



Spic&Span

Not only does PDH look clean – a new audit has proven that it is clean.

A near perfect rating for cleanliness has placed PDH as one of the cleanest hospitals in Australia.

A 99.4 per cent score in the Victorian Public Health Facilities External Cleaning Audit was our best ever, topping last year's impressive 98.9 per cent.

Chief Executive John O'Neill said the figures confirm that we have one of the cleanest hospitals in Australia.

"It is something we are very proud of at PDH and I hope the Portland district community is too. It shows

we have one of the cleanest hospitals in Australia which is quite an achievement, and we can thank our environmental services team for this achievement."

Hospitals are required to reach an acceptable quality level of 90 per cent in very high risk areas and 85 per cent in high risk and moderate risk areas.

PDH easily surpassed this figure in all areas and never fell below 98 per cent.

The overall hospital score was 99.57 and all functional areas were rated at 99.4 per cent.

Hotel Services Supervisor Barb James said the result was a great

credit to the team of 20 working in environmental services.

"Everyone puts in 110 per cent. It's not just a nine-to-five job it's something we are proud of. We love working at the hospital and enjoy seeing it look so good," Barb said.

"People take pride in their work and come up with suggestions, such as changing cleaning schedules, to make sure we find better ways of doing things.

"We've really hit a benchmark now – it's hard to go much further but we have the challenge ahead of us in trying to maintain this level in the future," she added.



Former sub doctor surfaces in Portland

After starting his medical career nearly 30 years ago on a Russian submarine, Dr Anatoli Sobtchouk is happy to have landed a dry job in Portland.

The appointment of Dr Sobtchouk as a hospital physician has been a double coup for PDH which has also recruited his wife Kimberly as an education nurse.

The couple has come from Canada where Dr Sobtchouk immigrated in 1993.

"Portland is perfect for us," Anatoli said. "PDH is a modern, functional and well-equipped hospital and the town is just the right size so you get a feeling of community," he said.

"The winter weather here is better than Canada."

Anatoli's medical career was inspired by his mother. "I wasn't sure what I wanted to do but she told me medicine was the place to be," he said.

He earned his medical degree and diploma with honours from the Military Medical Academy in Russia in 1983 and was assigned as a military physician on a small submarine in the Baltic Sea.

"There were not so many choices – you were usually told the motherland needs you here and so that's where you go."

His training involved not only medicine but preparation for working on different vessels. "I had been exposed to submarines during my training but it was still difficult to deal with the environment and very limited recourses. It was like a small plane but without the windows."

Anatoli was the sole physician on the submarine and dealt with a mixture of injuries and medical emergencies.

He stayed in the role for five years. "I was young and thought that's what life was like. My training prepared me for it...but I'd never do it again."

With Russia in political and economic



turmoil he decided to move to Canada in 1993. After re-establishing his medical credentials Dr Sobtchouk secured work as an internal medicine physician at a hospital in Ontario.

"The universal health care was similar in Canada and Russia but it was a different economic system and there was so much more equipment. You do the best you can in Russia but it was difficult."

Dr Sobtchouk came to specialise in internal medicine. "It is a very broad field that deals with internal conditions that don't require surgery, such as high blood pressure, diabetes, heart and respiratory problems."

"The variety of work is amazing; there is always something new to do and learn," he said.

While working at the hospital he met Kimberly who had trained as a nurse in her native province of Newfoundland.

In 2008 the couple enjoyed a holiday in Australia that doubled as a trial run for potential relocation.

"We went across the country and checked out hospitals as we went," Anatoli said.

They liked what they saw. "There were not huge differences. We wouldn't have to retrain and we felt we could adjust quite easily," Kimberly said.

The dream idea soon started to turn into reality and the couple enlisted a

recruitment agency to pursue potential jobs.

Although Victoria wasn't on their 2008 tour agenda, the position at Portland appealed and they visited in October 2010 to get a feel for the hospital and the town.

"It reminded us of Canada with the ocean and the cliffs," Kimberly said.

They toured the hospital and were impressed with what they saw and the people they met.

Anatoli and Kimberly have now made the move and are enjoying settling into their new home. Kimberly has started work in clinical education and nursing in the accident and emergency department. "I was teaching nursing students in a clinical setting through a local college in Canada - I enjoy the education role," she said.

Anatoli is waiting for his licence to be formally approved by the Royal Australian College of Physicians. "The red tape has been quite extensive – it has taken us a year to get through that," he said.

"But it has been worth it."

"We are very grateful to everyone at the hospital, including Dr Taylor with whom I will be working, for being so welcoming and helpful to us upon our arrival in Portland, introducing us to the hospital and community and helping with our orientation."

Busy with the boom times



With volunteer numbers continuing to boom at PDH, Carolyn Malseed's role continues to become busier and busier.

But Carolyn handles it all with great aplomb and good humor, which helped her to earn the title of employee of the month in May.

Having success is easy, she says, when you enjoy your job and the people you work with.

"It is wonderful to be surrounded by people doing what they want to do and giving their time so freely," Carolyn said. "It's a good atmosphere to work in."

Carolyn joined the community health centre in 2004 as HACC volunteer coordinator, supervising programs such as community transport, Telecare and planned activity groups.

Following the centre's merger with PDH she took on the role of Manager of Volunteers while continuing to manage some of the HACC programs.

"I had wanted a bit of a change of direction in what I was doing and because of the growth in volunteers more management was required so there was an opportunity to move into that area," Carolyn said.

While appreciating the award, Carolyn added that she was part of a successful team. "It is very humbling but I am just one part of a team. You can't do anything solo."

A volunteer record

Volunteers have set a new record for the amount of support they give to PDH.

In 2009-10 we topped 1000 volunteer hours per month for the first time – in 2010-11 that figure has grown to a massive 1273 hours per month.

Manager of Volunteers Carolyn Malseed described the amount of support as "unbelievable".

"We really have the most magnificent team of volunteers and to set a new record again this year shows how dedicated they all are," she said.

There has been an increase in volunteer support across the organisation but the most notable improvement was at Harbourside Lodge.

PDH has about 250 registered volunteers who provide assistance across the organisation.

The contribution can vary from a couple of hours a month to up to 15 hours per week, depending on what commitment the volunteer wants to provide.

If you would like to volunteer you can give Carolyn a call on 55 221180.

Volunteers rewarded

The outstanding efforts of PDH volunteers were recognised in Victoria's 2011 volunteer awards.

Faith Sutterby was named joint winner of the Outstanding Individual Achievement award for volunteers from rural health services, and the team from the Telecare phone service was the joint winner of the team award.

The awards were presented by the Minister for Health David Davis as part of National Volunteers Week.

Faith has been with PDH for almost 30 years, starting as a Meals on Wheels volunteer and also as an instigator of the Telecare program.

She was overwhelmed by the award. "I nearly fell off my chair when it was announced and then I cried," she admitted.

"I just felt so honored and humbled. It is a thrill for Portland and for volunteering."

Faith said she loved volunteering and took a lot of personal enjoyment from helping others. But she added that the award really topped it off. "It's the pinnacle for me," she said.

Faith has also visited and assisted inpatients at PDH, participated in



many training programs, including Volunteer Palliative Care training, and more recently helped the Cancer Resource Centre.

She has no plans to slow down, saying: "I will be a volunteer until I can't walk anymore,".

The Telecare team provides a friendly 'good morning' call to about 30 clients and ensures follow-up procedures are implemented if the call is not answered to ensure the person is safe.

Twenty one volunteers deliver the program which has made more than 260,000 calls over the past 27 years. Two of those volunteers, Gail Napean and Pat Barker, travelled to Melbourne to receive the award.

Chemo unit to help

The development of a day-stay chemotherapy unit at PDH will be a huge relief for an increasing number of local people battling cancer.

The centre will be part of new cancer infrastructure across Western Victoria being built from \$26.07 million funding announced by the Federal Government.

The new chemotherapy day unit in Portland will supplement a new integrated cancer care service based in Geelong.

The successful submission for funding was coordinated by Barwon South Western Regional Integrated Cancer Service in conjunction with Barwon Health, PDH, South West Healthcare and Western District Health Service.

The facility in Portland will be well used with the number of cancer patients increasing in the area.

PDH provides support for nearly 200 cancer patients each year and Glenelg Shire experiences a higher than average incidence of cancer in

both males and females.

“Cancer among males is 7 per cent higher than the Victorian average and 6.6 per cent higher than Barwon South West region and among females it is 5 per cent higher than state and regional averages,” Chief Executive John O’Neill said.

The chemotherapy day unit would ease the travel burden facing cancer patients. “Patients undergoing this treatment are unable to drive and would clearly prefer to be supported in their local community,” John said.

“Having a day unit in Portland will help not only the patient but also their family and friends who support them through their treatment.”

The project also includes patient accommodation units in Warrnambool and an additional consulting suite in Hamilton.

Together the infrastructure represents a substantial step forward for cancer care in the region.

Planning for the new facilities will start soon.

Part of the family

Meagan Nelson often feels like a grand-daughter when she visits people’s homes as a district nurse.

“They make me feel welcome which is very rewarding,” she said. “I walk in and feel like I’m their grand-daughter coming for a visit.”

That rapport developed with clients earned Meagan the April employee of the month award.

“It is a very rewarding job,” she said. “I find it to be a more personal style of nursing when you are caring for people in their home environment.”

Meagan has been with the PDH district nursing team for the past two and a half years after joining near the end of her graduation year. “It wasn’t until we did a rotation through the various departments that I decided I wanted to work in district nursing,” she said. “I like to work closely with people to help them with their care.”

The district nursing services includes wound care, medication management, emotional and personal support and personal care.

Cancer link expands

The Cancer Link nurse has fulfilled an important role in the Portland community over the past 12 months and now thanks to support from United Way the program is expanding.

Nurse Elaine Norton will now work for 20 hours per week (spread over three days), with an additional four hours funded by United Way.

The existing program was funded by Barwon Health and aimed to support people with cancer and their families to access services, travel, accommodation, referrals and resources.

Landing site to start soon

Construction of Portland’s new emergency helicopter landing pad is expected to start within months.

The Glenelg Shire planning scheme has been amended to enable the construction of a landing site on the “Ploughed Field”.

It is expected that construction will start following Portland’s traditional wet winter.

Gifts show connection

The little gifts that sit in the office of HARP clinician Marisa Di Serio are testimony to the impact she has on the lives of her clients.

From jams to garden novelties, Marisa has received dozens of gifts as thanks for the care and support she provides as a Hospital Admission Risk Program (HARP) clinician.

“The clients love her,” Chronic and Complex Team Leader Donna-Maria Eichler said. “The difference she has made in their lives is remarkable and some of the comments that we get back are just beautiful,” Donna said.

That connection with clients and overall success in the role earned Marisa the March employee of the month title.

She has been in the role for three years and enjoys seeing the positive influence the program has on people’s lives.

“Basically we provide support so people can better self-manage in the home,” Marisa said. “We are seeing real improvements in their quality of life which is the most rewarding part of the job.”

The program aims to improve



the care offered to people with chronic or complex medical conditions, such as diabetes, chronic respiratory disease and heart disease, and reduce the need to go to hospital. It helps to coordinate care with allied health professionals and GPs and looks at health on a holistic basis.

The HARP program has led to a 33 per cent reduction in hospital admissions within the client group. “It helps people to recognise when they are getting sick and acting early,” Marisa said. “It is about timely intervention to make sure that, for example, a simple chest infection stays a chest infection

and doesn’t turn into full-blown pneumonia,” she said.

While clients appreciate Marisa’s work, she also enjoys the role. “You feel like you become like part of their extended family without intruding on their lives. We try to create independence, not dependence.”

Marisa was a driving force in establishment of the HARP program three years ago.

Prior to joining the HARP team she was a practice nurse and midwife, including stints in Western Australia.

We’re taking good care of you

The latest Victorian Patient Satisfaction Monitor has confirmed that PDH is taking good care of its patients, with consistent ratings of more than four out of five.

PDH has performed better than the state average in all major categories of consumer participation, physical environment, discharge and follow up, complaints management, general patient information, treatment and related information, access and administration, and overall care.

The hospital recorded an overall care rating of 81.7 per cent, nearly 3

per cent better than in the previous six-month monitor, and recorded improvements in all categories.

The mean satisfaction rating at PDH is now 4.65, compared to a state-wide mean of 4.44.

Among the high scores achieved by the hospital were:

- 4.4 courtesy of nursing staff
- 4.35 being treated with respect

- 4.3 personal safety
- 4.29 helpfulness of hospital staff
- 4.25 courtesy of doctors
- 4.23 helpfulness of administrative staff
- 4.23 responsiveness of nurses
- 4.2 respect for patient privacy

Improving oral health and nutrition

A forum will be held in Portland on August 23 to help parents, carers, and workers to help people with a disability to improve oral health and nutrition.

Presented by the Glenelg Disability Health Promotion Action Group and Scope Victoria and supported by PDH's health promotion team, the forum will showcase approaches to supporting oral health and nutrition for people with a disability.

There will be sessions on better oral health in residential aged care facilities, moving from tube feed to oral feeding in tube dependent children, oral health and complex communication, diet and oral hygiene, safe and healthy eating for people with a disability, menu planning and nutrition

The program includes keynote speakers and a presentation of unique oral health art work. It will be held at the Quest Portland, Conference Rooms 66 Julia Street, Portland, Victoria.

On August 24 and 25 a unique rural training opportunity will be offered in Portland for oral health practitioners in the management of children and adolescents with special needs.

The training package is being trialled for the first time in a rural setting.

The program will be facilitated by Adjunct Professor Hanny Calache from the Royal Dental Hospital of Melbourne and presented by Dental Health Services Victoria in partnership with the Health Promotion Unit at PDH.

The sessions will be held at the South West TAFE Portland Campus.

Registrations are required by August 5.

For more information contact Lynda Smith, PDH Health Promotion Officer on 55 22 1198 or email: lsmith@swarh.vic.gov.au.

Compass provides direction

The COMPASS program being implemented at PDH aims to assist with early recognition of deteriorating patients.

The project aims to implement a framework that ensures the early recognition of deteriorating patients, the initiation of appropriate medical review and the instigation of timely medical management to reduce morbidity and mortality.

Staff Development Unit Manager Usha Naidoo said a number of Australia-wide programs were investigated before PDH settled on the ACT Health COMPASS program

which offered a comprehensive system that has been successfully implemented in both large and small sized hospitals across Australia. "The system allows easy modification to suit our size, geographical location, services offered and staffing resources," she said.

"It confirms a "track and trigger" system supporting modified early warning scores by using new color-coded documentation and education of staff.

This project was rolled out across PDH in June and will be evaluated at the end of 2011.

Deb's training pays off

When Deb Tozer came across a car accident near Portland earlier this year her training and experience quickly came to the fore.

Deb was driving in a convoy with family and friends to a holiday in Mildura when a head-on collision occurred near Bolwarra, leaving a young Portland woman unconscious.

"I didn't actually see it but we arrived there just after it happened," Deb, PDH's Associate Nursing Unit Manager, said.

Police officer Bob Meek was travelling behind the car involved in the crash and was already on the scene.

Deb was quick to put her training into action.

"I did what we're trained to do. The girl was unconscious so I made sure her airway was cleared and I supported her head. She was trapped so there was not a lot else I could do."

Deb stayed on the scene until the girl was airlifted to hospital. Her help contributed to a positive outcome. After three months in hospital in Melbourne the accident victim has since recovered and returned to Portland.



Deb has also been recognised for her efforts, earning praise in a letter from Sergeant Meek.

"You don't want to come along situations like this but I was pleased to be able to put my training into action and see that what we learn and teach does work."

Keeping people healthy

Lynda Smith enjoys working with community to keep people healthy and has the results to show for it.

“I like supporting communities to assist with keeping them healthy, being proactive rather than reactive,” Lynda, the PDH health promotion officer, said.

And Lynda is doing well. She was named June employee of the month for her success in a variety of areas.

The Health Promotion Unit has facilitated a number of significant programs over the past year.

Lynda describes her job as mainly networking and capacity building with both the health and non health sector throughout the Shire of Glenelg and some of these collaborations have proven fruitful.

She now works mainly in oral health promotion, including projects such as Simles4Miles, the Deadly Teeth campaign with the Winda-Mara Aboriginal Corporation and support for people with disabilities.

Lynda has worked in the health



promotion field for the past eight years.

The unit has worked in collaboration with a wide range of programs in recent times, including Living Safer

Sexual Lives, Food Security initiatives, the Glenelg Healthy Schools Network, Kids- Go For Your Life, and the Get A Taste of This project.

Taking the puff out of exercise

People with chronic lung diseases have the opportunity to improve their quality of life with a new program offered by PDH.

Three sessions of Pulmonary Rehabilitation have already been held and a new eight-week course is due to start on September 12,

Pulmonary Rehabilitation is a program of exercise and education for people who are having trouble breathing and going about their day-to-day activities.

It increases the strength and distance

participants can walk, along with their confidence and ability to cope. The program also aims to prevent avoidable hospital admissions.

The program is coordinated by respiratory nurse Helen Anderson and consists of an individual assessment, exercise training and education, reassessment and development of an ongoing plan to maintain the benefits gained.

The type and intensity of exercise will depend on each client's capacity and may include a warm-up, walking, cycling or stepping.

Most participants are surprised and pleased by how much progress they make.

“We see an improvement in them and most importantly they see and feel an improvement in themselves,” Helen said. One participant increased his six-minute walking trial by 65 metres by the end of the program.

Apart from the health benefits, the participants also enjoy the program. “We have very positive feedback and we are getting more referrals. There is a waiting list at the moment,” she said.

Promoting oral health

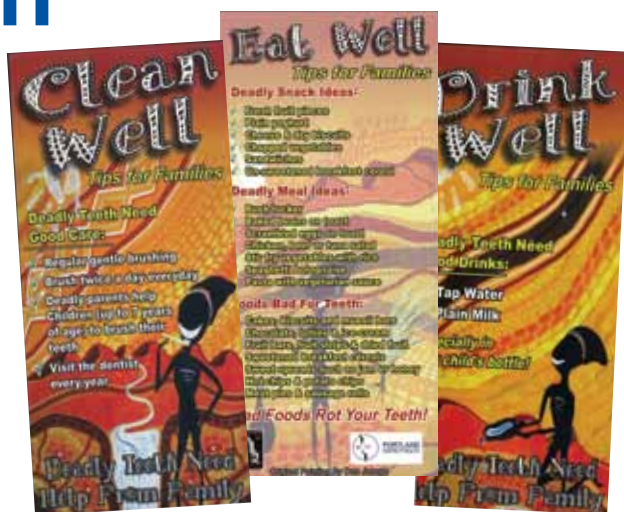
PDH's health promotion unit has been a partner in a major new initiative to promote oral health within local Koori communities.

Aboriginal Health Workers at Winda-Mara Aboriginal Corporation, with support from the Health Promotion Unit at PDH, have launched the "Deadly Teeth" health promotion initiative which has produced a set of three colourful, culturally appropriate tip cards promoting oral health for children aged up to seven years and their parents and families.

The cards promote three key oral health messages around eating well, drinking well and cleaning well.

Three years ago Winda-Mara worked in partnership with PDH and Dental Health Services Victoria to pilot the Smiles4Miles oral health program in three local Indigenous playgroup sites. The program workers soon realised that there were no culturally appropriate oral health promotion resources for the local Indigenous community.

In response, four oral health art workshops were held at Winda-Mara Aboriginal Corporation in Heywood which resulted in three



acrylic paintings depicting key oral health messages based on a Western diet. The paintings feature an Indigenous "Wellbeing Fella" collecting bush foods, drinking water from a stream and brushing his teeth.

More workshops were held in the community to finalise the key messages using culturally appropriate language and words that were easy to understand. A graphic designer was then employed to put together all the ideas gathered from the community. The "Deadly Teeth" initiative addresses oral health as a 'holistic' concept focusing on oral hygiene, nutritional intake, oral health literacy and access to dental services.

Traditionally Indigenous Australians had fewer incidents of oral disease. However, the introduction of Western diets has led to an increase in dental decay. Today incidents of dental decay in Indigenous children are between 2 to 5 times higher than non-indigenous children.

New clinic, new name?

Portland's new GP Super Clinic is progressing on schedule and within budget and is expected to be commissioned for use next March.

Now all that's needed is a new name for the facility.

Primary & Community Care Manager Annette Hinchcliffe said various naming options, including ideas from staff, were being considered. "It is much more than just a clinic for GPs so we want a name that reflects the holistic nature of the centre," Annette said.

The PDH Board will shortly be considering potential names.

Among the top priorities for the new clinic will be the establishment of a diabetes service, including a diabetes educator and dietitian, and a rehabilitation gym.

People with diabetes will be able to access the specialist services without using the centre's GPs, if they desire, and services can be provided under a GP management plan.

The rehabilitation gym will promote physical activity under the guidance of a physiotherapist. Participants will go through a six to eight week program and then be encouraged to continue their fitness in community facilities. "We are working with community groups and hope that what is started in our rehab gym can be continued in the community," Annette said.

In August 2009 the Federal Government announced a \$4.9 million grant to PDH to lead a consortium including the Deakin University School of Medicine, Otway Division of General Practice and Greater Green Triangle GP Education and Training to construct a new GP super clinic.

At full capacity the clinic will be home to up to three GPs along with GP registrars, medical students and other specialist staff.

The clinic will be a separate entity to PDH and is being built at 148-150 Percy Street.



PORTLAND
DISTRICT HEALTH
PUTTING OUR PATIENT'S HEALTH FIRST

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