



2010-11 Annual Report



South West
Healthcare



2010 Regional Health Service of the Year

HELLO and WELCOME

This report provides performance, quality and financial information covering the 2010-11 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 2011 Quality of Care Report.

How to contact us

T 03 5563 1666
E info@swh.net.au
M Ryot Street, Warrnambool, Victoria 3280
W www.southwesthealthcare.com.au



Born four weeks premature to Nicarla Cromb and Phillip Parsons, Jesse James was one of 155 babies to be cared for in our Special Care Nursery in 2010-11. Photo courtesy of The Standard and photographer Leanne Pickett.

Our past five annual reports have been awarded an Australasian Reporting Award for excellence.



2010 2009 2008 2007 2006

ABOUT US

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.
- 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 144 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: 1,214 people work for South West Healthcare. Our local economy benefits to the tune of \$85 million per annum.

OUR FUTURE

2011 will be regarded as a watershed in the long and proud history of South West Healthcare. On March 8 2011 our first patients were transferred to the ground floor of our new \$115 million Warrnambool Base Hospital.

This new hospital is considered one of the most modern and technologically advanced health services in regional Australia and will enable us to provide world best-practice treatment, care and support to a catchment population of 110,000 spread across 10,323 square kilometres. Our new Warrnambool Base Hospital will be officially opened by the Premier of Victoria and Victorian Health Minister on September 19 2011.

ABOUT THIS REPORT

Project Manager Suzan Morey
Editorial inquiry 03 5564 4100
smorey@swh.net.au
Design adz@work

Our cover: One of our record-breaking 21,341 inpatients, Neville Anders, with Associate Unit Manager Erin Parker at our new \$115M Warrnambool Base Hospital.

YEAR in BRIEF

2010 - 2011

PERFORMANCE INDICATORS

	2010/11	2009/10	Variance	% Change
Hospital inpatients treated (separations)				
Warrnambool	19,191	17,363	1,828	10.53
Camperdown	1,824	1,793	31	1.73
Inpatients average length of stay				
Warrnambool	2.72	2.96	-0.24	-8.11
Camperdown	2.81	3.10	-0.29	-9.35
Inpatients bed days				
Warrnambool	52,391	51,843	548	1.06
Camperdown	5,161	5,539	-378	-6.82
Nursing Home bed days	9,029	10,162	-1,133	-11.15
Hostel bed days	2,459	2,671	-212	-7.94
Non admitted patient attendances				
Warrnambool	84,782	82,173	2,609	3.18
Camperdown	20,339	21,825	-1,486	-6.81
Emergency attendances				
Warrnambool	25,593	24,549	1,044	4.25
Camperdown	2,659	2,860	-201	-7.03
Fundraising				
Capital	1,179,757	566,058	613,699	108.42
Full Time Equivalent staff	874.10	838.97	35.13	4.19



In the past 12 months, our health service, our Quality of Care Report and a volunteer have been named regional Victoria's best. For all this and more, go to our Chairman and CEO's Report.

Photo: CEO John Krygger (left), former Health Minister Daniel Andrews and former Board Chairman Sharon Muldoon at the Premier's Victorian Health Service Awards in October.

CONTENTS

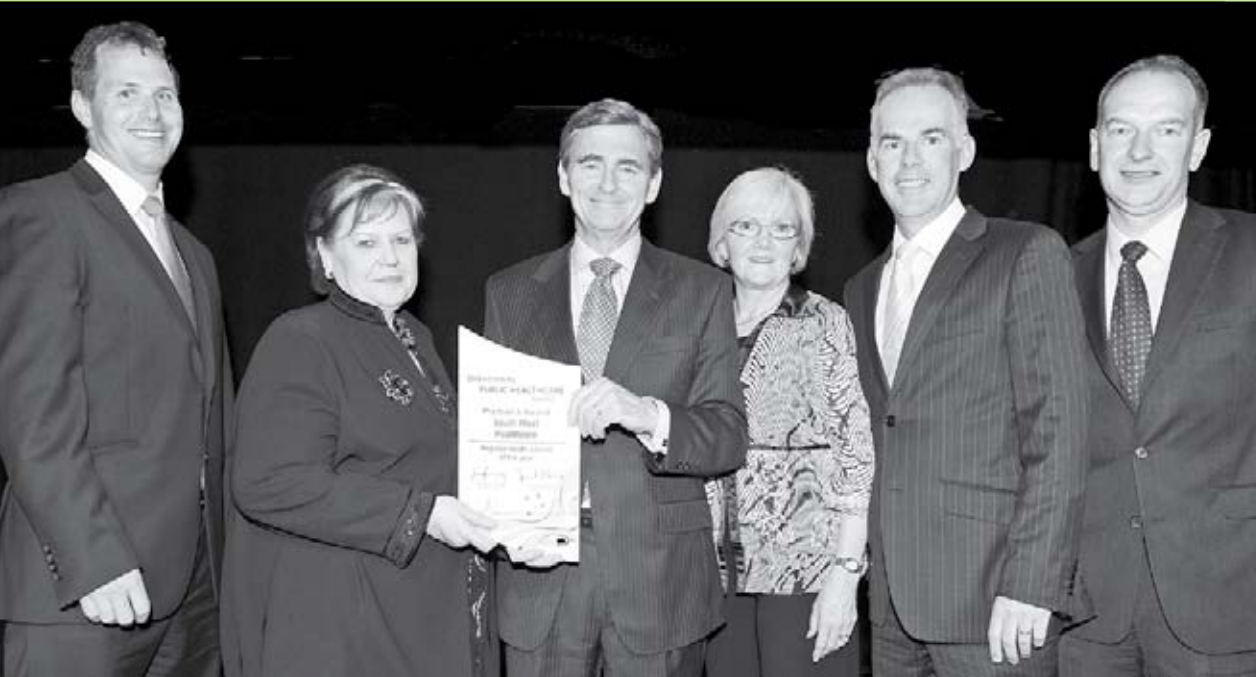
Year in Brief	1
Performance Indicators	1
Financial Results	appendix 1
Performance at a glance	appendix 1
Highlights	2
Chairman and CEO's Report	3
Statement of Strategic Direction	7
Statement of Priorities	8
Statistical Information	10
Profile	14
Our Locations	14
Our Services	14
Services and Programs	16
Our Patients	18
Quality Management	20
Education and Training	22
Research	25
Volunteers	27
Occupational Health and Safety	28
Corporate and Clinical Governance	30
Board of Directors	30
Organisational Structure	32
Executive Team	33
Principal Committees	34
Senior Staff	35
Life Governors	38
Donors	40
Disclosure Index	appendix 2
Statutory Requirements	appendix 3
Financial Statements	appendix 4
Campuses	back cover

HIGHLIGHTS

- **Received the Premier's 2010 Regional Health Service of the Year award**
- **Received the Victorian Quality of Care Reporting Award for a record sixth consecutive year**
- **Successful commissioning of ground floor of new \$115 million Warrnambool Base Hospital**
- **Record patient throughput (9.4 per cent increase on previous year)**
- **Successful Aged Care accreditation outcome**
- **Successful nomination for the 2011 Minister for Health Volunteer Awards**
- **Successful implementation of the region's first MRI scanner**
- **Successful recruitment of key medical specialists**
- **Successful delivery of \$3.5 million medical equipment appeal**

South West 
Healthcare

CHAIRMAN and CEO's REPORT



There are no better accolades. Former Premier John Brumby named South West Healthcare 2010 Regional Health Service of the Year at a gala event in Melbourne in October (left). On the same night we also won, for a record sixth consecutive year, the Victorian Quality of Care Reporting Award (centre).

Above: (from left) Director of Primary and Community Services Craig Fraser, former Board Chairman Sharon Muldoon, former Premier John Brumby, Director of Nursing Sue Morrison, Chief Executive Officer John Krygger and Director of Finance and Business Services Andrew Trigg.

Below: (from left) Health Secretary Fran Thorn, Sue Morrison, Consumer Health Information Project Officer Janet Sherritt and John Krygger.



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 2011.

2011 will be regarded as a watershed year in the history of South West Healthcare as, on March 8, our first patients were transferred to the ground floor of our new Warrnambool Base Hospital.

This \$115 million project has created great excitement throughout our extended community and an extremely positive response has been received from both patients and staff in relation to the quality of the new accommodation.

We believe we have one of the most modern and technologically advanced health services in regional Australia and are looking forward to the official opening, to be performed by the Premier of Victoria and Minister for Health in September.



Our new \$115 million Warrnambool Base Hospital.



Two of our record-breaking 21,341 acute inpatients were among the first to benefit from the opening of our new Base Hospital Medical Unit: Warrnambool's Neville Anders (left) and Portland's John Smith. Photo courtesy of The Standard and photographer Angela Milne.

DRIVING QUALITY PERFORMANCE

Despite bed reductions that have been put in place associated with the Warrnambool Base Hospital capital redevelopment project, the year has seen spectacular growth in patient demand breaking the 21,000 patients barrier for the first time with a record 21,341 acute inpatients treated during the year. This represents a 9.4 per cent increase on the previous year and has been achieved with a reduced average length of stay. This increase in patient demand is a significant challenge for the health service as we foreshadow a further growth spike when our new hospital is fully commissioned. Furthermore, the organisation treated 28,251 Emergency Department attendances which represents a 3.1 per cent increase from the previous year.

Following our impressive ACHS accreditation performance last year, our aged care facility at Camperdown (Merindah Lodge) also underwent accreditation during the year by the Aged Care Standards and Assessment Agency and met all 44 outcome standards. This is a significant achievement and all staff in our aged care sector are to be congratulated for this outstanding result.

In October, we attended the Victorian Public Healthcare Awards and were particularly honoured to receive the Premier's Award for the 2010 Regional Health Service of the Year. The Premier's award for the most outstanding health service of the year is the most prestigious accolade to which a Victorian health service can aspire. This award recognises leadership and excellence in the provision of publicly funded healthcare for the Victorian community and is a glowing tribute to our wonderful staff and volunteers.

In addition, South West Healthcare won the Quality of Care Reporting Award for the sixth consecutive year. It is believed that this record will, in all likelihood, never be surpassed and is testimony to the continuous improvement culture that exists throughout our organisation that continues to pursue improved patient outcomes.

ACHIEVING SUSTAINABILITY

For the first time, this year South West Healthcare was required to sign a Statement of Priorities Agreement with the Department of Health. This process places greater discipline and accountability around the key shared objectives of financial viability, improved access and quality of service provision. The organisation performed exceptionally well against the majority of the performance indicators but was unable to deliver a surplus operating result. As a consequence of significantly exceeding the patient throughput target, the organisation recorded a \$694,000 operating deficit which represents 0.60 per cent of revenue.

In addition to our almost-completed new Warrnambool Base Hospital there is another exciting capital project currently under construction which is the new Warrnambool Community Health Centre. This 7,000 square metre, double-storey building on our Koroit Street frontage will accommodate all our allied health, community and primary care, mental health, dental clinic and general practitioner clinic staff. It is the first time that all of these services have been co-located in the one area and we look forward to opening this new facility in July 2012.



Deakin Clinical School student Karyn Forbes (centre) learns from the best: our new Director of Orthopaedic Surgery Mr Alasdair Sutherland, assisted by Registered Nurse Slavka Maladenovic. Photo courtesy of Warrnambool City Council and Glen Watson Photography.

CREATING A LEARNING/TEACHING/ RESEARCH CULTURE

One of the most exciting components of our new Warrnambool Base Hospital, and regarded as the jewel in the crown of the entire redevelopment, is the Deakin University Medical School. This innovative, post graduate medical degree places students in their third and fourth year of studies in Warrnambool while they undergo teaching at South West Healthcare and surrounding hospitals, and general practitioner clinics. The second tranche of students commenced in January which takes the total complement for the year to 37 students. This will increase to 60 next year when the school's new facilities are complete.

The students have been warmly welcomed into South West Healthcare and the broader community and we are hopeful this initiative will future-proof our health service in terms of recruitment of general practitioners and specialists to the region. Indeed, in preparation for next year's intern recruitment, we have made available positions for six students that we will appoint directly from the existing student cohort. Interviews for these positions have recently been conducted and we are delighted with the calibre of applicants which will add to the other five intern positions which are currently sourced from St Vincent's Hospital and Barwon Health.

The other significant advantage of having a clinical school onsite is the attraction this makes from a medical specialist recruitment point of view. During the past 12 months we have recruited a number of specialists including a Director of Orthopaedic Surgery; a rehabilitation physician; two obstetrician and gynaecologists; a general surgeon; a physician; a paediatrician and a psychiatrist. The majority of these specialists have academic appointments at Deakin University in addition to their clinical responsibilities at South West Healthcare. There is a volume of literature that suggests that specialists heavily engaged in teaching with their students significantly improves patient care outcomes.

ENCOURAGING SERVICE INNOVATION

There has been much activity in the service innovation space during the year which commenced with the installation of the region's first Magnetic Resonance Imaging (MRI) scanner in September. This \$1.5 million machine significantly enhances the diagnostic capability of our clinical staff and reduces the need for patients to travel to Geelong or Melbourne to access this service. The Board continues to advocate for a Medicare eligible licence so that local patients are not financially disadvantaged for this service and recent advice indicates that the Commonwealth will grant this licence in the latter part of 2012.

The other major development that has consumed time during the year has been the Ministerial Review of Cancer Services in South West Victoria with the view to provide locally-based radiotherapy services. This consultation has had a high level of clinician, community and health service engagement and has been strongly supported by an incoming government which is keen to deliver on its pre-election commitment to improve cancer service provision in the area.

In a similar vein, the health service has become quite innovative in the information technology space as a result of a desire to continue the pursuit towards a fully integrated web-based electronic health information system which would link all divisions and departments. This is quite an ambitious undertaking and if we are to achieve this outcome we will be the first health service in Australia to do so.



Decades of rural disadvantage ended in August when a collaboration between South West Healthcare and Healthcare Imaging Services delivered the region's first Magnetic Resonance Imaging (MRI) machine. Mortlake's Scott Primmer was among the first patients Radiographer Amanda Harper got to use the \$1.5 million diagnostic technology on. Photo courtesy of The Standard and photographer Angela Milne.



Forever philanthropic, Geoff Handbury (left), Judy and Rowly Paterson and their ACE Radio Network (left) donated \$450,000 to our \$3.5 million Medical Equipment Appeal – much to the delight of CEO John Krygger (centre) and Appeal Chairman Bill Phillipot. Photo courtesy of The Standard and photographer Damian White.



Having selflessly supported our palliative care team for more than 20 years, Health Minister David Davis presented Marjorie Crothers with the 2011 Minister for Health Volunteer Award for outstanding individual achievement in a regional health service.

COMMUNITY ENGAGEMENT

In one of our largest community engagement strategies to date, in December we embarked on a \$3.5 million major capital appeal to equip our new Base Hospital. With the assistance of a small, volunteer Appeal Committee comprising a number of high profile community leaders, \$3.1 million had been raised by June 30. We are on track to raise the remainder, as planned, before the hospital's official opening in September. This outcome will ensure that our region has the most sophisticated medical equipment available.

The local media support provided throughout this campaign from the ACE Radio Network, The Standard and Extra newspapers and SouthwestBIZ magazine has been greatly appreciated as has been the generosity of our local government shire councils, local philanthropic support and our extended community for which we are indeed extremely grateful.

This level of community support has been extended this year with the involvement of Warrnambool's four Rotary Clubs and their ongoing plans to establish a 12-bed Rotary House complex opposite our new Base Hospital. This \$1.5 million project has had extensive coverage and support throughout the region and we were delighted to receive a \$500,000 contribution from the Commonwealth Government to support this worthy initiative. It is anticipated that the project will commence later this year and, once completed, will provide supported accommodation for patients from outside our immediate area who require either crisis accommodation or ongoing visits to South West Healthcare. It will also provide accommodation for these patients' families.

As always, the organisation is extremely grateful for the level of community support that we continue to receive. Our auxiliaries and other volunteers make such a significant contribution to our organisation. Volunteer, Community Advisory Committee member and Life Governor Marjorie Crothers' outstanding contribution was recognised in May with the presentation of the 2011 Minister for Health Volunteer Award for outstanding individual achievement in a regional health service.

CONCLUSION

It is suggested that even a distant observer would regard South West Healthcare as a dynamic and innovative organisation with an exciting future. We are going through such a significant growth phase and with the full commissioning of our new Base Hospital, we believe we can lift the patient experience to another level.

We take very seriously our responsibility to provide leadership to the region and we will continue to support other health services and other communities as best we can.

As always, there are numerous people to thank including our dedicated Board of Directors, capable Executive Team and our dedicated and committed staff. In conjunction with the continued contributions of our donors, community supporters, volunteers and auxiliary members, we have completed a year like no other in our 156 year history.

South West Healthcare has an extremely bright future and by utilising our continuous improvement culture we believe we will continue to remain responsive to the ongoing needs of our growing community.

CHRIS LOGAN
Chairman
Board of Directors

JOHN F. KRYGGER
Chief Executive Officer

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 hospital capital redevelopment project maintains momentum and provides necessary communication and change management strategies.
- Increase environmental awareness encouraging green practices.

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 relationship with Deakin University in relation to the ongoing development of the clinical 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

DRIVING QUALITY PERFORMANCE

DELIVERABLES

1. Implement all recommendations from 2010 ACHS survey to ensure the organisation maintains the continuous quality improvement culture.
2. Support Emergency Department redesign project.
3. Implement the Productive Ward 'Releasing Time to Care' initiative.
4. Pursue Medicare eligible MRI licence so that local patients are not financially disadvantaged.

OUTCOME

1. Received four year accreditation until 2014. Action Plan developed to respond to recommendations.
2. Emergency Department redesign project ongoing with appointment of clinical assistant position.
3. Initiative implemented throughout all ward areas.
4. Advice received from Federal Health Minister indicates licence will be activated in November 2012.

ACHIEVING SUSTAINABILITY

DELIVERABLES

1. Meet the financial performance and Department of Health (DoH) required service targets.
2. Ensure adequate resources and business reform strategies are in place to effectively manage the transition to new facilities.
3. Implement process to ensure continuity of capital redevelopment project including completion of Business Plan for Stage 2.
4. Measure and monitor utility and consumable usage and aim for material reduction.

OUTCOME

1. Organisation completed the financial year with \$694k operating deficit (0.6% of revenue).
2. Ground floor of new hospital successfully commissioned.
3. Stage 2 feasibility study completed.
4. SWH has been an active participant in the DoH ResourceSmart strategy which includes monitoring waste disposal, energy, office waste, water use, fuel use, green purchasing, litter levels, staff culture. The recently completed 14,000 square metres capital project has been underpinned by an environmental sustainability framework. A number of specific green and energy efficient initiatives, including CHP unit, will deliver a material reduction in energy usage.

CREATING A LEARNING/TEACHING/RESEARCH CULTURE

DELIVERABLES

1. Manage the transition of the Deakin Medical students to the new Clinical School.
2. Develop research focus as part of new Clinical School.
3. Encourage staff and student learning at all levels of patient care.

OUTCOME

1. Deakin Clinical School appropriately resourced and currently accommodating 37 students.
2. Six research projects approved by Ethics Committee during 2010-11.
3. 13,647 clinical placement days during 2010-11 (an increase of 36 per cent on previous year).

ENCOURAGING SERVICE INNOVATION

DELIVERABLES

1. In conjunction with DoH, undertake area based service plan for Corangamite Shire Health Services to determine future development needs for Camperdown.
2. Implement the agreed ambulatory Model of Care in preparation of commissioning of the new Integrated Care Centre.
3. Identify and plan key information technology strategic direction for the organisation.
4. Actively service the South West Cancer Services feasibility study.
5. In conjunction with DoH and other service providers, participate in the Community and Mental Health planning and service coordination initiative.

OUTCOME

1. Funding announcement to commence Corangamite Shire area based health plan received.
2. New model of care under development in preparation of commissioning new Integrated Care Centre.
3. In conjunction with SWARH, new IT Strategic Plan currently under development.
4. Major review of cancer services in South West Victoria completed.
5. Committee participation has resulted in the development of a number of region wide service improvement initiatives.

ENGAGING OUR COMMUNITY

DELIVERABLES

1. Further enhance relationships with other agencies to enable services to be more responsive and integrated.
2. Extend linkages with surrounding health services through formal meetings with their respective Boards of Management.
3. Implement fundraising campaign to raise \$3.5 million to equip new Warrnambool Base Hospital.
4. Implement new branding strategy throughout the organisation.
5. In conjunction with appropriate community partners, initiate and coordinate the Closing the Gap health plan.

OUTCOME

1. Numerous joint service developments either in planning or undertaken with surrounding health services.
2. Extensive engagement with surrounding health services undertaken at Board level.
3. \$3.5 million capital appeal launched. \$3.1 million raised by June 30. Remainder to be secured before official opening of new hospital in September.
4. New branding strategy launched December 2010 and successfully implemented throughout organisation.
5. Close the Health Gap project commenced in February 2011 with project coordinator and staff now appointed to focus on at-risk, young families.

PERFORMANCE PRIORITIES

Data correct as at 30 June 2011

SERVICE PERFORMANCE		2010/11 actuals
WIES activity performance WIES (public and private) performance to target (%)		104%
Quality and Safety	Health service accreditation	Full
	Residential aged care compliance	Full
	Cleaning standards	Full
	VICNISS data compliance	Full
	Hand Hygiene Program compliance	Full
	Victorian Patient Satisfaction Monitor	YES
Maternity	Postnatal home care	92%
Mental Health	28 day readmission rate (%)	10%
Access Performance	Percentage of emergency patients transferred within eight hours	84%
	Percentage of non-admitted emergency patients with length of stay of less than four hours	82%
	Number of patients with length of stay in emergency department greater than 24 hours	1
	Percentage of Triage Category One emergency patients seen immediately	100%
	Percentage of Triage Category Two emergency patients seen within 10 minutes	74%
	Percentage of Triage Category Three emergency patients seen within 30 minutes	79%
ACTIVITY AND FUNDING		2010/11 actuals
Activity	Weighted Inlier Equivalent Separations (WIES) activity achievement	
	WIES Public	11,585
	WIES Private	889
	Total WIES (Public and Private)	12,474
	WIES Renal	108
	WIES DVA	426
	WIES TAC	88
	Rural Patient Initiative – WIES	80
	WIES TOTAL	13,176
Sub Acute Inpatient	Rehab L1 (non DVA)	117
	Rehab L2 (non DVA)	4,744
	GEM (non DVA)	138
	Palliative Care – Inpatient	1,075
	Transition Care (non DVA) – bed day	2,338
	Rehab 2 – DVA	333
	Transition Care – Home Based	2,000
Ambulatory	SACS – Non DVA	11,972
	SACS – DVA	386
Aged Care	Residential Aged Care	11,488
Community Health/ Primary Care	Community Health – Direct Care	21,880

STATISTICAL INFORMATION

ACUTE HOSPITAL - WARRNAMBOOL CAMPUS	2010/11	2009/10	2008/09	2007/08	2006/07
Accommodation - Registered Beds	155	155	155	155	155
Inpatient Separations					
Public - No Charge	17,916	16,399	16,005	14,057	14,025
Private/Third Party	1,269	922	722	823	1,152
Nursing Home Type	6	42	39	41	39
Total Inpatient Separations	19,191	17,363	16,766	14,921	15,216
Inpatient Separations by Patient Type					
Emergency	8,976	7,471	6,378	5,237	5,398
Elective	8,817	8,488	8,996	8,316	8,431
Obstetric	1,398	1,404	1,392	1,368	1,387
Total Patients Treated	19,191	17,363	16,766	14,921	15,216
Total Patient Days in Hospital					
Public - No Charge	47,317	45,817	45,659	45,421	42,927
Private/Third Party	4,887	3,861	4,088	4,467	6,227
Nursing Home Type	171	2,165	2,818	1,985	1,384
Total Patient Bed Days	52,391	51,843	52,565	51,873	50,538
Transitional Care Program Bed Days	4,338	1,017			
Daily Average of Occupied Beds	134.5	131.0	133.5	132.1	127.4
% Occupancy on Registered beds	86.8	84.5	86.1	85.2	82.2
Average Length of Stay	2.72	2.96	3.30	3.40	3.30
Births (number of deliveries)	594	631	624	598	604
Theatre Procedures	5,908	6,190	6,129	5,915	5,698
Endoscopy Procedures	2,482	2,471	2,664	2,514	2,415
Total Procedures	8,390	8,661	8,793	8,429	8,113
Day Case Surgery in Theatre	2,916	3,030	3,284	3,014	2,914
Non Inpatient Services					
Number of Attendances:					
Emergency Department	25,593	24,549	24,152	24,135	23,665
Medical/Surgical Clinics	13,781	11,880	12,375	11,668	11,072
Pathology	9,886	9,121	9,983	9,568	9,543
Medical Imaging	9,124	8,302	7,612	6,989	6,476
Pharmacy	9,018	8,782	9,494	8,836	9,478
Allied Health	8,679	10,049	12,209	12,465	12,257
Dental Unit	9,801	9,885	7,880	9,099	4,333
Other Programs	7,337	5,722	6,104	6,449	5,982
Rehabilitation Centre Attendances	7,703	7,911	8,224	8,055	7,920
Community Health Attendances	3,183	3,647	3,262	3,364	1,844
HARP Attendances	4,012	4,376	4,706	3,530	-
Community Health Group Session Attendances	1,968	1,978	4,772	3,658	-
HARP Group Session Attendances	290	520	526	507	-
Total Non Inpatient Attendances	110,375	106,722	111,299	108,323	92,570
District Nursing - Care Hours	13,549	14,591	14,638	15,115	14,382
Meals Served	288,367	278,666	289,743	295,377	294,196



Maya Veale was one of our first Victorian Infant Hearing Screening Program (VIHSP) participants. In partnership with the Royal Children's Hospital, we introduced this free service to the region in 2010. We aim to screen every baby born at our Warrnambool Base and Camperdown Hospitals and hospitals at Portland, Hamilton, Terang and Timboon before they're four months old. This will give those identified with hearing impairment the best chances of developing normal speech and language by accessing diagnostic and early intervention services, sooner rather than later. One in 1,000 babies is born with hearing loss and a further one in 1,000 will develop hearing loss during infancy. Photo courtesy of The Standard and photographer Aaron Sawall.

CAMPERDOWN/LISMORE CAMPUSES	2010/11	2009/10	2008/09	2007/08	2006/07
Accommodation - Registered Beds	67	67	67	67	67
Inpatient Separations by Patient Type					
Emergency	828	702	694	603	617
Elective	839	951	898	1,015	947
Obstetrics	157	140	155	177	156
Total Inpatient Separations	1,824	1,778	1,747	1,795	1,720
Public Separations (Acute)	1,546	1,472	1,445	1,484	1,336
Total WIES	1,144	1,148	1,123	1,114	1,094
Average Inlier Equivalent DRG Weight	0.6309	0.6451	0.6458	0.6234	0.6398
Acute Bed Days	5,161	5,539	5,481	5,433	5,457
Aged Care Bed Days	11,488	12,833	12,939	13,047	12,895
Total Bed Days (Acute plus Aged Care)	16,649	18,372	18,420	18,461	18,352
% Occupancy on Available Beds					
Acute	65.73	70.53	69.79	69.57	68.04
Aged Care	87.42	97.66	98.47	99.02	98.14
Average Length of Stay					
Acute	2.81	3.10	3.13	3.01	3.15
Births	63	61	67	70	66
Total Operations	611	669	653	560	536
Day Case Surgery in Theatre (Incl above)	429	440	431	437	371
Non Inpatient Services					
Emergency Department	2,659	2,860	2,623	2,161	2,165
Outpatient Attendances	2,266	2,078	1,847	1,679	1,787
District Nursing Visits	4,962	5,617	4,120	4,539	4,467
Community Health - Contacts	6,911	7,590	4,724	4,951	4,159
Community Health - Group Session Attendances	3,611	4,093	5,043	3,772	3,504
Day Care Attendances	2,589	2,447	2,375	2,606	2,532
Total Non Inpatient Activity	22,998	24,685	20,732	19,708	18,614
Meals on Wheels Prepared	8,737	6,643	7,396	10,171	14,264

COMPARATIVE COSTS AND STATISTICS - NON ACUTE SERVICES

	2010/11	2009/10	2008/09	2007/08	2006/07
MENTAL HEALTH SERVICES					
Statistics					
Number of Inpatient Separations	336	342	349	369	387
Acute Bed Days	4,117	3,992	3,492	4,005	3,967
Daily Average Inpatients Accommodated	11.27	10.94	9.57	10.97	10.87
Percentage Occupancy (%)	75.20	72.91	63.78	73.15	72.46
Average Inpatient Length of Stay (days)	12.25	11.67	10.01	10.85	10.25
Number of Outpatient Contact Hours	31,499	30,019	27,209	23,931	28,072
Number of Residential/Extended Care Bed Days	1,399	1,105	1,255	1,474	1,709
Central Linen Service					
Kilograms Produced	807,566	800,587	776,824	763,980	718,524
Average cost per kilogram (cents)	199.40	211.49	186.17	189.99	188.18

SERVICE, ACTIVITY AND EFFICIENCY MEASURES Statistical comparison to previous years

	2010/11	2009/10	2008/09	2007/08	2006/07
Warrnambool Campus					
Weighted Inlier Equivalent Separations	12,022	11,523	10,834	10,629	10,240
Average Inlier Equivalent DRG Weight	0.6426	0.6828	0.6688	0.7392	0.7029
Statistical Indicators					
% Public (Medicare) Patients Treated	93.2%	94.3%	95.7%	94.5%	92.5%
Revenue Indicators - All Campuses					
Average Days to Collect					
Private Inpatient Fees	70.85	121.90			
TAC Inpatient Fees	43.99	0.00			
VWA Inpatient Fees	81.48	72.35			

Debtors Outstanding as at 30th June 2011	Under 30 Days	31-60 Days	61-90 Days	Over 90 Days	Total 2011	Total 2010
Private Inpatients	42,319	58,870	41,778	14,311	157,278	308,115
TAC Inpatients	2,308	-	-	-	2,308	-
VWA Inpatients	45,544	24,809	7,693	16,303	94,349	66,621
	90,171	83,679	49,471	30,614	253,935	374,736

Note: TAC = Transport Accident Commission
VWA = Victorian Workcover Authority
WEIS = Weighted Inlier Equivalent Separations.

ACTIVITY BY PROGRAM 2010/11 Total - All Campuses

ADMITTED PATIENTS	Acute	Sub Acute	Mental Health	Aged Care	Total
Separations					
Same Day	11,459		9		11,468
Multi Day	9,085	471	327	46	9,929
Total Separations	20,544	471	336	46	21,397
Emergency	9,459		336		9,795
Elective	9,545	471		46	10,062
Maternity	1,540				1,540
Total Separations	20,544	471	336	46	21,397
Public Separations	18,986	438			19,424
Total WIES	13,166				13,166
Total Bed Days	51,365	6,565	5,516	11,488	74,934

NON ADMITTED PATIENTS	Acute Acute	Sub Health	Mental Care	Aged	Total
Emergency Medicine Attendances	28,252		4,710		32,962
Outpatient Services - Occasions of Services	54,513	7,709	74,187		136,409
Other Services - District Nursing Care Hours				17,774	17,774

Macarthur Campus	2010/11	2009/10	2008/09	2007/08	2006/07
District Nursing/personal care visits	1,545	1,800	1,922	1,828	2,213
Community Health contacts	1,190	1,083	1,413	1,424	1,153
Community Health session attendances	715	1,493	1,371	1,439	1,575
Day Care session attendances	696	864	935	879	999
HACC Groups	42	123	130	136	132
Meals on Wheels Prepared	679	682	573	477	1,007
Volunteer contacts	923	800	953	874	1,147

ATTESTATION ON DATA INTEGRITY

I, John 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
August 2011

PROFILE

OUR LOCATIONS

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

In 2010-11 we provided 144 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

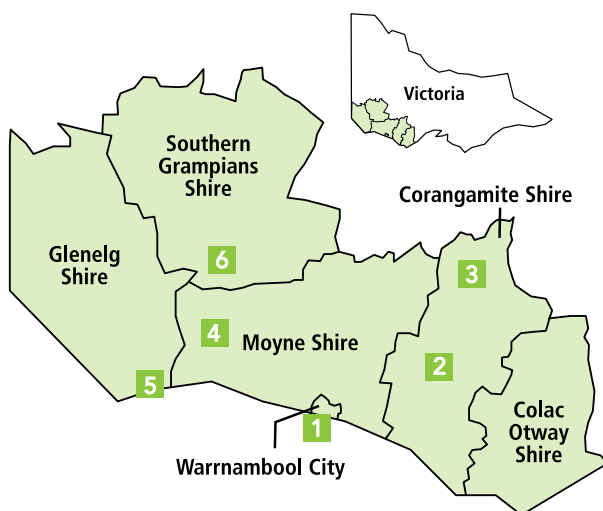
Our Community Health centres are based at:

- 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)

South West Healthcare has served Western Victoria for more than one-and-a-half centuries. Our Warrnambool hospital is 157 years old and our Camperdown Hospital is 102.



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



Look Good... Feel Better Volunteer Facilitator Julie Hayden and Terang's Emily Jarvis joined the fifth birthday celebrations of our LGFB workshops in October. Day Oncology Associate Unit Manager Melissa Duffin brought the Cosmetic, Toiletry and Fragrance Association initiative to SWH in 2005 to help local women having treatment, or about to have treatment, deal with changes chemotherapy and radiation therapy can cause to skin and hair. Photo courtesy of The Extra and photographer Vicky Hughson.

OUR SERVICES

In 2010-11 South West Healthcare provided 144 medical, nursing, mental health, allied health and community health services to the region. (For the full list please go to the next two pages.) Of these, the following four are exciting new initiatives:

✓ The **Transition Care Program** is a Commonwealth and State Government-funded initiative based at our Warrnambool campus. It targets older people at the end of a hospital stay who require more time and support in a non-hospital environment. The aim is to minimise the number of older people experiencing inappropriate extended hospital lengths of stay and/or being prematurely admitted to residential aged care. The initiative involves a partnership with Mercy Health. It's providing eight Warrnambool-based beds for the provision of transition care services while our Warrnambool Base Hospital is providing support and broker-care packages for six community/home-based places. The program is proving extremely popular with a very high level of client satisfaction.

✓ The **Hospital Redesigning Care Program** uses a systematic approach involving staff at all levels of the organisation to analyse and improve processes around patient care and flow. Funded by the State Government for four years, it aims to increase service quality and efficiency, and reduce activities that do not add value to patient care.

This work is in progress in the Emergency Department, the majority of our inpatient units, including the Mental Health Inpatient Unit, and perioperative services, including the Central Sterilising Department, at our Warrnambool Base Hospital and the Acute Unit at our Camperdown Hospital. Each of these areas is monitoring patient safety and efficiency data in real time and using this data to make improvements to care. Consequently, staff are more informed about their care provision and are seeing positive results from changes made including a reduction in patient falls and a hospital-based length of stay now more in line with the Victorian average.



Unsung Heroes was the theme of July 2010's NAIDOC Week and recognise them, we did. The SWH coordinated initiative saw the honoring of quiet achievers in the indigenous community, past and present, including: (from left) Elizabeth Clarke, Daphne Lowe, SWH Aboriginal Programs Manager Lee-Anne Green, Bev Harrison, Anne Litster, SWH Women's Health Resource Worker Rochelle Hine and Robert Lowe. Alice Clarke and George Wright were recognised posthumously. Photo courtesy of The Extra and photographer Vicky Hughson.



Joe Chatfield was one of the first patients to be treated, offsite, by SWH dentist Kim Trinh (left) and Director of Dental Services Dr Donna Mercado at Warrnambool's Gunditjmara Health Clinic. This new initiative sees a rotating roster of dentists providing dental care and comprehensive oral hygiene information to indigenous people living in the southwest, on a fortnightly basis. Photo courtesy of The Standard and photographer Damian White.

- ✓ The **Geriatric Evaluation & Management (GEM)** Model of Care was introduced at South West Healthcare in March in line with the \$115M redevelopment of our Warrnambool Base Hospital. GEM is not driven by a specific disease or condition of aging but, rather, is a service model with principles and processes that traverse all geriatric syndromes. A GEM model of care focuses on the older patient and tailors treatment management to the assessed needs of the individual. It promotes independence of the older person and self-management.

An inpatient GEM model promotes a move away from an illness model of care where patients remain in bed while staff do the majority of their daily activities for them, to an alternative wellness and restorative model approach where patients are functionally stimulated and encouraged to 'do for themselves'. To be suitable for the GEM initiative (based in our new Warrnambool Base Hospital Rehabilitation Unit), patients need to be medically stable and have had their acute care needs addressed or be in the process of having them addressed.

- ✓ The **Perinatal Emotional Health Program** provides family-centred psychological care for women during pregnancy and up to one year post birth. This Mental Health Services (MHS) initiative works with women experiencing mild to moderate mental health symptoms; the severity of which does not meet the criteria for case management with our Adult or Child & Adolescent Mental Health Services programs.

Servicing the municipalities of Warrnambool, Corangamite, Moyne, Glenelg and Southern Grampians, PEHP clinicians work in close collaboration with services already seeing women in the perinatal period, including maternity and maternal child health workers.

PEHP activities include improving the identification and care of women who are at risk of, or experiencing, mental health symptoms; providing assessment, psychological intervention and support for PEHP clients and psycho education and support for families; facilitating and supporting the referral of women experiencing severe mental health symptoms for case management with our Adult or Child & Adolescent Mental Health Services; providing primary or secondary consultation to complement ongoing care; providing health promotion, education and early intervention activities targeted towards reducing the prevalence, duration and severity of perinatal mental health problems, and supporting male partners experiencing perinatal mental health concerns.



Delta Therapy Dogs moved into our Warrnambool Base Hospital in November. In collaboration with the Delta Pet Partner Program and some very generous donors, the trained dogs and their Delta Society volunteer owners/handlers, inpatients in our Paediatric, Palliative Care and Rehabilitation Units get weekly visits from (from left) Bette Sheather and Lexie, Shannon McKay and Mawson, and Barb Kirkby, Lacy and Tully. Photo courtesy of The Extra and photographer Rob Gunstone.

SERVICES and PROGRAMS

	Warrnambool Base Hospital	Camperdown Hospital	Warrnambool CH	CDown CH Manifold Place	Lismore CH	Macarthur CH	CDown ADC David Newman	CDown ACF Merindah Lodge	WBool MHS	CDown MHS	Hamilton MHS	Portland MHS
Aboriginal Health	•	•	•	•	•	•		•				
Aboriginal Health Promotion			•									
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			•	•	•	•						
Continenence Advisory	•					•						
Coronary Care	•											
Counselling & Support	•		•	•	•	•						
Day Surgery	•	•										
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	•											
Evening Support					•							
Family Planning & Education			•									
Fracture Clinic	•											
Fresh Deliver Meals	•											
GP Clinics					•	•						
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 Redesigning Care*	•	•						•				
Improving Care For Older Persons Initiative	•											
Infection Control Service	•	•										
Intensive Care/Critical Care	•											
Library	•	•	•	•	•	•	•	•				
Living for Life				•								
Longer Stay Older Person	•											
Meals on Wheels		•			•	•						
Medical Imaging	•	•										
Memory Enhancement								•				
Mental Health												
Acute Inpatient	•											
Addiction Physician	•								•	•	•	•
Adult Continuing Care									•	•	•	•
Adult Crisis Assessment & Treatment	•								•	•	•	•
Aged Persons Mental Health	•								•	•	•	•

	ACF ADC CDown CH MHS WBool	Aged Care Facility Adult Day Centre Camperdown Community Health Mental Health Services Warrnambool	Warrnambool Base Hospital	Camperdown Hospital	Warrnambool CH	CDown CH Manifold Place	Lismore CH	Macarthur CH	CDown ADC David Newman	CDown ACF Merindah Lodge	WBool MHS	CDown MHS	Hamilton MHS	Portland MHS
Child & Adolescent Team			•								•	•	•	•
Consumer & Carer Participation			•								•	•	•	•
Dementia Behaviour Management Advisory Service											•	•	•	•
Early Intervention & Dual Diagnosis			•								•	•	•	•
Families where a Parent has a Mental Illness											•	•	•	•
Perinatal Emotional Health*											•	•	•	•
Primary Mental Health Team											•	•	•	•
Psychogeriatric Education											•	•		
Residential Rehabilitation			•											
Strengthening Schools											•	•	•	•
Suicide Prevention Project			•											
Triage & Consultation Liaison			•								•	•	•	•
Midwifery														
Inpatient			•	•										
Rural Maternity Initiative				•										
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								•						
Podiatry			•			•	•	•		•				
Post Acute Care			•	•										
Pre Admission Clinic			•	•										
Prosthetics			•											
Refugee Health					•									
Rehabilitation														
Inpatient			•											
Rehabilitation Community Centre			•											
Respiratory Health			•	•										
Service Information Hub						•								
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			•		•	•	•							
Wound Management			•											
Volunteer Program			•	•		•	•							
Young Women's Pregnancy & Parenting			•											
Youth Clinic					•									

* New programs delivered in 2010-11 (see pages 14-15).

OUR PATIENTS

OUR HOSPITAL INPATIENTS

We treated 1,841 more inpatients than ever before at our two hospitals in 2010-11: 21,341 compared to 2009-10's 19,500 – a 9.4 per cent increase. Our Warrnambool Base Hospital recorded a 10.2 per cent inpatient increase and our Camperdown Hospital recorded a 1.9 per cent inpatient increase.

INPATIENTS x SWH HOSPITAL 2010-11 to 2006-07

Hospital	10-11	09-10	08-09	07-08	06-07
Warrnambool	19,516	17,709	17,124	15,290	15,601
Camperdown	1,825	1,791	1,747	1,720	1,720
TOTAL	21,341	19,500	18,871	17,085	17,321

Where our 21,341 inpatients came from

In 2010-11 the majority of our inpatients, not surprisingly, came from the Local Government Area in which the hospital they attended is located: 56.2 per cent of our Warrnambool Base Hospital inpatients were Warrnambool City residents and 88.5 per cent of our Camperdown Hospital inpatients were Corangamite Shire residents.

INPATIENTS RESIDENCE x SWH HOSPITAL 2010-11

Inpatients Residence	Warrnambool Base Hospital	Camperdown Hospital
Warrnambool	10,962	35
Moyne	4,758	74
Corangamite	1,638	1,616
Glenelg	994	4
Southern Grampians	340	3
Colac Otway	78	38
Rest of Victoria	542	46
SA	74	2
NSW	46	4
QLD	25	1
WA	15	1
ACT	2	0
NT	1	0
TAS	5	0
Overseas	22	1
No fixed address	13	0
Unknown	1	0
TOTAL	19,516	1,825

NOTE: Mental Health Services separations are included in the Warrnambool Base Hospital totals.

OUR EMERGENCY DEPARTMENT PATIENTS

We treated 842 more patients than ever before at our two hospitals' Emergency Departments in 2010-11: 28,251 compared to 2009-10's 27,409 – a 3.07 per cent increase. Our Warrnambool Emergency Department treated 25,593 patients (4.25 per cent increase) and our Camperdown Emergency Department treated 2,658 patients (a 7.06 per cent decrease).

PATIENTS x SWH EMERGENCY DEPARTMENT 2010-11 to 2006-07

ED	10-11	09-10	08-09	07-08	06-07
Warrnambool	25,593	24,549	24,152	24,135	23,665
Camperdown	2,658	2,860	3,412	3,003	2,940
TOTAL	28,251	27,409	27,564	27,138	26,605

Where our 28,251 Emergency Department patients came from

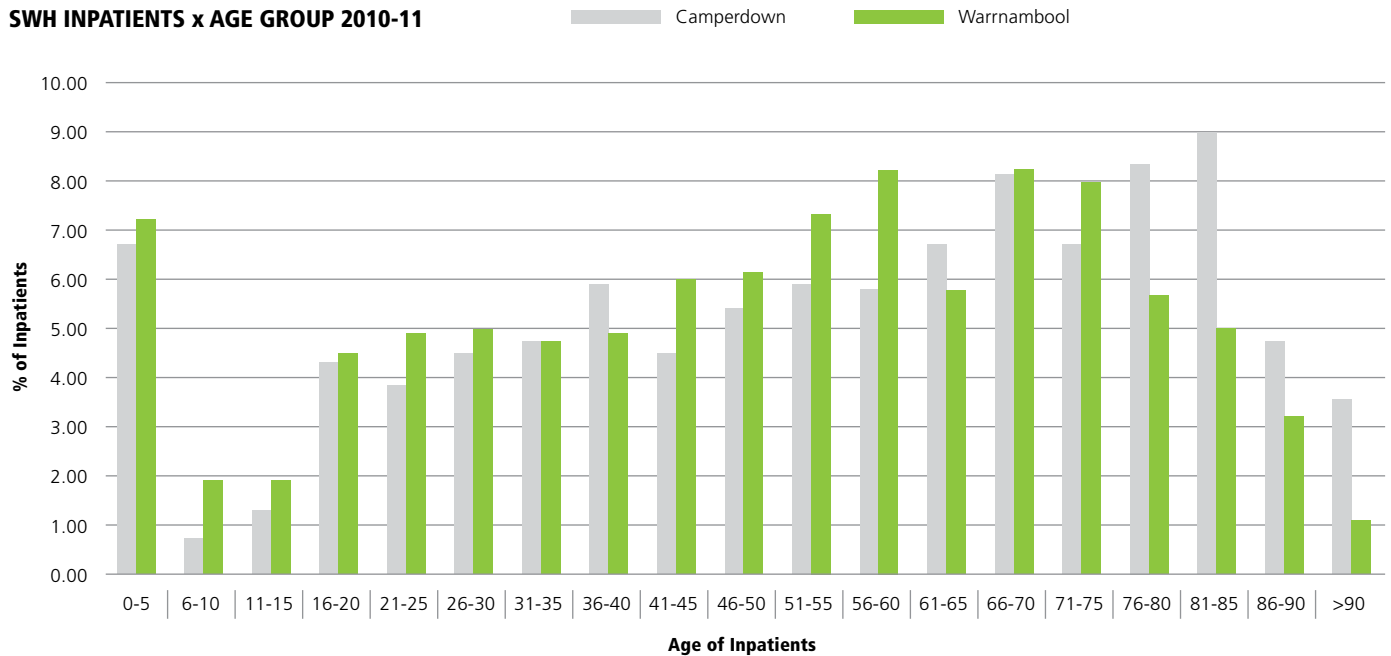
In 2010-11 the majority of Emergency Department patients, not surprisingly, came from the Local Government Area in which the hospital they attended is located: 61.9 per cent of our Warrnambool Base Hospital ED patients were Warrnambool City residents and 87.8 per cent of our Camperdown Hospital ED patients were Corangamite Shire residents.

PATIENTS RESIDENCE x SWH EMERGENCY DEPARTMENT 2010-11

Patients Residence	Warrnambool Base Hospital	Camperdown Hospital
Warrnambool	15,830	46
Moyne	5,678	86
Corangamite	1,449	2,334
Glenelg	487	4
Southern Grampians	209	6
Colac Otway	64	43
Rest of Victoria	1,406	121
SA	118	7
NSW	133	3
QLD	98	3
WA	45	4
ACT	7	0
NT	5	0
TAS	25	0
Overseas	6	0
No fixed address	33	1
Unknown	0	0
TOTAL	25,593	2,658

NOTE: Lismore Community Health figures are included in the Camperdown totals.

SWH INPATIENTS x AGE GROUP 2010-11



The age of our 21,341 inpatients

The 66–70 age group was the highest rating inpatient group at our Warrnambool Base Hospital accounting for 8.3 per cent, followed by the 56–60 age group at 8.2 per cent and the 71–75 age group at 7.9 per cent. (In 2009-10: the 66–70 age group rated highest on 9.4 per cent, followed by the 51–55 age group on 7.9 per cent and the 76–80 age group on 7.0 per cent.)

The 81-85 age group was the highest rating inpatient group at our Camperdown Hospital, accounting for 8.9 per cent, followed by the 76-80 age group of 8.3 per cent and the 66-70 age group of 8.2 per cent. (In 2009-10: the 81–85 age group rated highest on 10.3 per cent, followed by the 76–80 age group on 9.9 per cent and the 66–70 age group on 9.7 per cent.)

It is worth noting the 0–5 inpatient figures at both hospitals (7.2 per cent at Warrnambool and 6.7 per cent at Camperdown) include Midwifery Unit births while our Camperdown Hospital figures do not include our aged-care Merindah Lodge residents.

SWH INPATIENTS x AGE GROUP 2010-11

Inpatient Ages	Warrnambool Base Hospital		Camperdown Hospital	
	Total	%	Total	%
0-5	1,405	7.20	121	6.75
6-10	375	1.92	12	0.67
11-15	376	1.93	24	1.34
16-20	894	4.58	77	4.29
21-25	946	4.85	68	3.79
26-30	972	4.98	79	4.41
31-35	932	4.78	85	4.74
36-40	958	4.91	106	5.91
41-45	1,170	6.00	85	4.74
46-50	1,193	6.11	98	5.47
51-55	1,436	7.36	106	5.91
56-60	1,616	8.28	104	5.8
61-65	1,123	5.75	120	6.69
66-70	1,622	8.31	150	8.22
71-75	1,560	7.99	125	6.85
76-80	1,111	5.69	153	8.38
81-85	993	5.09	164	8.99
86-90	622	3.19	86	4.71
>90	212	1.09	62	3.4
TOTAL	19,516	100	1,825	100

QUALITY MANAGEMENT



South West Healthcare is committed to continuous quality improvement and strives for best practice. An annual Quality Management Program has been in place for more than 20 years and is managed by the staff of the Quality Unit.

Much was achieved during 2010-11 including:

- Maintaining accreditation with the Australian Council on Healthcare Standards at our recent organisation-wide survey.
- Maintaining accreditation with the Aged Care Standards Accreditation Agency.
- Maintaining Baby Friendly Hospital Accreditation with the World Health Organisation and the United Nations Children's Fund.
- Maintaining accreditation with the Department of Human Services' Home and Community Care.
- Continuation of Releasing Time to Care – Productive Ward projects (see our 2011 Quality of Care Report).

IMPROVING THE PATIENT EXPERIENCE

Patient surveys

Improving our patients' experiences is important to all of our staff. Many of our wards and departments carry out annual patient or customer satisfaction surveys. The survey results are used to make improvements to, for example, patient information brochures.

In 2010 -11 we excelled in quality service delivery:

- The 518 consumers who responded to our annual internal survey gave between 93 and 98 per cent for overall ratings of care delivery that included admission, staff attitudes and discharge planning. Some scores were slightly down on the previous year due to disruptions related to the extensive building of our new \$115 Warrnambool Base Hospital alongside our existing Warrnambool Base Hospital.
- The randomly selected group of patients who responded to the Department of Human Services' 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) delivered an overall care index of 80 per cent. This is 1 point higher than the average for the Category B hospitals' Care Index of 79. There are 23 hospitals in this category. South West Healthcare consistently ranks among Victoria's top three rural regional facilities.

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:

- 908 compliments were received in 2010. Another 347 were received during the first half of 2011.
- 117 complaints were received in 2010-11. This is 37 less than in 2010. For the first six months of 2011, 50 complaints were received.

Every complaint is monitored and actioned and is reported to the Quality Care Committee (see Corporate and Clinical Governance) and other management committees each month. Staff are also involved in monthly education with regard to managing complaints. Service improvements are routinely made as a result of complaints received where a deficit is identified.

By voluntarily comparing our results with those of the Health Services Commissioner we know our timeframe response rate to complaints is well below the expected Victoria wide timeframe response rate of 30 days. South West Healthcare aims, and on average succeeds, in responding within three days.

Involving our patients

Consumers willingly dedicate their time to assist us to strengthen our quality patient services by actively participating in a range of activities. South West Healthcare works closely with consumers (see Corporate and Clinical Governance) seeking their advice and opinions on a range of topics that concern patient services.

In 2010-11 consumers were involved in the development of:

- Our award winning Quality of Care Report (page 21).
- Patient information brochure review – all types of brochures available for patients were reviewed and changes made to bedside information.
- General hospital information for patients and families on topics including visiting hours, what to bring to hospital, locations of departments and parking facilities. This is reviewed annually with our Community Advisory Committee.
- Invitations extended to consumers to participate in working party meetings involving hospital services such as the Food Services Working Party, Consumer Health Information Working Party and other formal and non-formal meetings.

'Frequent Flyer' patient, Steven Morgan breaks into dance at the news we've again been independently rated as providing one of the highest levels of overall care of the 23 Victorian health services in our category. Pictured here with Pharmacist Lisa Spence and Associate Unit Manager Kerrie Thompson (seated), Steven spends close to one week in every six undergoing lifesaving blood treatment. Photo courtesy of The Standard and photographer Rob Gunstone.

IMPROVING CLINICAL QUALITY

Full marks for accreditation

South West Healthcare has maintained its accreditation status. A recent full accreditation survey conducted by the Aged Care Standards Agency saw Merindah Lodge, our aged-care facility at Camperdown, maintain accreditation status until 2014 with no recommendations.

Risk management

Risk management at South West Healthcare has been integrated to include clinical and corporate risks. All risks are identified throughout the organisation by managers and staff. This information is entered into a risk register (Riskman) which then feeds a risk management plan to provide the Board of Directors and Executive with a risk profile for the entire organisation.

Recent changes include a review and update of the risk assessment tool staff use to assess all risks in their departments.

Our Risk Management earned an 'Extensive Achievement' at the recent organisation-wide survey by four external surveyors.

Clinical risk management: Patient safety comes first

Clinical risk management is the main stay of the Quality Management Program. The multi-disciplinary Clinical Risk Management Committee is responsible for monitoring clinical incidents and other areas of clinical concern, such as patient equipment safety.

As part of the committee's interest in this area, South West Healthcare has subscribed to an innovative online Equipment Library. This library is accessible to all clinical staff allowing them to access hundreds of equipment manuals stored electronically. This safety initiative has ensured staff have access to latest manuals which enables better and safer practice.

The number of clinical incidents reported by staff continues to steadily increase:

- 1,950 incidents were reported during 2010-11
- 1,812 incidents were reported during 2009-10
- 1,795 incidents were reported during 2008-09
- 1,730 incidents were reported during 2007-08

This increase has been brought about by:

- Raising staff awareness about the importance of reporting incidents and near misses.
- The convenience of the electronic reporting system (Riskman). This technology has improved the ease with which staff can report all types of incidents. The database is available in all wards and departments, for all staff, 24 hours a day.

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

Infection control

Infection control impacts on all aspects of healthcare delivery which is why South West Healthcare committed itself to continue increasing the level of hand hygiene compliance for staff, patients and visitors in 2010-11. The simple act of hand washing reduces the risk of infection to patients. During the year our Infection Control consultants and the Hand Hygiene Project worker effectively increased the rate of compliance to 68 per cent (against the required target of 65 per cent).

Hand gel dispensers are now located at all hospital bedsides and hand hygiene stations around wards, in hospital corridors, at all hospital entrances, lifts and all clinical areas such as patient cubicles.

Clinical guidelines

We continue to support the audit of clinical guidelines to ensure they are of high standard, evidence-based and follow best practice in partnership with clinicians. Staff also ensure national guidelines are reviewed and actioned to deliver high quality healthcare and continually improve patient experience. For example, there were 2,021 guidelines accessed by clinical staff at South West Healthcare in March 2010.

Quality of Care Report

Our annual Quality of Care Report for 2010, 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. The Quality of Care Report informs readers about South West Healthcare's key performance areas including how we regularly involve consumers in everything we do. A copy can be downloaded at our website.

Our 2004, 2005, 2006, 2007, 2008 and 2009 Quality of Care Reports earned us Victorian Ministerial awards for excellence. Our 2009 award was presented at a black-tie function attended by the Premier and the Minister for Health in Melbourne in October (see Chairman and CEO'S Report). Our 2010 report has been received by the Department of Health.

EDUCATION and TRAINING

NURSING SERVICES

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

In 2010–11:

- ✓ 828 education health professionals attended continuing professional development educational programs. This equates to 6,624 hours (not including orientation and updates).
- ✓ 170 new staff attended our Corporate Orientation Program.
- ✓ 296 nurses attended our Nursing Professional Development Day.
- ✓ 2,160 education contact hours and clinical support hours were provided to Graduate Nurses.

Key initiatives for ongoing professional development included:

Burns Education > Two sessions for healthcare professionals dealing with the immediate assessment of burns; burns management, including cooling, hydration, analgesia and stabilisation; and requirements for transfer of a patient to a burns unit in Melbourne. The selection of wound products to use for dressing burns formed an important component of this workshop.

Pain Management > The day included general principles of pain management, how to assess pain and pain intensity measurements. Other presentations included neurobiology of pain, pharmacology and acute pain management techniques.

Depression and Dementia & Dementia and Sexuality > Two well attended workshops hosted by Alzheimer's Victoria dealing with issues common in people with dementia. Each was attended by nurses working in acute and aged care settings.

Basic 12 Lead ECG Interpretation > 42 nurses took part in this popular three-day workshop to upskill their knowledge on ECG interpretation. This initiative is particularly relevant given the current expansion of telemetry services within our Warrnambool Base Hospital's new units.

Triage Education > Deakin University – Northern Health Clinical Partnership Senior Research Fellow, Dr Julie Considine RN, PhD, provided education to staff working in Emergency Departments throughout the region in relation to the latest changes in triage. Over 60 nurses attended this highly sort out workshop.

Patient Deterioration Education > This subject never leaves our curriculum given ongoing policy development, planned changes to observation charts and the implementation of the COMPASS program. The subject of Patient Assessment also continues to be a part of our Nursing Professional Development Days. Workshops on specific issues related to this are also delivered.



Nurse Practitioner Candidate Justine Rea commenced her Masters of Nurse Practitioner (Emergency) through Flinders University in February. Awarded one of three prestigious Albert Coates Scholarships, her 18 months full-time study will be completed by coursework under the watchful eye of SWH mentors Emergency Nurse Practitioner Kate Sloan and Centre for Rural Emergency Medicine Director, Associate Professor Tim Baker (pictured with Justine). Upon completion in June 2012, Justine will apply for endorsement with the Australian Health Practitioner Regulation Agency. This will make her our third Nurse Practitioner, joining Kate Sloan and Wound Management Nurse Practitioner Terry Swanson. A Nurse Practitioner is a Registered Nurse who acquires expert knowledge, including the equivalent of fourth-year medical pharmacology and additional clinical competencies, to allow expanded practice.

SOLLE (SWARH On Line Learning & Education)

We commenced this initiative at our Warrnambool Base Hospital in February and our Camperdown Hospital in April. Nurses are required to, initially, complete modules on Riskman, Open Disclosure and Harassment & Bullying. Annually, they must also complete modules on Hand Hygiene, Medication Administration, Fire & Emergency, and Basic Life Support. Two-yearly, a Bloodsafe module must be completed. With over 700 nurses enrolled at our campuses, 41 per cent of them have completed between two and eight of these modules.

MENTAL HEALTH SERVICES

South West Healthcare's Mental Health Services provide specialist clinical services to people experiencing mental illness 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 2010-11:

- ✓ An average 30.6 hours of training was provided to each staff member.
- ✓ 156 staff participated in 4,777 hours of training.
- ✓ 6 staff attended orientation.

This level of training is unprecedented in other public mental health services.



On an education and training day like no other, our Mental Health Services' inaugural Big Day Out brought Victoria's most respected senior mental health nurses and academics to Warrnambool. From left: Barwon Health Senior Psychiatric Nurse Shirley Jennings; SWH Mental Health Services Staff Development Officer Janet Punch and Senior Psychiatric Nurse/Executive Officer Adele Morrison; North Western Mental Health Education Training and Development Senior Psychiatric Nurse & Manager Greg Miller; Western Education & Training Cluster Project Manager Rosemary Charleston; University of Melbourne's Centre for Psychiatric Nursing Director Steve Elsom; Department of Health's Mental Health and Drugs Division Senior Nurse Advisor Tracy Beaton; Deakin University Mental Health Nursing (Geelong and Warrnambool) Chair and Lecturer Dr Natisha Sands.

Key initiatives for ongoing professional development included:

Mental Health Nurses' Big Day Out > In November a number of senior mental health nurses and academics were invited to Warrnambool to address our workforce and invite them to make a difference. Presenters included Senior Nurse Advisor Tracey Beaton, Dr Natisha Sands, Steve Elsom, Shirley Jennings, Greg Miller and Rosemary Charleston. They were well received by the local audience and plans are underway for a 2011 even bigger day out.

Children of Parents with a Mental Illness > A blended role-out of an online training program from the Australian Infant Child Adolescent and Family Mental Health Association was facilitated by SWH's FaPMI Coordinator Teresa Tyacke and Staff Development Officer Janet Punch and delivered to staff from services including mental health, ChildFIRST, Aspire, Protective Services, and Drug and Alcohol Services.

Borderline Personality Disorder > Clinical Director of Spectrum, Dr Sathya Rao, presented an introduction to the diagnosis of Borderline Personality Disorder and working with people with this diagnosis; particularly those in crisis. Staff from a variety of settings and agencies attended.

Evidence of Absence > President of the Australian Psychological Society, Professor Simon Crowe, presented a workshop for psychologists, outlining the cognitive assessment of adults focussing on the importance of collecting neuropsychological information to support a clinical formulation for the individual.

PRIMARY AND COMMUNITY SERVICES

South West Healthcare's Primary and Community 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 2010-11:

- ✓ 78 Community Health staff participated in 1,053 hours of training.
- ✓ An average 14 hours of training was provided to each Community Health staff member.
- ✓ 16 Dental Services staff participated in 100 hours of training.
- ✓ An average 6 hours of training was provided to each Dental Services staff member.
- ✓ 7 Community Health staff attended orientation.

Key initiatives for ongoing professional development included:

Aboriginal Health Promotion Short Course > Priority areas included spiritual health and wellbeing, promoting healthy lifestyles, chronic disease management, service development and provision. Speakers included Sharon Thorpe and Jennifer Brown from VACCHO and Toni Mason and Luke Atkin from Quit Victoria.

Promoting Healthy Eating and Physical Activity: The Latest International Research > Abundant evidence proves communities that have access to parks, sporting grounds and other open spaces are more likely to be physically active. Presenters included Dr Heather Bowles and Dr Carol Boushey of Purdue University, United States of America.

Diabetes: It's More Than Glucose Control > This conference included information on new research into Type 1 Diabetes; how diabetes is frequently complicated by other endocrine and autoimmune conditions; and appropriate measures for diabetes education, apart from HbA1c. Presenters included Endocrinologist/Clinical Researcher at the Walter and Eliza Hall Institute of Medical Research and Royal Melbourne Hospital, Dr Spiros Fourlanos, and Foundation Director of the Australian Centre for Behavioural and Social Research in Diabetes at Deakin University Melbourne, Professor Jane Speight.

Community Capacity Building Workshop > Ideas on how to explore processes by which communities are engaged and empowered. The keynote was Professor Jane Farmer from La Trobe Rural Health School.

Australian Asthma Allergy & Anaphylaxis Conference > Explored the theme of personalising treatment and care. Presenters included Queensland University of Technology Professor Anne Chang.

Annual Women's Health Update > Seminar topics included Vitamin D deficiency, urinary urgency and frequency, and sexual problems. Presenters included Royal Melbourne and Royal Women's Hospitals' Professor Bruce Mann.

Mental Health & Drug and Alcohol Awareness > A conference for staff to identify services that can assist clients. Funded by the Department of Families, Housing and Community Services and Indigenous Affairs, participants also learned about major mental illnesses, treatments and the impact of substance abuse.



Five of our ten 2010-11 Certificate IV in Hospitality – Commercial Cookery graduates: (from left) John Malseed, Warrick Steere, Leon Stow, Sharyn Weber and Robyn Drake.



Seven staff and 13 volunteers were awarded 2010 Joan Cockayne Palliative Care Scholarships. This prestigious award, named and community-funded in memory of a valued friend and supporter of our palliative care work, allows employees and volunteers to further their palliative care studies. 2010 recipients included (from back, left) Marjorie Crothers, Pauline McCaul, Wendy Delaney, Carolyn Hotker, Marita Thornton, Karen Jackson, (front) Ruth Jones, Phyllis McLeish and Bev Quinn. With them is Joan Cockayne's husband Keith (centre) and son Brian. Photo courtesy of The Extra and photographer Madeleine McNeil.

HUMAN RESOURCES

South West Healthcare's Human Resources is committed to providing educational opportunities for both clinical and non clinical staff throughout the organisation.

In 2010-11:

- It engaged the State Services Authority (SSA) to facilitate specific workshops targeted at all department heads, line managers and supervisors. More than 90 key staff attended this training that covered the following: Great Managers, Great Results!; Talking Performance; Welcome To Management!; Succession Risk Management; People Metrics; Codes of Conduct; Gifts, Benefits and Hospitality Guidelines; Tackling Bullying; Recruitment Myths & Facts; Attracting & Retaining Staff in Regional Victoria; Developing Conflict Resilient Workplaces; Taking The Heat Out of Workplace Issues; Managing High Conflict Behaviour; and Improving Workplace Culture/How Positive Is Your Workplace?
- Ongoing educational opportunities for non clinical staff continued. Over 150 employees have now successfully completed a minimum Certificate III or higher qualification. This year:
 - ✓ 2 employees completed Certificate III in Hospital / Community Health Pharmacy Assistance (South West TAFE).
 - ✓ 2 employees completed Advanced Diploma of Business Management (Human Resources) (Gordon Institute – Geelong).
 - ✓ 2 employees completed Certificate III in Dental Assisting (RMIT University).
 - ✓ 10 employees completed Certificate IV in Hospitality – Commercial Cookery (AVTES).
 - ✓ 1 employee completed Certificate III in Retail Operations (AVTES).
 - ✓ 2 employees completed Certificate III in Transport & Logistics (Warehousing & Storage) (Warrnambool Community College).
- 24 employees undertook training in the following areas:
 - ✓ Certificate III in Electro Technology, Refrigeration & Air Conditioning (Box Hill TAFE).

- ✓ Certificate III in Hospitality – Commercial Cookery (AVTES).
- ✓ Certificate III in Dental Assisting (RMIT University).
- ✓ Certificate III in Sterilisation Services (Mayfield Education).
- ✓ Certificate III in Transport & Logistics (Warehousing & Storage) (Warrnambool Community College).
- ✓ Certificate III in Retail Operations (AVTES).
- ✓ Certificate II in Hospitality – School Based Traineeships (Westvic Group Training).
- ✓ Advanced Diploma of Management (Gordon Institute – Geelong).
- ✓ Diploma of Business (Westvic Staffing Solutions).

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 2010-11:

- ✓ 85 registered volunteers participated in 269 hours of training.
- ✓ 37 registered palliative care volunteers each participated in 12 hours of training.
- ✓ 41 volunteers each participated in OH&S training.

Palliative care-specific training included:

Doing it in Style > By SWH Palliative Care Director Dr Eric Fairbank.

Communication Skills > By Cairnmillar Institute Psychologist Margaret Karafilowska.

When your Patient Dies > By SWH Volunteers Coordinator Marita Thornton and Palliative Care Bereavement Educator/Counsellor Bev Quinn.

General training included:

OH&S > By SWH Safety and Security Manager Trevor Roberts.

Infection Control > By SWH Infection Control Nurse Jenny Lukeis.

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

Our prestigious **2010 AEW Matthews Memorial Travelling Scholarship** was awarded to Redesigning Care Manager Leanne McCann, enabling her to travel to Amsterdam in April to attend the Health Quality and Safety in Healthcare International Forum. She also visited six sites for the Productive Series (Productive Ward, Productive Operating Theatre and Productive Community Health Service) improvement programs in the UK, and met with key personnel at the NHS Institute for Innovation & Improvement (the founding organisation for these successful improvement programs) to ensure SWH work with the program is on target.

Leanne presented *Safe and Efficient Patient Care and Medication Safety* at the Department of Health's Redesigning Care Forum in November. She also presented *CSSD Redesign Work* and (poster) *Safe and Efficient Patient Care* at the 7th Australasian Redesign Summit in Melbourne in May.

Meantime our **2009 AEW Matthews Memorial Travelling Scholarship** recipient, Mental Health Services Primary Mental Health Team Leader Catriona Campbell, attended the 10th International Forum on Mood and Anxiety Disorders in Vienna in November and the Primary Care Live and Nurses Working in Clinics 2010 conferences in Birmingham. Catriona also revisited the team who developed the stress management course she and her colleagues deliver at SWH and SW TAFE to ensure course materials are current and valuable international relationships continue.

OTHER 2010-11 SWH RESEARCH

Benefits of operating theatre experience for undergraduate nurses is the subject of Perioperative Education Clinical Facilitator Paula Foran's doctoral research. Her completed 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, reveals undergraduate nurses who participate in a guided learning experience in the operating suite achieve a 77 per cent pass rate when tested on areas of pre and post operative nursing care. This compares to a 56 per cent pass rate for those who have not participated in this guided learning experience. Her thesis will be submitted in December.

Paula presented her findings at the 2010 The Dynamics & Diversity of Nursing Art & Science 3rd World Conference in Thailand, the 2010 Australian College of Operating Room Nurses National Conference, the 2010 Primary Healthcare Research and Development Conference, and the 2011 Deakin University Faculty of Arts & Education Doctoral Summer School. She was awarded Best Paper (*The value of operating theatre experience in acute pain management*) at the 2010 Australian Pain Society 31st Annual Scientific Meeting.

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

My voice – Shared Decision Making (SDM) in Mental Health is the collaborative research project of our Mental Health Services and the University Department of Rural Health. SWH SDM Project Coordinator Mark Powell is heading the team charged with evaluating current practice before designing and testing interventions to encourage the use of shared decision making, a recovery-oriented approach which supports consumers' autonomy. This 12-month project will be completed in December.

Do older Australians meet dietary recommendations and what is the impact of not meeting targets on long term outcomes? is the thesis of Nutrition Department Dietitian Jessica Pietsch, who completed the requirements for her Bachelor of Science (Honours) through Flinders University in December.

Jessica presented the findings of her research and an electronic poster at the Dietitians Association of Australia National Conference in Adelaide in May. She also co-authored and presented a research poster at the Asia Pacific Conference on Clinical Nutrition in Bangkok in June.



The years-old ulcer of 72-year-old Chris Schussler healed within three months of a new ultrasonic treatment being trialled at SWH by Wound Management Nurse Practitioner Terry Swanson (left) and Podiatrist Erin O'Brien. Photo courtesy of The Standard and photographer Angela Milne.



Perioperative Education Clinical Facilitator Paula Foran has this year presented her research findings across the globe.

They get what they need here: So what happens after?

is Mental Health Services Senior Psychiatric Nurse/Executive Officer Adele Morrison's minor thesis for her Masters of Nursing (Mental Health). She's exploring the experiences of Mental Health Nurses who preceptor undergraduate nursing students on clinical placement with the view of establishing what the undergraduates take with them. Preliminary findings suggest nursing students do leave their placement with the skills, knowledge and attitude to practice holistic care with consumers and their families. These preliminary results were presented at the 2010 Australian College of Mental Health Nursing (ACMHN) Conference. Adele will present the full findings at the 2011 ACMHN Conference in October.

The performance and effectiveness of ultrasonic debridement

involves Wound Management Nurse Practitioner Terry Swanson and Podiatrists Erin O'Brien and Rebecca Simpson. Of the four Victorian hospitals chosen to participate in this active research, SWH is the only regional hospital. Our clinicians are evaluating new debridement technology worth \$100,000 that cleans wounds via liquid vibration. Since its arrival in November, this ultrasonic equipment has proven to be an effective treatment option.

A Very Early Rehabilitation Trial (AVERT) is a world-first, stroke-specific research project involving our nationally-acclaimed interdisciplinary Stroke Team. An initiative of the Melbourne Florey Neuroscience Institute's Stroke Division, it aims to test the impact of very early stroke rehabilitation on death and disability. Forty hospitals in five countries are involved. SWH has so far facilitated the recruitment of eight participants. In all, 2,000 are needed. A significant milestone was recorded in June with the recruitment of the 1,000th.

Dream Believe Achieve, a National Stroke Foundation self management program our Stroke Team is also participating in (after active involvement in its 24-month pilot evaluation phase) has recorded such outstanding SWH results that a further program modelled on our method is to be piloted in Queensland.

Evidence strongly supports the need for stroke-specific self management programs to support stroke survivors and their carers once they leave hospital. We've delivered three programs and collected valuable data to further develop and refine the initiative. Current analysis indicates excellent outcomes from the SWH model of program delivery with high recruitment, commencement and completion rates as well as improvements in health-related behaviours and satisfaction of participants. The NSF, meantime, has granted permission for our team to continue delivering Dream Believe Achieve throughout 2011.

The Victorian Dysphagia Screening Project is all the better off for the involvement of Speech Pathologist Jenna Hogarth who, as part of our Stroke Team, has been 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 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 package, incorporating the screening tool and its training and certification module. This will be available for roll-out to all hospitals by the end of 2011.

Australian Stroke Clinical Registry (AusCR) sees Stroke Liaison Nurse Patrick Groot engaged in this nationwide stroke and TIA data collection process. Our Warrnambool Base Hospital is one of only 13 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.

My Stroke Care Plan Pilot Project sees Patrick conducting the post-discharge survey phase of this research collaboration of the National Stroke Foundation and the Australian Stroke Coalition. By recognising that care planning forms an integral part of effective discharge planning, the pilot aims to develop a comprehensive stroke survivor/carer resource, which includes the Care Plan. Collaboration with the above organisations in research endeavours has already yielded significant results for stroke survivors, carers and clinicians at South West Healthcare. Regional primary stroke centres such as ours can contribute significantly to the enhanced outcomes post-stroke.

PUBLISHED RESEARCH in 2010-11

In the margins: The impact of sexual images on the mental health of ageing women by SWH Women's Health Resource Worker Rochelle Hine. Published by Springer in 2011, this paper describes key findings of a study exploring how a cohort of 16 rural Australian women aged over 60 years think, feel and respond to the prevalence of sexualised imagery in the media. This qualitative research framework was informed by Feminist Standpoint Theory.

Intervention for depression among palliative care patients and their families: A study protocol for evaluation of a training program for professional care staff was co-authored by SWH Counselling & Support Services Manager Shane Storer. Published by BioMed Central in 2011, this collaborative study with Deakin University involved a randomised trial at SWH to evaluate a new training program for professional carers to recognise and manage depression in palliative care settings. This program includes a training manual our palliative care team and Shane's unit significantly contributed to the production of in 2010.

VOLUNTEERS



All 290 of our registered volunteers generously donated their time, energy and expertise to assist 44 programs at eight South West Healthcare sites in 2010-11.

With 295 years of volunteering between them, 28 individuals and one club were presented with a SWH Volunteer Service Award at our 2010 Camperdown Year in Review. Those recognised included: (from left) Mary Lyon (15 years Meals on Wheels/MOW), Janet and John Molan (5 years MOW), Laurence Clemenston (5 years MOW), Pam Anderson (30 years MOW), Max Johnson (5 years MOW), Glow Club (represented by Laura McKenzie – 5 years MOW), Barbara Johnson (5 years MOW), Alan Fleming (5 years Merindah Lodge), Jean Dorman (10 years David Newman Adult Day Centre/ DNADC), May Bodey (15 years DNADC) and Ellen Magilton (10 years MOW).

WHERE OUR VOLUNTEERS HELP

SWH Campus/Site	SWH Registered Volunteers				
	2010-11	2009-10	2008-09	2007-08	2006-07
Warrnambool Base Hospital	104	112	112	103	103
Camperdown Hospital	84	100	82	81	70
Warrnambool Community Health	2	4	4	2	2
Manifold Place (Camperdown Community Health)	6	5	5	5	5
Lismore Community Health	22	18	20	20	20
Macarthur Community Health	33	38	33	38	35
Merindah Lodge	20	17	17	16	13
David Newman Adult Day Centre	19	19	16	15	12
TOTAL	290	313	288	279	260

- At our Warrnambool Base Hospital 68 volunteers participate in 28 onsite programs, including helping out in our Supply Department, Library, Pharmacy, Ostomy and Hospital to Home Discharge Service. Another 36 volunteers participate in eight palliative care-specific programs.
- Meals on Wheels is the domain of dozens of volunteers at our Lismore Community Health, Macarthur Community Health and 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-isolated and/or socially isolated.
- Volunteer assistance at Merindah Lodge, our Camperdown aged care facility, includes 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, trained National Diabetes Services Scheme volunteers provide test strips, needles, syringes and lancets for clients with diabetes type 1 and 2.

OUR OTHER VOLUNTEERS

Additional to the 290 volunteers accounted for above, there are many others 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 Committees and the hundreds who fundraise for us, including members of our six auxiliaries and off-duty SWH employees.

The Australian Bureau of Statistics' Earnings Estimates (November 2009) considers a volunteer's economic contribution to be worth \$25.49 per hour. Our 290 registered volunteers donated \$709,461 in unpaid labor in 2010-11.

THE EDUCATION AND TRAINING OF OUR VOLUNTEERS

SWH Coordinator of Volunteers Marita Thornton oversees the training and upskilling of our registered volunteers as individual needs arise.



As part of National Volunteers Week 2011, our Warrnambool Base Hospital registered volunteers celebrated Marjorie Crothers' awarding of the 2011 Minister for Health Volunteer Award for outstanding individual achievement in a regional health service. Photo courtesy of The Standard & photographer Leanne Pickett.

OCCUPATIONAL HEALTH and SAFETY

With a continued focus on risk management, staff health and wellbeing, and safety and security, two senior managers oversee the occupational health and safety (OH&S) of our employees.

Staff Health & Wellbeing Manager Amy Hilton is primarily responsible for the ongoing development and maintenance of staff health, wellbeing, return to work and safety programs including incident/accident prevention; injury and compensations claims management; rehabilitation, and employee assistance programs.

Safety & Security Manager Trevor Roberts' role is primarily focused on providing assistance to managers and staff in relation to safety, security and risk management including provision of policies, safe work procedures and information; security of both staff and assets; staff training to meet compliance with the O&HS Act (2004) and other relevant legislation and codes of practice.

Significant outcomes and achievements were recorded in 2010-11:

- ✓ Worksafe Performance Rating 0.9291 (7.09 per cent better performance than the average for the industry we operate in)
- ✓ Lost time injury frequency rate of 11.05
- ✓ 177 staff health checks completed
- ✓ 23 staff retrained in Critical Incident Stress Management (Defusing & Debriefing)
- ✓ Development of Violence and Aggression Working Party
- ✓ Installation of roof safety equipment
- ✓ Expanded roll out of online Fire & Emergency Response Training
- ✓ 58 departments conducted monthly OH&S inspections with 99 per cent compliance
- ✓ Completion of safety evaluations of new equipment (beds, food rethermalisation units, overhead patient lifting hoists) for our new Warrnambool Base Hospital
- ✓ Upgrades and improvements to duress and fire detection systems across the majority of campuses
- ✓ Numerous 'on the ground' OH&S improvements made as a result of targeted inspections and a continuous focus on OH&S by all managers and all staff
- ✓ Appointment of Staff Safety Officer Nicholas Van Zelst
- ✓ Safety guarding installed on all industrial food mixers



The enforced wearing of hard hats and high-visibility vests extended to the 300 VIPs Capital Redevelopment Manager Wayne Hall toured through our \$115M Warrnambool Base Hospital construction site during 2010-11. Tour participants included our Woolsthorpe Auxiliary's Sue Sambell (left) and Wendy Ludeman. Photo courtesy of The Standard and photographer Aaron Sawall.

STAFF GENDER & EMPLOYMENT STATUS

	June 2011	June 2010	June 2009	June 2008	June 2007
Female					
Full Time	249	223	222	218	234
Part Time	628	611	590	564	540
Casual	107	108	92	110	86
(Sub Total)	984	942	904	892	860
Male					
Full Time	164	158	167	163	157
Part Time	49	47	41	45	44
Casual	17	12	16	13	9
(Sub Total)	230	217	224	221	210
TOTAL	1,214	1,159	1,128	1,113	1,070

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

STAFF NUMBERS (FULL TIME EQUIVALENT/FTE)

Full Time Equivalent	June 2011	June 2010	June 2009	June 2008	June 2007
Administration/Clerical	121.11	116.69	117.30	124.30	120.62
Ancillary Support	101.67	93.49	99.81	91.57	91.05
Hotel/Allied Services	132.24	126.58	126.00	123.62	125.20
Medical	36.29	35.09	32.36	31.35	28.47
Medical Support	42.75	41.86	40.35	31.64	27.92
Nursing	440.04	425.15	413.53	403.22	383.58
TOTAL	874.10	838.86	829.35	805.70	776.84

WORKCOVER: HOURS LOST & CLAIMS

Hours lost to injury & illness	2010/2011	2009/2010	2008/2009	2007/2008	2006/2007
WARRNAMBOOL CAMPUS					
Acute Services					
Nursing	3,064	2,776	2,478	1,244	1,272
Support Services/Administration	5,600	5,148	3,619	3,440	3,838
Medical/Allied Health	2,399	3,300	2,705	1,976	1,976
Mental Health Services	396	276	1,891	1,954	426
LINEN SERVICE	0	0	0	1,976	1,976
CAMPERDOWN CAMPUS					
Nursing	307	0	0	24	312
Support Services/Administration	0	0	0	103	0
Medical/Allied Health	0	0	0	0	0
LISMORE CAMPUS	0	0	168	0	0
MACARTHUR CAMPUS	0	0	0	0	0
TOTAL	11,766	11,500	10,861	10,717	9,800

Number of new 'Standard' Claims	2010/2011	2009/2010	2008/2009	2007/2008	2006/2007
WARRNAMBOOL CAMPUS					
Acute Services					
Nursing	8	5	8	7	6
Support Services/Administration	1	2	3	0	1
Medical/Allied Health	2	1	0	0	1
Mental Health Services	2	1	0	0	0
LINEN SERVICE	0	0	0	0	0
CAMPERDOWN CAMPUS					
Nursing	1	0	0	0	2
Support Services/Administration	0	0	0	1	0
Medical/Allied Health	0	0	0	0	0
LISMORE CAMPUS	0	0	1	0	0
MACARTHUR CAMPUS	0	0	0	0	0
TOTAL	14	9	12	8	10

CORPORATE and CLINICAL GOVERNANCE



Chris Logan



Felicity Melican



Mary Alexander



Steve Callaghan



Francis Broekman

BOARD OF DIRECTORS

The board consists of ten 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 2010-11 the Board of Directors met 11 times.

Chairman

CHRIS LOGAN - Camperdown

Community Relations Advisor – Origin
Grad Cert Bus Admin (Deakin), MBA

Appointed Member November 2004
Board Executive; Medical Appointments (Chair);
Quality Care; Financial Performance, Audit & Risk
and Human Resources Committees

Attendance 11 of 11 (100%) board meetings

Deputy Chairman

FELICITY MELICAN - Warrnambool

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

Appointed Member November 2002
Board Executive; Financial Performance,
Audit & Risk; Quality Care; Human Resources
and Project Control Group Committees

Attendance 5 of 11 (45%) board meetings

Deputy Vice Chairman

MARY ALEXANDER - Camperdown

Journalist – The Standard, Partner – Dairy Farming Business

Appointed Member November 2004
Board Executive; Multidisciplinary Ethics (Chair);
Quality Care; Medical Appointments and
Human Resources Committees

Attendance 9 of 11 (82%) board meetings



Jeff Cole



Andrew McNeil



John Maher



Sharon Muldoon



Russell Worland

Chairman of Finance Committee

STEVE CALLAGHAN - Warrnambool

Dealer Principal – Callaghan Motors
Bach Business (Accg)

Appointed Member November 2005
Board Executive; Financial Performance,
Audit & Risk (Chair) and Human Resources
Committees

Attendance 10 of 11 (91%) board meetings

FRANCIS BROEKMAN - Warrnambool

Chief Executive Officer – Brophy Family & Youth Services Inc
Bach Social Work, Master Social Services, Post Grad Dip
Company Directors

Appointed Member November 2003
Financial Performance, Audit & Risk and
Quality Care Committees

Attendance 7 of 11 (64%) board meetings

JEFF COLE - Warrnambool

Financial Controller – Everyday Cheese Operations,
Lion Nathan National Foods
MBA, CPA, Bach Business (Accg)

Appointed Resigned Member July 2008
October 2010
Financial Performance, Audit & Risk; Quality Care
and Medical Appointments Committees

Attendance 3 of 4 (75%) board meetings

ANDREW McNEIL - Warrnambool

Managing Director – Yarmouth Group
BA, Master International Business, Grad Dip Applied Finance
& Investment, FFin, GAICD

Appointed Member July 2010
Financial Performance, Audit & Risk and
Quality Care Committees

Attendance 10 Of 11 (91%) board meetings

JOHN MAHER - Camperdown

Retired Senior Executive – Australia Post

Appointed Member November 2006
Quality Care (Chair); Financial Performance,
Audit & Risk and Medical Appointments
Committees

Attendance 11 of 11 (100%) board meetings

SHARON MULDOON - Macarthur

Consultant – Disability Services, Vision Australia
BA (Soc Sci), Cert Soc Geront, ACM

Appointed Member October 2000
Board Executive (Chair); Human Resources (Chair);
Financial Performance, Audit & Risk and
Multidisciplinary Ethics Committees

Attendance 11 of 11 (100%) board meetings

RUSSELL WORLAND - Warrnambool

Consultant – Watertight Pty Ltd
Dip Public Admin (Local Government), CM

Appointed Member Attendance July 2008
Project Control Group (Chair)
11 of 11 (100%) board meetings

ORGANISATIONAL STRUCTURE





John Krygger



Sue Morrison



Dr Peter O'Brien



Caroline Byrne



Andrew Trigg



Craig Fraser

EXECUTIVE TEAM

JOHN KRYGGER - Chief Executive Officer

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

John has over 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 16 years, he was appointed to his current position in 2003. A member of a number of statewide advisory committees and networks, John has a strong commitment to regional health services with a particular interest in health facility design and the effect this has on the patient experience.

SUE MORRISON - Director of Nursing Services

RN, MBA (USQ), MHA (UNSW), BN, Dip Nursing, Cert Computer Business Applications, FRCNA, AFACHSM CHE

Sue has a long association with South West Healthcare, having commenced her nursing career at our Warrnambool Base Hospital in 1968 as a student nurse. Clinical experience was gained predominantly in paediatrics including the role of unit manager from 1985. A strong interest in management saw a move from clinical nursing to senior management positions from 1989. Having been in her current role for the past 14 years, she is committed to improving the delivery of high quality nursing services for local and regional communities. Sue is a member of the statewide Regional Health Services Nurse Executive Group.

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 16 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 is involved in a number of external committees including the Royal Australasian College of Medical Administrators Victorian State Committee, the Deakin University School of Medicine Academic Advisory Board and the Department of Health and 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 35 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 service access and continuity of care for people experiencing mental health difficulties in the southwest, and to reducing the stigma associated with having a mental illness, her division 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's dedication to these causes has earned her a Department of Health Victorian Travelling Fellowship and national recognition in the Who's Who of Australian Women since 2006.

ANDREW TRIGG - Director of Finance and Business Services

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

Andrew has worked in the Victorian public health sector for 26 years, joining South West Healthcare in 2005. He has held positions at executive management level for the past 16 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 and Community Services

BProsOrth, Dip App Sc

Craig has managed and developed South West Healthcare's primary and community health division for the past six years. During this time he has aligned our multiple community health sites, established Warrnambool Community Health and developed new chronic illness, sub-acute, dental and Aboriginal services. He is currently overseeing the coordination of 200 ambulatory care staff that will relocate to our \$20M Integrated Care Centre when it opens in 2012.

PRINCIPAL COMMITTEES

The Board of Directors is supported by nine 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 2010-11.

Members: SWH Board Chairman Chris Logan (Chair) and Board Directors Mary Alexander, Steve Callaghan, Felicity Melican and Sharon Muldoon.

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 Health Service Agreement budget activity targets. This committee met 11 times in 2010-11.

Members: SWH Board Chairman Chris Logan; SWH Board Directors Steve Callaghan (Chair), Francis Broekman, Jeff Cole, Andrew McNeil, John Maher, Felicity Melican and Sharon Muldoon; SWH CEO John Krygger, DMS Dr Peter O'Brien, DFBS Andrew Trigg, DNS Sue Morrison, DMHS Caroline Byrne, DPCS Craig Fraser and Deputy DF David McLaren.

MEDICAL AND DENTAL APPOINTMENTS ADVISORY 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 twice in 2010-11.

Members: SWH Board Chairman Chris Logan (Chair); Board Directors Mary Alexander, Jeff Cole and John Maher; SWH CEO John Krygger, DMS Dr Peter O'Brien, Human Resources Manager Graeme Mitchell and relevant Medical Staff Association representatives.

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 10 times in 2010-11.

Members: SWH Board Chairman Chris Logan; SWH Board Directors John Maher (Chair), Mary Alexander, Francis Broekman, Jeff Cole, Andrew McNeil and Felicity Melican; SWH CEO John Krygger, DNS Sue Morrison, DMS Dr Peter O'Brien, DMHS Caroline Byrne, DPCS Craig Fraser, Camperdown Campus Manager Rod Jubb and Quality Manager Karen Harrison; Visiting Medical Officers representative Dr Eric Fairbank.

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 twice in 2010-11.

Members: SWH Board Directors Mary Alexander (Chair) and Sharon Muldoon; SWH DMS Dr Peter O'Brien, DNS Sue Morrison, DMHS Caroline Byrne, DPCS Craig Fraser, Education Manager Jenice Smart and Perioperative Education Clinical Facilitator Paula Foran; community members Dr John Philpot, Vin Callaghan, Marjorie Crothers, Jenny Madden and Jo Bagust.

HUMAN RESOURCES 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 industrial relations climate and receives recommendations for the organisation's annual AEW Matthews Memorial Travelling Scholarship. This committee met twice in 2010-11.

Members: SWH Board Chairman Chris Logan (Chair); SWH Board Directors Mary Alexander, Stephen Callaghan, Felicity Melican 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 ten times in 2010-11.

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 aspects related to our Warrnambool Base Hospital redevelopment and providing a consumer view on the development of our Access and Equity Plan, with a particular focus on responding to the needs of people with disabilities. This committee met four times in 2010-11.

Members: SWH DNS Morrison, Deputy DNS Julieanne Clift, Quality Manager Karen Harrison and Health Information Project Worker Janet Sherritt; community representatives Moira Baulch, Marjorie Crothers, Jodi Dalton, Gillian Davey, Julie Hoare, Linda Holland, Bill Malseed, Alex McBurnie, Keith McKenzie, Prue Neale, Liz Groot and David Russell.

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, DPCS = Director of Primary and Community Services.

SENIOR STAFF

35

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

Department Directors

Anaesthetics

Dr A Dawson MBBS, FANZCA

Critical Care

Dr N Bayley MBBS, FRACP

Emergency Services

Dr M Wright MBBS, FACEM*

Dr T Baker MBBS, BMedSc, FACEM

Graduate Medical Education Regional Supervisor

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

Hospital In The Home Medical Officer

Dr E Fairbank MBBS, DPHC, FRACGP, FACHPM

Medical Services Coordinator

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

Obstetrics

Dr C Beaton MBChB (Edin), FRANZCOG, FRCOG

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)

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 A Cain MBBS, FANZCA

Dr K Cronin MBBS, FANZCA

Dr A Dawson MBBS, FANZCA

Dr M Duane MBBS, FANZCA

Dr C Humphries MBBS, FANZCA*

Dr G Kilminster MBBS, FANZCA

Dr K Prest MBBS, 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 A Chow MBBS, FRACGP

Dr T Cimpoesu MB (Rom), FRACGP

Dr J Duffy MBBS

Dr M Dunkley MBBS, DRANZCOG, FRACGP

Dr M Grave BSc, MBBS, FRACGP, Cert Man Med (RACGP), Grad Dip Fam Med (Monash), Cert Man Med (Paris), Dip Phys Med (Sydney)

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 S King MBBS, 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 J Oleson MBBS

Dr P Oliver MBBS, FACRRM

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

Dr M Page MBBS, D Obst RACOG, FACRRM

Dr J Philpot MBBS

Dr M Quinn, MBBS

Dr F Reid MBChB, DAMFARCS

Dr A Robson MBBS (Hons), FRACGP

Dr J Rounsevell MBBS

Dr N Ryan MBBS, DA, FRACGP

Dr S Singh MBBS, MSurgOrtho

Dr T Slattery MBBS

Dr S Smith MBBS, DRACOG, FACRRM

Dr P Viney MBChB, DRANZCOG

Dr C Walters BMedSci, MBBS

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 M Abe MBBS, MRCOG, MRCP

Dr C Beaton MBChB (Edin), FRANZCOG, FRCOG

Dr J Benson MBBS, MRANZCOG

Dr I Hoffman MBBS, FRANZCOG

Dr E Uren MBBS, FRANZCOG

Dr A Woodford MBBS, BMedSci, FRANZCOG*

Dr V Woodford MBBS (Hons), FRANZCOG*

Oncologists

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

Dr J Hounsell BSc, MBBS, FRACP, FRCPA

Ophthalmologist

Dr F Irani MBBS, Dip Anat, FRANZCO

Orthopaedic Surgeons

Mr D Bainbridge MBBS, FRCS (Ed) (Orth), FRACS

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 A Sharard MBChB, MD (Path)*

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

Dr B Morphett MBBS, FRACP

Dr S Nagarajah MBBS, FRACP

Dr M Page MBBS, FRACP

Psychiatrists

Dr M Atkins MBChB, Dip Ophth, LRCP

(Edin), LRCS (Edin), LRCP&S (Glas), FRANZCP

Dr M Ivers MBBS, FRANZCP

Dr G Ridley MBChB, MRCPsych, FRANZCP

Radiologists

Dr V Patheyar MBBS, MD, DNB, FRCR

Dr D Boldt MBChB, RANZCR

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 N Aung MBChB*

Dr A Brown MBBS, Dip Obst RACOG, Adv Cert Sports Med, FRACGP

Dr J Bye MBBS, M Int Health*
Dr T Fitzpatrick, MBBS
Dr E Grambas MBBS, Grad Dip Comp (MIT)
Dr G Kunjidapaadhum MBBS, DTCD,
FRACGP*
Dr E Lyon MBChB
Dr S Menzies MBBS, M Med, FRACGP,
DRANZCOG, FACRRM
Dr W Rouse MBBS, Grad Dip Rural Health,
DRANZCOG, FRACGP
Dr R Stewart MBBS, DRANZCOG, FACRRM
Dr J Thomas MBBS, Dip Anaes
Dr J van Leerda 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 M Abe MBBS, MRCOG, MRCPI
Dr C Beaton MBChB (Edin), FRANZCOG,
FRCOG
Dr J Benson MBBS, MRANZCOG
Dr I Hoffman MBBS, FRANZCOG
Dr E Uren MBBS, FRANZCOG
Dr A Woodford MBBS, BMedSci,
FRANZCOG*
Dr V Woodford MBBS (Hons), FRANZCOG*

Oto-Rhino-Laryngologist

Dr B Clancy MBBS, FRACS

Orthopaedic Surgeons

Mr D Bainbridge MBBS, FRCS (Ed) (Orth),
FRACS
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
Dr S Nagarajah MBBS, FRACP
Dr M Page MBBS, FRACP

Psychiatrist

Dr M Atkins MBChB, Dip Ophth, LRCP
(Edin), LRCS (Edin), LRCP&S (Glas),
FRANZCP

Urologist

Mr L Dodds MBBS, FRACS (Urol)

ALLIED HEALTH

Department Managers

Counselling & Support Services

Mr S Storer BA, BSW

Dietetics

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

Occupational Therapy

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

Physiotherapy

Mr B Hoekstra Dip Psyche (Neth), Dip Phys
(Neth), BPsych (Neth), MPhys (Melb), MAPA

Podiatry

Ms K Anderson BPod (Hons)

Speech Pathology

Ms K Brown BAppSc (Sp Path), MSpPath
Ms K Carlin (Acting) BAerts/BSpPath (Hons)
CPSP

CLINICAL SUPPORT SERVICES

Service Managers

Biomedical Engineering Services

Mr G Szegi BAppSc (Biophysics/
Instrumental Science)

Centre Against Sexual Assault

Mrs H Wilson MSW, BComm, Dip Soc
Studies

Education Resource Centre (Library)

Mr T Absalom BA, BEd, ALIA*
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
Radiography) (Wbool campus)
Ms D Shelton MIR (Cdown campus)

Pathology Service

Dr A Sharard MBChB, MD (Path)*
Dr M Buchanan MBBS, FRCPA
Ms P Martin MAppSc, BAppSc
Pharmacy
Mr B Dillon BPharm, Grad Dip Hosp Pharm

PRIMARY & COMMUNITY SERVICES

Director of Primary & Community Services

Mr C Fraser BProsOrth, Dip App Sc

Campus Managers/Coordinators/EOs

David Newman Adult Day Centre

Mrs M McKinnon BEd, Cert TEFL
Ms J White RN, Cert Diversional
Therapy*

Lismore Community Health

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

Macarthur Community Health

Mr F McLindin RN

Manifold Place Community Health

Ms S Poole RN, Cert Paed

Primary Care Partnership

Mr M Brennan BSc, MN&D
Mr G Hamilton RN, Dip App Sc (Nursing),
Grad Dip Health Admin, BA, MMan*

Program Managers

Aboriginal Programs

Ms L Green Cert Aged & Dis Services, Cert
Equity Pub Serv, Cert Diabetes Prev & Man

Chronic Illness Programs

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

ICC Transition

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

Quality & Health Promotion

Community Health

Ms C Loria RN, RM, Cert CCU, Cert
Oncology, Grad Dip Comm Health

SACS

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

Dental Officers

Director of Dental Services/Senior

Dentist

Dr D Mercado DDM, (UP Mla) MDSc (Melb)

Warrnambool Dental Officers (Public Clinic)

Dr T Fang BDSc (Melb)

Dr P Kao BDSc (Melb)

Dr K Supasisi BDSc

Dr M Tan BDSc

Dr C Jong BDSc

Dr H Sekiguchi BDSc

Warrnambool Dental Officers (Visiting)

Dr E Carlsson DDS (Stockholm)

Dr C Cugadasan BSc (Hons), BDSc

Dr T Davies BDSc

Dr R Sanderson BDS

Dr S Wilde BDS (Liverpool)

NURSING SERVICES

Director of Nursing

Mrs S Morrison RN, MBA (USQ), MHA
(UNSW), BN, Dip Nursing, Cert Computer
Bus App, FRCNA, AFCHSM CHE

Deputy Director of Nursing

Ms J Clift RN, MHA (UNSW), RM, BN
(Nursing Admin), Dip Nursing, Cert
Intensive Care (*commenced 18 October
2010*)

Mrs K McKinnon RN, MA (Health Studies)
RM, Cert Post Basic Theatre, Cert Infant
Welfare, BEd, Dip Tech Teaching, Cert Tech
Teaching, MRCNA*

Assistant Directors of Nursing

(*commenced November 2010*)

Mrs K Henry RN, BN

Mrs A Janes RN, BN, Grad Cert Medical-
Surgical Nursing

Managers

Access

Mrs S Fleming RN, BN, Cert IV Small
Bus Man (*seconded to Redevelopment
Transition Project November 2010*)

Mrs M Coffey RN, BN, Dip Periop Nursing
(*from November 2010*)

Education

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

Perioperative Services

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

Quality

Mrs K Harrison RN, MHSM (CSU), ON, BN, Grad Cert (Ad Nursing), MRCNA, AAQHR

Safety & Security

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

Unit Managers**Acute Care**

Ms J Hallinan RN, Cert Workplace Leadership, Dip Business

Critical Care

Ms M Beard RN, MNP (Critical Care), BN, Grad Dip Critical Care (RMIT), Cert IV Workplace T&A, MRCNA, MACCCN

Day Stay/Haemodialysis

Ms S McLauchlan RN, BN

District Nursing Service/Hospital in the Home

Mrs L Brooks RN, RM, MNS, BN, Grad Dip Ad Nurs Ed, Ad Dip Business (HR), MRCNA

Emergency Department

Ms K Sloan RN, MNP (Emerg), RM, Coronary Care Cert, BN, Grad Dip HS Man (CSU), MRCNA, MCENA, MCNPA

Maternity/Neonatal/Gynaecology

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

Medical/Palliative Care

Mr J Quinlivan RN, RPN, BN, Dip Fine Arts, Cert Computer Business Applications, 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 Business Applications, 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

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)

Assistant Deputy Director of Clinical Services

Dr M Ivers MB, BS, FRANZCP

Senior Nurse/Executive Officer

Ms A Morrison RPN, RN, BN (PB), Cert IV Workplace T & E, Grad Cert (TE), Ad Dip Bus Man

Managers**Aged Persons Mental Health**

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

Primary Mental Health Team

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

Warrnambool Adult Community Mental Health Services

Ms M Chell BSW

Mr M Powell RPN, Cert IV (AOD), Dip (VE&TP), Ad Dip (Bus Man), Ad Dip HR (acting February 2011)

Mr J MacInnes BA (SW), Dip (SW) (from June 2011)

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

Staff Development Officer

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

Residential Mental Health Services**Acute Inpatient Unit**

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

Ms O Walker RN Grad Dip (Mental Health Nursing), Nursing Practice (Masters) (acting from June 2011)

Extended Care Inpatient Unit

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

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)

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

Mental Health Medical Services

Dr J Deb MB, BS (India)

Dr B Flynn BSc (Med) FRANZCP

Dr M Ivers MB, BS, FRANZCP

Dr S Kasimahanti MB, BS, MD (India) Assoc Prof Psych (India)*

Dr I Neerakal MB, BS (India)

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

Dr G Ridley MB, ChB, MRC Psych,

FRANZCP

Dr S Davies MBBS, DTM&H, FRACGP

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 J McCalman RN, Grad Dip Health Sci*
Mrs C Leithhead RN, Dip Remedial Therapy, Ad Dip Psych Nursing, Adv Dip Myotherapy (appointed January 24 2011)

Operating Theatre

Mrs N Delaney RN, Grad Dip Periop Nursing, Cert III Sterilisation/Technician, Dip Bus

FINANCE & BUSINESS SERVICES**Director of Finance & Business Services**

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

Deputy Director of Finance

Mr D McLaren BBus (Deakin), CPA

Assistant Director of Finance

Ms L Bramich BBus (Deakin), ASA, CPA

Managers**Capital Redevelopment**

Mr W Hall Cert Hospital Supply Man (Mayfield)

Community Partnerships

Ms S Morey MFIA

Deputy Facilities

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

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

Mr T Hoy Cert Hospital Supply Man (Mayfield)

*Resigned during 2010-11

LIFE GOVERNORS

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 2010 Annual General Meeting, two extra ordinary volunteers were added to this elite honor roll.

Lorraine Hoey was awarded Life Governorship for the exceptional role she has played in bringing palliative care services to the region. While Charge Nurse (now known as Unit Manager) of our Medical Unit in 1985, she returned from a palliative care seminar determined to establish a Palliative Care Unit in her ward. Upon retirement, she then volunteered with our Palliative Care Program for 20 years.

Marion Williams was awarded Life Governorship for 23 years of dedicated volunteering at our Warrnambool Base Hospital where, to this day, she carries out mending and flower duties; activities that require volunteers to be acutely aware of our patients' rights and needs.



New Life Governors Lorraine Hoey (left) and Marion Williams with then Board Chairman Sharon Muldoon.

LIFE GOVERNORS

Mrs S Addinsall
Mrs Jan Aitken
Dr BS Alderson
Mrs BS Alderson
Mr Lyall Allen
Mr AL Anderson
Mrs GI Anderson
Mrs Isobel Anderson
Mrs JF Anderson
Mr Ian Armstrong
Mrs Joan Askew
Mr R Baker
FH Baker
Mrs VG Balmer
Mr NI Bamford
Mrs Heather Barker
WT Barr
Mrs Moira Baulch
Mrs Beverley Bell
Mrs Shirley Bell
Mrs JA Bell
Mr GB Bennett
Mrs Iris Bickley
Miss Helen Bishop
Mr RJ Borbidge
Mr NC Boyd
Mr CG Boyle
Mr N Bradley
Mr David Bradshaw
Mr GN Brown
Dr Anthony (Tony) Brown
Mrs Irene Bruce

LG Buchholz
Mr T Buckley
Mr CW Burgin
Mrs L Burleigh
Mrs Lorna Burnham
Mrs Jean Byron
Mr Jack Caple
Mr Stan Carroll
Mrs Valda Carroll
Mrs P Chadwick
Mrs EC Chaffey
ML Charles
Mrs FA J Chislett
Mrs Helen Chislett
Mr David Chittick
Mrs Diane Clanchy
Mr John Clark
Mr Alistair Cole
Mrs SE Cole
LJ Collins
Mrs Joy Conlin
Mrs Frances Coupe
Mrs M Cox
Mrs Marjorie Crothers
Mr JP Daffy
Mr A Dalton
Mrs RC Dawson
Mr A DeGaris
Mr S DeGaris
Mrs Gloria Dickson
Miss Judy Donnelly
Miss Helen Douglas
Mr GW Dowling
Mrs L Dowling

Mr Tony Dupleix
Mrs Veronica Earls
Mrs A Elliot
G Elliot
Mr PV Emery
Mr W Ferguson
Mr J Finch
Mr ER Ford
Mrs June Foster
Mrs CE Fraser
BD French
Ms S Gay
R Gellie
Mrs FM George
Mr MW George
Mrs Norma Gilbert
Mrs Shirley Goldstraw
Mrs Helen Gollop
Mrs Joan Goodacre
Mrs E Goodwin
Mrs Lesley Gordon
Mrs B Gow
Mrs P Grace
HT Grimwade
Mrs Sheila Habel
Mr RE Harris
Mrs Joy Hartley
Mr AJ Hartley
Mrs A Havard
Mrs Monica Hayes
Mr P Heath
Mrs Mavis Heazlewood
Dr Les Hemingway
Mrs Joan Henderson

Mr Oscar Henry
Mrs P Hill
Mr AJ Hill
Mrs DM Hill
Mr GL Hill
Mr J Hill
Miss L Hill
AK Hirth
Mr W Hocking
Mrs Lorraine Hoey*
Mrs Ann Holmes
Mr John Holmes
Mr W Holmes
HJ Holmes
Mr WJ Holton
Mrs A Hooton
GN Hornsby
JS Hosking
Mrs E Howell
Mrs Sharon Huf
Mrs Mary Hutchings
Mr R Hyde
Mrs Winnie Hynes
Mr David Jellie
Mr DA Jenkins
Mr Barry Johnson
Mrs Margot Johnson
Mr Rex Johnson
Mrs Isobel Jones
Mr HT Jones
Mrs Edna Keillor
Mr AE Kelly
Mr DJ Lafferty
Mrs Helen Laidlaw

Mrs Val Lang
 Mr GA Larsen
 Mrs B Layther
 Mrs Margot Lee
 S Lee
 Sen AWR Lewis
 Mr PE Lillie
 Mr Frank Lodge
 Mrs Hilary Lodge
 Mr RW Lucas
 Mrs Wendy Ludeman
 Mrs AG Lumsden
 Mrs E Luxton
 Dr E Lyon
 Mr ID Macdonald
 Mrs ID Macdonald
 Mrs AF MacInnes
 S Mack
 MC Mack
 Mrs Isobel Macpherson
 Mrs L Maher
 Mr WG Manifold
 Mr NS Marshall
 Mrs Norma Marwood
 Mrs M Mathison
 Mrs D McConnell
 Mrs Bev McCosh
 Mrs Norma McCosh
 Mrs L McCosh
 Mrs R McCrabb
 Mr H McFarlane
 Mr John McGrath
 Mr Peter McGregor
 Mrs Glenda McIlveen
 Mr Ernie McKenna
 Mrs Mary McKenna
 Mrs Judy McKenzie
 Mrs Nola McKenzie
 Mr Trevor McKenzie
 Mrs Judy McKenzie
 Mrs H McLaren
 Mrs Shirley McLean
 Mr C McLeod
 Mr Don McRae
 Mrs W McWhinney
 Dr John Menzies
 JE Meyer
 Mrs S Millard
 Mr J Miller
 Mr Andrew Miller
 Mrs J Mills
 Mr Ivan Mirtschin
 Miss Mabel Mitchell
 Mrs Coral Moore

Mrs Nancy Moore
 Mr Robert Moore
 Mr F Moore
 Mr James Moran
 Mr J Morris Jnr
 Mr W Morris
 Mrs V Morrissey
 Mrs I Mulligan
 AE Murdock
 Mrs G Mutton
 Nestle Sports & Social Club
 Mrs Sheryl Nicolson
 Mrs J Nield
 Mr AW Noel
 Mrs HW Norman
 Mrs Alison Northeast
 Mr Edward Northeast
 Mr JB Norton
 Mrs Helen Nunn
 Dr Keith Nunn
 Mrs Barbara O'Brien
 Mrs M Officer
 Mrs Judy O'Keefe
 Miss K O'Leary
 JR Oman
 Mr L O'Rourke
 Mr W Owens
 Mr Ken Parker
 Mrs TJ Parker
 Mrs GR Parsons
 Mrs ME Paterson
 Mr DR Patterson
 Mrs Phyllis Peart
 Dr Ian Pettigrew
 Mr Bill Phillpot
 Ms Barbara Piesse
 Mrs G Pike
 Mrs Gloria Rafferty
 Mrs Margaret Richardson
 Mrs N Risk
 Mr DM Ritchie
 Mr Ric Robertson
 Mrs Phillip Ross
 Mr NJ Rowley
 Mr Peter Roysland
 Mr JC Rule
 Mrs Gladys Russell
 Mr Leo Ryan
 Mrs Sue Sambell
 Mr John Samon
 Mr RG Sampson
 Mrs Eileen Savery
 Mr A E Scott
 Mr L Sedgley

Mrs G Sharrock
 Mr N Sharrock
 Mr TT Shaw
 Mrs A B Smart
 Mr M Smill
 Mrs Ann Smith
 Michelle Smith
 Ms G Stevens
 Mr GC Sullivan
 Mrs B Surkitt
 Mrs Nance Swinton
 Mrs Stuart Swinton
 Mr DN Symons
 Mrs NM Tapp
 Mrs D Taylor
 Mrs Robbie Taylor
 Miss Kate Taylor
 Mr F Taylor
 Mr HC Taylor
 Miss Yvonne Teale
 Mrs A Thorpe
 Mr JT Thornton
 Mrs AJ Trotter
 Mr SW Waldron
 Mr JB Walker
 Mrs H Wallace
 Mrs Judith Wallace
 Mrs RJ Wallace
 Mrs E Watson
 RJ Webster
 Mrs D Wedge
 RV Wellman
 Mr AC Whiffen
 Mrs JC Whitehead
 Mr G Whiteside
 Mr J Wilkinson
 Mrs June Williams
 Mrs Marion Williams*
 Mrs Rita Williams
 Mrs Zelda Williams
 Mrs GJ Wilson
 Mr John Wilson
 Mrs NT Wines
 Mr WJ Wines
 Mrs Anne Wright
 Mrs Edna Wynd

*2010-11 SWH Life Governors

Our condolences are extended to the families and friends of Life Governor Mrs Margaret Good who passed away on March 6 2011; Life Governor Mr Leo Howard who passed away on February 20 2011; Life Governor Mrs Doris Johnson who passed away on May 2 2011, and Life Governor Mr Ron Sproles who passed away on March 24 2011.

DONORS

Our most significant Community Partnerships Unit fundraising initiative to date saw us embark on a \$3.5M Warrnambool Base Hospital Medical Equipment Appeal in November. Our volunteer Appeal Committee, capably led by Chairman Bill Phillpot, united hundreds of generous supporters and our equally generous local media to raise \$3,139,406. It is expected the remaining \$360,594 will be raised before the hospital's official opening in September.

This unprecedented financial and inkind assistance will allow for the purchasing of the very latest in medical equipment including:

- ✓ \$600,000 Critical Care Unit central monitoring system
- ✓ \$398,000 Critical Care Unit & Special Care Nursery pendants/procedural lights
- ✓ \$220,000 hospital-wide sanitising equipment/instrument washers
- ✓ \$113,000 Acute Care Unit integrated nurse call & emergency system
- ✓ \$293,664 equipping of 3 Dental Surgery suites
- ✓ \$360,000 hospital-wide patients entertainment & education system
- ✓ \$200,480 patients beds (40)
- ✓ \$53,360 hydraulic baths (2)
- ✓ \$104,684 Special Care Nursery & Maternity Services monitoring system expansion
- ✓ \$112,020 Midwifery Unit foetal monitors (3)
- ✓ \$82,000 Midwifery Unit Birthing Suites baby cabinet sets (4)
- ✓ \$377,704 equipping of 8 Special Care Nursery pods
- ✓ \$136,320 equipping of 10 one-bed Surgical Unit patient suites
- ✓ \$85,799 equipping of 6 one-bed Palliative Care Unit patient suites
- ✓ \$54,528 equipping of 4 one-bed Paediatric Unit patients suites

Additional to the \$3,139,406 raised for this appeal, \$335,914 was raised to establish new initiatives including:

- ✓ Macarthur Men's Shed Machinery & Tools Library - \$10,000
- ✓ Palliative Care Unit DVD/CD/iPod Library - \$2,993
- ✓ Oncology Unit iPad Library - \$1,992
- ✓ Camperdown & District Children's Breakfast Club - \$3,000
- ✓ Paediatric, Rehabilitation and Palliative Care Units Therapy Pet Program (photo page 15) - \$1,200
- ✓ Professional CD recording/packaging of the original songs of our Mental Health Services' STARbeat choir - \$2,000
- ✓ Emergency Department intraosseous drill/needle set and education kit - \$4,377



Ready to help Appeal Chairman Bill Phillpot (seated) roll in two \$5,012 patient beds are seven of the 91 SWH staff responsible for the purchase: (from left) Dr Brendan Condon, Russell Porter, Adele Smith, Kristy Henriksen. Samantha Laird, Rose Hurley and Melissa Coffey. Photo courtesy of The Standard and photographer Angela Milne.

In 2010-11 our Community Partnerships Unit also launched:

- ✓ An online donations site (the Chevrolet Car Club of Victoria – SW Region became our first online donor).
- ✓ A community awareness bequest campaign.

As always, our auxiliaries, staff and Murray2Moyné Relay Cycle Team played a star role on the fundraising-front. They were responsible for donations totalling \$61,814, \$2,918 and \$45,496 respectively. Seven people left a lasting legacy by bequeathing \$103,314 and the families and friends of 32 loved ones gifted \$44,704 in their memory.

SWH AUXILIARIES

Camperdown & District Hospital	5,000
Camperdown Hospital Trolley	1,096
Friends & Relatives of Merindah Lodge (FROM)	15,288
Lismore Ladies	1,582
Warrnambool Ladies	22,698
Woolsthorpe	16,150

SWH MURRAY2MOYNÉ CYCLE RELAY TEAM

Warrnambool College	2,918
---------------------	-------

SWH STAFF

Base Hospital Medical Equipment Appeal Day	12,061
Camperdown Hospital Charity Bowls & Golf Day	5,000
Warrnambool Charity Golf Day	17,486
Warrnambool Midwifery Unit Pram Push for a Pod	2,674
Warrnambool Staff Ball Committee	5,000
Workplace Giving Program	3,275

Our Camperdown staff's annual Hospital Charity Ball and Fete Day were not held in 2010-11. Instead, commendably, organisers committed themselves to fundraise for the development of the region's desperately-needed Rotary House (see Chairman and CEO's Report).

BEQUESTS

Jean Brown Sampson	5,000
Dorothy Dodson	1,000
John Gordon	620
Alexander Murdoch	480
Rev Reg Peirce	100
Lorna Price	56,376
John Stewart	39,736

For the complete 2010-11 list of donors and donations to South West Healthcare please go to our website.

South West Healthcare



SWH HOSPITALS



Warrnambool Base Hospital

Ryot Street
Warrnambool 3280
p 03 5563 1666
e info@swh.net.au



Camperdown Hospital

Robinson Street
Camperdown 3260
p 03 5593 7300
e frontend@swh.net.au

SWH MENTAL HEALTH SERVICES



Warrnambool

Bohan Place, Lava 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 5564 4190
e warrnamboolch@swh.net.au



Manifold Place

Manifold Street
Camperdown 3260
p 03 5593 1892
e mplace2@swh.net.au



David Newman Adult Day Centre

Church Street
Camperdown 3260
p 03 5593 2717
e dcentre@swh.net.au



Lismore Community Health

High Street
Lismore 3324
p 03 5558 3000
e lismore@swh.net.au



Macarthur Community Health

12 Ardonachie Street
Macarthur 3286
p 03 5552 2000
e macarthurch@swh.net.au

SWH AGED CARE FACILITY



Merindah Lodge

Robinson Street
Camperdown 3260
p 03 5593 1290
e merindah@swh.net.au

www.southwesthealthcare.com.au