

GOSS - MAY 2018

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PEOPLE
MATTER
MAY 2018



*Have you done your
People Matter
Survey?*

Details inside

FROM THE CEO'S DESK

Since writing for the March edition of the Goss, a lot has happened at TMHS!

The Health Service was impacted dramatically during the St Patrick's Day fire and wind event with the destruction of shedding, carparks and vehicles. (As Pictured below)

Staff, in particular the Maintenance Team are to be thanked for their flexibility and patience whilst alternative permanent working arrangements are implemented.

Car parking continues to be an issue at the Terang campus in particular. Thank you to our neighbours, the Milroy's who have kindly offered their block for staff parking so as to allow more parking spaces for patients and visitors.

In recent weeks, we have welcomed our new Director of Nursing Liz Houlder.

Please make Liz welcome and say 'hello' if you haven't had the opportunity to do so.

Liz has been busy acquainting herself with staff and stakeholders and is appreciative of the support that has been extended to her.

Staff have been busy completing performance appraisals and the annual People Matters Survey. This year, our target is to achieve a 50% staff completion rate. The valuable information gained from this survey allows the Executive and Senior

Management the opportunity to critique and alter the way that we do things at TMHS so your opinion is important.



Finally, there has been a suggestion to hold a mid-Winter TMHS Ball. I'd be interested in hearing from staff as to whether this is something that would be supported. A Ball planning committee would need to be established if this was to go ahead. Staff who are interested in progressing this idea are encouraged to put their name down with Sue Wines.

Thank you for the care that you provide to our community.



Our Maintenance Team

have been extremely busy over the past few months; cleaning up after the storms, repairing and repainting the Accounts Payable office, patching, painting & installing stainless steel handrails in the acute corridor and refurbishing the second stairwell to ensure compliance with fire regulations, among other things. Along with this they still have the general grounds work to be undertaken. We are extremely fortunate at TMHS to have such a high calibre of workmen who are able to turn their hand to so many different tasks and provide such quality workmanship. Thank You, your work is appreciated.



Accounts Payable Office



Working on the second staircase

People Matter Survey

Open to all staff

23/4/2018- 11/5/2018

We strongly encourage all staff to complete the survey

Use this link to access the survey:

<https://www.orima.com.au/peoplesmatter/terang>

Workstations are available in the staff dining room, the Education Centre and in the Parlour at Mt View for those that find it difficult to access a computer. Josie Black & Mortlake staff can access any available computer

The People Matter Survey is a public sector employee opinion survey run by the Victorian Public Sector Commission.

The survey gives our people the opportunity to express their views on how our shared public sector values and employment principles are demonstrated within their organisation by colleagues, managers and senior leaders. The survey also measures the level of staff engagement and job satisfaction.

PMS results play a crucial role in VPSC's work supporting public sector organisations. It forms the evidence base for our strategies promoting integrity across the sector, and our initiatives for building positive workplace cultures and assisting organisations in becoming model employers who reflect the diversity of the Victorian community.

KRONOS

Please ensure that you always log **on** and **off** KRONOS. If you forget it is important that you notify your manager as soon as possible.



When attending training and you are not rostered on; please **DO NOT** clock on and off as your attendance will be manually added to Kronos when the Training Attendance Record is received.

MURRAY TO MOYNE 2018

The Terang Flyers cycle relay team have again successfully completed the challenging 520 kilometre Murray to Moyne cycling event and in the process have raised more than \$16,000 towards the refurbishment of resident rooms in TMHS' Mount View Aged Care facility.

This year's team comprised only 11 riders this year due to a number of late withdrawals, however thanks to perfect weather conditions and very light winds, the team and their three support crew took less than 14 hours to ride the 435 km Saturday leg from Echuca to Hamilton.

On route, the riders travelled due south through Pyramid Hill, Boort, Charlton, St Arnaud, Stawell, Moyston, Glenthompson and Dunkeld before they arrived in Hamilton at 10.55pm for the compulsory overnight stopover. They averaged just over 32 kmh for the first day which included a dinner stop at Stawell.

The entire team then tackled the final 90 kilometres to Port Fairy on Sunday morning where a large crowd of well-wishers greeted them and the other 52 teams, consisting of almost 800 riders, at the finishing line.

Team Captain Brendan Williams said the group had been working extra hard on and off the road to train and fundraise for this year's 520km event.

The Terang Community Op Shop continued their tremendous support by contributing \$5,000 in sponsorship for the seventh consecutive year, while the Terang Rotary Club also provided a major contribution of \$3,000 towards the cause. Christians Bus Lines again donated the use of two mini buses and many local businesses assisted with catering supplies.

The 2018 event marked the 31st consecutive year a Terang team had participated in the Murray to Moyne event and more than \$350,000 had been raised



Many thanks to all those that donated their time to participate and raise funds for our health service.

SMOKE EXPOSURE

Key messages

- Smoke from bushfires and planned burns can reduce air quality in rural and urban areas, and may affect people's health.
- Each year, Forest Fire Management Victoria undertakes planned burns on public land state-wide to reduce bushfire risk. The planned burning program is seasonal, usually during autumn to early winter.

Health services may see an increase in people presenting with respiratory symptoms associated with smoke exposure.

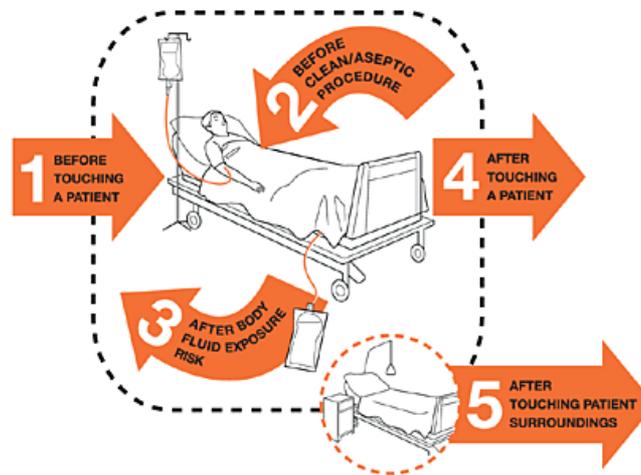
Read the full alert: [Smoke exposure due to seasonal planned burns may affect health](#)

Infection Control

World hand hygiene day – 5th May



Please remember the 5 moments of hand hygiene



2018 Flu Season:

Our Influenza campaign for 2018 will commence on the 9th May. Whilst we would love to have 100% vaccination compliance we are aiming to achieve at least 95% this year.

Please contact Jill O'Brien, Sarah Williams, Jenny Meade or Marg O'Sullivan to arrange your vaccination.

Australian Influenza Surveillance Report 2017 – Key Messages

Nationally, the 2017 influenza season was the largest since the 2009 pandemic year

The high level of activity in the community resulted in a lot of people needing time off work and significant burden on hospitals, with more than twice the number of influenza admissions and many staff absences.

While more people had influenza last year, the infection was no more serious than in previous years.

REMEMBER: Healthcare workers are more at risk of contracting influenza because we work in an environment where sick people congregate.

Retirement – Annette Clifford

After a career spanning many decades Annette Clifford has retired from the Terang and Mortlake Health Service; Annette was farewelled by her workmates at a function at the Middle Hotel in Terang on Friday April 6th.



Annette began work at the Health Service in the early 1970's; she is a Registered Midwife and over the years has been involved in the delivery of countless numbers of babies at the health service. Over the latter years of her working life Annette often found herself delivering the infants of babies that she had bought into the world many years before.



Whilst Annette has worked in all facets of the hospital, midwifery and theatre were her areas of passion. For a short period of time Annette was lucky enough to work alongside her daughter Rachel, who is also registered nurse.

Annette has been a loyal and dedicated employee of TMHS and whilst she will be sadly missed we wish her a long and healthy retirement enjoying among other things; her garden and her family.

Josie Black Community Centre

Social Centre Forum – A forum was held on Thursday April 19th at the Josie Black Community Centre. The aim of the forum was to allow the clients who utilise the facility to provide feedback on their views of the service.

Below is a brief summary from the forum;

All clients were invited from day centre clients, respite group, carers group, men's group, ladies group and exercise groups.

There were 15 clients who presented on the day made up from men's and ladies group.

Five written questions were presented to those in attendance.

The five questions were:

What do you like about the service?

What can we do to improve the service?

Do our services help you with your everyday life?

Are you aware of other services we offer at the Josie black CHC?

Do you have any concerns about the confidentiality of your information when you come here?

Extra time was given at the end for further comments both written and verbal. The attendees were honest, vocal and sincere.

An excellent insight was gained into what the clients liked and also areas where it was felt there could be improvement.

Quotes from clients include:

“the centre feels like home, we look forward to coming here.”

“the bus trip every Monday is a high priority for me as I love the Men's trip. It is a great community of men”.

“the building used to be old ages ago; now the building is fantastic, lovely and clean, inviting, and a lovely garden.

The responses will be accurately analysed to help us continue to provide valued service to our community members.



NEW JOINERS



Pictured L to R

Kylie Spokes—Josie Black Community Centre

Julie Anson—Environmental

Lee Scott—Environmental

RESIGNATIONS

Annette Clifford—Nursing

Jo Brian- Nursing

Christina Price- Environmental

EDUCATION UPDATE

March 2018:

2 staff attended “Operating Theatre Emergencies” at Portland Hospital

2 staff attended “Recognising Clinical Deterioration” at SWHC

The majority of our midwives attended a 2 day program on maternity and newborn emergencies at TMHS

Michelle Symons attended a Cultural Awareness Training Workshop in April

Jenny Meade attended training on Decreased Fetal Movements in March

Mt View education included;

-the blood sugar machine

-antipsychotic

-angina medications

Education Calendar May / June 2018

7/05/2018	Students aged care			
14/15 May	BLS Update - ANTT training			
15/05/2018	Advanced Neonatal Resuscitation	WDHS		
16/05/2018	Neonatal Resuscitation for Beginners	WDHS		
21/05/2018	Students in Acute			
22/05/2018	Adanced Care Planning Workshop	SWHC		
28/05/2018	Management of wound infection & ab.use, pressure injury & skin tears	Timboon Healthcare	10-14.30	Lesley Stewart
28/05/2018	ZOLL Inservice	TMHS Day Stay	13.30-14.30	Anne-Marie Keogh
28/05/2018	Students in Acute			
TBA	Stroke	Mt View		
11/06/2018	Students in Acute			
18/06/2018	Graduate nurse information session	TMHS Reception	1300-1400	Julie & Lisa
18/06/2018	Stdents in Aged Care			
25& 26th June	No Lift Workshop	Lyndoch		
26/06/2018	Advanced Care Planning Workshop	SWHC	09.00-16.00	

PERSONAL DEVELOPMENT PLANS—STAFF APPRAISALS

Staff Personal Development Plan (PDP) reviews are now due; if you have not already completed your appraisal or booked an appointment to do so, please make a time to complete your staff PDP with your line manager as soon as possible.

The purpose of the appraisal is to;

- Help teams and individuals determine how their job duties, goals and standards will contribute to achieving the objectives of TMHS
- Identify and meet each person's support and development needs including annual and long service leave where applicable.

The PDP is an agreement reached between you and your manager that outlines your key responsibilities for the coming 12 month period, the standards that are relevant to your job and the support you will need to assist you in carrying out your job. It aims to provide you with clear and agreed roles and expectations and appropriated support mechanisms.

The action plan records your learning and development goals for the coming 12 month period, along with listing the actions and resources you will need to complete these goals. The PDP is also an opportunity for the manager and staff to plan their leave for the forthcoming 12 month period.

MORTLAKE HAPPENINGS

On Thursday April 26th Mr Len Clark an Elder from East Framlingham attended the Mortlake Community Health Centre where he gave an interesting talk on his history and that of his family and community. Len had many varied stories to tell, some funny, some sad about his life and the lives of others growing up in East Framlingham. Len said that one of the biggest challenges for those living in this area is the lack of public transport and the difficulties that they face in getting anywhere. One of Len's traits which he shared with those in attendance is that he does not give a handshake; his greeting is a hug. Len has invited interested members of our health service to join him in a tour of his local area where he is keen to point out places of significance. More information on this will follow.

TMHS WELCOME DINNER

TMHS recently hosted a Dinner to welcome some of the newcomers to our Health Service. Our new GP'S, Brooke and Jacqueline; new DON Liz and our 2018 Graduate Nurse Stewart; were among the guests. (Unfortunately Holly was unable to attend)

The dinner presented our Catering team with an opportunity to showcase their amazing skill set and a delicious meal was shared by those in attendance.



TMHS Catering apprentices Michael & Sophie (pictured above), were excited to have the opportunity to be part of a different catering experience within our health service. Many thanks to Mick Rudezky who coordinated the menu for a wonderful

**New and Updated Policies Posted on PROMT and Form Central
1st March—31st March 2018**



Department on PROMPT	Policy Document Title	New or Updated	Date Published on PROMPT
Clinical	Infiltration/Extravasation of Intravenous Iron Therapy	NEW	8/3/18
Clinical	Ferric Carboxymaltose (Ferinject) Infusion	NEW	8/3/18
TMHS Wide	Information & Technology Security Management	NEW	15/3/18
Clinical	VMO On Call Policy	Minor Changes	8/3/18
Clinical	Snake Bite Management	Minor Changes	8/3/18
Clinical	Resuscitation Policy including Medical Emergencies	Minor Changes	8/3/18
Clinical	Pre-labour Rupture of Membranes >37 weeks	Minor Changes	8/3/18
Clinical	Not for Cardio Pulmonary Resuscitation	Minor Changes	8/3/18
Clinical	Preterm Labour Management	Minor Changes	8/3/18
Clinical	Glucometer Quality Control Testing	Minor Changes	22/3/18
Clinical	Lignocaine – Cardiac	DELETED	8/3/18
DNS	DNS – Oral Hygiene Management	Minor Changes	15/3/18
DNS	DNS – Communication between Service Providers	Minor Changes	20/3/18
Theatre	Storage of Sterile Stock	Minor Changes	6/3/18
Theatre	Re-setting the Anesthetic Machine	Minor Changes	20/3/18
Theatre	Terminal Cleaning of Anesthetic Machine & Accessory Equipment Cleaning	Minor Changes	20/3/18
Theatre	Interim Policy & Index Operating Suite	DELETED	6/3/18
Theatre	Recall of Sterilised Loads & Product Fault Reporting	DELETED	6/3/18
TMHS Wide	Telephone Outage Guidelines	Minor Changes	1/3/18
0408007	Pre Existing Injury Declaration Form	Minor Changes	5/3/18
0404001	Study Leave Application Form	Reviewed	6/3/18
0404012	Training Evaluation Form	Reviewed	6/3/18
0401039	Fax Cover Sheet Mortlake	Reviewed	21/3/18
0401024	Fax Cover Sheet	Reviewed	21/3/18
0110001	Fax Cover Sheet Pharmacy	DELETED	21/3/18
0202003	DNS Clinical Update	Minor Changes	27/3/18
0202007	DNS Annual Consent form including Action Plan if no Response at Visit	Minor Changes	27/3/18
0202016	DNS Home Visit Risk Assessment	Minor Changes	29/3/18