while Bill was a painter, he was then a shearing shed rousie, he worked in a factory for a little while and then also at Seppelts Winery. Bill was also in the Army in Singapore for two years. Bill then



purchased a health food shop, that he had for 30 years. One of Bill's most memorable times was the day of his wedding and getting married, especially as he was planning to stay a bachelor. Bill and his wife Nada went on to have two children, one son and one daughter. They now have two grandchildren also. Bill would like to be remembered for

### RESIDENTS AND FAMILIES MEETINGS

#### BEAUFORT

**Thursday 14 April**

**Nursing Home**

11:00am

**Hostel**

1:30pm

#### SKIPTON

**Tuesday 5 April**

**Nursing Home**

1:30pm

**Hostel**

3:00pm



## OUR CONSUMERS

### RESIDENT ACTIVITIES

Rhonda Cowell & Nikki Elliot (Leisure & Lifestyle Coordinator)



Pet therapy for all residents at the Beaufort Nursing Home began at the end of 2021. Pet handler, Lesley, will visit residents monthly to partake in pet therapy.

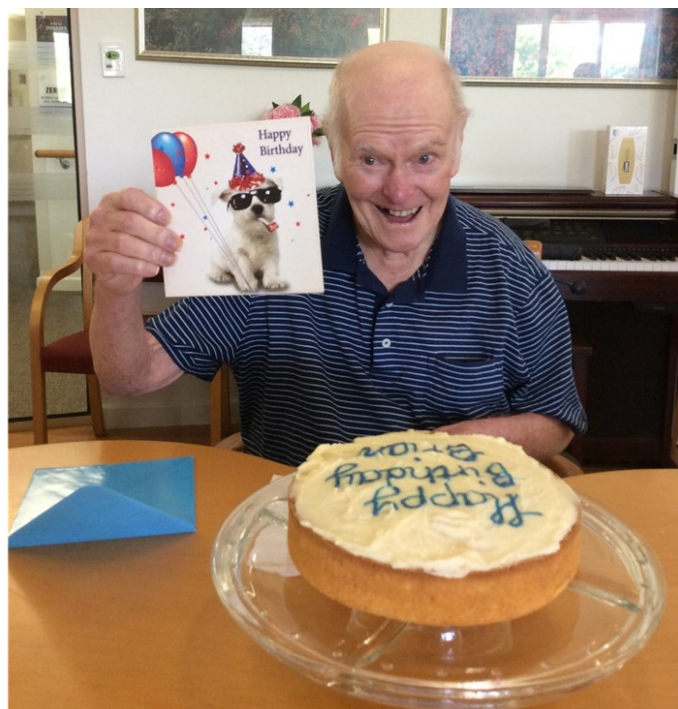
#### What is pet therapy?

Pet therapy involves treatment through a guided animal interaction to improve physical, mental or social health.

#### Why pet therapy?

Pet therapy has the ability to enhance quality of life and can have physical benefits.

It can reduce fatigue, confusion and can contribute to an improvement in mental health and wellbeing. Animals and pets can be comforting and can remind residents of happy memories with their pets from the past.

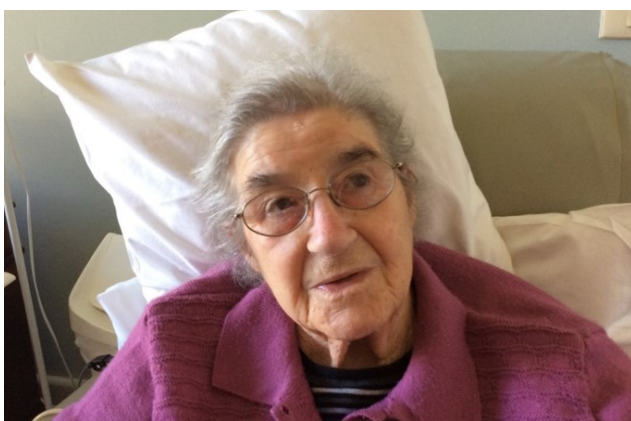


Many of our Skipton residents have recently celebrated birthdays! Happy Birthday to all!

**Brian** | February

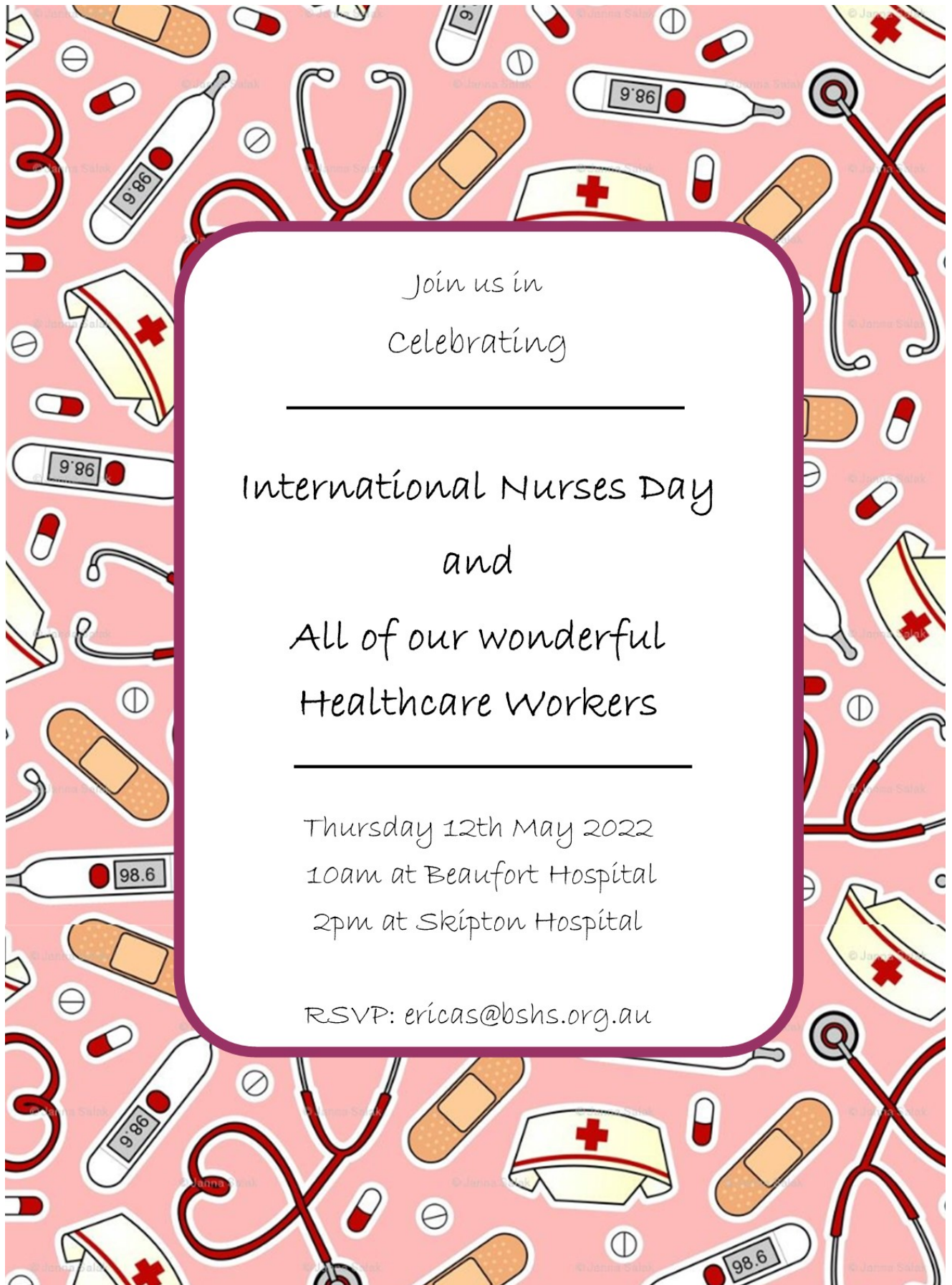
**Anna** | March

**Ljubinka** | March





## OUR PEOPLE



Join us in  
celebrating

---

International Nurses Day  
and  
All of our wonderful  
Healthcare Workers

---

Thursday 12th May 2022  
10am at Beaufort Hospital  
2pm at Skipton Hospital

RSVP: [ericas@bshs.org.au](mailto:ericas@bshs.org.au)



## OUR PEOPLE

### HUDDLE HOP

*Kim Stevens (Learning & Development Manager)*

This month saw the Huddle Hops begin to take shape. The Huddle Hops are five quick minutes of learning that aim at streamlining communication and ensuring we can provide the best, high quality care to our consumers.

Currently they are focused on clinical staff. Huddle Hops aimed at other staff are coming soon.



Thank you to all staff that have embraced the Huddle Hops.

If you miss a huddle, please take the time to read the Huddle Hops and sign the Huddle Hop that you have completed.



## April 2022 Education Calendar



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
27	28	29	30	31	1	2
					Huddle Hop – What is Clinical Manager?	Huddle Hop – Charting on Clinical Manager
3	4	5	6	7	8	9
Huddle Hop – Focus on Charting on Clinical Manager Quiz	Huddle Hop – Focus on SIRS	Huddle Hop – Focus on Essential Care - Basic Nursing Skills	Huddle Hop – Focus on Essential Skills - Basic Documentation	Huddle Hop – Essential Skills - Do we need a Full Ward Test?	Huddle Hop – Focus on Short Term Care Needs	Huddle Hop – Focus on Difficult Conversations
10	11	12	13	14	15	16
Huddle Hop – Focus on Feedback	Huddle Hop – Focus on Critical Thinking	Huddle Hop – Focus on VHIMS <i>Thinking outside the Box 1400 BFT - Georgie</i>	Huddle Hop – Focus on Outbreak Management	Huddle Hop – Focus on Zones for Outbreak Management <i>Thinking outside the Box 1400 SKP - Georgie</i>	<b>GOOD FRIDAY</b>	Huddle Hop – Focus on Well Being
17	18	19	20	21	22	23
Huddle Hop – Focus on Gratitude 	<b>EASTER MONDAY</b>	Huddle Hop – Focus on Palliative Care	Huddle Hop – Focus on Advanced Care Planning <i>Pal Care Education Session 1400 BFT - Georgie</i>	Huddle Hop – Focus on End of Life Care <i>Pal Care Education Session 1400 SKIP - Georgie</i>	Huddle Hop – Focus on Palliative Care - comfort measures	Huddle Hop – Focus on Palliative care - medication
24	25	26	27	28	29	30
Huddle Hop – Focus on Taking Care of You	Huddle Hop – Nurses in the War  ANZAC DAY	Huddle Hop – Focus on Palliative Care – the family <i>Pal Care Part 2 1400 BFT - Georgie</i>	Huddle Hop – Focus on Students- Pal Care <i>Pal Care Part 2 - 1400 BFT – Georgie</i>	Huddle Hop – Focus on Post Death Care	Huddle Hop – Focus on Saying Goodbye	Huddle Hop – Focus on Month in Review

## OUR PEOPLE

### MANDATORY TRAINING

*Kim Stevens (Learning & Development Manager)*

March has seen a blitz on Mandatory Training to get us over the line as of March 31.

Georgie and Kim would like to send a special thank you to all that made themselves available for the skill checks, this helped us to navigate over 506 individual assessments in three months.

For a select handful there is still some work to complete. This will involve a discussion with your manager to ensure completion as per the Mandatory Training policy.



ALS training with Mary Cushing, Andrea Flenley, Nicole Clarke and John Morrison

GRAMPIANS  
LEARNING  
HUB

### ENROLLED NURSE TRAINEES



It was lovely to see our Enrolled Nurse Trainees back on site this month. After five weeks in class, they commenced the practical learning days with enthusiasm and an eagerness to learn.

Thanks to all staff for supporting Emma, Lee and Mel as they commence this next exciting stage in their journey.

After discussions with Ballarat Health Services, Georgie was invited to attend a study day to share her experience of being an Enrolled Nurse. The feedback indicated that this was a very enjoyable session as Georgie provided realistic information of the role of an Enrolled Nurse, including the opportunities and expectations. Needless to say they are all requesting to have Georgie present again. Well done Georgie!

### STUDENTS

The students are back in the building! This month we have seen Registered Nurse and Physiotherapy students on placement with us.

Thank you once again for all of the time and energy that you put into students to ensure that they have a placement focused on learning skills, navigating conversations and understanding the workings of rural health.



## OUR PEOPLE

### MINI CRUSTLESS CHICKEN QUICHES

*Recipe*

#### Ingredients

- Olive oil
- 8 eggs
- 150ml reduced-fat milk
- Pinch of salt
- 150g cooked chicken, diced
- 75g mushrooms, sliced
- 75g capsicum, diced
- 1/2 cup frozen peas
- 1/2 cup corn kernels
- 6 cherry tomatoes, halved
- 100g reduced-fat cheddar cheese, grated

#### Method

1. Pre-heat oven to 200°C. Spray a 12-hole muffin tray with olive oil
2. In a large jug, beat the eggs, milk and a pinch of salt together
3. in the bottom of each muffin hold, place some chicken, mushrooms, capsicum, peas and corn
4. Pour in the egg mixture and top with half a tomato and cheese
5. Bake for 25-30 minutes or until golden



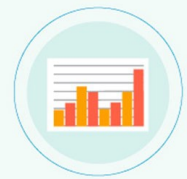
### What Exactly is WORKPLACE BULLYING?



Falsely accusing the target of making errors



Using nonverbal intimidation tactics such as glaring or the silent treatment



Continually changing the rules or metrics for success



Constantly criticizing and refusing to acknowledge quality work



Starting malicious rumors about the target



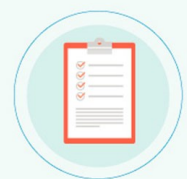
Isolating the target from other workers



Yelling at or publicly humiliating the target



Stealing credit for work done by the target



Making unreasonable demands



Sabotaging the target's work



Discounting the target's feelings or perspectives

## OUR PEOPLE

### EXECUTIVE SAFETY WALK ROUNDS

As part of the BSHS commitment to patient and staff safety, an Executive Safety Walk Round team will visit the

**Skipton Acute and Nursing Home**  
**Thursday 28 April**  
**3.30pm**

### HEALTH SAFETY REPRESENTATIVE

The primary purpose of the Health and Safety Representative (HSR) role is to represent members of a work group in health and safety matters.

We currently have vacancies!

If you are interested or would like more information please feel free to email

**Darren White**

**Corporate Services Manager**  
**darrenw@bshs.org.au**

Training will be provided by an external provider.

### WELLBEING PROGRAM

**Don't forget to utilise the Wellbeing Reimbursement program!**

You can be reimbursed for a wellbeing activity or item, up to \$50. This is for all staff for purchases made between 1 December 2021 and 30 April 2022.

- 1. Complete a staff reimbursement form**
- 2. Attach receipt(s)**
- 3. Provide to your manager for approval**
- 4. Forward to Finance for payment**

### FAREWELL

*Mary Cushing (Director of Clinical Services)*

It is with a mixture of happiness and sadness that we farewell our valued staff member Gaye Collis with an afternoon tea on Tuesday 29 March.

Gaye has been a valued member of the Skipton clinical team for the last 15 years. During that time she has consistently delivered compassionate and individualised care to all of the patients and residents she cared for.

Some of her colleagues describe Gaye as  
**...one of the most caring , compassionate people I have ever met.**

**...she exudes love and light**

**...loyal, listens, helps a friend that is supportive and great to work with**

**...a beautiful, spiritual, wise women**

Gaye plans to use her time travelling, visiting her family and gardening.

She will be missed by all staff and we wish her all the best for her retirement.





## OUR QUALITY & SAFETY

### CARE OPINION AUSTRALIA

*Andrea Flenley (Nursing Director of Quality & Safety)*

BSHS remains committed to providing the best care to our patients, residents and community. As with all our services we welcome your feedback and encourage you to tell us about your experience.

We have partnered with Care Opinion Australia to make it easier for you to provide us with your feedback safely and confidentiality. Please take a moment to share your experience at Beaufort and Skipton Health Service - positive, negative, big or small.

#### What is Care Opinion Australia?

Care Opinion Australia, is an independent not-for-profit organisation and site, where patients, residents and the community can share stories about their experience of care at our Health Service.

#### Questions that might help your story

- Did the team go the extra mile when visitor restrictions were in place?
- Did you feel confident in the care you or your loved one received?
- Did we do anything special to support you?
- Is there someone you would particularly like to thank?
- Is there anything we could do to improve the patient experience?



**When your story is published on the Care Opinion Australia website, we are then notified and will respond to your story.**

**Scan the QR code with your phone to provide us with your feedback or visit [www.careopinion.org.au/1873/bshs-celebratecare/kiosk](http://www.careopinion.org.au/1873/bshs-celebratecare/kiosk)**



## OUR QUALITY & SAFETY

### OMICRON VARIANT, WINTER DOSE, 5-11 YEAR OLDS

Jayde Ringin (Health Promotion Officer)

Latest wastewater testing results have shown that the BA.2 Omicron variant has been detected in all Victorian wastewater catchments.

A reminder to our community and families that the best way to protect yourself during this time, is to have your COVID-19 third dose vaccination if you are aged 16 and over and had your second dose three or more months ago.

It was announced at the end of last month that selected cohorts at greatest risk of severe illness from COVID-19 can now receive a winter dose of the COVID-19 vaccine to increase protection before winter.

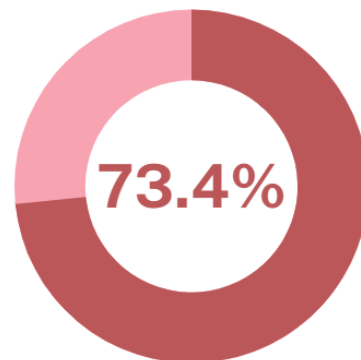
- **Adults aged 65 and over**
- **Aged care and disability care residents**
- **Severely immunocompromised aged 16 and over**
- **Aboriginal and Torres Strait Islanders aged 50 and over**

These groups can receive their winter dose

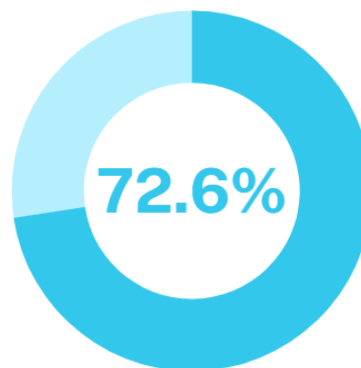
- Four months after third dose

OR

- Four months after COVID-19 infection



Pyrenees Shire dose 3 vaccination rate



Corangamite Shire dose 3 vaccination rate



Eboney, BSHS Food & Domestic Services Assistant, with children Mackenzie and Mayah after receiving their COVID-19 second dose vaccination