SWARH’s Thought For The Month…..

A day is a miniature eternity.

Handy Hint #27 …From The ICT Department

Retrieving Voicemail From Your IP Telephone.

Do you find it annoying when someone leaves a message with a phone number and no matter how many times you listen the number just does not make sense?

Well, you can slow the speed of replay by pressing 4 while listening to the message. The replay will slow, and you will be able to hear the message more clearly.

Thanks to Garry Aydon, ICT Manager @ Western District Health Service for this month’s “Handy Hint.”

From The SWARH Office

Watch out for Kryptonite !!

Overheard in the SWARH office….
User can’t log in, and SWARH Help Desk Officer suspects that the User is trying to connect to the wrong server. “I asked the User to read me the bottom line of the screen, so I could get the server info," ICT reports There was a long pause, then the reply: “Sony Trinitron “

And here’s another entertaining request for ICT support:

“My monitor did not pass the drop test during our department move. I would like to get another one.”

This Issue’s Topics:

- A Handy Hint From The ICT Department
  - Retrieving Voicemail From Your IP Telephone
- From The SWARH Office
  - Watch Out For Kryptonite !!
  - Ready, Set, Baby !
- Clinical Applications
  - Patient & Client Systems Project - Latest News
    - Birthing Outcomes System—Version 5.0
    - RISKMAN - Risk Management System
    - SWARH Library Portal
- CONGRATULATIONS
  - South West Healthcare wins ANOTHER Prestigious Quality Award

'Ready, Set, Baby' Facilitator Training Workshop-Half Day Workshop
Wednesday 9th November, 2005

Inviting Practitioners in: Childbirth Education, Counseling/ Social Work with Mothers/Parents to be, Midwives, Family Services, Maternal & Child Health Services and Midwifery.

'Ready, Set, Baby' is an evidence based, community partnership, extended antenatal program aimed at reducing the incidence of postnatal depression and strengthen family resilience. The program's focus includes the emotional and psychological issues surrounding the transition to parenting in addition to the physical components of pregnancy and birth.

The training provides an overview of research bases course development, session content and resources, with each facilitator receiving an extensive Manual.
Session content covers:

- Psychological preparation for the transition to family life,
- Realistic expectations of parenthood and baby behaviour,
- Self awareness about parenting style,
- Communication and team work within the couple/significant other relationship,
- Social connections and establishing supportive community networks.

This is an exciting, new, innovative antenatal and Parenting Training Opportunity for Service Providers.

For further information and registration details, please contact the Project Managers for a brochure or flyer.

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CLINICAL APPLICATIONS

Patient & Client Systems Project - New Approvals For Implementation

**Birthing Outcomes System – version 5.0**

This product has been in use within Barwonhealth for a number of years and is about to become a regional system. The SWARH Midwifery sites within the South West commencing an implementation process during November / December

The main functional areas of the system are:

1. Booking and Antenatal Assessment.
3. Birth Registration.
4. Baby Details.
5. Postnatal Care, Discharge & Follow-up.
7. Statutory and Clinical Audit Reporting.

The Birthing Outcomes System (BOS) is a clinical management information system designed to capture details about mother and baby during the progression of a maternity episode.

The main objectives of the system are:

- To significantly reduce data duplication and proliferation when replacing the manual process.
- To produce consistent and quality documentation and reporting.
- Address the competing interests between patient care responsibilities and the need for quality documentation.
- Meet the statutory reporting requirements associated with Birth Registration,
- Statutory and Perinatal reporting and clinical audit.
- To be a dynamic and relevant system that meets the current and future needs of Midwives and Clinicians using the system.

A working group has been setup to support the implementation and it has been decided on a staged implementation with Western District Health Services being the first site followed by Colac, Portland, Terang, Timboon & South West Healthcare (Camperdown into the New Year).

**RISKMAN – Risk Management System**

This product has been widely across the state and in a standalone form across some SWARH sites for a number of years.

With the increased emphasis on better record keeping and easy, rapid access to and analysis of risk related information, it has been recognised that a centralised approach using web-based Riskman.Net would provide an improved cost effective option for Incident and Risk Management.

Some of the benefits include:

- Timelier reporting.
- Reporting delays drop significantly.
- Significant Reduction in Direct and Indirect Cost of Data Collection.
- Web-based Risk & Incident Management Workflow Features and Functionality provides Universal Accessibility throughout the organisation.
- Senior executives and managers gain ability to run reports and analysis directly from the system, providing Risk Managers with more time for Risk Analysis.
- Collaborative Case Management Facilities for reportable adverse events allow staff to jointly manage an Adverse Event, from point of occurrence, through the investigation process, to the point of claims management, where required.

Barwon Health have been running Riskman.Net and leveraging off the Barwon experience will enable a smoother implementation, and provide the opportunity for increased networking and sharing of information across the region.
An implementation group has been formed to support the implementation, which will commence prior to Xmas.

**SWARH Library Portal**

Barwon Health, South West Healthcare & Western District Health Services are the only agencies which have a functioning Health Library manned by Library staff. The Librarians at these sites along with the SWARH education Advisory group believe that there is significant benefit for members in having a regional Library Service developed and integrated into the SWARHnet portal.

A SWARH library portal has been approved to provide access for health professionals across SWARH to selected services and resources from SWARH member libraries at a central portal plus links to the library sites at Hamilton, Warrnambool and Geelong.

The site will be developed over a period of stages with the first stage providing and intranet / Internet presence across SWARH:

- The site will be developed using the standard ‘SWARHnet template’.
- The home page will feature prominent links and graphics to key web sites.
- Site Menu to include any of the following: About Us, News, Announcements, Events, Personnel, User Documents, Journals, Clinical References, Contact Details, Links. Some of these may not be required initially and can be reinstated at any time.

A central repository of Clinical Journals will be available within stage 1 which will open up the access to this information to Clinical staff across the region at all SWARH members sites. Stephen Due from Barwon Health along with Judy Dalton (Warrnambool) & Louise Milne (Hamilton) with coordinate the implementation.

**Congratulations !!**

**South West Healthcare Wins ANOTHER Prestigious Quality Award**

For a second year in a row, South West Healthcare’s exceptional commitment to patient safety, risk reduction and patient care has won a prestigious state award. At a gala event at the Melbourne Museum on Friday night Health Minister, Bronwyn Pike, presented South West Healthcare with the 2005 Quality of Care Reporting Award, and $10,000, for the best regional Quality of Care report in Victoria.

The award recognises the organisation’s outstanding 2005 Quality of Care Report, that had only 24 hours earlier been unveiled at its 2004-2005 Annual General Meeting.

Judged by an independent panel to be the best of all Victorian regional base hospitals, the 30-page document demonstrates how South West Healthcare monitors the quality of the services it offers against industry standards, covering a range of issues including quality safety and risk management, financial management and community engagement.

Minister Pike commended the report for demonstrating a high standard across all assessment criteria and a commitment to improving the quality and safety of health care for consumers.

‘The clearly written style of your report, the range of qualitative and quantitative information, and the way you have involved your community and staff, impressed the assessment panel,’ Ms Pike explained.

She also said the ways in which South West Healthcare makes the report accessible to the community, and how it evaluates the report, had won extra points.

‘South West Healthcare is honored to have been publicly recognised for its ongoing commitment to quality service provision,’ SWH Chief Executive Officer, John Krygger, said today.

‘This award is an indication of the outstanding reputation South West Healthcare has in the eyes of the Department of Human Services and it demonstrates to our community the work we do to ensure the quality of service we provide.

‘This will give all staff a tremendous boost. Although we had been short listed for the award we were not confident of winning as we were already the benchmark from last year.’

The $10,000 prize money will be used to support ongoing South West Healthcare quality-related initiatives just as the 2004 prize money has done. That $10,000 is funding the part-time employment of the organisation’s first Stroke Liaison Project Nurse, Patrick Groot.

A copy of the award-winning 2005 Quality of Care Report can be downloaded from this website by going to the homepage.


SWARH is an Alliance of public health agencies in the South West of Victoria covering an area of approximately 60,000 sq. kilometres connecting all public acute hospitals and associated health services in a region extending from west of Melbourne to the South Australian Border.

More information required ?.....contact SWARH !
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