

Annual Report 2012–2013





**Front cover photo**

*Cover photo 'Concerning the wading birds of the Warrnambool wetlands', commissioned and donated to South West Healthcare by the Geoff and Helen Handbury Foundation. For more information go to Chairman's and CEO's Report: Engaging Our Community. Photo: Jeremy Weihrauch.*

**Above**

*Brother Noah greets Koby Clarke, the first baby born at SWH in 2013 and one of 803 born during 2012-13. Entering the world at 3.41am on New Year's Day, Koby's the son of Camperdown's Jena Robertson and Matthew Clarke. Photo: The Standard and photographer Rob Gunstone.*

# About Us

This report provides performance, quality and financial information covering the 2012–13 financial year. It has been prepared in accordance with the *Health Services Act 1988*, *Financial Management Act 1994*, Standing Directions of the Minister for Finance (*Section 4 Financial Management Reporting and Financial Reporting Directions (specifically FRD22)*).

We hope you find this report informative and encourage you to visit our website and also read our *2013 Quality of Care Report*.

## HOW TO CONTACT US

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## OUR VISION

To be a leader in providing innovative and quality health services.

## OUR MISSION

We are committed to provide a comprehensive range of health care services to enhance the quality of life for people in South West Victoria.

## OUR VALUES

**CARING** We are caring and responsive to the needs of users of our service, their families and our staff.

**RESPECT** We respect individual rights and dignity.

**EQUITY** We promote equity of access and service delivery sensitive to individual needs.

**INTEGRITY** We are guided by the highest ethical principles in carrying out our professional responsibilities.

**EXCELLENCE** We continually review and analyse performance in order to ensure best practice.

## OUR COMMUNITY

110,000 people live in South West Victoria, a vibrant region consisting of the Local Government Areas of Warrnambool City and the Shires of Corangamite, Glenelg, Moyne and Southern Grampians. Our major city, Warrnambool, is one of the fastest-growing regional cities in Victoria. Major primary industries include health, education, retail, tourism, dairy, food production, manufacturing, meat processing, professional services, new-age energy, timber, aluminium and mineral sands.

## OUR SERVICES

We provide 131 medical, nursing, mental health, allied health and community health services.

## OUR QUALITY PROGRAMS

We are committed to continuous quality improvement and strive for best practice.

## OUR CONTRIBUTION TO THE COMMUNITY

We are the region's largest employer: 1,253 people work for South West Healthcare. Our local economy benefits to the tune of \$93M per annum.

## OUR FUTURE

With the recent completion of a major capital redevelopment project, South West Healthcare is well placed to drive further efficiencies and provide a broader range of services to our growing community. Our redevelopment has provided us with some of the most modern and technologically advanced facilities and equipment in regional Australia, contributing to an unprecedented level of growth. Our role throughout the extended region continues to grow, too, as the organisation becomes more complex and more specialised.

With the announcement that Warrnambool is to be home to the South West Cancer Centre that will deliver radiotherapy services to our extended catchment, this will propel the organisation into the tertiary treatment sphere for the very first time. Combined with mature governance practices, highly skilled and dedicated staff and a continuous improvement culture, our health service looks forward to a very exciting future.

## ABOUT THIS REPORT

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# Highlights

- > New \$26M Warrnambool Community Health facility officially opened by the Minister for Health The Honourable David Davis and current Premier The Honourable Dr Denis Napthine
- > Record patient throughput
- > State Government announcement of \$15M for region's first Cancer Centre
- > Region's first Medicare-eligible MRI licence received
- > Operating Theatre redesign project 'The Perfect List' successfully implemented
- > Outstanding turnaround in financial performance (circa \$4.5M improvement)
- > Strong relationship with Deakin Clinical School achieves outstanding academic results, producing the school's top three students
- > Rural Generalist Training pathway established
- > New electronic Patient Administration System (TRAK) successfully implemented
- > Construction of Warrnambool's first (12-bed) Rotary House facility nears completion
- > Successful recruitment of key medical specialists
- > Geoff & Helen Handbury Foundation tapestry '*Concerning the wading birds of the Warrnambool wetlands*' officially unveiled



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# Chairman's and CEO's Report



## INTRODUCTION

*In accordance with the Financial Management Act 1994, we are pleased to present the report of operations for South West Healthcare for the year ending 30 June 2013.*

In what has been a truly remarkable year, our health service has continued to deliver spectacular results and provide an outstanding range of quality health services to our community. In a year of many highlights, the official opening of the new \$26M Warrnambool Community Health facility was a celebratory occasion and officially concluded our \$120M Stage 1 capital redevelopment project. Minister for Health, the Honourable David Davis, was assisted by the Member for South West Coast (and now current Premier), the Honourable Dr Denis Napthine, in officially opening this state-of-the-art facility.



1 and 2

*Our new \$26M Warrnambool Community Health facility, Victoria's largest integrated care centre, houses 260 community health, allied health, medical, dental and mental health services staff.*

3 *On their way to the opening ceremony: SWH CEO John Krygger, the-then Minister for Regional Cities and Major Projects (now Premier) Dr Denis Napthine, Health Minister David Davis and SWH Board Chair Chris Logan.*

4 *Health Minister David Davis completes the ceremonial duties.*

5 *200 guests attended the official opening.*

6 *SWH CEO John Krygger (left), Primary, Community and Regional Services Director Craig Fraser whose 150 staff are based in the state-of-the-art facility, as are Mental Health Services Director Caroline Bryne's 110 staff, and Warrnambool Community Health Manager Janine Dureau-Finn.*



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Warrnambool Community Health is our 7,000 square metre integrated primary care, community health, allied health, dental services and mental health facility. It accommodates 260 staff and also includes our newly-created General Practice clinic, South West Medical Centre. The community health facility has introduced new models of inter-disciplinary care and contains sophisticated IT technology that allows the coordination of electronic diaries for all clinicians. In addition, an electronic queuing system has been implemented where clients use a barcode scanner on the referral slip to alert the clinician of their arrival, and provides wayfinding technology to direct them to the appropriate waiting area. The facility has been in operation since late 2012 and already we have seen the benefits of a more coordinated and team-based approach where various clinicians are involved with the treatment pathway in an integrated way. Now that the Stage 1 project has been completed, our Board of Directors has turned its attention to ensuring the master plan for the health service is completed in its entirety. The Stage 2 project (which essentially involves our Emergency Department and Operating Theatres suite) must be completed to enable us to fully fulfil our regional role and to ensure the Government-imposed access targets can be met.

## DRIVING QUALITY PERFORMANCE

Each year we highlight the significant growth in patient demand and this year has been no different with a total of 16,351 acute inpatients receiving professional care and attention. Furthermore, the organisation treated 26,786 Emergency Department presentations.

In a major drive for efficiency, we embarked on a large-scale redesign project within our Operating Theatres department to develop what is known as 'The Perfect Operating Theatre List'. This has involved extensive consultation with all our procedural specialists and anaesthetists and implementation of a completely new operating theatre schedule. We are pleased to highlight that the new schedule has increased the available capacity during business hours and reduced the use of overtime.



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More importantly, this extra theatre capacity generated has enabled more surgical cases to be undertaken so that we can now proudly state that all category one patients are treated within the expected timeframe.

A highlight of this year's State budget was the announcement of a further \$10M (\$15M in total) as a contribution towards the construction of the region's first Cancer Centre. This will be the first tertiary-level clinical service to be provided in South West Victoria and will reduce the need for local people with cancer having to travel to Geelong or Melbourne for radiotherapy treatment. In conjunction with local cancer advocacy group, Peter's Project, we are confident of securing an additional \$10M from the Federal Government and a further \$5M from the local community to bring this project to reality. This is a very exciting initiative with a high level of both community and political support and is considered a significant expansion of the service delivery profile at South West Healthcare.

It is also very pleasing to report that after years of lobbying, the Federal Government finally granted a Medicare licence for our Magnetic Resonance Imaging (MRI) machine. This has reduced the financial burden on our community and enabled the majority of our patients to access this sophisticated technology at a substantially reduced rate.

7 Our Warrnambool Community Health clinicians are alerted to the arrival of their clients via an electronic queuing system that even gives directions on how to get to the appropriate waiting area.

8 A record-breaking 16,351 acute inpatients were cared for in our two hospitals this year, including prematurely-born Indi Neale pictured with mum Leonie and SWH Midwifery Associate Unit Manager Louise Jacobs. Photo: The Standard and photographer Aaron Sawall.

9 Healthcare Imaging Services radiographer Paul Wilson (left) and SWH CEO John Krygger with our Medicare-licensed MRI machine. Photo: The Standard and photographer Leanne Pickett.



## ACHIEVING SUSTAINABILITY

There have been two strategic sustainability challenges facing the organisation during the year. One relates to General Practitioner coverage at our Camperdown campus and the other relates to Federal Government funding.

In January 2012 we lost the services of a long-serving husband-and-wife General Practitioner team at Camperdown. The inability to immediately replace these positions put enormous pressure on the health service and in particular, the provision of on-call and after-hours services. Through a targeted recruitment drive, and in conjunction with a number of partners, we have successfully filled these vacancies and now have seven General Practitioners resident in Camperdown. The recruitment of General Practitioners with procedural skills is particularly heartening given that these resources are in scarce supply in the majority of rural towns throughout Australia. The retention of obstetric and surgical services at our Camperdown Hospital is considered necessary to service the needs of residents of the Corangamite Shire.

It is however disappointing to report that the findings of the Corangamite Shire's Health Service Planning Study have not been publicly released. It was anticipated this document would clarify the roles and responsibilities of each of the health services in the Corangamite Shire and provide a platform for a more coordinated approach to service delivery. South West Healthcare has met with the Boards of each of the Corangamite Shire's health services and remains committed to the pursuit of a sustainable model for all health services in the Shire.

The challenge of financial responsibility is ever present in the majority of health services in the nation and indeed throughout the world. After two years of deficit reporting the organisation has undergone a major structural and financial transformation that was necessary to develop a sustainable future. It is extremely pleasing to point out that through the combined efforts of the entire team, we have improved our operating financial position by more than \$4.5M during the year and delivered a \$3.6M surplus result. By any measure this is a staggering level of improvement in financial performance and positions the organisation well to respond to the continuing growth in patient demand.

This task was not made any easier when we received advice from the Federal Government in November 2012 that it was withdrawing \$1.4M of funding based on revised population growth estimates. This advice necessitated the closure of a number of beds and reduction in elective surgical activity which had a dramatic impact on our waiting list. Following a very public political campaign, the Federal Government eventually fully reinstated this funding in April 2013 but this impasse significantly

detracted from treating additional patients. It is hoped that both levels of government can resolve this issue to allow us to avoid any future mid-year restructuring courtesy of large-scale funding reductions.

## CREATING A LEARNING/TEACHING/RESEARCH CULTURE

Our relationship with Deakin University continues to go from strength to strength as a consequence of our onsite Deakin Clinical School at our Warrnambool Base Hospital. We now have 45 students enrolled in the post graduate medical course and, once again, students there have achieved outstanding results. Of the 140 students who graduated (including Deakin students from Geelong, Box Hill and Ballarat), it is pleasing to report that the top three students and 10 of the top 25 students completed their studies with us. This is an outstanding endorsement of the Deakin Clinical School Warrnambool and clearly illustrates the level of commitment and passion exhibited by our clinical and teaching staff to achieve this outcome.

In addition, we now have a Professorial Chair and a Senior Lecturer position in General Practice as a result of our relationship with Deakin University. This relationship has proven to be very fertile ground for recruitment purposes where we can offer our specialists both a clinical and academic appointment. During the year we have successfully recruited additional clinical positions in a number of disciplines including orthopaedic surgery, geriatrics, anaesthetics, a Director of Emergency Medicine and a Director of Mental Health. As an extension of this, we are also now able to recruit to our own intern positions utilising Deakin Clinical School graduates. Previously, all our intern positions were filled via rotations from St Vincent's Hospital or Barwon Health. We believe the retention rate for our junior medical staff will be enhanced by utilising newly-graduating doctors who are already familiar with our health service and entrenched in our local community.

In a similar vein, and in conjunction with Portland District Health and Western District Health Service, we have this year established a Rural Generalist Training pathway. We are aware that not every single doctor wishes to become a specialist and that there is a shortage of General Practitioners in country towns throughout Australia. This Rural Generalist Training program provides a pathway for those doctors who wish to forge a career in General Practice and therefore prepares them for the multitude of presentations that are commonplace within a rural GP clinic.

10 *Our partnering with Deakin University continues to impress. Recent Deakin Clinical School graduates, Drs Kate Stotskaia and Daryl D'Souza, are now Medical Interns at our Warrnambool Base Hospital.*

11 *Award-winning UK psychiatrist, Dr Anshuman Pant, joins the team of our Mental Health Services Director Caroline Byrne.  
Photo: The Standard and photographer Damian White.*



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## ENCOURAGING SERVICE INNOVATION

We have been extremely active in the Information Technology space and have successfully implemented a completely new electronic Patient Administration System (TRAK) as a foundation plank of our ongoing pursuit of a fully-integrated, web-based electronic health information system. We are currently planning the rollout of further modifications to this system including medication management to add to the E-referral and E-discharge processes that have already been established. Having achieved the foundation module of the system, significant planning has been undertaken to advance the Patient and Client Management System (community module) which will electronically link all our inpatients and outpatient episodes of care.

Further IT innovation can be seen through the launch of our Telehealth initiative with the Royal Children's Hospital which places South West Healthcare as the first Emergency Department in Victoria to have a 24/7 Telehealth connection with the Paediatric Retrieval Team. Similarly, we have implemented a Telehealth system to link our Warrnambool and Camperdown Emergency Departments which enables ready access for doctors and nurses who require assistance from specialised emergency physicians.

During the year, we completed a detailed service plan in relation to our residential mental health care facilities. The service plan recommended the establishment of a five-bed Prevention and Recovery Centre (PARC) as an extension to the range of services that we can provide to an ever-increasing number of mental health clients who require assistance after their acute phase of treatment. This particular initiative has broad bilateral political support and we will continue to utilise our best endeavours to advance this project within the next State Government budget cycle.

Within the complex arena of clinical care it is sometimes easy to forget the vast range of support services necessary to deliver quality health care. At South West Healthcare we are keen to be recognised at the forefront of innovation and this year we successfully commissioned a new continuous batch washer system within our Linen Service. As a result of the investment in this cutting-edge technology we have been able to double the output of our Linen Service and service customers throughout the entire sub-region. Our Linen Service is now producing approximately 23 tonnes of linen per week and providing price surety for many of our surrounding smaller hospitals which simply would not be able to obtain competitive prices from alternative linen suppliers.

12 SWH Healthcare Information Manager Jess Holliday (left) and Health Information Services Clerk Janelle Gladman test drive our newly-implemented Patient Administration System (TRAK).  
Photo: The Standard and photographer Leanne Pickett.

13 At the launch of our Warrnambool Emergency Department TeleHealth initiative: SWARH Member Engagement Manager Gerard Cashill (left), the-then Minister for Regional Cities and Major Projects (now Premier) Dr Denis Napthine, Aussie Farmers Foundation Executive Officer Venetia Taylor and SWH Centre for Rural Emergency Medicine Director/Associate Professor Tim Baker.

14 SWH Linen Supervisor Craig Gifford at our newly-installed automated batch washer system.



## ENGAGING OUR COMMUNITY

We have gone to great lengths to ensure that there is a strong sense of community ownership of our health service. This has resulted in numerous meetings with local government, neighbouring health services and other key stakeholders in the area during the year. We honestly believe that successful organisations develop strong partnerships with others and we are keen to strengthen our new and existing relationships.

We are delighted to report that three of the recipients in the 2013 Queen's Birthday Honours List have all had a direct involvement with South West Healthcare. Former Board member and Life Governor Bill Phillpott received an Order of Australia Medal (OAM) as a result of his extensive community work and philanthropic support to the health sector; current Rotary House Committee Chair Andrew Suggett received an OAM for his services to the Parkinson's Association and other community involvement with Rotary, and our long-serving physician and Director of Palliative Care Dr Eric Fairbank received an Australia Medal (AM) for his outstanding contribution to palliative care in South West Victoria. These gentlemen are outstanding individuals in their own right and we are indeed very proud of their achievements and congratulate them on the recognition that they have received.

Another tangible measure of our community engagement and support has been the success of the Rotary House project which is at an advanced stage of construction. This 12-bed facility will provide crisis accommodation in Warrnambool for many of our patients and their families, in particular those that travel from towns from both within and beyond our extended region. Warrnambool's four Rotary Clubs have commendably combined to bring this \$1.5M project to fruition and the level of community support in terms of direct donations and labour and materials has been impressive. The spirit of Rotary has also been exemplified through this project with enormous support coming from Rotary Clubs located in the surrounding towns throughout South West Victoria.



A final measure of our community involvement occurred when our John Wolseley tapestry was officially unveiled in the new entrance foyer of our Warrnambool Base Hospital in February. This impressive work was made possible through the generosity of the Geoff and Helen Handbury Foundation which commissioned the Australian Tapestry Workshop to collaborate with renowned artist, John Wolseley, to create a watercolour-turned-tapestry based on Wolseley's personal exploration of our South West region. '*Concerning the wading birds of the Warrnambool wetlands*' is a national treasure that will provide a conversation point for our patients, visitors and staff for many years to come.

15 Awarded the highest Queen's Birthday Honour, SWH Director of Palliative Care Dr Eric Fairbank AM is the 2013 recipient of an Australia Medal. Photo: The Standard and photographer Damian White.

16 SWH CEO John Krygger (left), Australian Tapestry Workshop Director Antonia Syme, Geoff Handbury AO and SWH Board Chair Chris Logan with our John Wolseley tapestry, commissioned and donated by the Geoff and Helen Handbury Foundation.

17 HRH the Prince of Wales was one of the first to admire the watercolour-turned-tapestry when he visited the ATW in November.



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## CONCLUSION

It is extremely pleasing to reflect on another 12 months of significant achievement at South West Healthcare. We are fortunate that we have both a continuous improvement and can-do culture that constantly drives the organisation in pursuit of further success.

There are numerous people to thank for their contribution to yet another extremely successful year including our dedicated Board of Directors, highly skilled Executive Team and our dedicated and committed staff. We were sad to receive the resignations of Board members Felicity Melican and Andrew McNeil after 10 and three-year contributions, respectively. We thank them for their considerable input and know we will always have their support. It would also be remiss in this report not to acknowledge the contribution and retirement of our long serving Director of Nursing, Sue Morrison. As a student nurse, Sue commenced her nursing career at our Warrnambool Base Hospital in 1968 and for the past 16 years has held our highest nursing management position. During her 37 years of dedicated service she has provided outstanding leadership to our Nursing Services division and has left our organisation with a lasting legacy.

We also sincerely thank our Regional and Central Departmental colleagues, donors, volunteers, auxiliary members, community members and the local media for their much-needed and much-appreciated ongoing support.

We remain committed to our mission of providing a comprehensive range of healthcare services to enhance the quality of life of people in South West Victoria and we believe we are well placed to deliver on this commitment.

*Chris Logan*

*John F Krygger*

**CHRIS LOGAN**  
Chairman  
Board of Directors

**JOHN F KRYGGER**  
Chief Executive Officer

18 From student nurse to Director of Nursing, Sue Morrison retired from her 37-year career in September.  
Photo: The Standard and photographer Leanne Pickett.

19 Our new Director of Emergency Dr Franco Schreve with Registered Nurse Karina Williams (centre) and Dr Alice Kelly.

20 Tradesmen Eddie (left) and Shaun Sutcliffe, Stuart Gass, Phil Furnari, builder Rowan O'Brien and Rotary House Chair Andrew Suggett pour the slab for Warrnambool's 12-bed crisis accommodation facility.  
Photo: The Standard and photographer Damian White.



# Statement of Strategic Direction 2009–2014

## 1 DRIVING QUALITY PERFORMANCE

### STRATEGIC DIRECTION

- > To support an organisational culture that strives for improved performance with a focus on evidenced based interventions to achieve best practice patient and service outcomes.
- > To create a high level of risk awareness and organisational safety.

### STRATEGIES

- > Promote a supportive team-based work environment which places the patient at the centre of all decision making.
- > Implement practices that respond to key quality indicators benchmarked against peer organisations.
- > Pursue evidence-based clinical and technological innovation for implementation as routine practice.
- > Implement best practice standards and policies to exceed compliance obligations.
- > Regularly review and update risk management plan to reflect changing circumstances.

## 2 ACHIEVING SUSTAINABILITY

### STRATEGIC DIRECTION

- > To enable the organisation to remain financially viable through sustainable management of resources.
- > To provide infrastructure that meets contemporary healthcare expectations and supports a green environment.

### STRATEGIES

- > Align funding streams with service levels to ensure program integrity and improve accountability.
- > Ensure Warrnambool Base Hospital capital redevelopment project maintains momentum and necessary communication and change management strategies are in place.
- > Increase environmental awareness encouraging green practices.

<sup>1</sup> SWH Respiratory Nurse Consultant and Pulmonary Rehabilitation Coordinator Michelle Evans (left), Grassmere's Russell Hudart, Warrnambool City Mayor Michael Neoh and Allansford's Robert Burns get set to start our 2013 SWH Walk for Emphysema to raise community awareness of the disease (also known as Chronic Obstructive Pulmonary Disease/COPD). It affects one in seven Australians, is the second biggest cause of avoidable hospital admissions in the country and is responsible for approximately 16,000 deaths every year. Photo: The Extra and photographer Damian White.



### 3 CREATING A LEARNING/TEACHING RESEARCH CULTURE

#### STRATEGIC DIRECTION

- > To further strengthen the existing culture that attracts and retains high calibre people.
- > To embrace the notion of the organisation as a true teaching health service.

#### STRATEGIES

- > Create a multidisciplinary teaching unit.
- > Provide a clinical workforce to address the future needs of a growing and ageing population.
- > Strengthen the relationship with Deakin University in relation to the ongoing development of the medical school.
- > Develop a culture of continuous learning and the promotion of a best practice teaching environment.

### 4 ENCOURAGING SERVICE INNOVATION

#### STRATEGIC DIRECTION

- > To encourage innovative service delivery that is responsive to the needs of our community.

#### STRATEGIES

- > Complete and support area-based health service plans for local government areas within the catchment.
- > Adopt a population health focus to build healthy communities through integrated health promotion strategies.
- > Pursue an innovative integrated care model that increases community-based care through improved self management of chronic conditions.
- > Establish a model of care to meet the healthcare needs of aged persons.
- > Continue to pursue innovative, fully integrated information management systems.
- > Investigate initiatives that enhance the organisation's role as a collaborative leader in South West Victoria.

### 5 ENGAGING OUR COMMUNITY

#### STRATEGIC DIRECTION

- > To provide leadership that strengthens partnerships with other local service providers to improve health outcomes within the community we serve.
- > To ensure that South West Healthcare supports, and is supported by, its community.

#### STRATEGIES

- > Enhance key relationships with Local Government in all areas of the catchment.
- > Further enhance relationships with other agencies to enable services to be more responsive and integrated.
- > Foster engagement with the community to promote services that are responsive to special needs groups.
- > Nurture community relationships to maximise fundraising opportunities.



# Statement of Priorities

## STRATEGIC PRIORITIES

The Victorian Government's priorities and policy directions are outlined in the Victorian Health Priorities Framework 2012–2022.

In 2012–13 South West Healthcare contributed to the achievement of these priorities by:

PRIORITY	ACTION	DELIVERABLE	OUTCOME
<b>1 Developing a system that is responsive to people's needs</b>	In partnership with other providers within the local area apply existing service capability frameworks to maximise the use of available resources across the local area.	Consolidate partnership activities with Portland District Health and Western District Health Service involving workforce planning leading to joint appointments.	Significant expansion of clinical expertise with the following specialties now providing routine onsite services in Portland: <ul style="list-style-type: none"> <li>– General Medicine</li> <li>– Orthopaedic Surgery x 2</li> <li>– Emergency Medicine x 2</li> <li>– Obstetrics &amp; Gynaecology</li> <li>– Paediatrics</li> <li>– Plastic Surgery</li> <li>– General Surgery</li> </ul> Sub-Regional Linen Service established and successfully implemented following investment in batch washer technology.
<b>2 Improving every Victorian's health status and experiences</b>	Collaborate with key partners such as members of local PCP, the newly formed Medicare Locals, community health services and Aboriginal health service providers to support local implementation of relevant components of the Victorian Health and Wellbeing Plan 2011–2015.	Engage with the Great South Coast Medicare Local to actively plan, design and implement sub-regional initiatives.	Significant contribution to the re-submission of the sub-regional tender for Partners in Recovery (PIR) program. Development of new service delivery models, including workforce enhancements. Strengthening regional partnerships and tiered service delivery.
<b>3 Expanding service, workforce and system capacity</b>	Develop collaborative approaches to deliver professional education, training and support.	Active participation and implementation of recommendations contained in South West Area Mental Health Services Plan.	Discussions with senior staff at Lyndoch Living regarding mental health clinicians providing further training and skill development programs, specifically targeting prevention and early intervention and improved consumer-focused care as suggested in the Plan.



<sup>1</sup> *Training for the 2013 Australian Whale Boat Racing Championships: Our SWH captains Patrick Groot (left), Johnson Mathew and Jenna Hogarth with their crews.  
Photo: The Standard and photographer Aaron Sawall.*

PRIORITY	ACTION	DELIVERABLE	OUTCOME
<b>4 Increasing the system's financial sustainability and productivity</b>	Identify opportunities for efficiency and better value service delivery. Examine and reduce variation in administrative overheads.	Implementation of recommendations arising out of Corangamite Health Area Based Service Plan. Conduct a review of overhead apportionment to ensure equity and identify cost savings.	Service Plan yet to be formally released. Robust program integrity budgets established (including allocation of overheads) to remove cross subsidisation.
<b>5 Implementing continuous improvements and innovation</b>	Develop and implement strategies that support service innovation and redesign.	In conjunction with regional health service partners develop sustainable Sub-Regional Dental Service.	Comprehensive Sub-Regional Dental Service Plan completed and signed off by all CEOs. Awaiting formal response from Dental Health Services Victoria prior to proceeding.
<b>6 Increasing accountability and transparency</b>	Implement systems that support streamlined approaches to clinical governance at all levels of the organisation.	Undertake detailed planning associated with the delivery of improved cancer services and Stage 2 Warrnambool Base Hospital redevelopment.	Business Case for Radiotherapy Services in Warrnambool completed and \$15M received in State Government funding. Appointment of capital consultants to commence planning and construction imminent. Advocacy to receive approval to commence Stage 2 planning continuing.
<b>7 Improving utilisation of e-health and communications technology</b>	Maximise the use of health ICT infrastructure to better connect a broad range of health care and other health-related workforces.	Continue pursuit of a fully integrated electronic medical record with implementation of new Patient Administration System and community module.	New Patient Administration System (TrakCare) successfully implemented. Community module Business Case endorsed. Planning underway for July 2014 go-live date.



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# Performance Priorities

FINANCIAL PERFORMANCE			
OPERATING RESULT		TARGET	2012/13 ACTUALS
<b>Annual Operating Result (\$m)</b>		\$ -	\$3.53 mill
<b>WIES activity performance</b>	WIES (public and private) performance to target (%)	100%	101.47%
<b>Cash Management</b>	Creditors	<60 days	30 days
	Debtors	<60 days	51 days
ACCESS PERFORMANCE			
<b>Emergency Care</b>	Percentage of ambulance transfers within 40 minutes	90%	99%
	Number of patients with length of stay in the Emergency Department greater than 24 hours	0	14
	NEAT – Percentage of emergency presentations to physically leave the Emergency Department for admissions to hospital, be referred to another hospital for treatment, or be discharged within four hours (July – December 2012)	70%	66%
	NEAT – Percentage of emergency presentations to physically leave the Emergency Department for admissions to hospital, be referred to another hospital for treatment, or be discharged within four hours (January – June 2013)	75%	70%
	Percentage of Triage Category 1 emergency patients seen immediately	100%	100%
	Percentage of Triage Category 1 to 5 emergency patients seen within clinically recommended times	80%	72%

<sup>1</sup> Oceania Henry was one of more than 100 local secondary school students who participated in a sports clinic during SWH's 2013 Close the Gap Day, organised by our Warrnambool Community Health's Close the Gap Program team in partnership with Gunditjmarra Aboriginal Cooperative and other local services. Photo: The Standard and photographer Aaron Sawall.

SERVICE PERFORMANCE			
QUALITY AND SAFETY		TARGET	2012/13 ACTUALS
<b>Quality and Safety</b>	Health Service Accreditation	Full compliance	Full compliance
	Residential Aged Care Accreditation	Full compliance	Full compliance
	Cleaning Standards	Full compliance	Full compliance
	Submission of Data to VICNISS (%)	Full compliance	Full compliance
	Hospital Acquired Infection Surveillance	No outliers	Full compliance
	Hand Hygiene (rate)	70%	Full compliance
	SAB Rate Per Occupied Bed Days	2/10,000	0.7
	Victorian Patient Satisfaction Monitor	73%	Achieved
	Consumer Participation Indicator	75%	Achieved
	People Matters Survey	Full compliance	Full compliance
<b>Maternity</b>	Percentage of Women With Prearranged Postnatal Home Care (Camperdown)	100%	96%
	Percentage of Women with Prearranged Postnatal Home Care (Warrnambool)	100%	94%
<b>Mental Health</b>	28 Day Readmission Rate (%)	14%	11%
	Post-discharge Follow Up Rate (%)	75%	91%
	Seclusion Rate Per Occupied Bed Days	<20/1,000	10%
ACTIVITY AND FUNDING			2012/13 ACTUALS
<b>Activity</b>	Weighted Inlier Equivalent Separations (WIES)		Activity achievement
	WIES Public		10,202
	WIES Private		1,015
	<b>Total WIES (Public and Private)</b>		<b>11,217</b>
	WIES Renal		241
	WIES DVA		285
	WIES TAC		73
	<b>WIES TOTAL</b>		<b>11,816</b>
<b>Sub Acute Inpatient</b>	Rehab L1 (Public)		200
	Rehab L2 (Public)		3,856
	Rehab L2 (Private)		640
	Rehab L2 (DVA)		246
	GEM (Public)		2,661
	GEM (Private)		589
	GEM (DVA)		360
	Palliative Care (Public)		1,927
	Palliative Care (Private)		128
	Palliative Care (DVA)		53
	Transition Care Bed (non DVA)		2,875
	Transition Care Home (non DVA)		3,992
<b>Ambulatory</b>	SACS – Non DVA		10,715
	SACS – DVA		220

# Statutory Requirements

## MANNER OF ESTABLISHMENT

South West Healthcare is an incorporated body under, and regulated by, the *Health Services Act 1988*.

## FREEDOM OF INFORMATION REQUESTS

Requests for documents in the possession of South West Healthcare are directed to the Freedom of Information Manager and all requests are processed in accordance with the *Freedom of Information Act 1982*. A fee is levied for this service, based on the time involved in retrieving and copying the requested documents.

The Hospitals Part II publication, which details publication requirements of the *Freedom of Information Act*, is available from the Health Information Services Department, for perusal by the general public during weekday office hours.

A total of 221 requests under the *Freedom of Information Act* were processed during the 2012–13 financial year.

South West Healthcare's nominated officers under the *Freedom of Information Act*:

### Principal Officer

Mr John F Krygger, Chief Executive Officer

### Medical Principal Officer

Dr Peter O'Brien, Director of Medical Services

### Freedom of Information Manager

Mr Myles Hawkins, Health Information Administrator

## DETAILS OF CONSULTANCIES

In 2012–13, there were three consultancies where the total fees payable to the consultants were \$10,000 or greater.

The total expenditure incurred during 2012–13 in relation to these consultancies is \$69,922.

In 2012–13 there was one consultancy where the total fees payable to the consultant was less than \$10,000.

The total expenditure incurred during 2012–13 to this consultancy is \$9,000 (excl. GST).

## REPORTING REQUIREMENTS

In compliance with the requirements of FRD 22C *Standard Disclosures in the Report of Operations*, details in respect of the items listed below have been retained by South West Healthcare and are available to the relevant Ministers, Members of Parliament and the public on request (subject to the Freedom of Information requirements, if applicable):

- (a) a statement that declarations of pecuniary interests have been duly completed by all relevant officers;
- (b) details of shares held by a senior officer as nominee or held beneficially in a statutory authority or subsidiary;
- (c) details of publications produced by the entity about itself, and how these can be obtained;
- (d) details of changes in prices, fees, charges, rates and levies charged by the entity;
- (e) details of any major external reviews carried out on the entity;
- (f) details of major research and development activities undertaken by the entity;
- (g) details of overseas visits undertaken including a summary of the objectives and outcomes of each visit;
- (h) details of major promotional, public relations and marketing activities undertaken by the entity to develop community awareness of the entity and its services;
- (i) details of assessments and measures undertaken to improve the occupational health and safety of employees;
- (j) a general statement on industrial relations within the entity and details of time lost through industrial accidents and disputes;
- (k) a list of major committees sponsored by the entity, the purposes of each committee and the extent to which the purposes have been achieved; and
- (l) details of all consultancies and contractors including:
  - consultants/contractors engaged;
  - services provided; and expenditure committed to/for each engagement.

Details of Individual Consultancies (valued at \$10,00 or greater)	Purpose of Consultancy	Expenditure 2012/13
Lime Management Group Pty Ltd	Sub-regional Dental Plan	18,042
Indigenous Careers and Employment	Aboriginal Employment Strategy	10,000
DCWCS Strategic Planning	Mental Health Non Acute Residential Service Plan	41,880

SUMMARY OF FINANCIAL RESULTS	2012/13	2011/12	2010/11	2009/10	2008/09
Revenue (excludes capital items)	132,283	122,994	116,028	104,350	97,160
Expenditure (excludes capital items)	128,746	123,947	116,722	103,728	97,600
<b>NET RESULTS BEFORE CAPITAL ITEMS</b>	<b>3,537</b>	<b>(953)</b>	<b>(694)</b>	<b>622</b>	<b>(440)</b>
Capital Revenue	5,532	27,293	44,953	28,550	853
Capital/Other Expenditure	8,623	6,260	5,724	5,905	10,361
<b>COMPREHENSIVE RESULT FOR THE YEAR</b>	<b>446</b>	<b>20,080</b>	<b>38,535</b>	<b>23,267</b>	<b>(9,948)</b>
Total Assets	182,024	179,985	158,638	119,377	90,543
Total Liabilities	29,903	28,310	25,181	24,455	18,888
Net Assets	152,121	151,675	133,457	94,922	71,655
<b>Total Equity</b>	<b>152,121</b>	<b>151,675</b>	<b>133,457</b>	<b>94,922</b>	<b>71,655</b>

## BUILDING ACT 1993

### Compliance

South West Healthcare complies with the building and maintenance provisions of the *Building Act 1993*.

## COMPETITIVE NEUTRALITY

### Policy Statement

South West Healthcare has implemented and continues to comply with, the National Competition Policy and the requirements of the Victorian Government Competitive Neutrality (CN) Policy.

## RESPONSIBLE MINISTER

The **Responsible Minister for South West Healthcare** is:

The Honourable David Davis MP, Minister for Health  
01/07/2012 – 30/06/2013

The Honourable Mary Wooldridge, MLA,  
Minister for Mental Health  
01/07/2012 – 30/06/2013

## COMMERCIAL APPOINTMENTS

**External Auditors** Coffey Hunt & Co

**Internal Auditors** RSM Bird Cameron

**Bankers** Australia & New Zealand Banking Group Ltd

## WHISTLEBLOWERS PROTECTION ACT 2001

South West Healthcare has policies and procedures in place to enable total compliance with the Act and which provide a safe environment in which disclosures can be made, people are protected from reprisal and the investigation process is clear and provides a fair outcome. The privacy of all individuals involved in a disclosure is assured of protection at all times. South West Healthcare is committed to the principles of the Act and at no time will improper conduct by the Service or any of its employees be condoned. A copy of the policy is available upon request.

## DISCLOSURES

Since the introduction of the Act in 2002 there have been no disclosures received and no notification of disclosures to the Ombudsman or any other external agency. Disclosures will be received by:

**Mr John F Krygger**, Chief Executive Officer

South West Healthcare, Warrnambool, Victoria 3280

**The Ombudsman**

Level 3, 459 Collins Street, Melbourne, Victoria 3000  
(Phone 1800 806 314)

### Attestation on Data Integrity

I, John Francis Krygger, certify that South West Healthcare has put in place appropriate internal controls and processes to ensure that reported data reasonably reflects actual performance. South West Healthcare has critically reviewed these controls and processes during the year.



**John F Krygger**, Chief Executive Officer  
Warrnambool – 31 July, 2013

### Attestation for Compliance with the Ministerial Standing Direction 4.5.5.1 – Insurance

I, John Francis Krygger, certify that South West Healthcare has complied with Ministerial Direction 4.5.5.1 – Insurance.



**John F Krygger**, Chief Executive Officer  
Warrnambool – 31 July, 2013

### Attestation on Compliance with Australian/New Zealand Risk Management Standard

I, John Francis Krygger, certify that South West Healthcare has risk management processes in place consistent with the Australian/New Zealand Risk Management Standard and an internal control system is in place that enables the Executives to understand, manage and satisfactorily control risk exposures. The audit committee verifies this assurance and that the risk profile of South West Healthcare has been critically reviewed within the last 12 months.



**John F Krygger**, Chief Executive Officer  
Warrnambool – 31 July, 2013



# Profile

## REGIONAL MAP



- 1 Warrnambool campus
- 2 Camperdown campus
- 3 Lismore campus
- 4 Macarthur campus
- 5 Portland campus
- 6 Hamilton campus

## OUR LOCATIONS

South West Healthcare has served South Western Victoria for more than one-and-a-half centuries. Our Warrnambool hospital is 159 years old and our Camperdown Hospital is 104.

The organisation consists of two public hospitals, a mental health services division, an aged care facility and five community health centres.

In 2012-13 we provided 131 medical, nursing, mental health, allied health and community health services to the 110,000 people who live in Warrnambool and the shires of Moyne, Corangamite, Southern Grampians and Glenelg.

### Our Hospitals are based at:

- > Warrnambool (the organisation's headquarters)
- > Camperdown

### Our Mental Health Services offices are based at:

- > Warrnambool (headquarters)
- > Camperdown
- > Hamilton
- > Portland

### Our Community Health centres are based at:

- > Warrnambool (headquarters)
- > Camperdown (there are two, including an adult day centre)
- > Macarthur
- > Lismore

### Our Aged Care facility is based at:

- > Camperdown (on the grounds of our Camperdown Hospital)

<sup>1</sup> SWH Warrnambool West Adult Mental Health Team Occupational Therapist Lisa Michelson (left) is part of the 110-strong team located in our newly-opened Mental Health Services (MHS) headquarters at Warrnambool Community Health. Our MHS continues to go from strength to strength. Compared to other rural services with a much larger catchment area, ours is providing a higher level of services for a higher percentage of the population.



2



3



4

## OUR SERVICES

Of the 131 medical, nursing, mental health, allied health and community health services we provided in 2012-13 (see Services and Programs), our South West Medical Centre (SWMC) was the newest.

Located just inside the main entrance of our new Warrnambool Community Health facility, we opened this – our very first – GP clinic in November.

Predominantly a private billing service, SWMC also offers bulk-billing for healthcare card holders.

It's providing another much-needed GP clinic for the city and, being so closely located to our Warrnambool Base Hospital Emergency Department, helping to ease demand there by treating some non-emergency cases.

Dr Daryl Pedler, who headed our Warrnambool Emergency Department in the early 2000's, before taking on the role of Director of the Monash University Gippsland Regional Clinical School, is SWMC's inaugural Director. He's also the inaugural Professor of Rural General Practice for Deakin University (Warrnambool). This joint role will allow South West Healthcare to continue future-proofing the region against the GP and medical specialist drought much of the rest of rural Australia is experiencing.

2 Dr Daryl Pedler has returned to SWH as Director of our newly-opened South West Medical Centre and the inaugural Professor of Rural General Practice for Deakin University (Warrnambool).

3 All our diabetes specialists are now under the one roof, in our newly-opened Warrnambool Community Health (WCH). This collaboration includes Credentialed Diabetes Educator Katherine Stewart (front left), Diabetes Educator Rachael Gladman, CDE Maree Boyle (back row, left), DE Anna Borthwick, Diabetes Self Management Coordinator Christine Paturzo, DE Joy Bailey and WCH Manager Janine Dureau-Finn.

4 With 803 babies born at our two hospitals this year, our Grandparents Refresher Course is always well-attended. Women's Health Clinic Antenatal Class Coordinator Alicia Fry brings Kath McKeown (left) and Jo Lewis up to speed on latest techniques and recommendations for caring for newborn additions to the family.  
Photo: The Standard and photographer Aaron Sawall.

# SERVICES AND PROGRAMS

	WARRNAMBOOL BASE HOSPITAL	CAMPERDOWN HOSPITAL	WARRNAMBOOL COMMUNITY HEALTH	CAMPERDOWN COMMUNITY HEALTH, MANIFOLD PLACE	LISMORE COMMUNITY HEALTH	MACARTHUR COMMUNITY HEALTH	DAVID NEWMAN ADULT DAY CENTRE, CAMPERDOWN	CAMPERDOWN AGED CARE FACILITY, MERINDAH LODGE	WARRNAMBOOL MENTAL HEALTH SERVICES	CAMPERDOWN MENTAL HEALTH SERVICES	HAMILTON MENTAL HEALTH SERVICES	PORTLAND MENTAL HEALTH SERVICES
Aboriginal Health	•	•	•	•	•	•		•				
Aboriginal Health Promotion			•									
Access & Information			•									
Acute Care	•	•										
Aged Care (residential)							•					
Anaesthetics												
Specialist	•											
General Practitioner		•										
Better Health Self Management			•	•	•	•						
Breast Cancer Support	•	•										
Cancer Support Team	•											
Cardiac Rehabilitation	•											
Centre Against Sexual Assault (SW CASA)	•			•								
Community Health Dietitian			•	•	•	•						
Community Health Nursing			•	•	•	•						
Continence Advisory	•					•						
Coronary Care	•											
Counselling & Support	•		•	•	•	•						
Day Surgery	•	•										
Delta Therapy Dogs	•											
Dentistry	•											
Dermatology (private consultations)	•											
Diabetes Education & Resources	•	•	•	•	•	•	•					
Diabetes Aust NDSS sub-agent		•	•	•		•						
Discharge Planning	•	•			•	•						
District Nursing	•	•			•	•						
Drug & Alcohol Withdrawal & Support												
Inpatient	•											
Outpatient	•		•									
Ear, Nose & Throat Surgery	•											
Emergency	•	•										
Endoscopy	•	•										
Exercise Stress Testing	•	•										
Equipment Hire												
South West Equipment Library	•											
South West Healthcare Supplies	•											
Falls & Balance Specialist Clinic			•									
Family Planning & Education			•									
Fracture Clinic	•											
Fresh Deliver Meals	•											
GP Clinics					•	•						
<b>South West Medical Centre*</b>			•									
Gastroenterology	•											
General Medicine	•	•										
General Surgery	•	•										
Geriatric Medicine	•											
Geriatric Evaluation & Management	•											
Gynaecology												
Specialist	•	•										
General Practitioner		•										
Haemodialysis	•											
Hand Care Therapy	•											
HARP			•	•								
Health Education	•	•										
Health Promotion			•	•	•	•						
Home Care Program (Paediatrics)	•											
Hospital In The Home	•											
Hospital Redesign	•	•										
Improving Care For Older Persons Initiative	•											
Infection Control Service	•	•										
Intensive Care/Critical Care	•											
Library	•	•	•	•	•	•	•	•				
Living for Life				•								
Meals on Wheels		•			•	•						
Medical Imaging	•	•										
Memory Enhancement							•					
Mental Health												
Acute Inpatient	•											
Addiction Physician	•							•	•	•	•	
Adult Continuing Care								•	•	•	•	
Adult Crisis Assessment & Treatment	•							•	•	•	•	

\* New service delivered in 2012–13 (see Profile: Our Services).

	WARRNAMBOOL BASE HOSPITAL	CAMPERDOWN HOSPITAL	WARRNAMBOOL COMMUNITY HEALTH	CAMPERDOWN COMMUNITY HEALTH, MANFOLD PLACE	LISMORE COMMUNITY HEALTH	MACARTHUR COMMUNITY HEALTH	DAVID NEWMAN ADULT DAY CENTRE, CAMPERDOWN	CAMPERDOWN AGED CARE FACILITY, MERINDAH LODGE	WARRNAMBOOL MENTAL HEALTH SERVICES	CAMPERDOWN MENTAL HEALTH SERVICES	HAMILTON MENTAL HEALTH SERVICES	PORTLAND MENTAL HEALTH SERVICES
Aged Persons Mental Health	•								•	•	•	•
Child & Adolescent Team	•								•	•	•	•
Consumer & Carer Participation	•								•	•	•	•
Dementia Behaviour Management Advisory Service	•								•	•	•	•
Early Intervention & Dual Diagnosis	•								•	•	•	•
Families where a Parent has a Mental Illness									•	•	•	•
Multiple & Complex Needs Initiative									•			
Perinatal Emotional Health	•	•							•	•	•	•
Primary Mental Health Team									•	•	•	•
Residential Rehabilitation	•											
Strengthening Schools									•	•	•	•
Midwifery												
Inpatient	•	•										
Continuity Midwifery Program	•											
Domiciliary	•	•										
Music Therapy (acute hospital setting)	•											
Needle Syringe			•	•								
Neonatal Special Care	•											
Nutrition	•	•	•	•	•	•						
Obstetrics												
Specialist	•											
General Practitioner	•	•										
Occupational Therapy	•		•	•				•				
Oncology	•											
Operating Theatre & Recovery	•	•										
Ophthalmology	•											
Orthopaedics	•	•										
Ostomy Association Clinic			•									
Paediatrics/Adolescent Care	•	•	•	•								
Paediatric Surgery	•											
Palliative Care												
Inpatient	•	•										
Community Based		•	•									
PAP Screen Clinic			•		•							
Pathology	•	•										
Pharmacy	•	•										
Physiotherapy	•	•	•	•	•	•						
Planned Activity Groups						•	•					
Plastic & Reconstruction Surgery	•											
Podiatry	•		•	•	•	•		•				
Post Acute Care	•	•										
Pre Admission Clinic	•	•										
Prosthetics	•											
Refugee Health			•									
Rehabilitation												
Inpatient	•											
Community Based			•									
Rehabilitation In The Home			•									
Respiratory Health	•	•	•	•								
Sexual Assault After Hours Crisis Care	•											
Smoking Cessation			•									
South West Area Maternity Initiative	•	•										
South West Healthcare Supplies (shop)	•											
Speech Pathology	•		•	•								
Stomal Therapy	•											
Stroke Liaison	•											
Telemetry	•											
Transesophageal Echocardiography	•											
Transition Care	•											
Urology	•	•										
Victorian Infant Hearing Screening Program	•	•										
Women's Health	•		•	•	•	•						
Women's Health Clinic	•											
Ante Natal Clinic	•											
Gynaecology Clinic	•											
Young Adolescent Pregnancy (YAP) initiative	•											
Young Women's Pregnancy & Parenting	•											
Wound Management	•		•									
Volunteer Program	•	•	•	•	•							
Youth Clinic			•									

## OUR 16,351 HOSPITAL INPATIENTS

- > Our Warrnambool Base Hospital cared for 14,918 inpatients.
- > Our Camperdown Hospital cared for 1,433 inpatients.

### WHERE THEY CAME FROM

The majority of our hospital inpatients, not surprisingly, came from the Local Government Area in which the hospital they attended is located:

- > 55 percent of our Warrnambool Base Hospital inpatients were Warrnambool City residents
- > 89 percent of our Camperdown Hospital inpatients were Corangamite Shire residents.

## INPATIENTS RESIDENCE BY SWH HOSPITAL 2012-13

INPATIENTS RESIDENCE	WARRNAMBOOL BASE HOSPITAL	CAMPERDOWN HOSPITAL
Warrnambool	8,213	29
Moyne	3,227	53
Corangamite	1,594	1,282
Glenelg	1,014	1
Southern Grampians	370	1
Colac Otway	73	36
Rest of Victoria	284	29
SA	92	1
NSW	18	0
QLD	11	1
WA	2	0
ACT	1	0
NT	1	0
TAS	6	0
Overseas	8	0
No fixed address	2	0
Unknown	2	0
<b>TOTAL</b>	<b>14,918</b>	<b>1,433</b>

## OUR 26,786 EMERGENCY DEPARTMENT PATIENTS

- > Our Warrnambool Emergency Department treated 24,610 patients.
- > Our Camperdown Emergency Department treated 2,176 patients.

### WHERE THEY CAME FROM

The majority of our Emergency Department (ED) patients came from the Local Government Area in which the hospital they attended is located:

- > 63 percent of our Warrnambool Base Hospital ED patients were Warrnambool City residents
- > 87 percent of our Camperdown Hospital ED patients were Corangamite Shire residents.

## PATIENTS RESIDENCE BY SWH EMERGENCY DEPARTMENT 2012-13

PATIENTS RESIDENCE	WARRNAMBOOL BASE HOSPITAL	CAMPERDOWN HOSPITAL
Warrnambool	15,558	30
Moyne	5,192	92
Corangamite	1,557	1900
Glenelg	428	4
Southern Grampians	214	5
Colac Otway	60	44
Rest of Victoria	1,194	78
SA	112	4
NSW	87	8
QLD	79	3
WA	23	2
ACT	8	1
NT	3	0
TAS	10	0
Overseas	73	4
No fixed address	9	1
Unknown	3	0
<b>TOTAL</b>	<b>24,610</b>	<b>2,176</b>

## THE AGE OF OUR INPATIENTS

The 0–5 age group was the highest rating inpatient group at our Warrnambool Base Hospital, accounting for 8.9 percent, followed by the 71–75 age group at 8.6 percent and the 56–60 age group at 8.11 percent. (In 2011–12 the 0–5 age group was the highest rating at 10.18 percent, followed by the 56–60 age group at 8.67 percent and the 66–70 age group at 7.74 percent.)

The 66–70 age group was the highest rating inpatient group at our Camperdown Hospital, accounting for 9.84 percent, followed by the 76–80 age group of 9.0 percent and the 81–85 age group of 8.44. (In 2012–12 the 71–75 age group was the highest rating at 9.24 percent, followed by the 81–85 age group at 8.82 percent and the 76–80 age group at 8.40 percent.)

It is worth noting the 0–5 inpatient figures at both hospitals (8.9 percent at Warrnambool and 6.35 percent at Camperdown) include Midwifery Unit births while our Camperdown Hospital figures do not include our aged care Merindah Lodge residents.



5

## SWH INPATIENTS BY AGE 2012–13

AGE	WARRNAMBOOL BASE HOSPITAL		CAMPERDOWN HOSPITAL	
	TOTAL	%	TOTAL	%
0–5	1,327	8.90	91	6.35
6–10	306	2.05	16	1.12
11–15	247	1.66	23	1.61
16–20	420	2.82	36	2.51
21–25	575	3.85	50	3.49
26–30	655	4.39	58	4.05
31–35	873	5.85	63	4.40
36–40	588	3.94	72	5.02
41–45	719	4.82	66	4.61
46–50	922	6.18	94	6.56
51–55	880	5.90	81	5.65
56–60	1,211	8.11	75	5.23
61–65	1,183	7.93	84	5.86
66–70	1,139	7.64	141	9.84
71–75	1,283	8.60	109	7.61
76–80	884	5.93	129	9.00
81–85	813	5.45	121	8.44
86–90	678	4.54	79	5.51
>90	215	1.44	45	3.14
<b>TOTAL</b>	<b>14,918</b>	<b>100</b>	<b>1,433</b>	<b>100</b>

5 Bruce Marney, one of 16,351 inpatients we cared for in 2012–13, spent quality time with the highly entertaining GWS AFL coach Kevin Sheedy in February. Sheeds' visit was a gift from the East Warrnambool Football Club. Photo: The Standard and photographer Aaron Sawall.



1

# Quality Management

*South West Healthcare ensures quality and risk management play a substantial role in the culture of the workplace. The Quality and Risk Management Unit has responsibility to develop and maintain a comprehensive quality and risk management program which ensures effective monitoring, assessment and continual improvement of all services relevant to client care including Occupational Health and Safety systems, ensuring a safe environment for our patients and staff.*

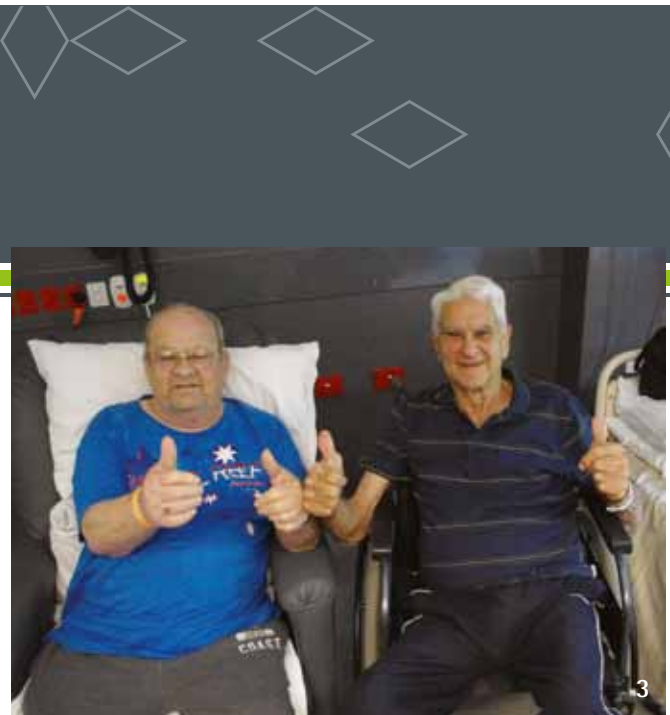
## ENSURING QUALITY SYSTEMS

This year has seen the organisation submit a report to our accrediting body, the Australian Council on Healthcare Standards (ACHS). The report contained information on SWH's progress in addressing recommendations from a periodic review in May 2012. None of the recommendations were considered a high priority by ACHS which expressed its support for our approach to actioning the recommendations.

The organisation is now preparing for accreditation in May 2014 against a number of standards, reflective of the wide range of services provided to the community by SWH. These include the National Standards that are now mandatory for all health organisations, the National Standards for Mental Health Services, the Department of Human Services Standards and the Community Care Common Standards. Our aged care residential facility, Merindah Lodge, is also undergoing assessment in May 2014.

South West Healthcare values the accreditation process as a means to demonstrate, through an independent external peer assessment, the level of the organisation's performance in relation to standards relevant to our services. The outcomes from this process assist us to further develop our systems to ensure ongoing delivery of safe, high quality health care.

<sup>1</sup> *Dr Khachornwut Supasiti and Dental Assistant Hayley Black are part of our highly regarded Dental Services team preparing for accreditation with the National Standard for Preventing and Controlling Healthcare Associated Infections.  
Photo: The Standard and photographer Rob Gunstone.*



## FOCUSING ON OUR CONSUMERS

There is a robust and diverse system of consumer feedback and participation that is inclusive of surveys, suggestions, complaints, comments, membership on our Consumer Advisory groups (see Principal Committees) and involvement in working parties and committees.

Each of our Divisions (see Organisational Structure) has processes in place to include our consumers and representatives in decision making and planning. Many of our wards and departments carry out patient or customer satisfaction surveys.



*Patient Experience Surveys*

*Victorian Patient Satisfaction Surveys*

*Consumer Advisory Committees*

*Focus Groups*

*Complaints/Compliments*

*Happy or Unhappy Brochure*



**CHANGES MADE TO SERVICES AND FACILITIES**

## FEEDBACK FROM OUR CONSUMERS AND CARERS:

- > Our facilities offer every inpatient the opportunity to provide feedback on their experience through a Patient Experience survey. In 2012–13, 406 patients responded to this survey and rated the organisation in the areas of access to services, care delivered by staff, the quality of the food and facilities, information they received and their overall care. Since March 2012, between 98 and 100 percent of our patients have rated our overall care as satisfactory or very satisfactory.
- > The Department of Health randomly selects discharged patients to complete the Victorian Patient Satisfaction Monitor, an external questionnaire that covers a range of questions relating to admission, complaints management, physical environment, general information and overall care. South West Healthcare's results are compared to 23 other hospitals of similar size and we consistently rank among Victoria's top three rural regional facilities. The latest results demonstrated our patients gave us an overall care rating of 79.8 percent, compared to our peer's results of 78.
- > Visitors, carers and others can also provide feedback through our 'Happy or Unhappy' brochure as well as a range of feedback forms across specific services.

## COMPLAINTS MANAGEMENT

All patients and visitors are encouraged to give feedback about our services and there is not a year where compliments do not far outweigh the number of complaints received:

- > 613 written compliments were received in 2012–13
- > 143 written complaints were received in 2012–13  
Issues ranged from noise at night to dissatisfaction with the length-of-wait for surgery.

2 One of our 16,351 inpatients in 2012–13, WA's Peter Wallis and wife Emily could not speak highly enough of the care and compassion they received from SWH staff following Rob's cycling accident in February.  
Photo: The Standard and photographer Rob Gunstone.

3 Rehabilitation Unit patients, David Graham (left) and Tim Couch, celebrate the news that we recorded regional Victoria's highest patient satisfaction levels in the Department of Health's Victorian Patient Satisfaction Monitor.

Complaints, suggestions and compliments are reported at meetings through the organisation and actioned. Our aim is to respond to complaints within two business days and to have resolved the issue within 30 days. These targets are regularly met.

## IMPROVING CLINICAL QUALITY

The Quality and Risk Management Unit ensures there are structures and processes to support clinical care being delivered in a safe, quality manner. The Unit also ensures there are performance indicators of processes and outcomes being captured, analysed and actioned from across all clinical care settings. The organisation takes a proactive approach to changes in current standards and the introduction of new standards.

## RISK MANAGEMENT

The risk management framework at South West Healthcare is integrated to encompass clinical and corporate risks. Risks are identified by a variety of means including, but not limited to, audits, incidents, near-miss reporting, accreditation reviews and self assessments. Identified risks are entered into the electronic risk register and a risk management plan is then regularly monitored and actioned by the Board of Directors and Executive. The organisation regularly undergoes external reviews of our risk management system and the results of these reviews are actioned to ensure continual improvement.

## PUTTING PATIENT SAFETY FIRST

South West Healthcare takes a multifaceted approach to improving patient safety and preventing adverse events. The organisation has ensured a clinical governance framework is in place that proactively addresses the four domains of clinical risk governance: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management.



The committee structure includes an organisation-wide Clinical Risk Management Committee that is multidisciplinary and outcome-focused. This committee examines a wide range of indicators related to clinical risk across the organisation and monitors patient incidents and their outcomes.

The number of clinical incidents reported has been slowly increasing over the years with slightly less, however, reported this year:

- > 2,085 incidents were reported during 2012–13
- > 2,217 incidents were reported during 2011–12
- > 1,950 incidents were reported during 2010–11

Each of these incidents was addressed at the time of reporting.

## INFECTION CONTROL


Infection control is a significant component of the clinical risk management program. The organisation has in place an Infection Control Unit that is responsible for policies, processes and the collection and analysis of performance indicators regarding infection control.

The Infection Control team has provided information and assistance to various departments regarding minimising the risk of infection during our Warrnambool campus renovations and remodelling works, as well as preparing them for accreditation. Focusing on audits, staff training, cleaning schedules and the application in this specialised setting of the National Standard for Preventing and Controlling Healthcare Associated Infections, the team has worked particularly closely with our Dental Services since its relocation to our new Warrnambool Community Health facility.

South West Healthcare has been maintaining a focussed program of ensuring all staff comply with hand hygiene requirements. This has involved education at orientation, feedback to staff during hand hygiene audits and action plans for clinical areas needing to improve their compliance. Brackets have also been fitted to the end of all beds to ensure ready access for staff to the alcohol-based hand rub. These actions have seen our hand hygiene compliance rate increase by almost 5 percent. Ongoing education is being undertaken at orientation of new staff and with groups of staff who have demonstrated the lowest compliance rate to ensure we remain above the national compliance rate of 70 percent.

## CLINICAL GUIDELINES AND POLICIES

The organisation ensures all staff have access to evidence-based, best practice clinical policies and guidelines to guide the care they deliver. The organisation uses a software system to store these policies, to alert us when they are due for review and to provide access to staff 24 hours a day. This system is very active with staff accessing policies and guidelines regularly.



For example, in April this year policies were accessed on 3,865 occasions. This system allows SWH to access the policies of other organisations who are also subscribers.

## REDESIGNING HOSPITAL CARE PROGRAM

The Redesigning Hospital Care Program, supported by the Department of Health (DoH), is into its fifth year at SWH. This improvement strategy utilises lean thinking principles focusing on streamlining our processes to match the patient journey in a more value-added way for both patients/families and staff.

This redesign improvement method continues to spread throughout the organisation with more staff becoming involved as work progresses across a range of areas, some of which are outlined below:

- > All wards and the Emergency Departments (EDs) at our Warrnambool Base and Camperdown hospitals – with a key focus this year of introducing the more specialist wards such as Midwifery, Paediatrics, Day Stay and Haemodialysis to this improvement program.

This year has also seen the introduction of bedside nursing handover during the day across all wards to ensure a safer and more patient-centred approach. Work on handovers across other health professional groups is now in progress as part of meeting National Standard 6: Clinical Handover.

- > Perioperative area – with a focus on the booking in and pre-admission of patients having elective surgery, scheduling of surgery, staff rosters, emergency surgery access from ED and the wards, stock/inventory management (involving our Supply and Finance Departments).
- > A review of specific patient journeys of people cared for at SWH with medical conditions such as Stroke and Chronic Obstructive Pulmonary Disease (COPD) is underway to identify opportunities for improvement and plan subsequent actions.
- > Our Chemotherapy Redesign Project (funded by DoH) focuses on reviewing the care processes of people undergoing chemotherapy to identify and act on opportunities for improvement.

## QUALITY OF CARE REPORT

South West Healthcare produces an annual Quality of Care Report for patients, carers and the healthcare community. This report describes our quality and safety systems as well as the processes and outcomes of our health service. Our 2012–13 Quality of Care Report, which incorporates quality management actions and outcomes, is printed in conjunction with this Annual Report. Feedback regarding the Quality of Care Report is encouraged to ensure we continue to meet the information needs of our local communities. An electronic copy is available at [www.southwesthealthcare.com.au](http://www.southwesthealthcare.com.au)



# Education and Training

## NURSING SERVICES

South West Healthcare's Education and Training Unit meets the learning needs of healthcare professionals working across diverse areas of healthcare in and around Warrnambool, Terang, Timboon, Lismore, Macarthur, Port Fairy and Camperdown.

### In 2012–13:

- > 11,270 hours were accessed on SOLLE (SWARH On Line Learning & Education)
- > 6,442 competencies were achieved via SOLLE
- > 2,475 education contact hours and clinical support hours were provided to Graduate Nurses
- > 3 employees achieved academic excellence.

## ACADEMIC EXCELLENCE

### Justine Rae: Nurse Practitioner (Emergency)

Of our 750 Registered Nurses, Warrnambool Base Hospital Associate Unit Manager Justine Rea is the third to be endorsed as a Nurse Practitioner – a Registered Nurse who acquires additional expert knowledge, including the equivalent of fourth-year medical pharmacology and extra clinical competencies, to allow expanded practice.

### Linda Said: Academic Excellence for Post Graduate Studies in Perioperative Nursing

SWH Clinical Nurse Specialist Linda Said was awarded one of Deakin University Australia's highest School of Nursing and Midwifery student awards. The Warrnambool Base Hospital Operating Theatres Nurse was announced dux of the university's Graduate Certificate/Diploma of Nursing (Perioperative) for best all-round academic and clinical performance. Her achievement earned her the prestigious JR Medical Books Prize.

<sup>1</sup> The seats of our Warrnambool Base Hospital ACE Radio Lecture Theatre were filled more than 10,000 times during 2012–13.



At the same awards ceremony last year, Operating Theatres Associate Unit Manager Joel Chadwick received the 2011 Matrix Surgical Award for the highest achiever of 80 students studying the Intra Operative stream of Deakin's Graduate Diploma of Nursing Practice (Perioperative).

Each year South West Healthcare's Education and Training Unit supports a considerable number of staff to further develop by undertaking post graduate studies through paid and unpaid study leave, and by providing clinical facilitators in many specialist areas to assist and guide staff through the clinical aspects of their extra studies.

**Dr Paula Foran: Doctoral Degree**

SWH Perioperative Education Clinical Facilitator Paula Foran received her doctoral degree for her thesis, *The Value of Guided Operating Theatre Experience for Undergraduate Nurses* (see Research).



2 Justine Rea (left) is SWH's latest Nurse Practitioner. She follows in the footsteps of Emergency Nurse Practitioner Kate Sloan (centre) and Wound Management Nurse Practitioner Terry Swanson.  
Photo: The Standard and photographer Steve Hynes.

3 Deakin University Australia dux, SWH Clinical Nurse Specialist Linda Said.  
Photo: The Standard and photographer Damian White.

4 SWH Camperdown Hospital, Merindah Lodge and Lismore Community Health Registered Nurses and Enrolled Nurses use oranges to hone their skills during a debridement workshop presented by SWH Wound Management Nurse Practitioner Terry Swanson. From left: Sarah Wallace, Maureen Bond, Christine Risby, Helen Wilson (hidden), Charles Darwin University on-placement nursing student Cathie Smith, Carolyn Hotker and Wendy Cunnington.



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## KEY INITIATIVES FOR ONGOING PROFESSIONAL DEVELOPMENT INCLUDED:

### Ongoing Midwifery Education

Education programs held at SWH for midwives included Pregnancy Care, Midwifery Emergencies and Foetal Surveillance. Well attended by midwives, these programs ensure safe and competent care for mothers and babies.

### SWITCH

An online learning program to educate staff on recognition and management of aggression in the workplace, this joint undertaking between our Nursing and Mental Health Divisions has seen more than 400 staff enrolled in the module with face-to-face training for key response people.

### Clinical Simulation

Continues to play an important role in the education of nursing students and nursing staff at SWH with 1,876 health professionals (students and staff) educated in clinical deterioration using the Education and Training Clinical Skills Lab this year.

### Enrolled Nursing Education

The Education and Training Unit was successful in gaining funding for 40 Enrolled Nurses across the region to complete their medication modules. This year has seen 10 Enrolled Nurses complete a five-day Principles of Diabetic Nursing through Mayfield Education.

### Nurse Practitioner Program

Justine Rae has been endorsed as our third Nurse Practitioner (see Academic Excellence). Nurse Practitioner Candidate Sue Anderton has commenced her Master of Nurse Practitioner (Emergency) through Flinders University.

### SOLLE (SWARH On Line Learning & Education)

Nurses are required to complete specific modules annually. Initially this program started with seven basic competencies and over the last 12 months has seen a rapid expansion with e-learning programs encompassing clinical deterioration, SWITCH and neonatal resuscitation. Programs focussing on clinical handover, emergency codes, and patient-centred care are under development.

### Clinical Placement Network

Clinical training placements are a mandatory component across all health professions in all health professional education courses. The need to increase the number of training places available in the healthcare system will be aided by improving planning regimes and funding clinical placements for professional entry health courses. The increase in clinical placements across all campuses of SWH has been possible through the hard work of all staff with support from clinical teachers and preceptors.

The Education and Training Unit continues to be involved in initiatives for clinical placements, namely ViCPlace – a database for clinical placement planning and recording students who've undertaken clinical placements at SWH, as well as the Best Practice Clinical Learning Environment currently being implemented. This has allowed for increased numbers of nursing and medical students to undertake quality placements at SWH. We accept students from the following education providers: Deakin University, SW TAFE, RMIT, La Trobe University, Ballarat University, University of South Australia, Monash University, Victoria University and Australian Catholic University.

5 *Our Warrnambool Base Hospital Midwifery Educators lured international experts to their Breech Matters study day in December. Keynote speakers included SWH's Director of Obstetrics Dr Michael Koutsoukis (left) and Midwifery Educator Jen Sheen; International Midwife Association committee member Jane Evans; UK Epidemiologist Ken Johnson; author, activist, Ontario Midwifery Education Program clinical preceptor and Ottawa's Carleton University Women's & Gender Studies Adjunct Professor Betty-Anne Daviss, and University of Frankfurt Professor of Obstetrics & Perinatology and Division Chief of Obstetrics and Fetomaternal Medicine Dr Frank Louwen. Photo: The Standard and photographer Aaron Sawall.*

## MENTAL HEALTH SERVICES

South West Healthcare's Mental Health Services provides specialist clinical services to people experiencing mental health difficulties in Warrnambool, Hamilton, Camperdown, Portland and surrounding regions. There are specialist services for children and adolescents, adults and aged persons, and programs for people with dual diagnosis (mental illness and co-existing substance use) and conditions known as high prevalence disorders such as anxiety and depression.

Our Mental Health Services has a long standing commitment to the provision of high quality, contemporary, evidence-based education for both clinical staff and other local service providers including general practitioners, hospitals, nursing homes, family and emergency services.

### In 2012–13:

- > An average 24.6 hours of training was provided to each employee
- > 143 employees participated in 3,521 hours of training.

## KEY INITIATIVES FOR ONGOING PROFESSIONAL DEVELOPMENT INCLUDED:

### Two Year Learning Pathway

Since its introduction last year, Mental Health Services has continued to refine the learning pathway to meet the needs of staff commencing their mental health career. The pathway has undergone an evaluation and, as a result, minor changes have been made. The inclusion of Mental Health Professional Online Development (MH POD) modules in the pathway has resulted in South West Healthcare being one of the highest MH POD users in Victoria. The implementation of the online learning system SOLLE has led to an increase in the number of staff accessing training at a substantially reduced cost.

### Sleep Disorders & Treatment

A comprehensive one-day workshop presented by Monash University Adjunct Research Fellow Dr Moira Junge in conjunction with the Western Educational and Training Cluster covered a wide range of topics associated with sleep and practical interventions.

### Forensic Mental Health

Forensic Clinical Specialist Program staff, in conjunction with Forensicare, presented this two-day workshop on Risk for Violence Assessment and Management. Representatives from local Victoria Police, Aspire and Community Corrections also participated in the training to improve outcomes for people with mental illness who have been convicted of a criminal offence.

### Perinatal & Infant Mental Health

The number of registrations for this conference was overwhelming and feedback from participants was extremely

positive. Mercy Health's Dr Emma Radford, Associate Professor Campbell Paul and senior clinicians Yvette Mackay and Melissa Hughes conducted a number of sessions for health professionals working with mothers and infants.

### Wise Choices

Spectrum's Debbie Chick conducted staff training to allow us to deliver Wise Choices, a group program for clients presenting with chronic emotional difficulties in the South West Region. The first group, scheduled to commence in July 2013, will run over a 10-week period with Spectrum support.

### SWITCH

This whole systems approach to occupational violence encourages an organisation to work together towards a safer solution. The program, endorsed by the Australian College of Mental Health Nurses, is a combination of online and face-to-face training developed by mental health clinicians. SWITCH is being implemented across South West Healthcare.

### Case Presentations

A schedule of case presentations has been developed to provide an opportunity for students and staff to participate in discussion about contemporary mental health practice. Six cases have been presented to date and the feedback from participants indicates this is an extremely valuable forum to enhance professional knowledge and confidence, and to share knowledge and skills across teams.

### Registrar Supervision Training

All psychiatrists undertook a two-day RANZCP Registrar Supervision training program in preparation for the commencement of Registrars in 2014.

## PRIMARY, COMMUNITY & REGIONAL SERVICES

South West Healthcare's Primary, Community and Regional Services provides the region with a wide range of best-practice services including primary care, health promotion, family planning, community health programs and dental services. Its education and training program is aimed at increasing and enhancing the already exceptional skills and expertise of its 150-strong team.

### In 2012–13:

- > 261 Community Health employees participated in 1,453 hours of training
- > An average 5.5 hours of training was provided to each Community Health employee
- > 7 Community Health staff completed orientation.

## KEY INITIATIVES FOR ONGOING PROFESSIONAL DEVELOPMENT INCLUDED:

### **Current Topics in Hospital Falls Prevention**

Delivered by Monash University, topics included managing delirium and cognitive impairment, initiatives for preventing falls in the confused patient, patient education, and participation and engagement in falls prevention activities. Facilitators included Physiotherapist and Monash University Post-Doctoral Researcher in Falls Prevention and Ageing, Dr Anna Barker, and Geriatrician Professor Jonathan Treman from the UK's Queen Elizabeth Hospital in Birmingham.

### **Paediatric Feeding – Dysphagia**

Clinicians heard about the latest literature in paediatric feeding and dysphagia. Facilitators included the Brisbane Royal Children's Hospital's Dr Pamela Dodrill and US Paediatric Speech Pathologist Dr Memorie Gosa, the Speech Pathology Services Manager at the LeBonheur Children's Hospital in Memphis.

### **Psychodynamic Principles for General Practitioners**

This two-day workshop, presented by Psychodynamic Psychotherapist Dr James Antoniadis, was designed to impart a detailed understanding of psychodynamic principles and their application in the treatment of common problems via focused psychological therapies such as cognitive behaviour therapy and interpersonal therapy. Knowledge of these principles assists GPs to increase their understanding of what patients are experiencing and how they can be helped. Topics included transference, counter transference, addiction and depression.

### **iPads are Absolutely Amazing**

Learning objectives of this conference included understanding how touch technologies can be used to overcome learning challenges, ability to identify and classify different types of apps, and understanding of the peripheral technologies and iPad settings suitable for people with communication and/or visual difficulties. Every Chance to Learn Director, Dr Kristy Goodwin, presented this Speech Pathology Australia Victoria-supported education.

### **The Impact of Trauma on Children**

This conference, provided by Legal Aid Victoria, Oz Child and the Barwon South West Children's Resource Program, included priority areas of Fighting for Your Family, Family Law Pathway and Equine Assisted Therapy. Sessions were provided by Robyn Miller from the Department of Human Services and Wendy Bunston from Latrobe University.

### **The Shark Cage: Addressing Vulnerability & Re-Victimisation in Women who are Victims of Abuse & Domestic Violence**

This forum was conducted by Melbourne Psychologist Ursula Benstead. Topics included learning how to help women tune into feelings and body sensations, increasing their awareness and ability to manage dissociative responses, assertiveness training, boundary setting and defending.

### **Urology Workshop**

Urological Surgeon Mr Richard Grills and Urologist Mr Greg Neerhut were among the speakers who provided education on urinary sphincters, bladder cancers and treating urethral complications at this St John of God event in Geelong.

### **Where Should I Stick My Adhesive Bridge?**

This seminar was provided by the Australian Dental Association Victoria.

### **Dermatology in General Practice 2013**

This Royal Australian College of General Practitioners conference provided GPs with skills to increase their confidence in diagnosing and treating a range of common skin problems frequently seen in general practice. Presenters included Dermatologist Dr Matheen Mohammed, University of Sydney Associate Professor Morton Rawlin and Dermatologist Associate Professor Douglas Gin.

### **Gastro IG Roadshow: Intestine & Pancreas**

This workshop was provided to update our dietitians' knowledge of intestinal failure and pancreatic enzyme replacement therapy. Speakers included the Sydney Royal Alfred Hospital's Deputy Manager/Gastro Dietitian Sharon Carey and Critical Care Dietitian Suzie Ferrie, and NSW Liverpool Hospital GIS Surgical Dietitian Ruth Vo.

### **Food Allergy & Hospital Food Service**

This conference on food allergy and intolerance, and implications for hospital food service systems was presented by the Cabrini Dietetic Service. Speakers included Director of the Allergy, Immunology and Respiratory Medicine Department at the Alfred Hospital and Monash University, Professor Robyn O'Hehir; Royal Prince Alfred Hospital Allergy Unit Dietitian Anne Swain; Royal Children's Hospital Dietitian Vicki McWilliams; Concord Hospital Nutrition and Dietetics Manager Suzanne Kennewell, and Cabrini Food Service Dietitian Rebekah Scholes.

### **Diabetic Foot**

Held in Sydney, this two-day conference was provided by Liverpool Hospital. Topics included Managing Diabetic Foot Complications in the Ambulatory Care Setting: What's changed? NSW University Professor Hugh Dickson and QLD University of Technology Senior Research Fellow Peter Lazzarini presented.



## VOLUNTEER SERVICES

South West Healthcare's Volunteer Services oversees the training and upskilling of our registered volunteers as individual needs arise. This includes emergency response and fire drill training. Our peer leader volunteers also undergo regular training specific to their program as do our palliative care volunteers. Our Warrnambool volunteers also participate in a bi-annual performance review.


### In 2012–13:

- > 66 registered volunteers participated in 66 hours of training
- > 30 registered palliative care volunteers each participated in 12 hours of training
- > 44 volunteers each participated in OH&S training
- > 13 new palliative care volunteers undertook 351 hours of training via a nine-week course.

### GENERAL TRAINING INCLUDED:

- > **OH&S** by SWH Safety & Security Manager Trevor Roberts
- > **Infection Control** by SWH Staff Safety & NO Lift Coordinator Nick van Zelst.

### PALLIATIVE CARE-SPECIFIC TRAINING INCLUDED:

- > **Hot Potatoes: Subjects Too Hot to Handle** by SWH Palliative Care Director Dr Eric Fairbank AM
  - > **Tips for Safer Driving** by Marita Barling's Driving School
  - > **Massage Update Training** by SWH Chief Occupational Therapist Josephine Gibbs-Dwyer.
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## Research

*South West Healthcare recognises the vital role research plays in progressing healthcare. Research is actively encouraged and supported.*

### THE AEW MATTHEWS MEMORIAL TRAVELLING SCHOLARSHIP

Our annual AEW Matthews Memorial Travelling Scholarship is the most prestigious award a SWH employee can receive. Established by the Board of Directors in 1991 in recognition of long-serving CEO, the late Allan Matthews, it allows the recipient to pursue professional development overseas. Knowledge brought home via exposure to international best practice can then be implemented throughout our campuses, while knowledge we impart there showcases our home-grown expertise. This initiative is generously funded by the A.L. Lane Foundation.

The 2012 AEW Matthews Memorial Travelling Scholarship was awarded to Perioperative Education Clinical Facilitator Dr Paula Foran who will attend the 2013 International Conference for Perianaesthesia Nurses in Dublin, Ireland in September to present a paper on the findings of her PhD, *The Value of Guided Operating Theatre Experience for Undergraduate Nurses*. She will also visit several operating suites in Ireland, Scotland and England to observe their education strategies for perioperative education.

<sup>1</sup> SWH Perioperative Education Clinical Facilitator Dr Paula Foran is the recipient of our 2012 AEW Matthews Memorial Travelling Scholarship.

## RESEARCH CARRIED OUT IN 2012–13

### **The Value of Guided Operating Theatre Experience for Undergraduate Nurses**

The doctoral research thesis of SWH Perioperative Education Clinical Facilitator Paula Foran was submitted in December (see Published Research). The findings on the educational benefits of witnessing and participating in surgery, and its ability to then provide information useful to caring for patients before and after their operations reveal undergraduate nurses who participate in a guided learning experience in the operating suite achieve a 77 percent pass rate when tested on areas of pre and post-operative nursing care. This compares to a 56 percent pass rate for those who have not participated in this guided learning experience.

SWH recognises there is great advantage in nurses being involved in guided operating theatre experience. Our Education & Training Unit's Graduate Nurse Program offers a three-month theatre rotation and its Surgical Transition Program offers six months in our operating theatres and six months in our Surgical Unit.

### **The Un-Muddle Project: Understanding and Managing Dementia and Delirium in the Elderly**

A research initiative being conducted across our Warrnambool campus, the principle investigators are SWH Consultant Psychiatrist for the Aged Persons Mental Health Team Dr Conor O'Lunaigh and SWH Aged Behaviour Cognition (ABC) Nurse Maggie How-Ely. The research aims to explore the impact of the assistance of an ABC Nurse to manage the professional care of behaviourally disturbed and cognitively impaired elderly patients in the acute setting, and how other nurses may also be supported in caring for these patients. The project is currently in the first data collection phase where nurses are providing feedback on the delivery of care to cognitively impaired patients and the level of professional caregiver burden that they experience. The next phase will include individual education and training of nursing staff. Other outcome measures include length of stay, use of one-on-one nurse specials and financial burden. The project will run for 18 months with three data collection points. This project is supported with research advice from the Greater Green Triangle University Department of Rural Health.

### **Clinical Trials for South West Victorian Cancer Patients**

Commenced in 2009 when Medical Oncologist Dr Terri Hayes established Warrnambool's first Clinical Trials Unit allowing SWH and St John of God cancer patients access to treatments not freely available through the PBS health system. Since then, eight research trials have been activated and 144 patients have benefitted from participating. These benefits include access to groundbreaking molecular testing shown to greatly influence treatment decisions and outcomes; access to new drugs shown to have some benefit in treating cancer, or of preventing side

effects associated with cancer treatments; the opportunity to trial final-treatment options when all available treatment options have been exhausted, and the opportunity to contribute to knowledge of cancer treatments and prevention of side effects which could benefit future generations. Highlights to date include the successful establishment of the first Clinical Trial Unit to service South West Victoria; the offering of eight trials to cancer patients; recruiting the first Australian patient to one international vaccine trial and having the highest number of patients in Australia on a second international trial; and contributing to Quality Assurance for Pharmacovigilance. The Warrnambool Trial Unit is now working to attract several new drug trials specific to the immediate needs of our local community (bowel/colon cancer, lung cancer and haematology ie leukaemia, myeloma etc) with the assistance of two fully-trained (0.4 EFTs) Trial Coordinators.

### **The Performance and Effectiveness of Low Frequency Ultrasound Debridement (LFUD)**

Has led to WA and NSW adopting the LFUD protocol developed by SWH Wound Management Nurse Practitioner Terry Swanson and SWH Podiatrist Erin O'Brien. The 27-month research project concluded in June this year. Proven to be a sustainable and effective treatment option, LFUD will continue to be available for clients in our Warrnambool Base Hospital Outpatient Wound Clinic. The research findings, *Ultrasonic Assisted Wound Debridement: An Australian Experience*, were co-presented by Terry at the 2013 International European Wound Management Association Conference in Copenhagen, Denmark.

### **Clinical Leadership in Quality and Safety (CLiQS)**

Aims to equip people who have a clinical background with the leadership skills and knowledge to successfully lead, and participate in, improving the safety and quality of consumer care. A joint initiative of the Victorian Quality Council, the Australasian College of Health Service Management (ACHSM), La Trobe University, Qualityworks and the Australian Centre for Leadership Development, SWH Access and Information Team Leader Elisia Nichol is a participant. Her project, the equivalent of two Masters subjects, aims to successfully develop and pilot the implementation of a Paediatric Initial Needs Identification (INI) form to be used as part of the intake process of Warrnambool Community Health's Access & Information Service. During a one-month trial of the INI form, the 10 percent who identified concerns were given the opportunity to discuss them with Elisia on the day of their appointment or via a follow-up phone call within 24 hours. As a result, 50 percent of these clients were then referred to other SWH services. Elisia presented the preliminary Paediatric INI results of her project to the Department of Health's Clinical Leadership in Quality and Safety Program in Melbourne in July 2012. She's now developing a Paediatric and Youth (0–18 years) Community Programs Comprehensive Assessment.

A draft version is about to be trialled with clients who have identified areas of concern regarding their (or their child's) health and development when attending their initial assessment at WCH. It's hoped all children aged 0–6 (and their parents) accessing services at WCH will be given the opportunity to meet with the Access and Information Team Leader to ensure they're linked in with the most appropriate services to meet their needs. This client group has been identified as a population that often requires services beyond the one they are initially referred to.

### **Medication Charts re VTE (Blood Clots) Audit**

Has involved SWH providing baseline data to assist with the implementation of NIMC VTE prophylaxis. Studies show that pharmacological prophylaxis (ie low dose heparin to all patients aged 40–45+) for patients undergoing most types of surgery results in a reduction in the frequency of fatal pulmonary embolisms. Yet, despite the frequency with which VTE occurs in hospitalised patients and the well-established efficacy and safety of preventative measures, prophylaxis is often underused or used sub-optimally. In Australia each year over 30,000 people are hospitalised with Venous Thromboembolism (VTE), 16,000 with Deep Vein Thromboembolism (DVT or blood clots in the leg) and 14,000 with Pulmonary Embolism (PE/clots that travel to the brain or heart). SWH will use the charts when they become available.

### **Australian Stroke Clinical Registry (AusCR)**

SWH Stroke Liaison and Clinical Nurse Consultant Patrick Groot is engaged in this nationwide stroke and TIA data collection and analysis initiative. Our Warrnambool Base Hospital is one of 36 sites involved. The registry aims to gather data on current practices in stroke care and to improve care and treatment for stroke patients in hospital, improve recovery after stroke and reduce the risk of recurrence.

### **The Victorian Dysphagia Screening**

SWH Speech Pathologist Jenna Hogarth, as part of our interdisciplinary Stroke Team, is instrumental in delivering a new statewide initiative for stroke patients. Inconsistencies in the approach to detecting swallowing deficits post-stroke led to a sub-committee of the Victorian Stroke Clinical Network developing a working group to successfully identify and remodel a standardised dysphagia screening tool for use in all Victorian public hospitals. Jenna has implemented this screening process (ASSIST) and trained SWH staff to use it. Subsequent analysis of outcomes has seen SWH and nine other sites contribute to the development of a complete training package, incorporating the screening tool and its training and certification module, which the Department of Health officially launched in January. This has led to the commencement of more comprehensive training and more accurate outcome data being collated across SWH, particularly in our Emergency Department and Acute, Intensive Care and Stroke Units. So far, informal analysis has indicated

increased compliance with screening being conducted prior to oral intake. This has resulted in reduced Nil By Mouth Status times and reduced the risk of aspiration-related complications.

### **Chronic Stroke Toolkit Pilot**

Auspiced by Melbourne's St Vincent's Hospital, this is another research initiative funded by the above-mentioned Victorian Stroke Clinical Network. SWH is one of 10 health services trialling a comprehensive assessment tool for stroke survivors and their carers. It's been recognised that many stroke survivors could benefit from a comprehensive assessment approximately six months after leaving hospital which could see them referred to additional services or therapy that may enhance their ongoing recovery. SWH has recruited the required 10 participants and is now in the implementation phase of installing this formal stroke follow-up process.

### **T3 Trial: Triage, Treatment & Transfer of Emergency Department Stroke Patients**

Builds upon the findings of the Nursing Research Institute's and Australian Catholic University's previous Quality in Acute Stroke Care Trial. Our Warrnambool Base Hospital Emergency Department has joined forces with other Victorian, Queensland and New South Wales hospitals to implement and evaluate a multidisciplinary organisational intervention to improve triage, treatment and transfer of Emergency Department (ED) stroke patients to Stroke Units. SWH staff involved in this research include ED Director Dr Franco Schreve, Stroke Liaison and Clinical Nurse Consultant Patrick Groot and members of our interdisciplinary Stroke Team.

### **Assessing the Self Efficacy of Nurses Undertaking Clinical Supervision of Undergraduate Students**

Our SWH Education & Training Unit is a key participant of this Barwon South West Clinical Placement Network (BSW CPN) initiative. Aimed at evaluating clinical education and supervision capabilities, and identifying learning needs of clinicians across allied health, nursing and medicine in our region, the project includes clinicians who facilitate student learning in the workplace and assess their achievement of capability or competency against national standards. The second stage is completed and evaluation underway to provide further education and support to clinical supervisors.

### **Impact of Neuropsychological Assessment in a Mental Health Setting**

A survey-based study instigated by principal researcher SWH Mental Health Services' Clinical Neuropsychologist Dr Sarah McLean and associate researcher Senior Psychologist Jan Austin. The study is designed to evaluate the perception of the consumer, carer/family/guardian and referring clinician regarding different aspects of neuropsychological assessment.

Currently in the final data-collection phase, it's hoped the findings will assist in improving services. The inclusion of a component which follows whether recommendations from the assessment have been implemented will assist in identifying service gaps and barriers faced by individuals when acting on recommendations (eg availability of relevant services).

### **The Point of Care Troponin (POCT) Project**

This project aims to improve outcomes for cardiac patients via faster results, faster treatment and better patient flow. SWH Centre for Rural Emergency Medicine Director/Associate Professor Tim Baker is heading up this multi-hospital research team that includes SWH Cardiac Clinical Facilitator Margaret Bull. A six-month pilot study/evaluation, trialling POCT testing in our Warrnambool Base Hospital Emergency Department and at six other emergency departments/urgent care centres (at our Camperdown Hospital and at Heywood, Portland, Port Fairy, Terang and Timboon), has led to six recommendations aimed at introducing an Acute Coronary Syndrome (ACS) Pathway for the region and evaluating its impact by improving access to evidence-based acute and follow-up cardiac care. The Department of Health continues to fund the Cardiac Advice Line in conjunction with the ACS Pathway, and our Warrnambool Base Hospital Emergency Department has taken on permanent POCT testing which has improved ACS patient flow and outcomes. Go to <http://health.vic.gov.au/clinicalnetworks/cardiac/activities.htm> for our POCT results and ACS Pathway. Meantime Associate Professor Baker has been appointed to the working party for the Australian Commission on Safety and Quality in Health Care for the development of ACS key performance indicators. For more go to <http://www.safetyandquality.gov.au/our-work/clinical-care-standards-2/>

## **RESEARCH PUBLISHED IN 2012-13**

### ***The Value of Guided Operating Theatre Experience for Undergraduate Nurses***

This is the published thesis of SWH Perioperative Education Clinical Facilitator Dr Paula Foran. Not all undergraduate nurses visit the operating theatre. Does this impact on care provided pre and post-operatively? Knowledge testing revealed a 76 percent pass rate for guided compared to 56 percent for non-guided learners at graduation and a 100 percent pass rate for guided compared to 53 percent of non-guided after their Graduate Nurse Year. This research informs us that undergraduate nurses achieve greater learning about surgical ward nursing knowledge via guided operating suite experience as opposed to surgical ward nursing experience alone.

Participants exposed to guided operating room experience proved they can provide a safer, higher standard of nursing care.

For this reason, a key recommendation of this research is that all undergraduate nurses have guided operating room nursing experience as part of their undergraduate nursing degree.

A printed copy of this thesis is available through Deakin University Library.

### ***Extending the TIME concept: What we have learned in the past 10 years?***

Co-authored by SWH Wound Management Nurse Practitioner and Chair of the International Wound Infection Institute, Terry Swanson, this 2012 International Wound Journal article is an update on the TIME paradigm for management of chronic wounds. The TIME acronym is intended as a practical guide to wound management – relating the clinical observations and interventions associated with wound bed preparation in the four areas of Tissue – Non-Viable or Deficient; Infection/Inflammation; Moisture Imbalance; Edge of Wound – Non-Advancing or Undermined.

In the past ten years there have been several important developments in wound management, notably in the fields of research and in the development, introduction and use of new wound management therapies. In particular, three new developments stand out. Firstly, our understanding of the presence of biofilm in chronic wounds has increased exponentially. Although still the source of much debate and discussion, biofilms are now known to have a significant impact in chronic wounds, and the management and eradication of biofilms is an integral part of wound healing. Secondly, the increasing use of Negative Pressure Wound Therapy (NPWT), which impacts on each of the four areas covered by the TIME acronym. Thirdly, a number of new topical treatments have been developed and introduced over the past decade which have increased our understanding of wound healing.

*Leaper DJ, Schultz G, Carville K, Fletcher J, Swanson T, Drake R. Extending the TIME concept: what we have learned in the past 10 years? Int Wound J 2012; 9 (Suppl.2): 1-19.*



# Volunteers

All 333 of our registered volunteers generously donated their time, energy and expertise to assist 40 programs at eight South West Healthcare sites in 2012–13.

## WHERE OUR VOLUNTEERS HELP

SWH CAMPUS/SITE	2012–13	2011–12	2010–11	2009–10	2008–09
Warrnambool Base Hospital	109	111	104	112	112
Camperdown Hospital	118	106	84	100	82
Warrnambool Community Health	11	2	2	4	4
Manifold Place (Camperdown Community Health)	6	6	6	5	5
Lismore Community Health	15	15	22	18	20
Macarthur Community Health	30	33	33	38	33
Merindah Lodge	27	30	20	17	17
David Newman Adult Day Centre	17	17	19	19	16
<b>TOTAL</b>	<b>333</b>	<b>320</b>	<b>290</b>	<b>313</b>	<b>288</b>

<sup>1</sup> Supported by SWH Lismore Community Health, Lismore & Surrounding District Men's Shed Incorporated has this year completed some wonderful voluntary projects for us, including rebuilding a number of benches for our Lismore campus. Members have also made signs for the Lismore Garden Club and Lone Pine War Memorial, hatching boxes for the local primary school and nesting boxes for Wildlife Australia.  
Photo: WD News/Camperdown Chronicle.

<sup>2</sup> Judged to be amongst Victoria's most outstanding volunteers in 2013, SWH's George Arnot (left), Sue Hoggan (representing our entire Warrnambool campus National Diabetes Supply Scheme team) and Alan Fleming were singled out at the Minister of Health Volunteer Awards. Merindah Lodge Unit Manager Carmel Leithhead (left) and Director of Nursing Julianne Clift (right) also attended the Melbourne awards ceremony.

- > At our Warrnambool Base Hospital 66 volunteers participate in 24 onsite programs, including helping out in our Supply Department, Library, Pharmacy, Ostomy and Hospital to Home Discharge Service. Another 43 volunteers participate in eight palliative care-specific programs.
- > Meals on Wheels is the domain of dozens of volunteers at Lismore Community Health and our Camperdown Hospital. This ensures a nutritionally balanced meal is delivered to the doorsteps of clients (and often, their carers) who are frail-aged and/or living with a disability. Many are rurally and/or socially isolated.
- > Volunteer assistance at Merindah Lodge, our Camperdown aged care facility, sees 16 volunteers and 11 FROM Committee members (Friends & Relatives of Merindah Lodge) visiting residents, bus driving, and helping with indoor bowls and outdoor gardening while David Newman Adult Day Centre volunteer activities include delivering meals to clients, running a community singing initiative and assisting with the centre's Memory Enhancement Program.
- > At Manifold Place, our Camperdown Community Health centre, six trained National Diabetes Supply Scheme volunteers provide test strips, needles, syringes and lancets for clients with diabetes type 1 and 2.
- > At Macarthur Community Health volunteers assist with bus driving, transport to medical appointments, Planned Activity Group assistance, gardening, Telecare, and Broadband for Seniors.

## THE EDUCATION AND TRAINING OF OUR VOLUNTEERS

SWH Coordinator of Volunteers Marita Thornton oversees the training and upskilling of our 109 Warrnambool Base Hospital registered volunteers as individual needs arise. At Macarthur Community Health, SWH Planned Activity Group Coordinator Pat Purcell oversees the training of volunteers, including dementia awareness training, and bus and defensive driver training.

## OUR OTHER VOLUNTEERS

Additional to the 333 volunteers accounted for above, there are hundreds more who donate their time, energy and expertise to help South West Healthcare grow. They include our Board of Directors, community members on our Multidisciplinary Ethics Committee and Community Advisory Committee (see Principal Committees) and those who fundraise for us, including members of our six auxiliaries and off-duty SWH employees (see Donors).



## VOLUNTEER AWARDS

### Shortlisted for the 2013 Minister of Health Volunteer Awards:

- > **Individual category:** Merindah Lodge volunteers George Arnott and Alan Fleming for their outstanding contribution to the development of Merindah's gardens.
- > **Individual category:** Julie Ryan for more than five years voluntary hairdressing in our Warrnambool Base Hospital Palliative Care Unit.
- > **Team category:** Our Warrnambool Community Health National Diabetes Supply Scheme team for providing this onsite service for more than 20 years.

### SWH Service Awards were presented to 18 volunteers at our 2012 Camperdown & Lismore Open Forum:

- > Camperdown & District Hospital Auxiliary's Tony Duplex (30 years); Glenda McIlveen (20); Rob Leadbetter and Vanessa Wilson-Brown (10) and Matthew Clark, Louise Ebbelaar, Harold Hanlon and Sarah Pollard (5) .
- > Meals on Wheels' Ian Currell (25), the CWA Evening Branch and St Paul's Mothers' Union (20); Shirley Rantall (15); Malcolm Arnold (10) and Ron Absalom and Jan Ellis (5).
- > Merindah Lodge/David Newman Adult Day Centre volunteer bus driver Barry Coverdale (10).
- > The Trolley Ladies Auxiliary's Yvonne Wright (10) and Dianne McMillen (5).



# Occupational Health, Safety and Wellbeing

*South West Healthcare is committed to focusing on staff health, wellbeing, safety and security.*

*Our Staff Health & Wellbeing Manager is primarily responsible for the ongoing development and maintenance of staff health, wellbeing, return-to-work and safety programs. This includes incident/accident prevention, injury and compensation claims management, rehabilitation, and employee assistance programs.*

*Our Safety & Security Manager is primarily responsible for providing guidance and assistance to managers and staff in relation to safety, security and risk management. This includes provision of policies, safe work procedures and information, security of both staff and assets, staff training to meet compliance with the OH&S Act (2004) and other relevant legislation and codes of practice.*

<sup>1</sup> An external emergency caused by a fire at the Warrnambool Telephone Exchange saw our Critical Incident Management Team meet two-hourly to coordinate alternative communication processes with the outside world. Photo: The Standard and photographer Damian White.



## SIGNIFICANT OUTCOMES AND ACHIEVEMENTS WERE RECORDED IN 2012–13:

- > Commissioned New Emergency Response Summary booklets for the Warrnambool campus to coincide with a new internal emergency telephone number
- > Aligned our internal Code Call for violence (from Code White to Code Grey) as most other Victorian Health Care organisations operate under to ensure consistency of approach
- > Conducted an EMERGO Code Brown simulation exercise to test the organisational response to an external emergency. Learnings from this are now being applied to our policies
- > Activated a Code Brown (external emergency) following the Warrnambool Telephone Exchange outage in November 2012. The SWH response was well coordinated and SWH significantly assisted a number of other services during this two-week period, including surrounding hospitals and health services, Ambulance Victoria, on call doctors and Victoria Police with communication processes
- > Updated Fire Plans for the Warrnambool Base and Camperdown Hospitals to ensure accuracy of smoke detector locations and fire zones
- > Purchased new patient slide sheets for hospital use to reduce manual handling risks for staff and comfort for patients
- > Provided additional storage space to house medical records to reduce manual handling and tripping risks
- > Installed disabled ramp access and guard rails to improve access from the Warrnambool Base Hospital lower ground car park to the lift foyer
- > Commenced trial utilising radio frequency tracking tags on theatre gowns to track the number of times gowns are laundered. The aim of the trial is to ensure an accurate number of washes of theatre gowns so they can be replaced prior to losing their effectiveness in being a barrier to moisture (limited life span)
- > Installed three new and three upgraded CCTV cameras and a new monitor screen in the Warrnambool Emergency Department
- > Safety & Security Manager invited to present SWH examples of Best Practice for a Rural Hospital in the Prevention and Management of Violence and Aggression at a Department of Health conference in Melbourne
- > Commenced a new online training program for the Prevention and Management of Violence and Aggression in the workplace to enable more staff to participate in this education
- > Reviewed and updated food cart procedures at the Warrnambool Base Hospital to reduce risk of injury to staff
- > Completed the installation of overhead ceiling hoists in every bedroom of Merindah Lodge to provide safer lifting equipment for residents and staff
- > 44 departments conducted monthly OH&S inspections with 100 percent compliance
- > Further decreased hours lost to staff injuries
- > Completed hearing tests on all Linen Service and Facilities Department staff
- > Continued to provide extensive Employee Assistance Program (EAP) and support services for staff, as required
- > Rolled out Intern training covering areas including bullying and harassment, code of conduct, defusing and debriefing service, and confidentiality
- > Introduced many other OH&S improvements including installation of barriers and line marking to reduce risk of falls and trips, updated evacuation procedures and associated training for the new Warrnambool Community Health facility, installation of electronic door-swipe technology to enhance security and installation of dome mirrors in corridor intersections.

## STAFF GENDER AND EMPLOYMENT STATUS

	JUNE 2013	JUNE 2012	JUNE 2011	JUNE 2010	JUNE 2009
<b>FEMALE</b>					
Full Time	250	248	249	223	222
Part Time	661	656	628	611	590
Casual	100	107	107	108	92
<b>(Sub Total)</b>	<b>1,011</b>	<b>1,011</b>	<b>984</b>	<b>942</b>	<b>904</b>
<b>MALE</b>					
Full Time	177	169	164	158	167
Part Time	52	53	49	47	41
Casual	13	14	17	12	16
<b>(Sub Total)</b>	<b>242</b>	<b>236</b>	<b>230</b>	<b>217</b>	<b>224</b>
<b>TOTAL</b>	<b>1,253</b>	<b>1,247</b>	<b>1,214</b>	<b>1,159</b>	<b>1,128</b>



2



3

## STAFF NUMBERS (FULL TIME EQUIVALENT/FTE)

FULL TIME EQUIVALENT	JUNE 2013	JUNE 2012	JUNE 2011	JUNE 2010	JUNE 2009
Admin./Clerical	126.24	127.86	121.11	116.69	117.30
Ancillary Support	105.31	108.93	101.67	93.49	99.81
Hotel/Allied Serv.	153.42	143.59	132.24	126.58	126.00
Medical	51.06	41.82	36.29	35.09	32.36
Medical Support	46.47	46.62	42.75	41.86	40.35
Nursing	438.42	440.16	440.04	425.15	413.53
<b>TOTAL</b>	<b>920.92</b>	<b>908.98</b>	<b>874.10</b>	<b>838.86</b>	<b>829.35</b>



4

South West Healthcare is committed to the principles of merit and equity in the workplace in respect to employment, promotion and opportunity.

2 SWH Food Services staff, Assistants Helen Gleeson (front) and Maria Chadderton, have participated in our new training program for the safe use of food carts.

3 SWH Safety & Security Manager Trevor Roberts (left) shows Environmental Services Assistant Philip Prider our new online training program for the prevention and management of violence and aggression in the workplace.

4 Our first-ever EMERGO simulation exercise (a truck/train crash injuring 70 people) involved dozens of medical staff including SWH Emergency Nurse Practitioner Kate Sloan (left), Barwon Health Emergency Physician Dr Nicole Reid, SWH Intensive Care Unit Associate Unit Manager Shaun Vesey and SWH Centre for Rural Emergency Medicine Director Dr Tim Baker. The simulation also played a regional education role with staff from Portland District Health, Colac Area Health and Barwon Health observing.  
Photo: The Standard and photographer Aaron Sawall.

## WORKCOVER: HOURS LOST AND CLAIMS

### HOURS LOST TO INJURY OR ILLNESS

SWH CAMPUS/SITE	2012-13	2011-12	2010-11	2009-10	2008-09
<b>WARRNAMBOOL CAMPUS</b>					
Acute Services					
Nursing	1,485	1,379	3,064	2,775.5	2,478
Support Services/Administration	5,671	5,166	5,600	5,148	3,619
Medical/Allied Health	12	1,641	2,399	3,300	2,705
Psychiatric Services	82	134	396	276	1,891
LINEN SERVICE	96	69.5	0	0	0
<b>CAMPERDOWN CAMPUS</b>					
Nursing	208	376	307	0	0
Support Services/Administration	0	39	0	0	0
Medical/Allied Health	0	0	0	0	0
<b>LISMORE CAMPUS</b>	0	0	0	0	168
<b>MACARTHUR CAMPUS</b>	0	0	0	0	0
<b>TOTAL</b>	<b>7,554</b>	<b>8,804.5</b>	<b>11,766</b>	<b>11,499.5</b>	<b>10,861</b>

### NUMBER OF NEW 'STANDARD' CLAIMS

SWH CAMPUS/SITE	2012-13	2011-12	2010-11	2009-10	2008-09
<b>WARRNAMBOOL CAMPUS</b>					
Acute Services					
Nursing	4	4	8	5	8
Support Services/Administration	7	4	1	2	3
Medical/Allied Health	1	1	2	1	0
Psychiatric Services		0	2	1	0
LINEN SERVICE	1	1	0	0	0
<b>CAMPERDOWN CAMPUS</b>					
Nursing	0	3	1	0	0
Support Services/Administration	0	0	0	0	0
Medical/Allied Health		0	0	0	0
<b>LISMORE CAMPUS</b>	0	0	0	0	1
<b>MACARTHUR CAMPUS</b>	0	0	0	0	0
<b>TOTAL</b>	<b>13</b>	<b>13</b>	<b>14</b>	<b>9</b>	<b>12</b>

# Corporate and Clinical Governance

## BOARD OF DIRECTORS

The board consists of nine directors responsible for overseeing the governance of the organisation and ensuring all services provided comply with the requirements of the *Health Services Act 1988* and South West Healthcare's objectives.

Appointed by the Governor-In-Council following nominations received by South West Healthcare, each director serves a three-year term and may be eligible for renomination when that term ends.

In 2012–13 the Board of Directors met 11 times.



### CHAIRMAN

#### CHRIS LOGAN

Community Relations Advisor – Origin  
*Grad Cert Business Admin, MBA*

**Appointed** November 2004

**Member** Board Executive (Chair); Governance & Remuneration (Chair); Medical Appointments (Chair); Financial Performance, Audit & Risk; Quality Care Committees

**Attendance** 11 of 11 (100%) board meetings



### DEPUTY CHAIRMAN

#### JOHN MAHER

Retired (Senior Executive – Australia Post)

**Appointed** November 2006

**Member** Board Executive; Quality Care (Chair); Financial Performance, Audit & Risk; Governance & Remuneration; Medical Appointments Committees

**Attendance** 11 of 11 (100%) board meetings



### DEPUTY VICE CHAIRMAN (FROM MARCH)

#### MARY ALEXANDER

Chief of Staff/Journalist – The Standard; Partner – Dairy Farming Business

**Appointed** November 2004

**Member** Board Executive (from March); Multidisciplinary Ethics Committee (Chair); Governance & Remuneration (from March) Committees

**Attendance** 9 of 11 (82%) board meetings



### DEPUTY VICE CHAIRMAN

#### FELICITY MELICAN

Partner – Sinclair Wilson  
*CA, Bach Business (Accg), Grad Dip Ed (Secondary)*

**Appointed** November 2002      **Resigned** February 2013

**Member** Board Executive; Financial Performance, Audit & Risk; Governance & Remuneration; Quality Care Committees

**Attendance** 5 of 6 (83%) board meetings



**CHAIRMAN – FINANCE COMMITTEE**

**STEVE CALLAGHAN**

Dealer Principal – Callaghan Motors

*Bach Business (Accg)*

**Appointed** November 2005

**Member** Board Executive; Financial Performance, Audit & Risk (Chair);  
Governance & Remuneration Committees

**Attendance** 7 of 11 (64%) board meetings



**TERRY BRAIN**

Retired (Information Technology)

*Bach Science, Dip Ed*

**Appointed** November 2011

**Member** Quality Care; Medical Appointments Committees

**Attendance** 11 of 11 (100%) board meetings



**ANDREW McNEIL**

Managing Director – Yarmouth Group

*BA, Master International Business, Grad Dip Applied Finance & Investment,  
Grad Dip Applied Corp Governance, SF Fin, GAICD*

**Appointed** July 2010

**Member** Financial Performance, Audit & Risk; Quality Care Committees

**Attendance** 8 of 11 (73%) board meetings



**SHARON MULDOON**

Consultant – Disability Services, Vision Australia

*BA (Soc Sci), Cert Soc Geront, ACM*

**Appointed** October 2000

**Member** Board Executive; Financial Performance, Audit & Risk;  
Governance & Remuneration; Multidisciplinary Ethics Committees

**Attendance** 9 of 11 (82%) board meetings



**RUSSELL WORLAND**

Consultant – Watertight Pty Ltd

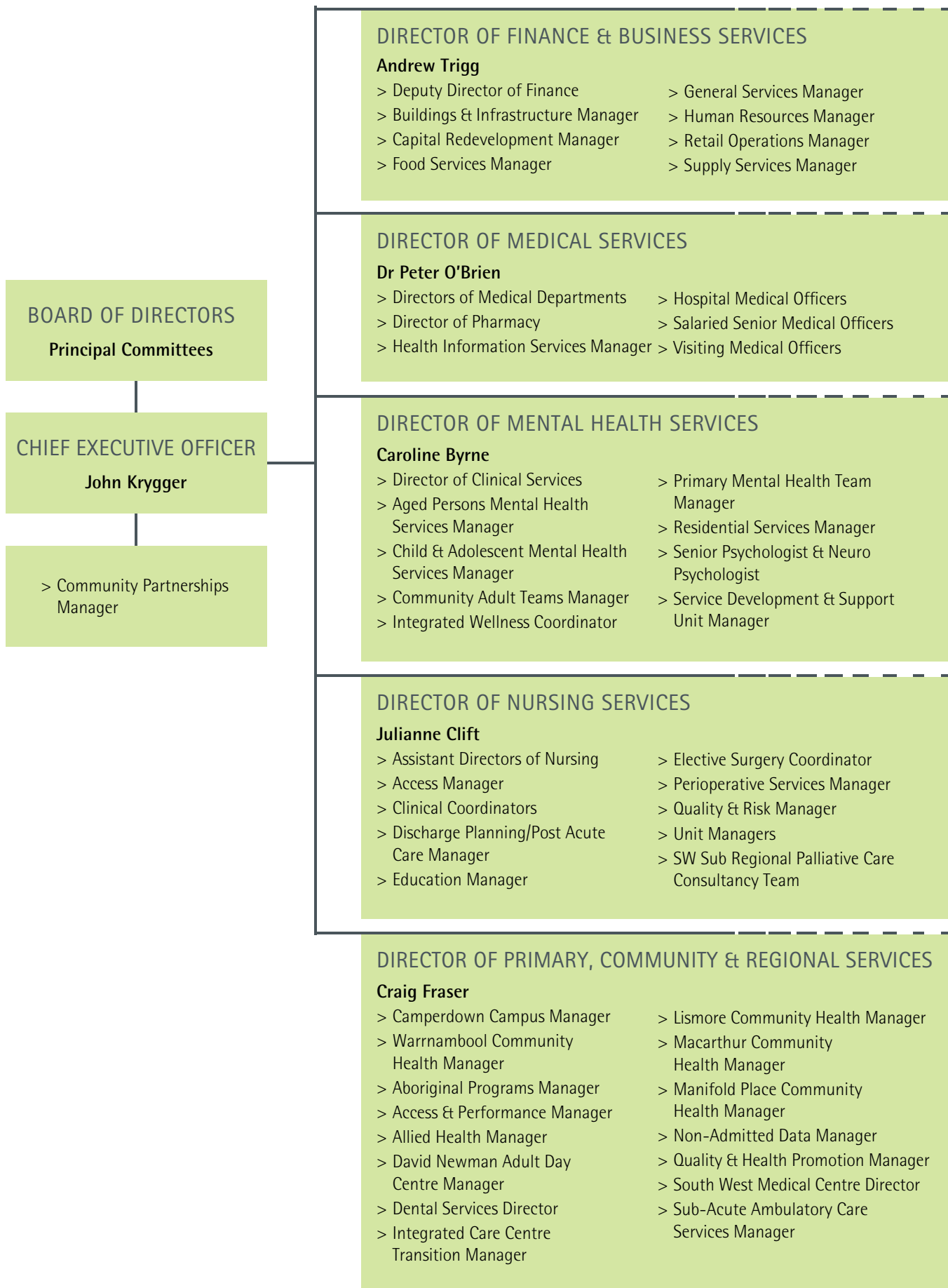
*Dip Public Admin (Local Government), CM*

**Appointed** July 2008

**Member** Quality Care Committee

**Attendance** 10 of 11 (91%) board meetings

# Organisational Structure



# Executive Team



JOHN KRYGGER



JULIANNE CLIFT



DR PETER O'BRIEN



CAROLINE BYRNE



ANDREW TRIGG



CRAIG FRASER

## JOHN KRYGGER

### Chief Executive Officer

*BHA (UNSW), MBA (Monash), GAICD, AFACHSM CHE, AIM*

John has more than 30 years experience in the Victorian public health sector having worked in both regional and metropolitan teaching hospitals. A Base Hospital CEO for the past 18 years, he was appointed to his current position in 2003. John has a strong commitment to regional health services where he has enjoyed his senior management career. In the past decade he has overseen and guided the organisation through the most significant growth phase in our history.

## JULIANNE CLIFT

### Director of Nursing Services

*RN, MHA (UNSW), RM, BN (Nursing Admin), Dip Nursing, Cert Intensive Care*

Julianne was appointed to the Director of Nursing role in September 2012 after working as Deputy Director of Nursing at our Warrnambool Base Hospital for two years. Having worked in a range of roles in hospitals and health services in the Northern Territory, Mildura and Hunter New England in New South Wales, she is committed to improving the patient journey.

## DR PETER O'BRIEN

### Director of Medical Services

*MBBS, Dip Obst RACOG, MHA, AFACHSM CHE, FRACMA, FACRRM*

Peter has headed up our Medical Services for the past 18 years. Prior to this he worked at Wangaratta & District Base and Benalla & District Memorial Hospitals. Before commencing a predominantly medical management role he worked for

several years as a procedural (anaesthetics and obstetrics) general practitioner in rural South Australia. He also spent close to three years as a medical officer in the Royal Flying Doctor Service based at Broken Hill. He's involved in a number of external committees including the Deakin University School of Medicine Advisory Board and the Department of Health Clinical Engagement Advisory Group. In 2010 he was appointed Clinical Associate Professor of the Deakin Clinical School.

## CAROLINE BYRNE

### Director of Mental Health Services

*RPN, Post Grad Dip Social Sciences (Drug Dependence), Grad Dip Business (Health Admin), Master Applied Science (Innovation and Service Management), AFCHSE*

Caroline commenced her career as a psychiatric nurse 37 years ago. Working in a range of mental health and substance use services in both community-based agencies and hospital settings, she made the transition to senior management in 1990 before joining South West Healthcare in 2004. Committed to improving the emotional wellbeing and quality of life for those experiencing serious mental illness across the south west, and supporting their families, our Mental Health Services consistently ranks at the top position of the Victorian Department of Health's mental health services and is most often benchmarked as the leader in key quality indicators. Caroline is a Department of Health Victorian Travelling Fellowship recipient and, since 2006, has been nationally recognised in the *Who's Who of Australian Women*.

## ANDREW TRIGG

### Director of Finance & Business Services

*BComm (Accounting/Finance), ASA, GAICD, AHSFMA*

Andrew has worked in the Victorian public health sector for 28 years, joining South West Healthcare in 2005. He has held positions at executive management level for the past 18 years in, largely, roles that have combined chief finance officer duties with executive responsibility for corporate/support services. Originally from Ballarat, with subsequent appointments at Kilmore and Djerriwarrh Health Services (including Bacchus Marsh and Melton Regional Hospital), he has extensive experience, understanding and commitment to the rural and regional health sector.

## CRAIG FRASER

### Director of Primary, Community and Regional Services

*BProsOrth, Dip App Sc, GAICD, AFCHSE*

Craig has more than 17 years management experience in the Victorian public health sector in both metropolitan and regional health services including acute, primary, community and aged care. Appointed to his current position in 2005, he has overseen the radical redevelopment of our Primary, Community and Regional Services which this year culminated in the opening of regional Victoria's largest integrated primary care facility, our \$26M Warrnambool Community Health. In addition, he manages our campuses at Camperdown, Lismore and Macarthur. Craig is committed to ensuring the delivery of high quality, customer focused services that respond to the needs of our communities.

# Principal Committees

- DF** Director of Finance
- DFBS** Director of Finance and Business Services
- DMS** Director of Medical Services
- DMHS** Director of Mental Health Services
- DNS** Director of Nursing Services
- DPCRS** Director of Primary Community and Regional Services

The Board of Directors is supported by eight Principal Committees.

## BOARD EXECUTIVE COMMITTEE

This committee has the authority to act on behalf of the Board of Directors, when necessary, between Board meetings. This need did not arise in 2012–13.

**Members:** SWH Board Chairman Chris Logan (Chair) and Board Directors Mary Alexander (from March) Steve Callaghan, John Maher and Felicity Melican (until February).

## FINANCIAL PERFORMANCE, AUDIT AND RISK COMMITTEE

This committee oversees the development and monitoring of performance of the organisation's strategic financial annual and business plans and risk management systems. It ensures South West Healthcare meets its Statement of Priorities targets. This committee met 10 times in 2012–13.

**Members:** SWH Board Chairman Chris Logan; SWH Board Directors Steve Callaghan (Chair), Andrew McNeil, John Maher, Felicity Melican (until February) and Sharon Muldoon; SWH CEO John Krygger, DMS Dr Peter O'Brien, DFBS Andrew Trigg, DNS Julianne Clift, DMHS Caroline Byrne, DPCRS Craig Fraser and Deputy DF David McLaren.

## MEDICAL AND DENTAL APPOINTMENTS COMMITTEE

This committee advises the Board of Directors on the appointment, reappointment, suspension and/or termination of Senior Medical Officers, Visiting Medical Officers, Visiting Dentists and Royal Australian College of General Practitioners Registrars. This committee met once in 2012–13.

**Members:** SWH Board Chairman Chris Logan (Chair); Board Directors Terry Brain and John Maher; SWH CEO John Krygger, DMS Dr Peter O'Brien, Human Resources Manager Graeme Mitchell and Medical Staff Association representatives Dr Eric Fairbank AM and Mr Brendan Mooney.

## QUALITY CARE COMMITTEE

This committee provides leadership and advice to the Board of Directors in the assessment and evaluation of the quality of all health services provided by the organisation. It is the major vehicle for ensuring South West Healthcare provides effective clinical governance. This committee met 11 times in 2012–13.

**Members:** SWH Board Chairman Chris Logan; SWH Board Directors John Maher (Chair), Terry Brain, Andrew McNeil, Felicity Melican (until February) and Russell Worland (from February); SWH CEO John Krygger, DNS Julianne Clift, DMS Dr Peter O'Brien, DMHS Caroline Byrne, DPCRS Craig Fraser, Camperdown Campus Manager Rod Jubb and Quality and Risk Manager Carlyn Dark; Visiting Medical Officers representative Dr Eric Fairbank AM.

## MULTIDISCIPLINARY ETHICS COMMITTEE

This committee provides advice to the Board of Directors on ethical issues related to the functioning of South West Healthcare. It ensures all research involving SWH patients/clients meets National Health and Medical Research Council guidelines and, on request, provides an advisory service on ethical issues to other healthcare organisations. This committee met three times in 2012–13.

**Members:** SWH Board Directors Mary Alexander (Chair) and Sharon Muldoon; SWH DMS Dr Peter O'Brien, DNS Julianne Clift, DMHS Caroline Byrne, DPCRS Craig Fraser, South West Medical Centre Director Dr Daryl Pedler (from December), Education Manager Jenice Smart and Perioperative Education Clinical Facilitator Dr Paula Foran; community members Dr John Philpot, Vin Callaghan, Marjorie Crothers, Jenny Madden and Jo Bagust.

## GOVERNANCE AND REMUNERATION COMMITTEE

This committee is responsible for overseeing the development of the annual performance goals of the Chief Executive Officer and for reviewing progress against these goals. It also monitors the organisation's Board and Executive succession planning processes. This committee met twice in 2012–13.

**Members:** SWH Board Chairman Chris Logan (Chair); SWH Board Directors Mary Alexander (from March); Stephen Callaghan, John Maher, Felicity Melican (until February) and Sharon Muldoon.

## PROJECT CONTROL GROUP (PCG) COMMITTEE

This committee has the primary responsibility for overseeing the Warrnambool Base Hospital capital redevelopment project. It determines the scope, quality, time and budget standards and monitors the progress of the project against these standards. This committee met twice in 2012–13.

**Members:** South West Healthcare's interests on this committee are served by the membership of Board Directors Russell Worland (Chair) and Felicity Melican; SWH CEO John Krygger, DNS Sue Morrison and Capital Redevelopment Manager Wayne Hall.

## COMMUNITY ADVISORY COMMITTEE

This committee assists South West Healthcare to appropriately integrate community and consumer perspectives into service delivery, planning and policy development. This year its responsibilities included contributing to the development of our annual Quality of Care Report, advising on the recruitment and selection process for new members, providing a consumer perspective on signage in new buildings, reviewing the requirements of the National Standard 'Partnering with Consumers' and reviewing the responses to issues arising from patient satisfaction surveys. This committee met four times in 2012–13.

**Members:** SWH DNS Julianne Clift and Quality and Risk Manager Carlyn Dark; community representatives Moira Baulch, Marjorie Crothers, Julie Hoare, Bill Malseed, Alex McBurnie, Keith McKenzie and Pru Neale.

# Senior Staff

## CHIEF EXECUTIVE OFFICER

Mr J Krygger BHA (UNSW), MBA  
(Monash), GAICD, AFACHSM CHE, AIM

## MEDICAL SERVICES

### Director of Medical Services

Dr P O'Brien MBBS, Dip Obst RACOG,  
MHA, AFACHSM CHE, FRACMA,  
FACRRM

### Departmental Directors

#### Anaesthetics

Dr A Dawson MBBS, FANZCA

#### Critical Care

Dr C Lewis MBBS, FRACP, FCICM

#### Emergency Services

Dr F Schreve MBChB, FACEM, Grad Dip  
Emerg Health (Aeromedical Retrieval)  
(from Jan 8, 2013)

Dr T Baker MBBS, BMedSc, FACEM\*  
(to Jan 8, 2013)

#### General Practice

Dr D Pedler MBBS, D Obs RCOG, FRACGP,  
MPH, DHSc

#### Graduate Medical Education Regional Supervisor

Dr B Oppermann MBBS, MSc (Anat),  
D Obst RACOG

#### Obstetrics

Dr M Koutsoukis MBBS, FRCOG,  
FRANZCOG (to Feb 2, 2013)

Dr C Beaton MBChB (Edin), FRANZCOG,  
FRCOG\* (from Feb 2, 2013)

#### Orthopaedics

Mr A Sutherland MBChB, FRCS (Edin),  
FRCS (Trauma & Ortho), MD (Hons)

#### Palliative Care

Dr E Fairbank MBBS, DPHC, FRACGP,  
FACHPM

#### Rehabilitation Services

Dr S Malcolm MBBS, BMedSci, FAFRM  
(FRACP)

#### Supervisor of Intern Training

Dr B Condon MBBS, FRACGP,  
Grad Cert Clin Ed

## Surgical Services

Mr S Fischer MBBS, FRACS

## Senior Medical Officers – Warrnambool campus

### Medical Staff Association Chairperson

Dr BF Kay MBBS, D Obst RACOG, FACRRM,  
FRACGP

### Anaesthetists

Dr P Arnold MBBS, FANZCA

Dr C Bonney MBBS, FANZCA

Dr A Cain MBBS, FANZCA

Dr K Cronin MBBS, FANZCA

Dr A Dawson MBBS, FANZCA

Dr M Duane MBBS, FANZCA

Dr G Kilminster MBBS, FANZCA

Dr K Prest MBBS, FANZCA

Dr G Reilly MBChB, MRCS, FRCA, FANZCA

### Drug & Alcohol Physician

Dr R Brough MBBS, D Obst RCOG, APSAD  
Cert, FACRRM, FACHAM

### General Practitioners

Dr A Baldam MBBS, BSc, Dip Av Med,  
AFOM (RCP), DRCOG

Dr I Barratt BSc, MBBS, DRCOG

Dr L Cameron MBBS

Dr T Cimpoesu MB (Rom), FRACGP

Dr B Condon MBBS, FRACGP,  
Grad Cert Clin Ed

Dr E Greenwood MBBS, Dip RANZCOG,  
FRACGP

Dr K Gunn MBBS, D Obst RACOG

Dr P Hall MBBS, D Obst RACOG, DA (Lond),  
FACRRM

Dr G Irvine MBBS, D Obst RACOG

Dr B Kay MBBS, D Obst RACOG, FACRRM,  
FRACGP

Dr M Lockhart MBBS

Dr J Manderson BSc (Hons), PhD, MBBS,  
FRACGP

Dr C McKellar MBBS

Dr C Mooney MBChB, MRCS, LRCP,  
DRCOG

Dr B Oppermann MBBS, MSc (Anat),  
D Obst RACOG, FACRRM

Dr M Page MBBS, D Obst RACOG, FACRRM  
Dr D Pedler MBBS, D Obst RCOG, FRACGP,  
MPH, DHSc

Dr J Philpot MBBS

Dr A Robson MBBS (Hons), FRACGP

Dr J Rounsevell MBBS

Dr N Ryan MBBS, DA, FRACGP

Dr S Singh MBBS, MSurgOrtho

Dr S Smith MBBS, DRACOG, FACRRM

### General Surgeons

Mr S Fischer MBBS, FRACS

Mr P Gan MBBS, FRACS

Mr B Mooney MBChB, BAO (Hons),  
BSc (Anat) (Hons), MCh, FRCSI,  
FACRRM, FRACS

Mr C Murphy MBChB, FRACS, FRCS  
(Glasgow), FRCSI

Mr J Ragg MBBS, FRACS

### Neurologist

Dr J Waterston MBBS, MD, FRACP

### Neurosurgeon

Mr T Han MBBS, FRACS

### Obstetricians & Gynaecologists

Dr C Beaton MBChB (Edin), FRANZCOG,  
FRCOG

Dr I Hoffman MBBS, FRANZCOG

Dr M Koutsoukis MBBS, FRCOG,  
FRANZCOG

Dr D Rathnayaka MBBS, MD (Obs&Gyn),  
FRANZCOG

Dr E Uren MBBS, FRANZCOG

### Oncologists

Dr T Hayes MBBS (Hons), BMedSci (Hons),  
FRACP

Dr J Hounsell BSc, MBBS, FRACP, FRCPA

### Ophthalmologists

Dr R Bunting MBBS, BSc Anat, FRCOphth,  
FRANZCO

Dr F Irani MBBS, Dip Anat, FRANZCO

Dr L Ong MBBS, FRANZCO

### Orthopaedic Surgeons

Mr K Arogundade MBBS, FRCS, FRACS (Ortho)

Mr D Mladenovic MD (Belgrade), Spec Dip Ortho (Novi Sad), FRACS

Mr N Sundaram MBBS, LRCP, MRCS, FRACS, MCh (Orth), FRCS (Edin & Lond), FRCS (Orth), FAOA

Mr A Sutherland MBChB, FRCS (Edin), FRCS (Trauma and Ortho), MD (Hons)

### Oto-Rhino-Laryngologists

Dr A Cass MBBS, FRACS

Dr B Clancy MBBS, FRACS

### Paediatricians

Dr C Fiedler MD, FRACP (Paed)

Dr K Olinsky MBBS (Hons), Grad Dip Clin Res

Dr G Pallas BMed, FRACP (Paed)

Dr N Thies MBBS, DCH (Lond), FRACP (Paed)

### Paediatric Surgeon

Mr A Woodward MBBS, FRCS, FRACS

### Pathologist

Dr M Buchanan MBBS, FRCPA

### Physicians

Dr N Bayley MBBS, FRACP

Dr C Charnley MBBS, FRACP

Dr J Gome MBBS, FRACP

Dr J Hounsell BSc, MBBS, FRACP, FRCPA

Dr C Lewis MBBS, FRACP, FCICM

Dr B Morphet MBBS, FRACP

Dr S Nagarajah MBBS, FRACP

Dr M Page MBBS, FRACP

### Plastic Surgeon

Mr R Toma MBBS, FRACS (Plast & Recons)

### Psychiatrists

Dr M Ivers MBBS, FRANZCP

Dr G Ridley MBChB, MRCPsych, FRANZCP

Dr Robertson MBBS, Cert Child Psych (RANZCP), FRANZCP

### Radiologists

Dr V Patheyar MBBS, MD, DNB, FRCR

Dr D Boldt MBChB, RANZCR\* (to April 22, 2013)

### Urologist

Mr B Mooney MBChB, BAO (Hons), BSc (Anat) (Hons), MCh, FRCSI, FACRRM, FRACS

### Senior Medical & Dental Officers – Camperdown campus

#### Medical Staff Association Chairperson

Dr E Lyon MBChB

#### Dental Officer (Visiting)

Dr A Wigell BSc (Hon), LDS (Vic)

#### General Practitioners

Dr R Crompton, MBBS, DRCOG, DA RCP&S, Grad Dip App Sc (Nut & Env Med)

Dr T Fitzpatrick, MBBS

Dr E Grambas MBBS, Grad Dip Comp (MIT)

Dr E Lyon MBChB

Dr S Menzies MBBS, M Med, FRACGP, DRANZCOG, FACRRM

Dr W Rouse MBBS, Grad Dip Rural Health, DRANZCOG, FRACGP

Dr S Singh MBBS, MSurgOrtho

Dr J van Leerdam MBChB, MRCGP, MACNM, DA, DRCOG

#### General Surgeons

Mr S Eaton MBBS, FRACS

Mr T Fisher MBBS, FRACS

Mr J Ragg MBBS, FRACS

#### Obstetricians & Gynaecologists

Dr C Beaton MBChB (Edin), FRANZCOG, FRCOG

Dr I Hoffman MBBS, FRANZCOG

Dr E Uren MBBS, FRANZCOG

#### Oto-Rhino-Laryngologist

Dr B Clancy MBBS, FRACS

#### Orthopaedic Surgeons

Mr J Skelley MBChB (Otago), FRACS, FAOA

#### Paediatricians

Dr K Olinsky MBBS (Hons), Grad Dip Clin Res

Dr N Thies MBBS, DCH (Lond), FRACP (Paed)

### Physicians

Dr N Bayley MBBS, FRACP

Dr C Charnley MBBS, FRACP

Dr J Gome MBBS, FRACP

Dr J Hounsell BSc, MBBS, FRACP, FRCPA

Dr C Lewis MBBS, FRACP, FCICM

Dr S Nagarajah MBBS, FRACP

Dr M Page MBBS, FRACP

### Psychiatrist

Dr Robertson MBBS, Cert.Child Psych (RANZCP), FRANZCP

### Urologist

Mr L Dodds MBBS, FRACS (Urol)

## CLINICAL SUPPORT SERVICES

### Service Managers

#### Biomedical Engineering Services

Mr G Szegi BAppSc (Biophysics/Instrumental Sci)

#### Centre Against Sexual Assault

Ms M Clapham BNur, Grad Dip Adol Health & Welfare, Grad Dip Man (from April 1, 2013)

Ms H Wilson MSW, BComm, Dip Soc Studies\* (to Nov 2, 2012)

#### Education Resource Centre (Library)

Ms J Chan MIM, Grad Cert IS (Archive & Records)

#### Health Information Services

Ms M Atkinson Ass Dip (MRA), RMRA

#### Medical Imaging Service

Mr L Pontonio MIR, Dip App Sc (Med Radiog) (Wbool campus)

Ms D Shelton MIR (Camperdown campus)

#### Medical Services Coordinator

Mr P Martin Cert App Sc, Ad Dip Bus Man, Cert IV Workplace T&A

#### Pathology Service

Ms J Bevan, BSc

#### Pharmacy

Ms L Spence, BPharm, Post Grad Dip Clin Pharm

## PRIMARY, COMMUNITY & REGIONAL SERVICES

Director of Primary, Community & Regional Services

**Mr C Fraser BProsOrth, Dip App Sc, GAICD, AFCHSE**

Campus Managers/  
Coordinators/EOs

**David Newman Adult Day Centre**

Ms T Harty Dip Counselling, Dip Family Intake & Support Work (from April 9, 2013)

Ms M McKinnon BEd, Cert TEFL\* (to Jan 21, 2013)

**Lismore Community Health**

Mrs M Williams RN, BAppSc, Ad Nurs (Comm Health Major), Grad Dip Geront

**Macarthur Community Health**

Mr F McLindin RN\*

**Manifold Place Community Health**

Ms S Poole RN, Cert Paed

Program Managers

**Aboriginal Programs**

Mr A Miller, Cert IV AOD, Cert IV Project Man

**Access & Performance**

Ms K Anderson BPod (Hons)

**ICC Transition**

Ms J Weir BAppSc (Pod), Grad Dip Rehab Studies

**Quality & Health Promotion Community Health**

Ms C Loria RN, Cert CCU, Cert Oncol, Grad Dip Comm Health, Ad Dip Man

**SACS**

Ms K Brown, BAppSci (Speech Path), MA (App Linguistics) (Acting)

**Warrnambool Community Health**

Ms J Dureau-Finn BNurs, Ad Dip Bus Man, Ad Dip Man (HR)

Dental Officers

**Director of Dental Services/Senior Dentist**

Dr MD Mercado (DDM) UP Mla (MDS) (Melb)

**Warrnambool Dental Officers (Public Clinic)**

Dr P Nguyen DDS (USA)

Dr H Cheah BDS (Melb)

Dr D Luc BDS (Melb)

**Warrnambool Dental Therapist/Oral Health Therapist**

Ms J Lewis Dip App Sci (Dental Therapy)

Ms R Ngwenya BOral Health Sci

South West Medical Centre

**Director of General Practice**

Dr D Pedler MBBS (Adelaide), D(Obst)RCOG, FRACGP, MPH (Monash), DHSc (Deakin)

**Practice Manager**

Mrs S Fleming BN, Cert Bus Man

## ALLIED HEALTH

Manager

Mr D Meade, BSpPath, Masters Health Sci

Department Managers

**Counselling & Support Services**

Mr S Storer BA, BSW, MASW

**Dietetics**

Ms S Baudinette BSc (Nutrition), Grad Dip (Dietetics)

**Occupational Therapy**

Ms J Gibbs-Dwyer BAppSc (OT), MOT, MAHTA

**Physiotherapy**

Mr B Hoekstra Dip Physio (Neth), B Psych (Neth), M Physio (Melb Uni), MAPA

**Podiatry**

Mr S Abdelmalek B(Pod)

**Speech Pathology**

Mrs K Philpot BArts/BSpPath (Hons) CPSP (Acting)

Ms K Brown BAppSci (Speech Path), MA (App Linguistics)

## CAMPERDOWN CAMPUS

Campus Manager

Mr R Jubb RN MHS, Grad Dip Crit Care, Dip Bus

Unit Managers

**Acute Services**

Mr G Holmes RN, Grad Cert Ortho

**Aged Care Facility (Merindah Lodge)**

Mrs C Leithhead RN, Dip Remed Ther, Ad Dip Psych Nursing, Adv Dip Myo

**Operating Theatre**

Mrs N Delaney RN, Grad Dip Periop Nursing, Cert III Steril/Tech, Dip Bus

## NURSING SERVICES

Director of Nursing

**Ms J Clift RN, MHA (UNSW), RM, BN (Nursing Admin), Dip Nursing, Cert Intensive Care** (from Sept 24, 2012)

Mrs S Morrison RN, MBA (USQ), MHA (UNSW), BN, Dip Nursing, Cert Computer Bus App, FRCNA, AFCHSM CHE\* (to Sept 21, 2012)

Assistant Directors of Nursing

Mrs K Henry RN, BN

Mrs A Janes RN, BN, Grad Cert Med-Surg Nursing

Managers/Coordinators

**Access**

Mrs I Wynd RN, Pro Cert Health Service Man (from Sept 24, 2012)

Mrs M Coffey RN, BN, Dip Periop Nursing\* (to Oct 7, 2012)

**Education**

Mrs J Smart RN, MPET, BMan (Employment Relations) (USA), Cert IV Workplace T&A, MRCNA

**Elective Surgery**

Mrs M Coffey RN, BN, Dip Periop Nursing

**Perioperative Services**

Mr A Kelly RN, Grad Dip Health Admin & Info Systems, Cert Periop Nursing

### Quality & Risk

Mrs C Dark RN, Grad Dip Admin (Health Sci), Cert Advanced Chemo, Cert Info Tech

### Safety & Security

Mr T Roberts MBA (Deakin), Cert Man (SCU), Cert Workplace Leadership, Ad Dip OH&S

### Unit Managers

#### Acute Care

Ms J Hallinan RN, Cert Workplace Leadership, Dip Bus

#### Critical Care

Ms T Johnston RN, Grad Dip Crit Care (Deakin) (Acting from July)

#### Day Stay/Haemodialysis

Ms S McLauchlan RN, BN

#### District Nursing Service/Hospital in the Home

Mrs M Bourke RN, Cert Coronary & Intensive Care (from Jan 25, 2013)

Mrs L Brooks RN, RM, MNS, BN, Grad Dip Ad Nurs Ed, Ad Dip Business (HR), Ad Dip Bus Man, MRCNA\* (to Jan 25, 2013)

#### Emergency Department

Ms A Kelson RN, Grad Dip Crit Care (Acting from May 27, 2013)

Ms K Sloan RN, MNP (Emerg), RM, Coronary Care Cert, BN, Grad Dip HS Man (CSU), MRCNA, MCENA, MCNPA\* (to May 26, 2013)

#### Maternity/Neonatal/Gynaecology

Mr P Logan RN, MPH (Latrobe), RM, BN, Grad Dip Pub Health

#### Medical/Palliative Care

Mr J Quinlivan RN, RPN, BN, Dip Fine Arts, Cert Computer Bus Apps, Grad Cert Health Man, Cert IV in Workforce Training

#### Operating Theatres

Ms R Piper RN, RM, Cert Periop Nursing

#### Paediatrics

Mrs S Marsh RN, Cert Computer Bus Apps, MRCNA

### Rehabilitation and Withdrawal & Support Service

Mrs H Moyle RN, Dip App Sci Nursing, BN, Ad Dip Man, Cert IV Workplace T&A

### Short Stay/Oncology

Mrs J Rowe RN, Cert Workplace Leadership, Dip Bus

### Programs

#### Post Acute Care/Transition Care

Mrs F Torpy RN, Master Prof Ed & Training (Deakin), BN

#### South West Community Based Palliative Care Program

Mrs B King RN, Master Clinical Nursing Studies (Pall Care)

Dr E Fairbank AM, MBBS, DPHC, FRACGP, FACHPM

#### Wound Management/Nurse Practitioner

Mrs T Swanson RN, NPWM, AA, Master HSc (Nursing), Grad Dip (Periop), Cert WNDM, Dip Nursing (USA), FAWMA, FMACNP

## MENTAL HEALTH SERVICES

### Director of Mental Health Services

**Mrs C Byrne RPN, Grad Dip Social Sc (Drug Dependence), Grad Dip Bus (Health Admin), MAS (Innovation & Service Man, RMIT)**

### Director of Clinical Services

Dr Pant MRCPsych & CCST (UK) (from Feb 25, 2013)

### Managers

#### Aged Persons Mental Health Services

Mr R Porter BA, RPN, Ad Dip (Bus Man) Acc, Ad Dip (Hum Res) Acc

#### Child & Adolescent Mental Health Services

Ms J Radley RPN, Grad Dip (Child Psychotherapy), Grad Cert (Devel Psych), Ad Dip (Bus Man) Acc, Ad Dip (Hum Res) Acc

### Community Adult Teams

Mr J McInnes BA, BSW

### Primary Mental Health Team

Mr N Place BA, BSW, Ad Dip (Bus Man) Acc, Ad Dip (Hum Res) Acc

### Residential Psychiatric Services Acute Inpatient Unit

Mr C Healey RPN Psych Nursing (Grad Cert), Ad Dip (Bus Man) Acc

### Extended Care Inpatient Unit

Ms J Edge RPN Public Health (Addictions) (Grad Cert)

### Service Development

Mrs J Bateman BSc (Psych) (Hons), MAPS, Ad Dip (Bus Man) Acc

### Quality Coordinator

Ms J Doman Cert IV Health Admin, Cert IV Frontline Man\* (to Nov 29, 2012)

### Staff Development Officer

Mrs J Punch RPN, Cert IV Workplace T&A (TAFE), Ad Dip (Bus Man) Acc

### Team Leaders

#### Camperdown Community Mental Health Services

Mr P McNelly RN, RN Learning Disabilities (UK), Cert CBT (Man Uni), Cert Couns (BAC Man Uni), Cert AIDS & HIV (ENB), Cert Man Studies (Lan Uni)\* (to Feb 24, 2013)

#### Hamilton Community Mental Health Services

Mr T James RN, RPN, BHSc (Man)

#### Portland Community Mental Health Services

Mr F Nittsjo BA (Psych) (Hons), Ad Dip (Bus Man) Acc

#### Psychiatric Medical Services

Dr J Deb MB, BS (India)

Dr I Neerakal MB, BS (India)

Dr R Ranasinghe MB, BS, MD (Sri Lanka)

Dr Conor O'Lunaigh MB, BCH, MRCPsych

Dr A Ratnayake MBBS & MD (Sri Lanka)

## FINANCE & BUSINESS SERVICES

Director of Finance & Business Services

**Mr A Trigg** BComm (Acc/Fin), ASA, GAICD, AHSFMA

**Deputy Director Finance**

Mr D McLaren BBus (Deakin), CPA

**Assistant Director Finance**

Ms L Bramich BBus (Deakin), ASA, CPA

**Managers**

**Buildings & Infrastructure**

Mr S Kendrick B Eng (Hons) Integ Engineering MIHEA (Nottingham Trent)

**Capital Redevelopment**

Mr W Hall Cert Hospital Supply Man (Mayfield)

**Community Partnerships**

Ms S Morey MFIA

**Food Services**

Mr D Church Cert Catering, LIHHC, Dip FSM

**General Services**

Mr D Miller Adv Cert Man (TAFE)

**Human Resources**

Mr G Mitchell BEc (Monash), BHA (UNSW)

**Deputy Human Resources**

Mr A Giblin Adv Dip Bus Man (Gordon Inst), Adv Dip HR (Gordon Inst)

**Remuneration**

Mrs L Uzkuraitis

**Retail Operations**

Mr C Grapentin Adv Dip Man

**Staff Health & Wellbeing**

Miss A Hilton BA (Deakin)

**Supply Services**

Mr T Hoy Cert Hospital Supply Man (Mayfield)



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Three of our Senior Staff General Practitioners were recognised at the 2012 RWAV Victorian Rural Doctors Awards for the profound impact they've had on the health and wellbeing of our local communities:

- 1 SWH Director of Palliative Care Dr Eric Fairbank AM
- 2 Camperdown GP Dr John Menzies and
- 3 Warrnambool GP Dr Stuart Smith.

Each was publicly acknowledged for their leadership, commitment, innovation and contribution to the rural communities they live and work in.

Dr Fairbank's work was further recognised in June with the awarding of an Australia Medal in the 2013 Queen's Birthday Honours List (see Chairman's and CEO's Report).



# Life Governors

<sup>1</sup> *New Life Governors Veronica Cuzens (left), Ann Glennon and Margaret Agnew.*

A Life Governorship is the highest recognition South West Healthcare can bestow. Our recipients have given an outstanding contribution to the organisation over a prolonged period of time. At our 2012 Annual General Meeting three extraordinary volunteers were added to this elite honour roll.

**Veronica Cuzens** was awarded Life Governorship for her 18 years as a valued member of our Woolsthorpe Auxiliary. She's held office as president, treasurer and assistant treasurer, volunteered at dozens of fundraising BBQs and food stalls and generously opened her kitchen numerous times for the auxiliary's well-known yo-yo baking days to raise funds for medical equipment for our Warrnambool Base Hospital.

**Ann Glennon** was awarded Life Governorship for 22 years of volunteering in our Warrnambool Base Hospital Stan Carroll Library. During this time she's consistently and competently provided support to our Medical Librarians in an unobtrusive and dedicated manner. She is regarded as an absolute asset.

**Margaret Agnew** was awarded Life Governorship for 26 years commitment and compassion to our Palliative Care Program and our palliative care patients. Since 1986 she's worked continuously in this highly regarded service, volunteering endless hours in numerous roles from one-to-one support for patients and their families to, in more recent years, providing invaluable administration support for the upkeep of our Volunteer Program's electronic data collection.

*Our condolences are extended to the family and friends of Life Governor Mrs Gladys Russell who passed away in October 2012.*

Mrs Margaret Agnew*	Mrs Veronica Cuzens*	HJ Holmes	Mrs H McLaren	Mrs Sue Sambell
Mrs Jan Aitken	Mr Jack Daffy	Mr WJ Holton	Mrs Shirley McLean	Mr John Samon
Dr BS Alderson	Mr A Dalton	Mrs A Hooton	Mr C McLeod	Mr RG Sampson
Mrs BS Alderson	Mrs RC Dawson	GN Hornsby	Mr Don McRae	Mrs Eileen Savery
Mr Lyall Allen	Mr Simon DeGaris	JS Hosking	Mrs Wendy McWhinney	Mr A E Scott
Mr AL Anderson	Mrs Gloria Dickson	Mrs E Howell	Dr John Menzies	Mr L Sedgley
Mrs GI Anderson	Miss Judy Donnelly	Mrs Sharon Huf	JE Meyer	Mr TT Shaw
Mrs Isobel Anderson	Miss Helen Douglas	Mrs Mary Hutchings	Mr J Miller	Mrs A B Smart
Mrs JF Anderson	Mr GW Dowling	Mr R Hyde	Mr Andrew Miller	Mr M Smill
Mr Ian Armstrong	Mrs L Dowling	Mr David Jellie	Mrs J Mills	Mrs Ann Smith
Mrs Joan Askew	Mr Tony Dupleix	Mr DA Jenkins	Mr Ivan Mirtschin	Michelle Smith
Mr R Baker	Mrs Veronica Earls	Mr Barry Johnson	Miss Mabel Mitchell	Ms G Stevens
FH Baker	Mrs A Elliot	Mrs Margot Johnson	Mrs Coral Moore	Mr GC Sullivan
Mrs VG Balmer	G Elliot	Mr Rex Johnson	Mrs Nancy Moore	Mrs B Surkitt
Mr NI Bamford	Mr PV Emery	Mrs Isobel Jones	Mr Robert Moore	Mrs Ailsa Swinton
Mr Rob Baker	Mr W Ferguson	Mrs Edna Keillor	Mr F Moore	Mrs Nance Swinton
Mrs Heather Barker	Mr J Finch	Mr AE Kelly	Mr James Moran	Mr DN Symons
WT Barr	Mr ER Ford	Mr DJ Lafferty	Mr J Morris Jnr	Mrs NM Tapp
Mrs Moira Baulch	Mrs June Ford-Crothers	Mrs Helen Laidlaw	Mr W Morris	Mrs D Taylor
Mrs Beverley Bell	Mrs June Foster	Mrs Val Lang	Mrs I Mulligan	Mrs Robbie Taylor
Mrs Shirley Bell	Mrs CE Fraser	Mr GA Larsen	AE Murdock	Miss Kate Taylor
Mrs JA Bell	BD French	Mrs B Layther	Mrs G Muten	Mr F Taylor
Mr GB Bennett	R Gellie	Mrs Margot Lee	Nestle Sports & Social Club	Mr HC Taylor
Mrs Iris Bickley	Mrs FM George	S Lee	Mrs Sheryl Nicolson	Miss Yvonne Teale
Miss Helen Bishop	Mr MW George	Sen AWR Lewis	Mr AW Noel	Mrs A Thorpe
Mr RJ Borbridge	Mrs Norma Gilbert	Mr PE Lillie	Mrs HW Norman	Mr JT Thorton
Mr NC Boyd	Mrs Ann Glennon*	Mr Frank Lodge	Mrs Alison Northeast	Mrs AJ Trotter
Mr CG Boyle	Mrs Shirley Goldstraw	Mrs Hilary Lodge	Mr JB Norton	Mr SW Waldron
Mr N Bradley	Mrs Helen Gollop	Mr RW Lucas	Mrs Helen Nunn	Mr JB Walker
Mr David Bradshaw	Mrs Joan Goodacre	Mrs Wendy Ludeman	Dr Keith Nunn	Mrs H Wallace
Mr GN Brown	Mrs E Goodwin	Mrs AG Lumsden	Mrs Barbara O'Brien	Mrs Judith Wallace
Dr Anthony (Tony) Brown	Mrs Lesley Gordon	Mrs Elizabeth Luxton	Mrs M Officer	Mrs RJ Wallace
Mrs Irene Bruce	Mrs P Grace	Dr E Lyon	Mrs Judy O'Keefe	RJ Webster
LG Buchholz	HT Grimwade	Mr ID Macdonald	Miss K O'Leary	Mrs D Wedge
Mr T Buckley	Mrs Sheila Habel	Mrs ID Macdonald	JR Oman	RV Wellman
Mr CW Burgin	Mr RE Harris	Mrs AF MacInnes	Mr L O'Rourke	Mr AC Whiffen
Mrs L Burleigh	Mrs Joy Hartley	S Mack	Mr W Owens	Mrs JC Whitehead
Mrs Lorna Burnham	Mr AJ Hartley	MC Mack	Mr Ken Parker	Mr G Whiteside
Mrs Jean Byron	Mrs A Havard	Mrs Isobel Macpherson	Mrs TJ Parker	Mr J Wilkinson
Mr Jack Caple	Mrs Monica Hayes	Mrs L Maher	Mrs GR Parsons	Mrs June Williams
Mr Stan Carroll	Mr P Heath	Mr WG Manifold	Mrs ME Paterson	Mrs Marion Williams
Mrs Valda Carroll	Mrs Mavis Heazlewood	Mr NS Marshall	Mr DR Patterson	Mrs Zelda Williams
Mrs P Chadwick	Dr Les Hemingway	Mrs Norma Marwood	Mrs Phyllis Peart	Mrs GJ Wilson
Mrs EC Chaffey	Mrs Joan Henderson	Mrs Jess Mathison	Dr Ian Pettigrew	Mr John Wilson
ML Charles	Mr Oscar Henry	Mrs D McConnell	Mr Bill Phillpot OAM	Mrs NT Wines
Mrs FA J Chislett	Mr AJ Hill	Mrs Bev McCosh	Ms Barbara Piesse	Mr WJ Wines
Mrs Helen Chislett	Mrs Barbara Hill	Mrs Norma McCosh	Mrs G Pike	Mrs Anne Wright
Mr David Chittick	Mrs DM Hill	Mrs L McCosh	Mrs Gloria Rafferty	Mrs Edna Wynd
Mrs Diane Clanchy	Mr GL Hill	Mrs Janice McCrabb	Mrs Margaret Richardson	
Mr John Clark	Mr J Hill	Mr John McGrath	Mr DM Ritchie	
Mr Alistair Cole	Miss L Hill	Mr Peter McGregor	Mr Ric Robertson	
Mrs SE Cole	Mrs P Hill	Mrs Glenda McIlveen	Mrs Judy Ross	
L J Collins	Mr W Hocking	Mr Ernie McKenna	Mr NJ Rowley	
Mrs Joy Conlin	Mrs Lorraine Hoey	Mrs Mary McKenna	Mr Peter Roysland	
Mrs Frances Coupe	Mrs Ann Holmes	Mrs Judy McKenzie	Mr JC Rule	
Mrs M Cox	Mr John Holmes	Mrs Nola McKenzie	Mr Leo Ryan	
Mrs Marjorie Crothers	Mr W Holmes	Mr Trevor McKenzie		



## Our Donors

The overwhelming support of our 2012–13 donors allowed us to raise \$1.1553M to purchase first-ever medical equipment and finance other otherwise-unaffordable initiatives to help treat and care for our communities:

- > \$749,000 was donated via pledged instalments to our 2011 \$3.5M Warrnambool Base Hospital Medical Equipment Appeal
- > \$138,000 was donated for the establishment of Warrnambool's Rotary House
- > \$666,000 was donated for medical equipment and aides across all of our campuses.

In January we hit our \$141,000 target to buy the region its first reconstruction microscope. This will spare local breast cancer survivors and trauma patients from having to go to Melbourne for their reconstruction surgery. Meantime, a gift from the Aussie Farmers Foundation allowed our Warrnambool Emergency Department to become the first in Victoria to have a 24/7 Telehealth connection with Melbourne trauma specialists (see Chairman's and CEO's Report).

<sup>1</sup> Plastic Surgeon Mr Rob Toma (centre) performs nerve reconstruction on a patient's hand with the assistance of our \$141,000 reconstruction microscope. Photo: The Standard and photographer Damian White.

Donations also allowed us to purchase the following never-before-owned medical equipment:

> Dialysis Unit ultrasound machine	\$19,950
> Emergency Department portable ultrasound machine	\$68,755
> Volunteer Unit statistical recording laptop	\$1,350
> Midwifery Unit camera guided laryngoscope	\$21,994
> Intensive Care Unit MET defibrillator	\$6,622
> Paediatric Unit breast pump and stand	\$4,000
> Midwifery Unit cot	\$3,400

As always, our auxiliaries, Murray2Moynes Relay Cycle Team and staff generously donated their time, expertise and energy to raise \$61,992, \$2,420 and \$21,500 respectively while \$58,421 was received in bequests and memorial gifts.

## SWH AUXILIARIES

Camperdown & District Hospital Auxiliary	\$38,043
Friends & Relatives of Merindah Lodge (FROM)	\$2,117
Hospital Trolley Auxiliary	\$1,000
Warrnambool Ladies Auxiliary	\$9,822
Woolsthorpe Auxiliary	\$11,000

## SWH MURRAY2MOYNE CYCLE RELAY TEAM

Warrnambool College	\$2,420
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## SWH STAFF

SWH Camperdown Hospital Charity Bowls Golf Day	\$6,500
SWH Warrnambool Charity Golf Day	\$11,000
SWH Workplace Giving Program	\$4,000

## BEQUESTS

Lasting legacies totalling \$35,944 were bequeathed by John Gordon, Annie Kerr-Smith, Alexander Murdoch and Rev Reg Peirce.



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## IN MEMORIAM GIFTS

Families and friends gifted \$22,477 in memory of Norma Brian, Laurie Borbidge, Leila Rose Chow, Joan Cockayne, Allan Gould, Violet Holcombe, James Hose, Chris Leonie, Monica Lucas, Murray Moon, Kevin McVeigh, David Nixon, Michael O'Brien, Tony O'Flaherty and Inez Sambell.

2 Acute Unit Manager Grant Holmes, Enrolled Nurse Vicki Brebner and the \$10,000 ECG machine bought with the proceeds of our Camperdown staff's latest Hospital Charity Ball.  
Photo: WD News/Camperdown Chronicle and photographer Helen Gaut.

3 SWH Paediatrician Dr Christian Fiedler uses the soon-to-be superseded laryngoscope to show Inner Wheel Club of Warrnambool members, Veronica Cuzens (left), Joan Austin and Margaret Hutson, why donations are needed to purchase a camera-guided model. The club donated \$1,000.  
Photo: The Standard and photographer Aaron Sawall.

# Disclosure Index

The Annual Report of South West Healthcare is prepared in accordance with all relevant Victorian legislation. This index has been prepared to facilitate identification of compliance with statutory disclosure requirements.

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Above

*It's been another busy year for our Macarthur Community Health (CH). Its District Nursing Service paid 1,353 home visits, it delivered 393 Meals on Wheels and recorded 1,273 CH contacts, 565 CH session attendances and 914 volunteer contacts. It also continued to provide the district's only (in venue/five days a week) family day care service for the likes of Kelsey Hunt (left), Arliah Buck, Jorja Hardy and Matilda Dicker. Photo: Leanne Young.*

## SWH HOSPITALS

### Warrnambool Base Hospital

Ryot Street  
Warrnambool 3280

p 03 5563 1666  
e [info@swh.net.au](mailto:info@swh.net.au)

### Camperdown Hospital

Robinson Street  
Camperdown 3260

p 03 5593 7300  
e [frontdesk@swh.net.au](mailto:frontdesk@swh.net.au)

## SWH AGED CARE FACILITY

### Merindah Lodge

Robinson Street  
Camperdown 3260

p 03 5593 1290  
e [merindah@swh.net.au](mailto:merindah@swh.net.au)

## SWH MENTAL HEALTH SERVICES

### Warrnambool Community Health

Koroit Street  
Warrnambool 3280

p 03 5561 9100

### Camperdown

64 Scott Street  
Camperdown 3260

p 03 5593 6000

### Portland

63 Julia Street  
Portland 3305

p 03 5522 1000

### Hamilton

12 Foster Street  
Hamilton 3300

p 03 5551 8418

## SWH COMMUNITY HEALTH CENTRES

### Warrnambool Community Health

Koroit Street  
Warrnambool 3280

p 03 5563 4000  
e [intake@swh.net.au](mailto:intake@swh.net.au)

### Manifold Place

Manifold Street  
Camperdown 3260

p 03 5593 1892  
e [mplace2@swh.net.au](mailto:mplace2@swh.net.au)

### David Newman Adult Day Centre

Church Street  
Camperdown 3260

p 03 5593 2717  
e [dcentre@swh.net.au](mailto:dcentre@swh.net.au)

### Lismore Community Health

High Street  
Lismore 3324

p 03 5558 3000  
e [lismore2@swh.net.au](mailto:lismore2@swh.net.au)

### Macarthur Community Health

12 Ardonachie Street  
Macarthur 3286

p 03 5552 2000  
e [macarthurch@swh.net.au](mailto:macarthurch@swh.net.au)