

Community Newsletter



April 2023



Life Governor Award presented

Peter Martin, an active community member and former Board chair of Stawell Regional Health, was presented with Grampians Health's Life Governor Award at the recent AGM in recognition of his outstanding contributions to the local hospital.

Over the years, Peter has dedicated his time and efforts for the betterment of the local health service.

Congratulations Peter, and we thank you for your time and service to the local community and the health service.



Grampians Health CEO Dale Fraser, Board Member Rhian Jones, Life Governor recipient Peter Martin and Chair Bill Brown.

Grampians Health launches new newsletter

Welcome to the first edition of our new newsletter for the Stawell community.

Grampians Health is committed to providing the best possible health care for the Stawell community and we hope through this newsletter, we will be able to keep you informed and updated on what's happening at our hospital.

Updates can also be regularly found on our website ([grampianshealth.org.au](https://www.grampianshealth.org.au)) or through our social media channels.

Specialised nurses to care for cancer patients in Stawell

Grampians Health has appointed supportive care nurses who will spend dedicated time with cancer patients at our Stawell campus to further help them in their treatment.

These nurses are specially trained to provide emotional and practical support to patients and their families throughout their cancer journey, including during treatment and recovery.

The supportive care nurses can help with organising transport, linking patients in with other services like mental health services, making appointments for them, making sure they're getting to appointments and sending reminders.



Congratulations to our graduates

Graduate nurses Amanda White, Danielle Simonsen, Kate Ryan-Wills, and Stephanie Doran-Brown have secured permanent positions at Grampians Health Stawell after completing their training with us.

This year, our Stawell campus is also set to welcome 118 nursing students who will be completing their clinical placements as part of their Diploma or Bachelor of Nursing studies.

New low risk nail clinic for Stawell

We have recently launched the low risk nail clinic, a new podiatry program in Stawell which is providing care closer to home.

This program is run by Allied

Health assistants to improve timely access to podiatry care for clients over the age of 65 years.

For more information phone our Allied Health team on 5358 8531.

Do you have any suggestions for us?

If you have a suggestion or an issue you want to raise, please contact us at feedback@bhs.org.au

We are committed to working with the communities in which we live and we value your feedback.

Like to join our mailing list?

If you'd like to join our Stawell community mailing list please send your name, email and postal address through to communications@gh.org.au 0403 560 800

Please also contact us if changes are required to your contact details.

Antenatal physiotherapy classes now available

Antenatal physiotherapy classes have started in Stawell for pregnant women, further expanding the range of allied health services at our Stawell campus.

Antenatal physiotherapy classes aim to provide education on the benefits of physiotherapy during pregnancy and will cover topics such as abdominal care,

continence, back care, exercise during pregnancy, sleeping, preparing for labour and post-natal recovery.

The classes, which started in February, are conducted via telehealth once a month, allowing participants to join from the comfort of their homes.

Those interested in joining can call Allied Health reception on 5358 8531 or email ahreception@srh.org.au



No co-payment fees for Urgent Care

Grampians Health has removed the fee for Urgent Care at Stawell.

This aims to ensure equity and consistency across all Grampians Health campuses, providing the community with easier access to these services.

Previously, patients requiring the attention of a doctor in Urgent

Care were charged a varying fee based on the level of treatment required. This was often seen as a barrier for those who may not be in a position to afford the surcharge.

Through this new funding model, it will be easier for the Stawell community to access urgent care.

Respect

Grampians Health believes in treating our staff with kindness and respect, as they work tirelessly to provide exceptional care to our community.

We have a zero-tolerance policy for any form of aggressive or poor behavior towards our healthcare staff, including verbal abuse, threats, or physical harm.

Such behavior undermines the crucial work that our staff do and has no place in any of our healthcare facilities.

We are committed to providing a safe and supportive work environment, where staff can feel valued and appreciated.

Please support our staff and your health service.

They work every day to bring great care to the community. They deserve our respect and support - without them, we simply don't have a health service.



Welcome to 2023 for staff

Grampians Health Stawell invited new staff and old to lunch on 7th March. It provided an opportunity for the team to get together, catch up and meet some of our leaders as well as welcome the new staff who have joined us throughout the past year.



Information stands were available for staff to learn more about services across Grampians Health such as: Library, Research, IT, Wellbeing, Support Services and Communications.

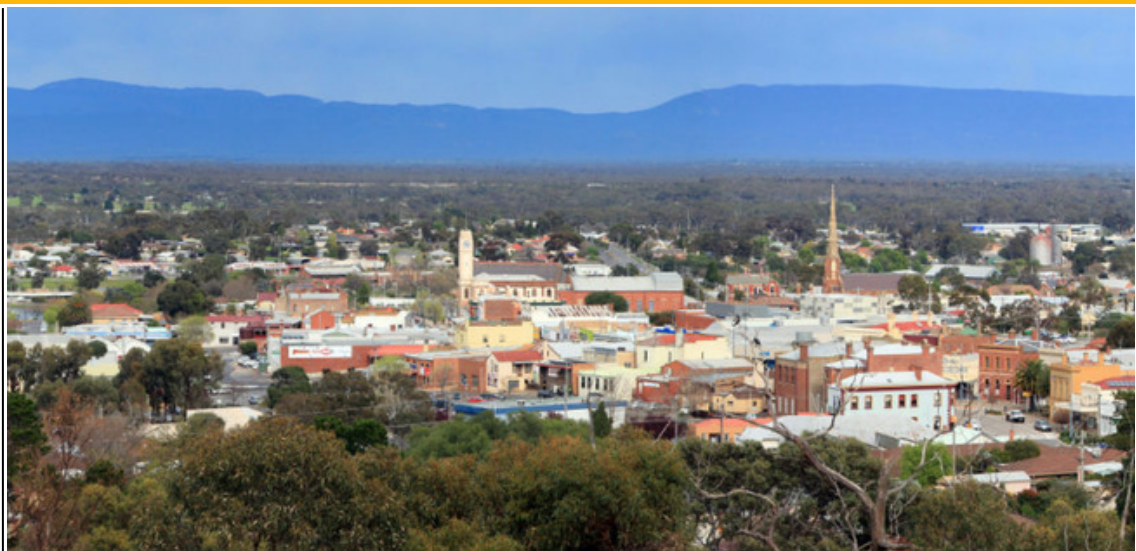
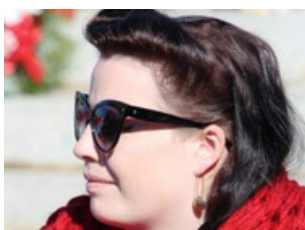


Thanks to Max and Ian from the Stawell Lions Club who came along to cook the BBQ lunch and to Maria and Richard @ Liquid Indulgence for bringing the coffee van and providing free coffees for the team. Our gratitude to Hugh and the team in the kitchen for the delicious salads and our local bakeries, Waacks and Chris n Di's for their amazing sweet treats.

Meet your CRG representatives

From top to bottom:

- Amelia Kingston (Chair)
- Karen Hyslop (Deputy Chair)
- Michelle Jess
- Peter Martin
- Rosalind Byass



Local representation for Community Reference Group

Grampians Health has established Community Reference Groups (CRGs) to provide input into the provision and implementation of our services on an ongoing basis.

"The CRGs have been established as an ongoing source of community connection through local representatives who meet with us on a regular basis," said Chief Strategy and Regions Officer for Grampians Health, Dr Rob Grenfell.

"This was a commitment we made at the formation of Grampians Health to ensure that regional voices continue to be heard and local communities remain an active part of our health service.

"We are fortunate to have Stawell local Amelia Kingston to chair the Stawell CRG.

"Amelia has lived in Stawell nearly all her life, and is passionate about community members having a say in their local health service and ensuring the community has the best local healthcare possible."

Ms Kingston said it was important that the group had representation from across the Stawell region, and that she was looking forward to the group being able to provide significant input into the new health service.

"The CRG benefits the community going forward because it gives everyone a method and a voice to say what they think in a safe environment and that is then considered by the Consumer Advisory Committee and taken to Grampians Health management," Ms Kingston said.

"As a long-time community member, and a person who is still in the workforce and has a small child it's important to me that everyone can have their say, regardless of their generation. I'm very committed to the Stawell area and I intend on being here for the rest of my life."

The CRGs meet bi-monthly and report into the Grampians Health Board via a Community Advisory Committee comprising CRG chairs and Grampians Health Board members. This direct line into our most senior level of governance reflects the importance we place on the CRGs and their role in Grampians Health.

For further information or to register your interest in becoming a member, please contact Denielle Beardmore, denielle.beardmore@bhs.org.au or phone 5320 4025.

Meet our staff

Carolyn Robertson

**Deputy Chief Operating Officer
Hospitals – West**



Carolyn Robertson is responsible for the services at Stawell, Horsham, Edenhope and Dimboola.

"My role is exciting in that we have the best opportunity we will ever have to shape regional healthcare into the future," Carolyn said.

"My priority is to enable people, wherever they are in the Grampians Region, to have access to high quality evidence-based care while eliminating

the waste we have in our systems."

Carolyn enjoys supporting the west campuses to manage the challenges that lay ahead.

"The greatest benefits of our four health services coming together as Grampians Health is that we're better together. Having local knowledge and local people central to the planning and development of our health services cannot be underestimated."

Carolyn has previously lived and worked in the Wimmera and Mallee at the Hopetoun Bush Nursing Hospital and St Arnaud District Hospital.

"I am so excited to return to the area that has given me so much. Growing up, living, and working in a small regional town is an exceptional privilege," Carolyn says. "You make connections that are rare in larger towns and cities, and you genuinely feel part of the community."

Rhian Jones

Board Director

Rhian Jones has previously served as a Board Director with Stawell Regional Health from 2012-21 and was elected Chair in 2016. During this time Rhian also Chaired the Grampians Region Board Chair Network.

Rhian represents the Stawell community on the Grampians Health board and brings a community engagement and stakeholder background, drawing on her previous roles working with local businesses and voluntary organisation.

Rhian has a passion for rural equity and community engagement and loves her rural community of Stawell.



Dr Rob Grenfell

**Chief Strategy and Regions
Officer**



Rob Grenfell is responsible for overseeing the Grampians Public Health Unit, Population Health, Preventative Health, Project Management, Regional Partnerships, Service Planning Improvement and Workforce.

Rob has specialist expertise in health system analysis, strategic planning, governance, health risk management, and equity-focused care. He is passionate about access to healthcare in rural communities and bringing innovative systems to improve equity in regional settings.

"Grampians Health will enable much needed service delivery, locally. Equity of health care, regardless of where you live should be top of the agenda across Australia; I am thrilled to be part of the team who will be working to make that a reality across the Grampians," said Rob.

"Planning for and managing the complex requirements to successfully achieve our strategic goals will be challenging, and I couldn't be more ready."

Double the opportunity for Rebecca



Stawell-based Grampians Health nurse Rebecca Bolzon is enjoying the flexibility and variety that being a part of Grampians Health has provided.

Previously a nurse unit manager in Urgent Care, Rebecca has moved into a training role. She is the clinical nurse educator at our Stawell campus but also works as a casual registered nurse in the Intensive Care Unit at our Ballarat campus.

"Working at Grampians Health allows so much scope to grow as a nurse. I think there is a lot of opportunity to do more and the team is amazing."

How an EN Traineeship is turning Casey's dream to reality



The expanded Enrolled Nurse (EN) traineeship program initiated across all Grampians Health campuses is helping prospective nurses fulfil their dream without having to leave their hometown.

Stawell's Casey Rickard is a perfect example of someone who has held firmly to her dream of being a nurse but was too connected to her community for that to be a

reality. But now, thanks to the expansion of the traineeship program, she is getting the best of both worlds.

"I've lived in Stawell all my life and this means a lot to me to be able to do this," she said.

Those interested in enrolling in a future EN Traineeship can contact the Centre for Education and Training on 5320 4384 or email ERC.LIAISON@bhs.org.au

Commitment to gender pay equity

Grampians Health has committed to reinforce gender pay equity across all levels of our workforce as we aim to build a diverse, equal and inclusive workplace.

Following the formation of Grampians Health in 2021, we formulated transparent processes on salary and contract negotiation and ensured that such procedures were looked at through a gender lens.

To further support this goal, we have put in place processes that match pay equity principles and managers across our workforce have been trained to be aware of negotiation procedures.

"Historically in healthcare, a gender pay gap has existed and it has generally skewed towards men. But, at Grampians Health, we are striving to bring in more pay equity and we have used the gender lens when recruiting and appointing staff," said Claire Woods, Chief People Officer.

In addition to employing fair pay practices, we have also included gender diversity as a selection criterion when allocating secondment opportunities.

The launch of our first Gender Equality Action Plan further highlights our commitment to bridge gender pay gap. This document is available on our website, grampianshealth.org.au

Trudi is thankful for Oncology opportunity



Before Trudi Dunmore went on maternity leave in 2021, she was working for Stawell Regional Health in the height of the COVID pandemic as the Director of Clinical and Residential Services.

She returned a year later to the new Grampians Health and took on the role as the Oncology Unit Nurse Unit Manager.

Trudi said maternity leave was a big change to her lifestyle. "That time gave me a chance to think about what I wanted to do with my career and I guess I began to reassess why I became a nurse in the first place," Trudi said.

Trudi said she was born at the Stawell hospital and her extended family still lived in the area so she was always committed to ensuring good services were available for the Stawell community.

"I knew I wanted to go back to being more clinical so I could make a difference at the ground level of nursing.

"The oncology manager role came up and it was just perfect for me and perfect timing."

"I love working so closely with the patients," she said.

"I get to spend a lot of time with them because they can be having treatment for months on end and we might see them on a weekly basis.

"They come in and sit with us for a while we get to know them and I really love that. I feel I can make a difference here and I find so much more joy in this work than I did in my director role.

"Grampians Health created my role to help rebuild the service after an unforeseen closure. "We've had massive support to get back up and running regionally, we have such a caring and compassionate staff base here, all local nurses. The team are amazing and we are now back to our pre-COVID best.

"Our clinical services plan has a lot of exciting growth set up for Oncology here in Stawell. We are going to be bringing a lot more local cancer patients back home for treatment."

Trudi says that many cancer patients from Stawell still need to

travel to Horsham, Ballarat and Melbourne for treatment but Grampians Health's clinical services plan is aiming to provide that treatment close to home.

Grampians Health Stawell's unit had visiting haematologists and oncologists and is currently also operating as a medical day unit, providing the community with local services such as iron infusions, blood transfusions and other infusions for chronic conditions.

"We've been able to rebuild our relationships with our medical team and we've got them all back visiting again which is really exciting. This year is looking really busy," said Trudi.

Medical oncologist Dr Lee Na Teo visits every Tuesday and is now bringing a second oncologist with her. We have radiation oncologist Dr Louise Gorman and Dr John Sycamias visiting fortnightly.

"We also still have Professor George Kannourakis and Dr Prashanth Prithviraj seeing and treating patients here as well and of course we have local GP's referring patients for medical infusions as well.

"We are also really excited to have our pharmacist Zoe back.

We trialled a satellite pharmacy service that proved so successful that it's also being rolled out elsewhere.

"Pharmacists are such an important part of our team given the high-risk drugs that we use and having a great pharmacist ensures that our patients are safe".

Trudi couldn't hide the pride she felt for what had been achieved in a short space of time.

"I'm really proud of how far we've come and I'm really proud that we can bring our patients home again now," she said.

On-site doctor providing timely care for Stawell hospital patients



Dr Jay Aguila, one of our Hospital Medical Officers is available at the Stawell hospital to deliver timely care to patients.

The appointment is part of our efforts to streamline processes and make care more accessible to patients in the Stawell hospital.

Having a doctor on-site will enable GPs to devote more time in the medical centre instead of conducting rounds in the hospital wards.

The on-site doctor in Stawell will also be supported by specialists in Horsham through telehealth.

AGM highlights achievements and future priorities



As part of our commitment to report back to our communities, Grampians Health released a Twelve Months On report during the annual general meeting on 22 February.

This report details our progress on the goals that were set out during the formation of Grampians Health. The Twelve Months On report is available on our website or you can pick up a copy from the hospital.

Our achievements over the past year include the launch of the Strategic Plan and Clinical Services Plan; plans to guide our vision and service delivery for the years to come.

Leaders meet with community to discuss local developments

Senior leaders of Grampians Health engaged in fruitful discussions with the local community at a recent drop in session for the residents of Stawell.

The purpose of the session was to gain a greater understanding of the communities needs and expectations from the local health service.

Our leaders also shared their vision and future plans for the Stawell hospital with the community members and updated them about the recent developments at the health service.

Following the formation of Grampians Health, Stawell has

witnessed several developments with the major one being elimination of out of pocket fees for residents visiting the urgent care (see page 3 for more details).

Surgical services at Grampians Health Stawell are also being developed and we plan to increase the number of operating theatres in Stawell to two. As a result, we aim to complete an additional 1,800 surgeries in a year in Stawell.

Our workforce is our biggest asset and we are extremely proud of them and their service to the communities they serve.

Like most other healthcare providers, we face recruitment challenges and are looking to

counter them with clinical placements and other training programs. We are also looking to attract medical staff who are open to living and working in regional areas.

Our vision for Grampians Health Stawell campus over the long term is to transform it into a contemporary and sustainable health service.

We are dedicated to our goal of building on the strength of each campus and increasing the range of services offered to make care more accessible across regional and rural communities we serve.



What does the Clinical Services Plan mean for Stawell?

The Clinical Services Plan is our roadmap for getting where we want to go. It enables us to prioritise clinical service development and identify key capital and infrastructure projects.

The vision for Stawell is a contemporary and sustainable health service resulting in a greater range and higher level of services, safely delivered from new facilities.

The full Clinical Services Plan is available to view or download from the Grampians Health website, grampianshealth.org.au

“

The Clinical Services Plan is based on extensive research and analysis of the healthcare needs of our communities over the past ten years, and it has identified the need for specific services at each campus so that we can begin to fill these gaps and deliver services where they're needed.

”

– Dale Fraser, Grampians Health CEO

Key strategies for Stawell include:

- Development of Stawell as a specialist centre for day procedures, particularly for ophthalmology, endoscopy, gynaecology, and general surgery. This will require the provision of a second day procedure theatre.
- Consideration of Geriatric Evaluation Management (GEM) /rehabilitation services, including specialist Health Independence Program services at Stawell. Other identified services include chronic pain and rheumatology service.
- Development of an inpatient palliative care service.
- Community mental health services, including consistent and timely access to consultation-liaison services.
- Development of increased clinical capability and capacity of community-based services.
- Enhanced access to specialist clinics from Stawell and virtual clinics, particularly noting cardiology, paediatrics, women's health, respiratory and orthopaedics.
- The development of visiting staff accommodation.
- The development of a medi-hotel, consistent with the role of a centre for day surgery that will include drawing patients from a wider catchment including Ballarat.
- 'Recovery closer to home' program.
- A no 'out-of-pocket' cost attendance for urgent care presentations policy.
- A capital master plan that includes:
 - A second day procedure theatre and a reconfiguration/mix of fewer multi-day beds and more same day beds;
 - Palliative care, GEM and rehabilitation MDS beds;
 - Residential aged care;
 - The Urgent Care Centre;
 - A new integrated community health building that would collocate the GP practice, chemotherapy, Healthy in the Home (HITH) and Better@Home, specialist clinic consultations, community mental health, and other spaces for local community groups and volunteers.
- Enhanced sustainability of the GP practice, and the maintenance of the GPAs.
- A site for the proposed Centre of Excellence for medical Generalist training.
- Increased remote/virtual access to specialist outpatient clinics.
- Capability for videoconferencing and provision of clinical advice and management of UCC patients from Ballarat or Horsham ED.
- The development of service system navigator roles.
- Exploration of a local breast-screen service.

Our Strategic Plan on a Page

Our community is vast, diverse and unique. In coming together, we aspire to address the growing health and wellbeing challenges faced by the Grampians community.

Our Future

We are leaders in regional and rural healthcare

Our People

Our people are caring, skilled, highly trained and professional



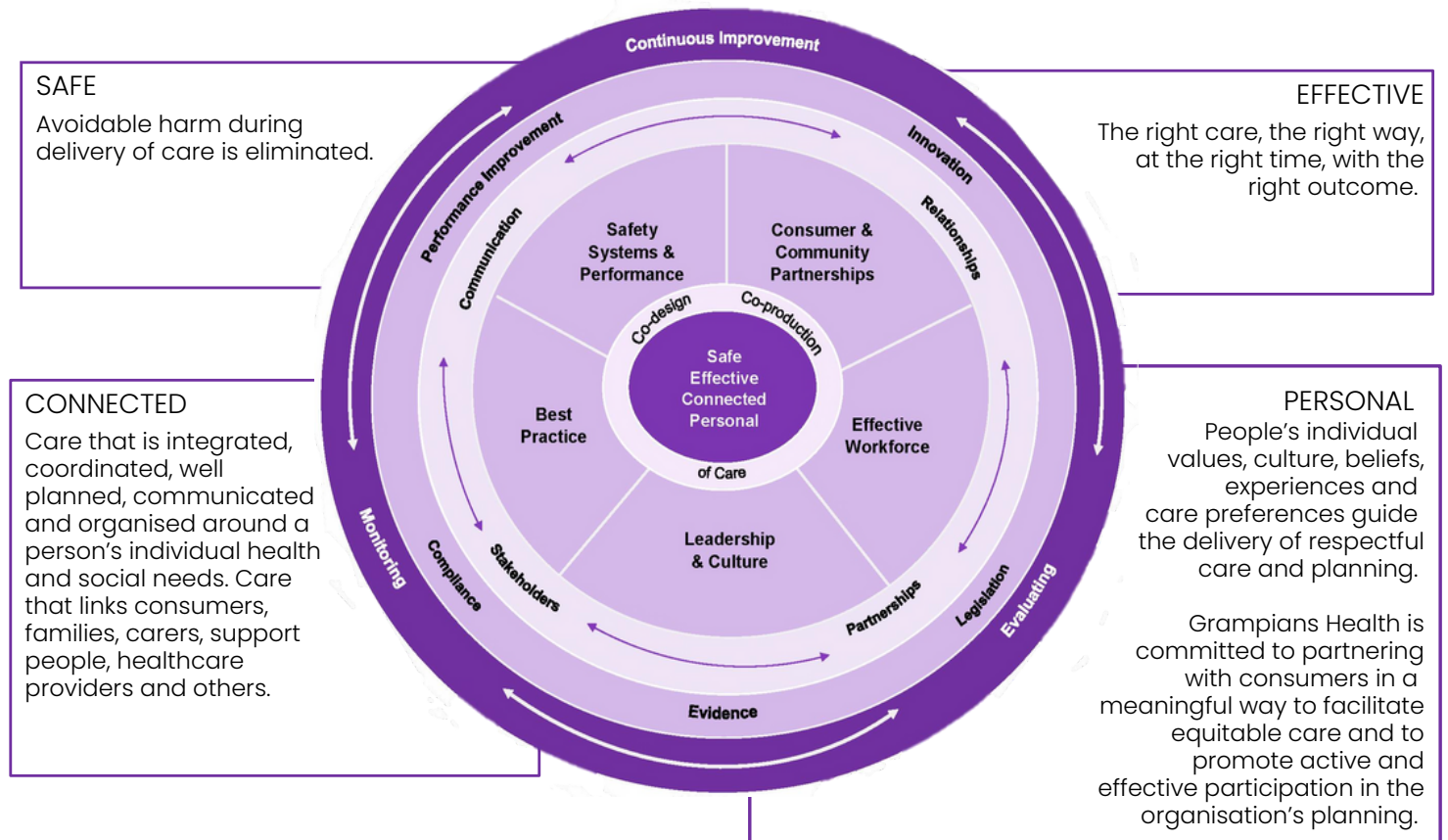
Our Partners

We engage with our community and network of partners to enhance outcomes and deliver connected care

Our Purpose	Our Vision	Measures of Success	Our Values
To deliver quality care for our community through safe, accessible and connected health services.	Grampians Health will be a trusted, progressive and innovative leader of regional and rural healthcare.	Our progress against our goals will be assessed using meaningful and measurable outcomes.	Collaboration Compassion Accountability Respect Innovation

Grampians Health Governance Framework

Ensuring everyone within Grampians Health are accountable to consumers and the community for assuring the delivery of health services that are safe, effective, connected, personal.



CONSUMER & COMMUNITY PARTNERSHIP

Co-design of care involves equal partnership of individuals who work within the system, who have lived experience of using the system and those that design the systems.

Consumer experience and participation is actively encouraged, we are committed to providing a positive consumer experience every time.

Grampians Health will partner with the diverse communities to uphold our commitment to equity and ease of access to healthcare for all.

LEADERSHIP AND CULTURE

Integrated systems are established, and used to improve the safety and quality of health care for consumers.

EFFECTIVE WORKFORCE

The workforce has the right qualifications, skills and supervision to provide safe, high-quality health care.

SAFETY SYSTEMS & PERFORMANCE

Safety and performance systems are integrated, actively managed, monitored, evaluated, and improved in the pursuit of safe high-quality care. Co-production involves working together to design systems using knowledge, resources and shared contributions to improve outcomes for all.

BEST PRACTICE

Safe and appropriate health care is provided based on current evidence to achieve the best possible outcome for the consumer.

Grampians Health Board Members

The Grampians Health board consists of previous members of the previously existing boards of Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services. More information about our Board and Executives can be found on our website.



Bill Brown
Chair



Anthony
Schache



Rhian Jones



Avril Hogan



Dr Nick Jones



Cora Trevarthen



Marie Aitken



David Anderson



Meghraj Thakkar



Heather Pickard

Grampians Health Executive Team



Chief Executive Officer
Dale Fraser



Chief Operating
Officer Hospitals
Ben Kelly



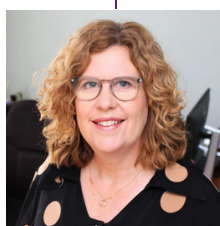
Chief Medical
Officer
Matthew Hadfield



Chief Nursing &
Midwifery Officer
Leanne Shea



Chief Operating
Officer Community &
Aged Care
Craig Wilding



Deputy Chief
Operating Officer
Hospitals - West
Carolyn Robertson



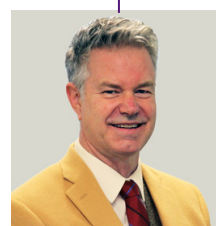
Deputy Chief
Operating Officer
Hospitals - East
Kate Pryde



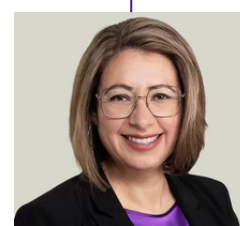
Chief Corporate
Services Officer
Rod Hansen



Chief People Officer
Claire Woods



Chief Strategy &
Regions Officer
Dr Rob Grenfell



Chief Redevelopment
& Infrastructure Officer
Veronica Furnier-Tosco



You can help shape the future of public health in your community!

The Grampians Public Health Unit invites community members to take part in a series of stakeholder workshops in April.

The workshops will be focused on Increasing Healthy Eating, Increasing Active Living and Reducing Tobacco-Related Harm.

You'll have the chance to brainstorm and agree on health activities that can be driven by the community to effectively address these health priorities.

Register now and make a positive impact on our community's health and wellbeing!

Learn more and register for the workshops here:
<https://forms.office.com/r/ymNmBtly9M>

Grampians Pyrenees Goldfields In-person Workshop:
Avoca, Venue TBC, Thursday 27th April, 10am – 3pm

Wimmera Southern Mallee In-person Workshop:
Horsham, Venue TBC, Friday 28th April, 10am – 3pm

Japanese Encephalitis Virus



Warm and wet weather create the perfect breeding environments for mosquitoes, increasing the likelihood of disease that can make you ill.

Your best protection against mosquitoes and the viruses they can carry is to avoid mozzie bites.

Follow these simple steps to prevent mosquito bites

- Cover up with long, loose-fitting clothing
- Use mosquito repellents containing Picaridin or DEET on all exposed skin
- Mosquito-proof your home with flyscreens on doors and windows
- Make sure there is no stagnant water around your home

Most people with JEV infection have no or mild symptoms. A small number (approx 1 in every 250) develop severe infection of the brain (encephalitis).

The eligibility criteria for JE vaccine has recently expanded to include people aged 2 months or older who meet eligibility criteria and live or routinely work in high-risk local government areas which includes , Northern Grampians, Hindmarsh, Horsham, Buloke, Yarriambiack, West Wimmera.



Where can you access JE Vaccine?

In Stawell JE Vaccination is available at
Patrick Street Medical Practice

Please contact the clinic directly on:

5358 7555

enquiries@psfamprac.com.au

We CARE about your OPINION

Share your experience with us anonymously, no matter how good or bad, and help to improve care services through Care Opinion Australia.



Be heard.

Share your story.

Grampians Health wants to hear your story about your experience of care.

- How did it feel?
- What was good and why?
- What should change and why?

Scan the QR code or phone 1300 662 996



**Grampians
Health
Stawell**

www.careopinion.org.au/tellyourstory

Helping Communities Thrive

Grampians Health strives to deliver quality care for all our communities through safe, accessible and connected health services.

Urgent Care

5358 8500

Fully bulk billed medical service 24 Hours, 7 days a week.

If your condition is serious, or you are experiencing chest pains, you need to call 000 (Triple Zero) for an ambulance.

Acute Care

5358 8517

Provides 24 hour care, with care managed by our experienced nursing staff and visiting medical officers.

Stawell Medical Centre

5358 1410

Open Monday to Friday, 9.00am to 5.30pm

Residential Care

5358 8502

At Macpherson Smith Residential Care residents are provided with 24 hour nursing care and comprehensive Allied Health services.

X-ray & Radiology

5358 8680

- CT
- Ultrasound
- General Radiology
- Interventional
- Radiography

Oncology

5358 8556

Treatment available Tuesday to Thursday. Oncologists are available at the centre each week for appointments.

Surgical Services

5358 8650

- general surgery
- gastroenterology
- orthopedic
- ophthalmology
- urology
- gynaecology
- ear, nose and throat

Telehealth

5358 1410

Have your appointment without leaving home, by linking with your clinician using a computer, smart phone or tablet.

Community Services

- Hospital Admission Risk Program: **5358 8604**
- District Nursing: **5358 8546**
- Memory Support Nurse: **5358 8551**
- Post Acute Care: **5358 8618**
- Transition Care Program: **5358 8535**
- Social Support Group: **5358 8523**

Allied Health and Community Rehabilitation

5358 8531

Services can be provided in the hospital, at home, or at one of our facilities. Services include:

- Physiotherapy
- Exercise Physiology
- Dietetics
- Occupational Therapy
- Social Work
- Speech Pathology
- Podiatry
- Diabetes Education
- Allied Health Assistants

For the full range of services and more detail on accessing the services please visit www.srh.org.au



**Grampians
Health
Stawell**