SWARH’s Thought For The Month……

Our fears are more prevalent than our dangers.

SWARH In The Media

Broadband Gives Isolated Patients Expert Access

The Chief Executive Officer of Colac Area Health, Jan Ross welcomes the Premier, Steve Bracks and Minister for Health, Bronwyn Pike to the launch of the SWARH Virtual Services Project in Colac.

SWARH (VIC) was featured in an article by Mathew Murphy entitled "Broadband gives isolated patients expert access" which appeared in The Age, Wednesday, July 27, 2005.

This was part of media coverage for the launch of the South West Alliance of Rural Health Virtual Services Project (VISP) by the Victorian Premier, Steve Bracks in Colac on Tuesday 28/07/2005. This is available in the document library of SWARH’s Intranet and Internet sites.

The launch was also featured on the ABC and Southern Cross 10 television evening news on July 26 2005 and ABC Regional Radio on July 27 2005.

“Stay tuned” for a feature on the SWARH Virtual Services Project on the State Focus program screened at 12noon, Saturday August 13 on Southern Cross 10.

From The SWARH Office

Provision Of Uninterruptible Power Supplies (UPS) Devices And Support For SWARH

A UPS (or uninterruptible power supply) is equipment that keeps constant voltage to other electronic devices attached to it for a set period of time in the event of a general power failure. Provision of UPS services are a critical component of IP Telephony.

SWARH has selected Eaton Powerware as the supplier of UPS maintenance for an initial three years.

Eaton are now maintaining the mains UPS for IP Telephony at the core, which now addresses the power problems and associated loss of telephony services that affected us all last month.

An initial audit of selected sites has commenced and the results will be used to formulate a final agreement. Eaton will then commence the total delivery of UPS maintenance services to all participating SWARH sites.

For more information please contact Kevin Tait, Systems Manager, Portland District Health on (03) 55210645
Interruption To IP Telephony Services On The 18th & 20th July 2005
SWARH experienced events on Monday 18th July 2005 and Wednesday 20th July 2005 which interrupted services including some IP telephones across all sites.

Important phones should have been on SRST back-up (displaying “CMfallback” on the display and still operating) during each outage.

These faults were escalated immediately to Dimension Data as CRITICAL events and resolved.

An investigation has been made into these events and a report containing recommendations for the future will be tabled for review at the SWARH Steering Committee on August 5 2005.

SWARH Apologises for any inconvenience caused by these events.

New Staff Member @ SWARH

SWARH has recently appointed Sharon Jehu as Business Analyst. This is a new .5 position. Sharon’s key duties will be to create user requested, specific reports for members which will display data from the TrakCare System. Sharon has spent a number of years teaching in the secondary and TAFE sectors as well being extensively involved in computer software development. Sharon is currently located in an office on the first floor of the Villiers Building at South West Healthcare and can be contacted on 03 55644018. We welcome Sharon to the SWARH team and look forward to working with her.

CLINICAL APPLICATIONS
Primary and Community Care/Service Coordination NEWS

LOCAL

e Referral survey
THANK YOU to all those who completed the survey - we are now in analysis mode and will let you know the results and future strategies soon.

Participation in Healthsmart Gap analysis
Margaret and Fiona Torpy participated in the gap analysis sessions in mid July - their feedback on the Community aspects of the Integrated Patient and Client system will be considered by the gap analysis committee.

Service Coordination 'Tools Revisited' Workshop
This workshop be held in the EDUCATION CENTRE, WDHS on August 24 - see flyer for RSVP and other details.

STATEWIDE
Mental Health Program
The Mental Health Branch has provided area mental health services (AMHS) with guidelines regarding implementation of service coordination with local health and community service providers. The guidelines support other work that the Mental Health Branch is doing to improve access to mental health services, and triage processes and discharge planning in AMHS. The guidelines can be found at http://www.health.vic.gov.au/mentalhealth/publications/ppc.pdf

Mental Health Branch has also provide Psychiatric Disability Rehabilitation and Support Services (PDRSS) with guidelines regarding implementation of service coordination and these can be found at http://www.health.vic.gov.au/pcps/downloads/ppc_guidelines_pdrss.pdf

HACC Program

KPMG Report On Service Coordination
Research conducted by KPMG looking at the impact of Service Coordination on five community health services and three local government HACC providers found that when successfully implemented, Service Coordination delivers benefits to agencies, practitioners and consumers. More information about what was found, the methodology and KPMG’s suggestions for how to progress Service Coordination can be found at http://www.health.vic.gov.au/pcps/coordination/pcpimp.htm

HealthSMART Roadmap
A new version of the HealthSMART Roadmap is now available to be downloaded from www.health.vic.gov.au/healthsmart. Significant changes to content and style have been made as well as changes to key milestone dates and project dependencies. A new portfolio update has also been included to provide a easy reference to a whole of program update.

Ambulatory Care
The Ambulatory Care Policy and Planning Framework (ACF) is a vehicle for building the capacity of the Victorian health care system to deliver person-centred health care in community settings, reducing the need for in-patient care, and improving the health outcomes of Victorians. A consultation paper has been developed to communicate the ACF vision and principles, identify the potential implications of the ACF for the current health service system and promote broad level stakeholder discussion and feedback.

Further information can be found at: http://www.dhs.vic.gov.au/rrhacs/ambula.htm
This cutting edge technology will allow medical specialists at South West Healthcare in Warrnambool to give advice and guidance, via videoconferencing, to staff treating a patient in the emergency department of a hospital many kilometres away – like here in Colac.

“After the success of a pilot program between SWARH’s Warrnambool and Lismore campuses, the Virtual Services Project will now reach 29 sites throughout South-West Victoria, many of them in remote areas where there is currently no, or minimal, health presence.

“The project will deliver tangible benefits to people in regional Victoria as it will allow complex medical conditions to be treated locally.”

Mr Bracks said all Victorians could look forward to having access to this ground-breaking technology in the future.

“Under the Government’s Broadband Framework, we are committed to delivering improved services using leading edge broadband applications, such as that being launched here today,” he said.

AUSTRALIAN-FIRST VIRTUAL HEALTH SERVICE FOR SOUTH WEST

Rural and regional Victorians will have access to revolutionary specialist health care services without having to leave their local communities, the Premier, Steve Bracks, announced recently.

Launching the South West Alliance of Rural Health Virtual Services Project in Colac, Mr Bracks said Victoria was leading the nation in delivering vital health care to remote locations through innovative broadband applications.

“The State Government has committed $2.8 million to this Australian-first, which will see virtual health services delivered by multiple health care agencies to remote communities via broadband networks,” Mr Bracks said.

For more info on the above or other Primary and Community Care news please contact Margaret Sinnott on: 55644014 or 0427549532

Electronic Referral Interoperability

In response to concerns expressed by PCPs and the Regions on the issue of e-referral interoperability, DHS central office facilitated a meeting with InfoXchange and Connecting Care on 7 July 2005. The purpose of the meeting was for the vendors to gain a better understanding of the barriers and to explore possible and practicable solutions to the problem. The vendors have made a commitment to work through the issues in more detail and to develop a model, which will outline how the systems could become interoperable. We expect to have a clearer understanding of what a potential solution might look like in a couple of months.

UPCOMING EVENTS

PCP Conference
The PCP conference is scheduled for September 29 2005 in Melbourne - details available soon

Consumer Participation And Culturally And Linguistically Diverse Communities: Working Together Towards Good Practice Conference
This conference will be held on Thursday 8 September, 8.00am - 5.00pm, John Scott Meeting House, Latrobe University, Bundoora Campus, cost $132.00.

It will provide an opportunity for health-promoting workers and consumers from across the state to share, discuss and debate culturally and linguistically diverse (CALD) consumer participation strategies in health services and health promotion planning, delivery and evaluation.

For more information contact Viv Fox, Centre for Culture Ethnicity and Health, 23 Lennox St Richmond, Phone 94201382.

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The Hon Steve Bracks MP, Premier Of Victoria launches the SWARH Virtual Services Project in Colac.

Wound care specialist Terry Swanson with a patient in Warrnambool using a live video conference to consult with Linda Webb at Colac while the Premier and Minister For Health look on.

Wound care specialist Terry Swanson with a patient in Warrnambool using a live video conference to consult with Linda Webb at Colac while the Premier and Minister For Health look on.
“The Government is committed to turning around our health system by rebuilding our hospitals and ensuring patients get the support they need.”

In launching the project in Colac, the Premier took part in a demonstration of the technology involving a link up between Colac and Warrnambool.

The SWARH Virtual Services Project involves:

⇒ Virtual Reception: Remote communities will have 24-hour access to a video unit, located in a community facility, permanently connected to the main reception of the nearest hospital. This will allow patients to speak to the reception of the nearest hospital, via video, to receive initial assessment and advice on further treatment;

⇒ Virtual Assessment: The emergency department of South West Healthcare Warrnambool campus, which is staffed 24 hours a day, will have specialist staff providing advice and guidance through videoconferencing to smaller emergency departments which have only general nursing staff and limited access to a local GP. This will enable smaller hospitals to treat clients with complex/specialist issues locally;

⇒ Clinical Monitoring: Clinical monitors (measuring vital signs) in regional hospitals and health care agencies where no local specialist is available will be connected to Barwon Health via the SWARH intranet, to enable vital signs to be professionally interpreted and monitored by cardiac specialists. Specialists will also be able to react to emergencies from their rooms or homes through internet access.

⇒ Virtual Communications for the Deaf: Educational programs, critical early language intervention services, and support will be provided to families of hearing impaired and the teachers and schools of students with multiple disabilities through video conferencing as an adjunct to face-to-face contact.

Locations for the Virtual Services Project

Virtual Reception - Nelson, Lavers Hill, Forrest, Merino, Beeac, Inverleigh and Birregurra.


Clinical Monitoring - Barwon Health (Geelong), South West Healthcare (Warrnambool), Western District Health Services (Hamilton), Colac Area Health (Colac) and Portland District Health.

Virtual Communications for the Deaf

⇒ Families, students and teachers can attend one of the 47 SWARH health agencies (some of which already provide services to the deaf);

⇒ Five families in remote areas with deaf and deaf/blind children will have home-based videoconferencing units (as a trial); and

⇒ Students/families who access the services of Manning, Princess Elizabeth Junior School or Carronbank can do so through the new Holland Educational Complex in Blackburn South which will have a broadband videoconferencing link to SWARH.

Further information is available about the South West Alliance of Rural Health Virtual Services Project by contacting the Office of the SWARH CIO on 03 55644000.

Handy Hint #24 ...From The ICT Department Windows “Short-cut Keys”

Many users would be accustomed to using the Cut, Copy, and Paste commands from the Edit menu when cutting, moving or copying files, folders and text. These same functions can be performed in conjunction with the mouse using short-cuts from the keyboard.

CTRL+C Copies the selected item(s) to the clipboard.

CTRL+V Pastes the copied item(s) from the clipboard.

CTRL+X Cuts the selected item(s) to the clipboard.

Try the short-cuts next time you are editing text in Word or moving files around in Windows Explorer - we think you’ll agree they are a useful time-saver.

NEXT EDITION:

♦ Clinical Applications

♦ From The SWARH Office

♦ SWARH (Vic) Update

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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