

MAY 2023

BSHS NEWS

MESSAGE FROM THE CEO

MERYN PEASE | CEO

I would like to acknowledge and thank all staff who responded to the COVID-19 outbreak in the Acute Ward at the Beaufort campus, during Easter. Your dedication, skill and competence saw the outbreak contained and closed.

On Easter Saturday, we called Code Yellow when a major system wide computer failure occurred. This saw the ICT service provider work continuously over the next 48 hours to restore the system. Thankfully, our phone service was unaffected during this event.

The ICT system gradually became operational over the next two days with the Code Yellow stand down issued on Tuesday 11 March at 9am. There was a total failure of the main server at Beaufort, which disabled all computer programs and software. Staff working stepped into contingency mode and returned to paper documentation. The priority was to get Acute and Residential clinical systems operational, followed by all other systems. I would like to thank Kel Oswin for his communication across the event and the ICT staff at Dulkeith.

IN THIS ISSUE

HEALTH
MINISTER VISIT

BSHS
VALUES

ABOVE AND BELOW
THE LINE BEHAVIOURS

SKIPTON
OUTINGS BUS

GILL
CHECKLEY SCHOLARSHIP

PEOPLE
MATTER SURVEY



Beaufort

28 Havelock St, Beaufort
5349 1600

Skipton

2 Blake St, Skipton
5340 1100

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.



On Wednesday 26 April, the Minister for Health, Mary-Anne Thomas, visited our Beaufort campus to walk through and meet with patients, residents and staff. Mary-Anne is also the Minister for Medical Research and Minister for Health Infrastructure.

We had the opportunity to share our plans for the future of the Beaufort campus and the importance of small rural health services remaining vibrant, available to meet local community needs and an integral component of the Victorian Health Care System.

On ANZAC Day this year, our residents at both campuses laid wreaths in recognition of all Australian and New Zealanders who served and died in all wars, conflicts and peacekeeping operations, their contribution and suffering of all those who have served. At Beaufort, Sheila Hunter was able to present and lay our wreath, while at Skipton Bernie Fay laid our wreath. Residents who attended the services represented the Health Service and their families well.

In this edition of our newsletter we will be sharing a refresh of our organisation wide values. Our values form the foundation on which our behaviours stand. Our values and behaviour support how we engage, sustain our relationships and trust in the workplace. There is an obligation on all of us to uphold the Health Service values and to enact these through our behaviours and action.

The Commonwealth has approved BSHS as one of three providers, for Commonwealth Home Support Program (CHSP) clients of the Pyrenees Shire to transition to. BSHS CHSP provides access to all of our Allied Health services, District Nursing, personal care, community support groups and meals-on-wheels services. It is critical that CHSP clients are made aware of their right to choose who they access services through. They can choose different providers for different services that they need, as they are not locked in with one provider, if that is their choice.

Please let me know your ideas on how we can improve our services for our community.

Regards Meryn

BOARD DIRECTOR REPORT

DAVID LENEHAN | BOARD CHAIR

The BSHS Board of Directors held its monthly meeting on Wednesday 26 April 2023. Earlier on that day we were pleased to receive a visit from Mary-Anne Thomas, Victorian Minister for Health and Martha Haylett, Member for Ripon to discuss the operations of the Health Service and inspect the facilities of at the Beaufort Campus.

They were generous with their time and took the opportunity to meet a number of staff, patients and residents. We were able to brief the Minister regarding the Beaufort Campus Master Plan and the works that are planned to convert the remaining shared rooms in the Acute and Nursing Home wings to single rooms with ensuites. The Directors noted that COVID-19 continues to be a challenge with a recent outbreak in the Acute wing at Beaufort, which was likely made worse by having shared rooms and bathroom facilities which as mentioned above are planned for conversion to single room facilities.

The Directors received a report of a Code Yellow system wide computer failure event which occurred over Easter. This situation was rectified over a couple of days with the installation of a temporary replacement server and data retrieval. The failure of this critical infrastructure has prompted a full review of our current ICT systems, server configuration and ICT support arrangements to further mitigate against similar occurrences in future.

Meryn and I are regular attendees at the quarterly meetings of the Beaufort and Skipton Health Service Foundation and at the last meeting the Foundation with a 'wish list' of required equipment for our Acute and Aged Care programs. It is understood our request has been given favourable consideration and funds will be forthcoming to enable the purchase of a number of urgently needed items.

Finally, the Directors considered a proposal for naming of the Beaufort Nursing Home and Beaufort Hostel. Consideration of appropriate names for these two facilities has been ongoing for the past two years and follows extensive consultation with the local community, residents, the BSHS Community Advisory Committee and local Indigenous elders. The names selected and approved by the Directors at our April meeting are Ripon Peace (Beaufort Nursing Home) and Delama (Beaufort Hostel).

Once again can I thank both managers and staff for their commitment to the Health Service and our consumers and also to the Directors for their ongoing contribution.

Regards David

EXECUTIVE SAFETY WALKAROUND

The next Executive Safety Walkaround will be held on Wednesday 14 June at 11:00am for the Beaufort Acute, Nursing Home and Hostel teams.

BEAUFORT AND SKIPTON HEALTH SERVICE VALUES









UPDATED ABOVE AND BELOW THE LINE BEHAVIOURS

Recently our Leadership Team reviewed the Health Service 'Above and Below the Line Behaviours' to ensure they remain current. The original Above and Below the Line Behaviours were developed in 2018 in consultation with staff.

These behaviours have been established to outline in clear and practical terms what are acceptable (above the line) behaviours and not acceptable (below the line) behaviours that all staff can easily understand and follow.

We request you become familiar with the updated behaviours that are displayed on staff notice boards across the Health Service.

Please acknowledge your agreement to follow these principles by accessing the QR code on the Above and Below the Line Behaviours poster or via the link that is provided in the email that has been circulated by Friday 2 June. If you have any questions or would like any further information, please do not hesitate to contact your manager.

Teamwork 	Compassion 	Accountability 	Respect 	Excellence 
<ul style="list-style-type: none"> • I agree to be a united voice – one message • I will listen to others • I will have robust discussion in team meetings • I will support the final decision • I will check in with each other to make sure we all leave together on time • I will ask 'how can I help you?' • I will be ready to start work at the beginning of the shift • My communication will be clear and factual • I will promote 'we are one team' • I will endeavour to do what is needed to be done in a timely manner 	<ul style="list-style-type: none"> • I will ask "are you okay?" or "do you need help?" • When I ask "are you okay?" I will actively listen for a response • I will always see the positive before assuming the negative • I will acknowledge the work of others • I will support each other in a safe place for the frustrating moments • I will offer my availability to my peers • I will not only listen to you but will verbally respond 	<ul style="list-style-type: none"> • I will role model our values • I will hold staff to 'account' to uphold our values and behaviours • I will provide and receive genuine feedback • I will work together to 'unite' BSHS • I will agree to adhere to the business rules of 'Inspire' • I will work within my scope of practice • I will work within our organisations policies and procedures • I will take responsibility for my own actions • I will escalate concerns • I will do what I say I am going to do. If I can't I will let you know • I will handover where work/tasks are incomplete and ask for assistance to complete • I will always do the right thing • I will not walk past unacceptable safety issues 	<ul style="list-style-type: none"> • I will be prepared for meetings and start on time • I will not engage in rumours, gossip or blame • I will communicate with an open posture and measured tone • I will always display a positive image • I will think before I speak • I will say hello and acknowledge everyone within two metres from me • I will be helpful and professional in every interaction • I will respect that everyone has a different knowledge base • I will smile and make eye contact • I will knock on a closed door and wait for permission to enter • I will speak positively about all departments in the organisation • I will handover where work/tasks are incomplete and ask for assistance to complete • I will always do the right thing • I will not walk past unacceptable safety issues 	<ul style="list-style-type: none"> • I will adhere to established systems and processes • I will always strive to continually improve and make things better • We will strive to be better than 'average' when measured to industry standards • I will support staff for training and development • I will maintain a safe space • I will enable and value all staff contribution • I will be professional, respectful and honest • I will actively engage with workplace changes • I will always communicate 'why?' • We will ensure leaders are skilled to do their work
ABOVE THE LINE BEHAVIOURS – Agreed acceptable behaviours within the organisation				
BELOW THE LINE BEHAVIOURS – Agreed unacceptable behaviours within the organisation				
<ul style="list-style-type: none"> • I will not discuss activity/business in a negative manner • I will not leave trolleys empty at the end of my shift • I will not leave jobs unfinished – I will not leave it for the next person • I will not come to work when unwell • I will not deliberately leave tasks unfinished 	<ul style="list-style-type: none"> • I will not be negative in my words or actions • I will not ignore anybody • I will not dismiss others concerns • I will not cut people off when they are talking 	<ul style="list-style-type: none"> • I will not give false feedback • I will not blame others and avoid responsibility • I will not avoid following up 	<ul style="list-style-type: none"> • I will not promote rumour, gossip and blame • I will not roll my eyes • I will not talk poorly about others behind their back • I will not swear at anyone • I will not talk negatively about others • I will not bring a bad mood to work • I will not interrupt others with work issues whilst they are on their tea break • I will not walk through a closed office door 	<ul style="list-style-type: none"> • I will not walk past unacceptable behaviours • I will not talk over someone else • I will not just 'do as we have always done' <div data-bbox="1388 1982 1572 2161" style="text-align: right;">  <p>IQRS INTEGRATED QUALITY AND RESPECT SYSTEMS</p> </div>

HEALTH MINISTER VISIT

We recently welcomed the Minister for Health, Mary-Anne Thomas, and Member for Ripon, Martha Haylett, for a tour of the Beaufort campus facilities to speak with staff, patients and residents.

The visit was highly encouraging as they spent over an hour touring the facilities and discussing the Health Services Master Plan and the need to build ensuites into the Acute ward and for the expansion of the Nursing Home accommodation, which the Victorian Government has provided funding for.

The Minister spent some time viewing the Master Plan and discussing with the Health Service team members on the importance of keeping our regional health services strong and well equipped into the future. The Victorian Government has promised more than \$500,000 to the Health Service to support the building of extensions to patient room facilities and funds to begin planning and developing further projects.

The Minister said "We are very encouraged about the work being done at Beaufort and Skipton Health Service to support the health needs of the community. It is our priority to see work continue to help keep people healthy at home".

Local Member for Ripon, Martha Haylett was complimentary in her commendation of the Health Service and mentioned to staff on several that she was receiving great feedback, noting that she receives so many comments at her office saying what a great Health Service we have.

The visit to our Health Service concluded a day of visiting Health Services across the Grampians region.



EXECUTIVE WALK AROUND ACTIONED ITEMS

→ BEAUFORT SUPPORT SERVICES

Request for lino cleaners.

Action: Floor scrubbers purchased for each campus.

→ SKIPTON MEDICAL CENTRE

Request for microshredder for confidential documentation.

Action: Shredder purchased and in use.

→ SKIPTON ACUTE AND NURSING HOME

Not enough shower chairs for all acute patients.

Action: Two shower chairs ordered and in use.

→ SKIPTON ACUTE AND NURSING HOME

Require a large sling for standing hoist.

Action: Large sling purchased and available for use.

→ SKIPTON ACUTE AND NURSING HOME

No control for air condition in Room 2 Acute.

Action: New control purchased.

→ BEAUFORT ACUTE AND NURSING HOME

Test and tag compliance out of date.

Action: All testing and tagging completed for both sites.

RESPIRE

Can we help you, your family or a client?

We can provide short term respite care. Respite is an opportunity for the care giver and care recipient to have a break. Staff provide care 24 hours a day 7 days a week. In addition, a range of services are available to support individual health care needs during a stay.

For more information please contact our Residential Coordinator, Monday–Wednesday on 5349 1647.



Join us for a

CUPPA & CHAT

Tell us about what health programs and services are important to you, let us answer your questions and meet our team.

Beaufort

11am–12pm Thursday 25 May 2023

2pm–3pm Wednesday 31 May 2023

Trafford Room

Beaufort Community

Resource Centre

72 Neill Street Beaufort

Skipton

2pm–3pm Thursday 25 May 2023

11am–12pm Wednesday 31 May 2023

Day Centre Room, BSHS,
2 Blake Street Skipton

Enquiries

03 5349 1682

ANZAC DAY

Some of our resident's at both campuses were supported by staff to attend the local ANZAC Day services across the region.

At Beaufort, resident Sheila Hunter placed our wreath, while at Skipton, resident Bernie Fay laid our wreath, acknowledging and recognising the contribution of those who served in the war.



SKIPTON OUTINGS BUS

Would you or someone you know like to join our next social outing? Our next excursion is to will be to Warrion Cottage in Warrion. Following the visit to the cottage, we will have lunch at the Beac Hotel.

Where: Warrion

Date: Tuesday 16 May

Time: Bus departs Skipton Hospital at 10am

For more information or to book a place please call 5340 1100 by Monday 8 May.

RESIDENTS ACTIVITIES



2023 GILLIAN CHECKLEY SCHOLARSHIP

We would like to congratulate Rebecca Simmonds for receiving the 2022 Gill Checkley Memorial Scholarship to support her with her Bachelor of Nursing studies.

The Gill Checkley Memorial Scholarship is awarded in memory and recognition of Dr. Gillian Checkley's contribution and service as a Board Director to BSHS. The scholarship is designed to assist and provide education expenses for Beaufort and Skipton Health Service staff.



Rebecca started with the Health Service in 2017 as a casual Endorsed Enrolled Nurse and became a permanent part time staff member in 2019. She has worked incredibly hard at completing her Bachelor of Nursing through the Charles Darwin University. Bec is also undertaking her Rural and Remote Urgent Care Nursing online through the Alfred Hospital.

Congratulations and well done Bec!

SUPPORT SERVICES STUDY MORNINGS

The Education team will be running two study mornings for Support Services staff. These sessions will include Food Handling, Manual Handling, Plating Up, Infection Control and more.

BEAUFORT

Tuesday 23 May
CWA Room
8:30am-12:30pm.

SKIPTON

Tuesday 30 May
Skipton Activities Room
8:30am-12:30pm.

GRAMPIANS HEALTH LIBRARY THERAPEUTIC GUIDELINES

Looking for easy ways to best serve your patients medication needs?

The Library is a go-to for Beaufort and Skipton Health Service staff wanting access to the best available evidence for medication decisions and guidance. For this reason, we supply our workforce with access to a variety of medication decision support tools and apps to help deliver medication-based decisions at the point of care.

What are Therapeutic Guidelines?

Therapeutic Guidelines (TG) provide clinicians with evidence-based, point-of-care decision-making guidelines for medications in clinical practice. TG is regularly updated and includes practical treatment advice on 2,500 topics, based on the latest international literature and interpreted by Australian experts.

Assessing Therapeutic Guidelines: There are two main ways to access TG. On a work PC, via the Therapeutic Guidelines link on the Drug Resources tab, or by app on your preferred mobile device. To download TG to your mobile device:

1. Click on Apps & Other Services tab on the Library website using a work computer – you will need to be onsite to do this process the first time.
2. Register for your unique TG token. You can only use this token for one device. Save a copy of this token.
3. Download the TG app to your phone and tablet and select "Institutional User Login".
4. Enter your email and your token

Therapeutic Guidelines can be used offline. Click on the cloud icon in the top right-hand corner of the app and download content. Locate the ☰ icon in the top left-hand corner, choose settings and switch the app offline switch, on. You'll be prompted to download new content when the guidelines are updated.



Therapeutic
Guidelines





**Victorian
Public Sector
Commission**

People matter survey

2023

Have your say



2023 PEOPLE MATTER SURVEY

ERICA SMITH | PEOPLE & CULTURE MANAGER

The People Matter Survey is an annual employee opinion survey run independently of BSHS by the Victorian Public Sector Commission. This year's survey asks for your experience about different aspects of your workplace, including workplace culture, manager support, leadership, equal employment opportunity and wellbeing. It is relevant to all employees regardless of where and how you work, including on the frontline.

You'll also be asked a range of demographic questions about yourself, such as your age, gender and cultural background. These questions are designed to gather information about our workforce to help foster diversity and inclusion. This can include how we support equal opportunity, reduce discrimination and promote fairer recruitment.

What's new for 2023?

You'll see new questions developed in consultation with the Public Sector Gender Equality Commissioner to support the [Gender Equality Act 2020 audit and reporting requirements](#).

You will be able to access the survey from a desktop or mobile device. The survey will take about 15 minutes to complete.

Your privacy and anonymity are protected

The survey is completely anonymous, and we do not see your completed survey responses.

The [Victorian Public Sector Commission](#) runs the independent survey and uses strict rules to protect your privacy and anonymity at every stage of the survey.

To protect you, they:

- Use an anonymous survey link and everyone in our organisation receives the same survey link.
- De-identify individual survey responses. This means our organisation can't identify individuals when the data is reported.
- Don't collect identifying information such as name, date of birth or employee ID
- Separate open-text responses from other data. Our organisation won't know where the comments came from or who made them.
- Don't release team or demographic group results when there are fewer than 10 responses.

You have the option to respond to demographic questions, such as age or gender, with 'prefer not to say'. All information is handled in line with Victorian and Commonwealth law.

The survey will be open from Monday 29 May until Friday 23 June 2023

If you have any questions about the survey please contact Erica Smith.

RECIPE OF THE MONTH

Healthier Burgers

INGREDIENTS

500g lean beef mince
1 medium carrot, grated
1 large red onion, half grated, half finely sliced
1 free range egg
2 cup lettuce leaves, roughly torn
225g sliced beetroot, drained
2 medium tomatoes, sliced
4 jumbo wholemeal bread rolls, halved



METHOD

1. Combine mince, carrot, grated onion and egg in a bowl. Use clean hands to divide and shape into 4 patties about 10cm round.
2. Heat a barbecue grill or large frying pan over medium-high heat.
3. Lightly spray patties with oil and cook for 5 minutes on each side or until cooked through.
4. Place lettuce, beetroot, tomato, patties and sliced onion on roll bases. Top with roll lid.

MECHANICS HALL IMPROVEMENTS

KEL OSWIN | SUPPORT SERVICES MANAGER

Work continues with improvement to the Mechanics Hall precinct this week. Pictured is Kel Oswin, Support Services Manager, with Leigh Kirkpatrick from LMK Earthworks commissioned with improving drainage and surrounds of the Heritage building.

The Executive team inspected the building last week to plan a clean up of stored materials and consider internal maintenance that may be required for the building moving forward.



STAFF FLU VACCINATION CLINIC TIMES

BEAUFORT

Vaccination clinics will run on the below days between 10:30am-12pm and 3pm-4pm.

- Wednesday 19 April
- Wednesday 26 April
- Wednesday 3 May
- Wednesday 10 May
- Wednesday 17 May
- Wednesday 24 May
- Wednesday 31 May

SKIPTON

Vaccination clinics will run on the below days between 10:30am-11:30pm and 1pm-3pm.

Nurse immunisers will also be available to assist on other days.

- Tuesday 9 May
- Tuesday 23 May
- Tuesday 6 June

Please note that appointments are not required and you may visit the Infection Control Office during any of the above times to receive your flu vaccination. Staff who are unable to attend during these times, please contact the Infection Control Coordinator to arrange an alternate appointment,

If you have any questions or for more information please contact
Sam White, Infection Control Coordinator
samantha.white@bshs.org.au
5349 1686