

BSHS NEWS

JUNE 2022



THE MONTH IN REVIEW



Mary Cushing (Acting CEO)

This month we welcome back Meryn after eight weeks of assisting another regional Health Service. We certainly missed her expertise and I thank all of the Leadership team for their diligence and support over that time.

It was fantastic to be able to celebrate the work that our staff do on 12 May. Whilst we celebrated on International Nurses Day, we acknowledge the dedication of every staff member. We all need each other to enable us to provide the services and care to our residents, patients and the community. Every single staff member is integral to this. We were extremely fortunate to have been given more than \$14,000 worth of donations to make up gift bags for all staff. Individualised messages were written on each card and were all signed by the Leadership team. Special thanks goes to Narelle and Erica for their hard work in contacting businesses and organising the day.

Winter has certainly welcomed us with an icy blast. It has also brought with it an increase in colds, flus and COVID cases. This has been evident with an increase in sick leave over the last few weeks. Please continue to look after yourselves and each other by staying at home if you are unwell and wear your N95 mask while at work.

Our team work and resilience was once again on display last month during the Gastro outbreak at Beaufort. Despite numerous staff and residents being affected, all staff worked together. Thank you to every one for working extra shifts and taking on additional roles to ensure that our residents and patients continued to receive exceptional care.

Fit testing of the N95 masks is now an annual requirement through Worksafe. Grampians Health - Ballarat, will be onsite on 21, 22 and 23 June to carry out fit testing and support our staff that have already undertaken the course. A fit testing machine will be left onsite with us so that this process can be continuous throughout the year. We will provide more information later in the month as to what the ongoing process will be.

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 owners 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

Grampians Health - Ballarat, Aboriginal Health Liaison Unit have agreed to provide ongoing support to us, in collaboration with East Grampians Health Service and Grampians Health - Stawell. They will assist us in completing the cultural safety action plan as well as engaging with the local Indigenous community to allow them to feel safe to access BSHS services. They will also mentor one of our Indigenous staff members who is interested in the Aboriginal Health Liaison Officer role. This would assist and provide a resource for staff as well as be an advocate for Indigenous clients.

We have completed a submission for the Victorian Premiers award in the Small Rural Health Service of the Year category, showcasing the amazing work of the entire team over the last 12 months. Fingers crossed!

Also just a heads up that we will welcome three surveyors from the Australian Council of Healthcare Standards from 9-11 August. They will be talking to staff and assessing us against the National Safety and Quality Health Service Standards in our Acute wards and Community Health Services.

I thank you once again for all being the amazing and supportive team that you are. Keep safe and stay warm!

Regards Mary

BOARD MATTERS



David Lenehan (Board Chair)

The monthly Board of Director's meeting was held on Wednesday 25 May. These meetings continue to be held via Zoom due to ongoing concerns regarding COVID-19, which is still very prevalent in the community.

The Board received a report regarding the recent COVID outbreak at the Skipton campus and noted with the implementation of the BSHS Outbreak Management Plan, the situation was contained and declared over after a short period. Having just dealt with the Skipton outbreak, a Gastro outbreak followed at the Beaufort campus, which was managed in accordance with our outbreak and infection control protocols. A big thank you to management and staff for the quick and effective response to both situations.

Meryn and I recently met with Ms Martha Haylett who is the Labour Party candidate for the seat of Ripon. We were able to bring Martha up to date on the many programs being provided by BSHS and importantly took the opportunity to promote the masterplan for the redevelopment of the Beaufort Campus. We are also planning to meet with Ms Louise Staley, the member for Ripon, as there is a state election later this year and it is a good time to seek political support for the masterplan redevelopment.

The Directors of Public Health Facilities are expected to engage in ongoing professional development in relation to organisational management and governance. The BSHS Director's work with "Govern With", a training body for online learning modules and an annual evaluation of key governance skills and experience.

OUR BUSINESS

It is pleasing to note that the BSHS Directors have consistently achieved results above the industry average across all areas. The Director's governance training program is ably supported by Meryn and the management team to ensure relevant professional development opportunities are available to all directors.

I am please to advise that Meryn's secondment to Portland District Hospital concluded on 29 May. The Department has formally acknowledged it's appreciation for the expertise and leadership provided by Meryn and for the Board's willingness to support the secondment.



Labour candidate for Ripon, Martha Haylett, CEO Meryn Pease and Board Chair, David Lenehan

On behalf of the Board I would like to thank Mary for coordinating the application to the 2022 Victorian Public Healthcare Awards. This is quite a comprehensive and well written document which showcases the excellent work and services provided across all BSHS programs and should be well received by the judging panel.

In closing and on behalf of the Board, thanks to management and staff for your dedication and commitment during what has been a very busy month.

Regards David

PEOPLE MATTER SURVEY

We invite you to take part in the 2022 People Matter Survey Wellbeing Check. The survey is a safe and anonymous way for you to have your say. You'll be asked how you experience different aspects of our workplace including job satisfaction, diversity and inclusion, and work related stress.

The survey is relevant to all employees regardless of whether you're working remotely, on the frontline, or have returned to the workplace. Your feedback will help support you and improve our workplace and culture. We encourage you to be open and honest in your responses.

→ How to start the survey

Visit https://vpqc.qualtrics.com/jfe/form/SV_b4nwLcuAcmeSDI4

→ Help with the survey

For more information contact Erica Smith, ericas@bshs.org.au

The survey opens on Monday 6 June closes on Friday 1 July

OUR BUSINESS

PROMPT NEW AND UPDATED POLICIES

UPDATED POLICIES

- Liabilities Policy
- Asset Management Policy
- Reconciliation Policy
- Suction - Oro-Pharyngeal
- BSHS TCP Overview Procedure
- Mandatory Reporting and Notifiable Incidents
- Purchasing and Debit Card Policy
- How to make a referral on RIMS
- Skin Care Policy

NEW POLICIES

- Chemical Management Policy
- Chemical Management Procedure
- Sepsis Pathway
- Suspected UTI Pathway



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 Hostel
Thursday 30 June
2:30pm

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.

OUR BUSINESS

INSPIRE PROGRAM

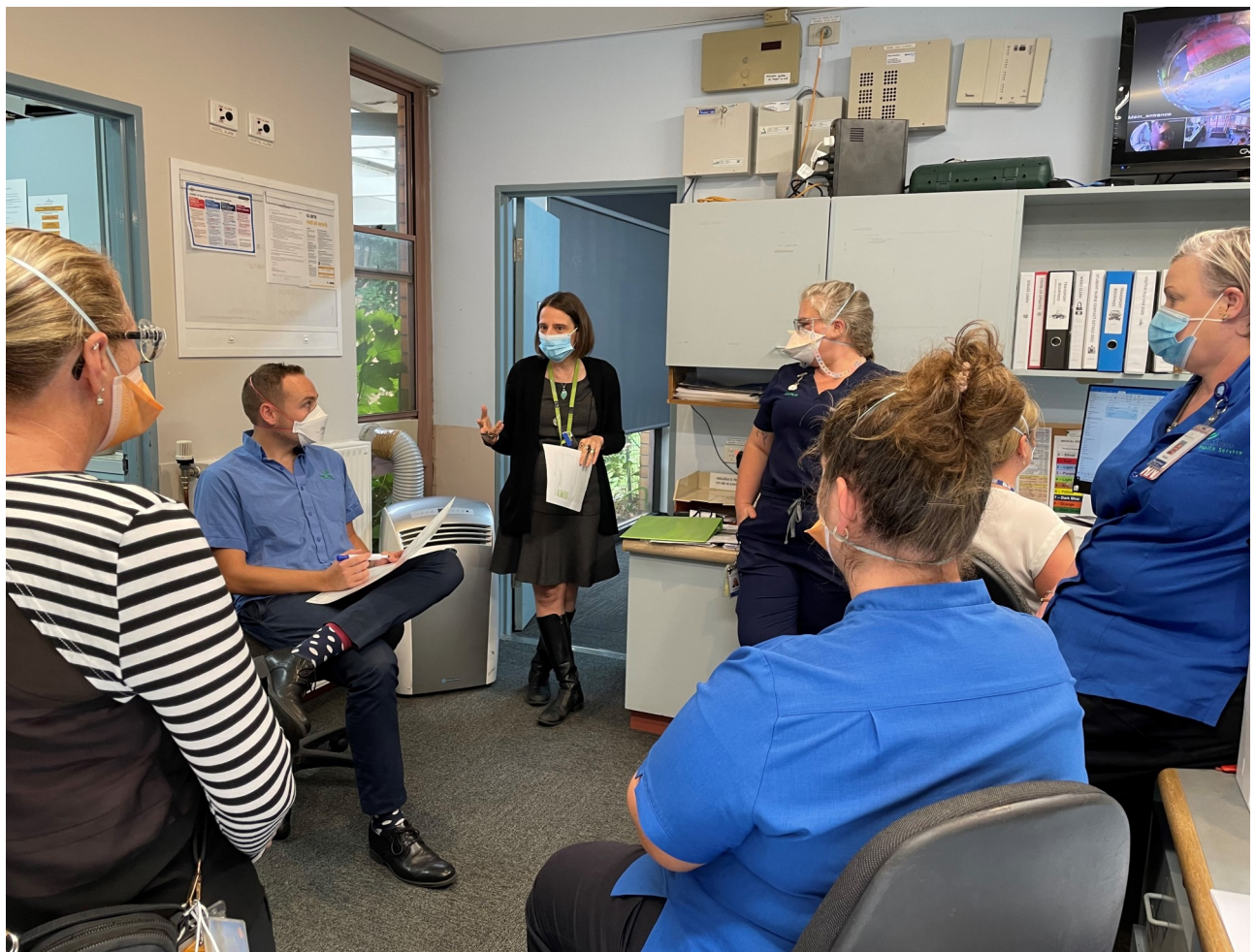
STAFF HUDDLES

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.



STAFF HUDDLES

Staff huddles are 5-7 minute standing gatherings that allow us to communicate vital information to ensure all staff are informed. Routinely, nursing do a daily huddle and when there is important organisation wide information then we call an all staff huddle. For example, COVID-19 restrictions or changes with areas during refurbishment works.



OUR BUSINESS

EXECUTIVE TRAFFIC LIGHT REPORT - JANUARY-JUNE 2022

ACTIONS COMPLETED

- Review of cleaning duty descriptions have been completed at Skipton and changes have been implemented.
- Purchase of three additional recliner chairs at Skipton Nursing Home.
- Introduction of Painchek software to effectively identify and manage pain in residents who are unable to communicate.
- Appointment of permanent Social Worker into the Community Health team.
- New PC's in Skipton GP rooms for telehealth.
- Delivery of new equipment for Exercise Physiology, Dietitian and Podiatry.
- Staffing improvement with new Clinical Nurse Educator and casual support.
- Expansion and improvements to the Leisure and Lifestyle program.
- Celebration of all staff on International Nurse's Day.
- Heavy duty gloves and education to decrease injuries to Hotel Services staff.
- Installation of new dishwasher and first aid kits in Skipton kitchens.
- New air conditioners in Skipton staff rooms.
- New fridges and microwaves in staff rooms.
- Appointment of Healthy@Home program manager who commenced in May.

PLANNED ACTIONS AND TIMEFRAME FOR COMPLETION

- Roll out of SoupedUp across both campuses - July 2022.
- Tender evaluation of Linen Services incorporating three health services - announcement expected to be made by 30 June 2022.
- Construction of three new ensuites to Beaufort Acute and Procurement/Maintenance Shed. Waiting on architect to finalise specifications - expected by 30 June 2022.
- Delivery and installation of remaining telehealth equipment for Allied Health, District Nursing, Acute and Residential Care services - August 2022.
- Implementation of Leadership Training program for middle managers - July 2022.
- Acknowledge, Introduce, Duration, Explanation and Thank You (AIDET) communication training for all staff - July 2022.
- Construction of Remembrance Garden at Skipton - August 2022.
- HSR training for health service staff - August 2022.

CANNOT BE ACTIONED AND WHY?

- Development of SimLab to enhance education - on hold until appropriate space identified.

WELL DONE!

- Jade Oscar - for assisting with admin functions for the COVID Vaccination Program.
- Jayde Ringin - for her fantastic work in coordinating the Women's Health Forum.
- Laura Osborne - for her brilliant leadership and calm manner during a stressful shift.
- Lindy Robertson - always willing to help with UNITI and tech issues.
- All staff for the exceptional teamwork and dedication during COVID and gastro outbreaks.
- All staff that are working overtime and additional shifts - going 'above and beyond'.
- Olivia Petch and Cheral Sharrock - for leading the Skipton Hotel Services staff recently.
- Liz Phillips - always helpful, adaptable and knowledgeable.
- Joey Dunne - informative and keeping everyone up to date.
- Petrina Phillips - For the amazing work in preparing for accreditation.

OUR CONSUMERS

WORLD ELDER ABUSE AWARENESS DAY - 15 JUNE

On 15 June, we highlight the importance of the rights of older people. Elder abuse is any act which causes harm to an older person. The abuse may be physical, social, financial, psychological or sexual and can include mistreatment and neglect.

Warning signs of elder abuse may include an older person seeming fearful, anxious or isolated. Unexplained changes to legal documents or finances are also of concern.

Most elder abuse occurs behind closed doors, so it is important to watch out for warning signs, listen and offer help.

June 15th



**WORLD ELDER ABUSE
AWARENESS DAY**
Building Strong Support for Elders



JUNE 15
**WORLD ELDER ABUSE
AWARENESS DAY**

"No excuse for elder abuse"

KEY DATES

June 1-30: Bowel Cancer Awareness Month

June 3: Mabo Day

June 5: World Environment Day

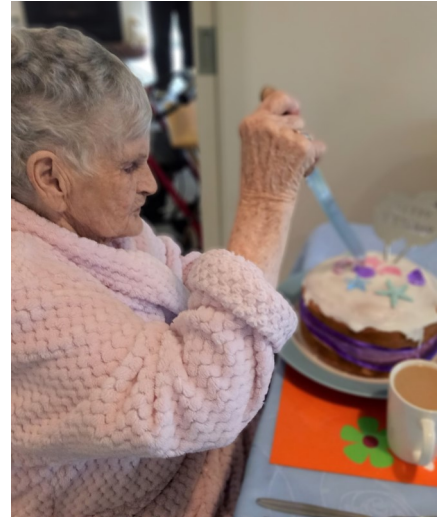
June 13-19: Men's Health Week

June 15: World Elder Abuse Awareness Day

June 20-26: World Continence Week

OUR CONSUMERS

OUR RESIDENTS



Helen, Gwen and Lorna all recently celebrated their birthdays over the past month.



This month residents enjoyed the 'Me and Me Mates' concert as part of the Victorian Seniors Festival and also visited the Mill Market in Ballarat.



Both Beaufort and Skipton residents enjoyed some Autumn craft.

OUR CONSUMERS

OUR RESIDENTS



Mother's Day was enjoyed by all residents at Skipton. Unfortunately due to COVID restrictions that were in place at the Skipton Hostel and Nursing Home, residents could not be together at one table.



Our Beaufort residents also enjoyed a lovely Mother's Day afternoon tea.



Skipton residents Bernie, Shirley, Mary and Gwen enjoying some gardening in the Skipton garden.

OUR PEOPLE



Soup for a Cause: Keeping us warm whilst supporting the Ballarat Soup Bus

Every Tuesday in winter we are looking for someone to whip up a soup to share. This will be sold to others for \$2.00 with all proceeds going to the Soup Bus in Ballarat.



There will be a roster set up for staff to nominate when they can bring a soup. You can find this in the staff lunch rooms. We will set up slow cookers in the lunchrooms to keep the soups warm and for people to purchase the soup. Please bring or make onsite a large batch to allow more people to have the winter warmers 😊

Payment will be by honour system. Let's make a difference in others' lives whilst warming our belly's through the cold winter months.



OUR PEOPLE

INTERNATIONAL NURSES DAY

On 12 May we celebrated International Nurses Day and recognised the hard work of all our nurses and health care staff. As a thank you, staff received gift bags with donated items from local businesses. **Thank you to our amazing team of staff for your dedication and care to our patients, residents and community.** A big thank you to our sponsors Arkadia, Chocolatier Australia, Grounded Pleasures, The Forage Company, Wilson's Fruit & Vegetables, WesternAG, RapidClean, UFS, Eat for You, Well & Good, Before you Speak Coffee, PFD, Nurse & Midwife Support, Healthcare Workers Union and the Australian Nursing & Midwifery Foundation.



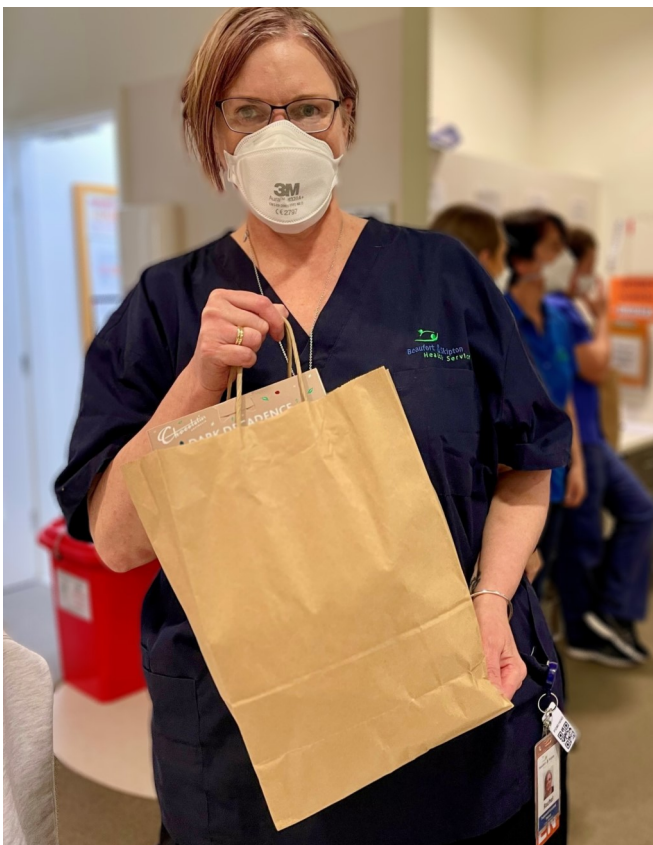
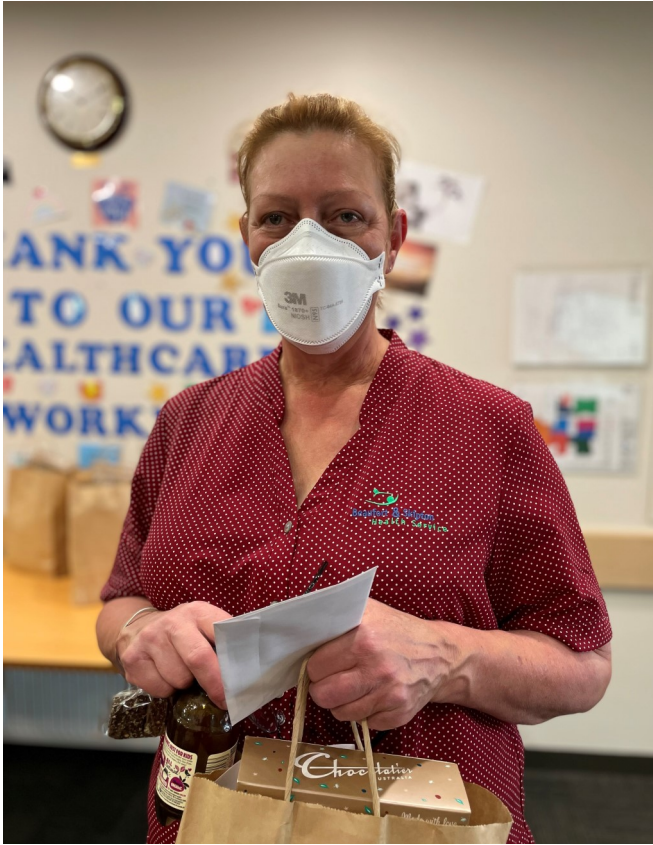
OUR PEOPLE

INTERNATIONAL NURSES DAY



OUR PEOPLE

INTERNATIONAL NURSES DAY



OUR PEOPLE

Staff Spotlight



Yvette Sarra

Home Care Packages Manager

How long have you worked at BSHS?

I have worked at BSHS since 2019 in a variety of roles including as a TCP Coordinator, Social Worker and now the Home Care Packages Manager.

How often do you work?

Since finishing in the Social Worker role I now work two and a half days a week managing the Home Care Packages.

What does your role involve?

Home Care Packages help eligible community members to live safely and more independently at home. I get to teach people what My Aged Care is and how the funds they get can turn into real goals and outcomes in their

everyday life. It is so important to me that we work together as a team to try to make the system more manageable for our ageing community.

Favourite thing about your role?

My favourite thing about my role is getting to meet new people and learn how we can help them. I also love my job because I get to work alongside Wendy, Jen and Kasey - we are a small team but we are mighty!

What do you enjoy doing when you're not at work?

In my free time I like volunteering - I have volunteered in Alaska and Cambodia. I currently volunteer for the Australian Labor Party and a Pot of Courage Café. I love travelling and have travelled to many places around the world. I am Italian/Welsh/Irish and therefore love cooking and enjoying food.



World Social Work Day 2021.

OUR PEOPLE

TEAM STAFF UPDATES

Jenny Holdsworth (Medical Practice Manager)

We would like to welcome our new staff member, Chelsea Beatie. Chelsea will be joining the Medical Practice Team as a Casual Administration/Receptionist. Please introduce yourself to Chelsea as you wander past the Medical Practice window.

Kylie Scofield (TCP Coordinator)

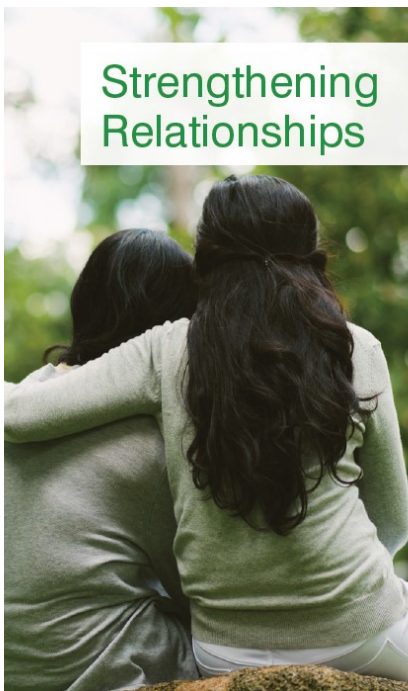
We would like to farewell our Allied Health Assistant, Kelsey, who is no longer with TCP. Kelsey is off travelling overseas. We wish her all the best and sincerely thank her for the time she has spent with us and her valuable contribution to our program. She has been wonderful to work with.



Medial Receptionist, Barb Peeters, training Chelsea



TCP team, Kylie, Anna and Kelsey before Kelsey finished up



Strengthening Relationships

Building better relationships at work

According to the Australian Bureau of Statistics, 65 per cent of Australian workers spend more than 40 hours per week at the office. When we spend so much of our week at work, we need to invest in building better relationships with our workmates.

But sometimes we face difficult situations where conflicts between staff can impact on the way we work and on the outcomes we achieve.

Some tips for getting to common ground at work include:

Listening to other points of view. Listening to, and acknowledging, other's opinions shows that you are open to getting to common ground.

Acknowledging progress. When disputes seem too big to resolve, acknowledging small wins can help build momentum towards conflict resolution.

Identifying common goals. Ultimately everyone at your workplace is focused on success. Identifying common goals helps to focus a team on working towards shared objectives.

If you would like more advice on managing conflicts at work, call **1300 687 327** to speak with a Converge International consultant.

OUR PEOPLE

JUNE EDUCATION CALENDAR

June 2022

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
29	30	31	1	2	3	4
	Memorial Day		Huddle Hop – Bowel – what's normal, what's a concern? National Bowel Cancer Awareness Month	Huddle Hop – Bowels - constipation	Huddle Hop – Diarrhea	Huddle Hop – melena
5	6	7	8	9	10	11
Huddle Hop – the impact of health on the environment World Environment Day	Huddle Hop - What impact has masks had on the environment	Huddle Hop – Steatorrhea	Huddle Hop – Infection – C-Diff	Huddle Hop – Leadership in Aged Care	Huddle Hop – Leadership in Aged Care – supporting 3 rd year students	Huddle Hop – Patient ID
12	13	14	15	16	17	18
Huddle Hop – Procedure matching	Huddle Hop – Hemochromatosis QUEENS BIRTHDAY Men's Health Week	Huddle Hop – Blood Products World Blood Donor Day	Huddle Hop – Men's Health Week - intro	Huddle Hop – Men's Health Week – mental health	Huddle Hop – Men's Health Week – communicating for safety	Huddle Hop – Men's Health Week – screening for health
19	20	21	22	23	24	25
Huddle Hop – allergies World Allergy Week	Huddle Hop – anaphylaxis Education Session – Anaphylaxis - B&B	Huddle Hop – Mindfulness International Day of Yoga	Huddle Hop – REACH Posters Education Session – Anaphylaxis - Skip	Huddle Hop – Neuro Obs Chart	Huddle Hop – New Track and Trigger	Huddle Hop – ADDS Charts
26	27	28	29	30	1	2
Huddle Hop – REACH Posters	Huddle Hop – Clinical Escalation Tool and Flow Chart	Huddle Hop – Neuro Obs Chart Education Session – Neuro Obs - B&B	Huddle Hop – Glasgow Coma Scale	Huddle Hop – Month in Review Education Session – Neuro Obs - Skip		

GRADUATE NURSE TO TRANSITION PRACTICE PROGRAM

Kim Stevens (Learning and Development Manager)

It's grad recruitment time again!

Petrina and Kim attended the ACU Meet the Employer Day for next year's graduate nurses.

Jane and Kim attended the Federation University graduate expo.

Visit the bshs.org.au for more information about our Graduate Nurse Program.



OUR PEOPLE

EDUCATION UPDATE

Kim Stevens (Learning & Development Manager)

It was lovely to have Jane start with us on 23 May. Jane has spent some time becoming familiar with the Education Department and organisation. She is looking forward to spending some quality time working on the floor with the nurses, getting to know the systems and processes. Welcome Jane to our BSHS family.

Huddle Hops this month have had a strong focus on nutrition, hydration and continence. Other topics included recognising our staff, taking care of yourself and medications.

Graduate Registered Nurses recruiting has begun for the 2023 year. Over the next few weeks there will be sessions at universities talking to prospective graduates, site tours and lots of information sessions. It's an exciting and busy time of the year.

The first BSHS Leadership Program for Associate Nurse Unit Managers (ANUM's) and Supervisors will be looking to start within the next few weeks. This is an awesome program designed to grow our leaders, teach skills and provide mentorship. You may have been asked to complete a survey on your leaders. This is the starting block for the program and will be used as a tool for challenging mindsets, promoting self-evaluation and growth. More information will be provided to those that will be undertaking the program.

STUDENTS

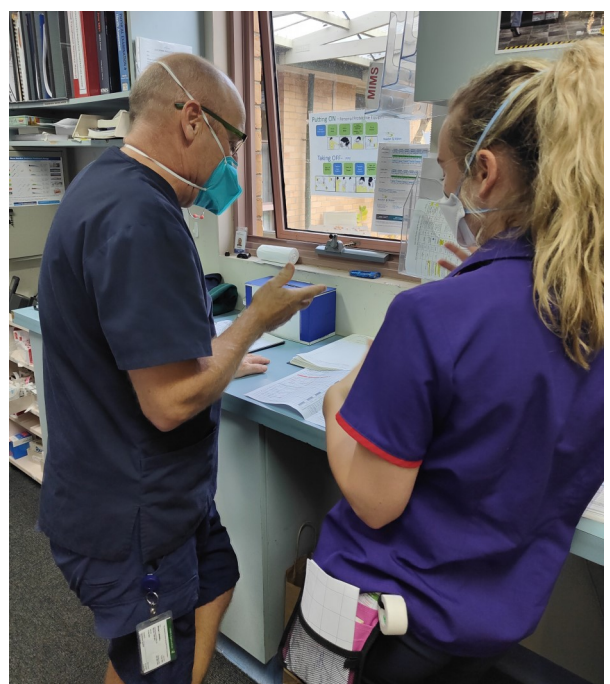
Kim Stevens (Learning & Development Manager)

It has been lovely having the students back onsite as this adds such value to our organisation. All staff have gone above and beyond in assisting the students to feel at home.

I wanted to thank all nursing staff for making them feel so welcome and especially for embracing the 3rd year Fed Uni Registered Nurse students completing their leadership placements within Residential Aged Care.

This gives the students the opportunity to truly experience the specialty care that is Gerontology Nursing and to explore the assessment and leadership skills that are required to ensure all residents are safe and well cared for.

Your input helps to alter the stigma of nursing within Residential Aged care.



Beaufort ANUM Tony, with ACU student Sophie

OUR PEOPLE

MEXICAN PASTA SALAD

Recipe

Ingredients

250g whole meal pasta, cooked eg. Spirals or penne
 1 cup cherry tomatoes, halved
 1/2 red capsicum, diced
 1/2 red onion, finely diced
 1 Lebanese cucumber, diced
 400g tin corn kernels, drained
 400g, black beans, drained and rinsed
 1/4 cup fresh coriander, chopped

Dressing

1/4 cup reduced-fat plain yoghurt
 1/4 cup mayonnaise
 1 lemon
 1/4 tsp ground cumin



Method

1. Cook pasta, let cool
2. Combine pasta and all salad ingredients in a large bowl
3. Mix all the dressing ingredients in a small bowl
4. Add the dressing to the salad and toss

MEN'S HEALTH WEEK - 13-19 JUNE

Men's Health Week is an important opportunity to highlight the importance of men's health and to promote and support the health and wellbeing of men and boys in our communities.

Men's Health Week focuses on not just physical health, but also men's mental health and emotional wellbeing.

Common barriers for men accessing health care include:

- ➔ **Hoping it's not an issue** - experiencing denial.
- ➔ **Taking too long to do something about your health** - delayed information seeking.
- ➔ **Worried that asking for help is perceived as weak** - the social construct of masculinity.
- ➔ **Having trouble talking about health** - feeling nervous or embarrassed to seek help.
- ➔ **Not sure what information to trust** - figuring out what information to trust can be tricky.

Things you can do this Men's Health Week to improve your health:

- ➔ **Connect** - with friends and family to avoid social isolation.
- ➔ **Speak out** - if you need help, ask!
- ➔ **Get active** - moving for just 30 minutes a day can help improve health.

OUR QUALITY & SAFETY

OUTBREAK MANAGEMENT

Andrea Flenley (Nursing Director of Quality & Safety)

Recently we had a COVID-19 outbreak at the Skipton Campus and a viral Gastroenteritis outbreak at the Beaufort Campus. An outbreak is usually declared when there is two or more linked cases of the same illness.

Spread of the illness can occur through

- Person-to-person contact, for example shaking hands with someone who has been sick and has the virus on their hands.
- Touching contaminated objects/surfaces, then touching your mouth, eyes or nose.
- Infection may also be spread through aerosolised particles when people vomit or cough.

There are 4 key steps to preventing the spread once an outbreak is identified

1 Hand Hygiene

Good hand hygiene is the most effective way of preventing the spread of infection. Using the alcohol based hand rubs and/or washing hands thoroughly with soap and running water for 30 seconds and drying hands with disposable paper towels, even if you have been wearing gloves. For preventing gastro, washing hands with soap and water is more effective than using alcohol based hand rubs.

2 Isolation and restriction

Residents, consumers or patients are isolated to their rooms or within areas/zones to reduce spread of illness within the facility. Visitors are restricted for the same reason, so that they do not spread the illness within the facility or take it back into their own home and community.

3 Cleaning

Cleaning is increased within a facility, especially to what's known as 'high touch points'. 'High touch points' are areas that have frequent contact with hands, such as rails and door handles.

4 Personal Protective Equipment (PPE)

Using PPE as directed, such as face masks, gloves or gowns.



OUR QUALITY & SAFETY

FLU VACCINATION

Jenny Holdsworth (Medical Practice Manager)

Our Skipton Medical Practice GP's and Nurses have been keeping busy administering flu vaccinations to support our local community to stay healthy during the flu season.

Skipton Primary School Teachers, Sarah, Nick and Dianne, all recently came down to the Medical Practice to receive their flu vaccination.

A reminder that staff can receive their flu vaccination at both the Beaufort and Skipton Campus. FREE flu vaccination appointments are available for community members from 1-30 June at the Skipton Medical Practice.



Skipton Primary School teachers, Sarah, Nick and Dianne after receiving their flu vaccination



Practice Nurse, Liz Phillips, giving Sarah her flu vaccination

WINTER DOSE ELIGIBILITY EXPANDED

From 30 May, the Australian Technical Advisory Group on Immunisation (ATAGI) recommended that the eligibility for a winter dose be expanded to include people aged 16-64 who have:

- ➔ A medical condition that increases the risk of severe COVID-19
- ➔ A disability with significant or complex health needs or co-morbidities that increase the risk of poor outcomes from COVID-19 infection

Winter COVID-19 doses are already available to the following groups:

- ➔ Adults aged 65 and over
- ➔ Aged care or disability care residents
- ➔ Severely immunocompromised aged 16 and over
- ➔ Aboriginal and Torres Strait islanders aged 50 and over