

DECEMBER 2015

QUALITY OF CARE

ANNUAL COMMUNITY MAGAZINE



**Barwon
Health**



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Why we produce the Quality of Care magazine

The Quality of Care magazine is part of our commitment to the Victorian State Government to communicate with consumers, carers and the health service community about what Barwon Health is doing to respond to quality and safety challenges and what we are achieving.

You can download a copy of the Quality of Care magazine here:
www.barwonhealth.org.au/publications
or

Request a hard copy by emailing
comms@barwonhealth.org.au

What you thought of last year's magazine

Last year, more than 90 per cent of the feedback received about the Quality of Care magazine rated the information as 'good' with more than 60 per cent rating it as 'excellent'. Many consumers commented that it was easy to read and not too long. For this reason, we have kept the format and style the same. The majority of the responses we received also commended the design, layout and writing style for being easy to read and understand. There was also mention made that readers felt they had a greater understanding of the breadth of services on offer at Barwon Health. Most of our readers were in the 60+ age group.

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Welcome

On behalf of the Barwon Health Board, staff and volunteers, we are pleased to present our annual Quality of Care magazine.

Each year, the Quality of Care magazine gives Barwon Health an opportunity to find its way into the homes, schools and businesses of the Geelong community. With this knowledge, we hope that our readers feel more informed about their health service and the improvements we are making in areas of quality and safety.

This year's magazine will take you on our journey of putting the patient at the centre of care. Some of the ways we are doing this is through our consumer representative program, involving patients in making decisions about their own treatment and end of life care plans, as well as supporting patients to have access to care at the right time and in the right place.

In the past year, thousands of people have come into contact with Barwon Health's services, and the goal for our organisation is to ensure that each person leaves our health service in better health and empowered with knowledge about their own health care. We can measure our performance in this area by asking about your experience. This information and feedback is used to drive change for the better across Barwon Health.

The Quality of Care magazine is available on the Barwon Health website and individual articles will appear on social media through our Facebook and Twitter accounts. We will also have print copies available across our sites, other local health services and community groups.

We encourage you to send us your feedback about the magazine by completing the survey in the back. We appreciate all feedback and use it to help inform what you read about in future editions.



Professor David Ashbridge
CEO



Dr John Stekelenburg
Chair, Quality and Clinical
Governance Committee
(from 1 July 2015)



Dr Sarah Leach
Chair, Quality and Clinical
Governance Committee
(to 30 June 2015)

Chair, Barwon Health
Board of Directors

OUR VISION

Together with our community
we build healthier lives, inspired
by world class standards

OUR VALUES

/ Respect

We respect the people
we connect with

/ Commitment

We are committed to
quality and excellence
in everything we do

/ Compassion

We show compassion
for the people we care
for and work with

/ Accountability

We take accountability
for what we do

/ Innovation

We drive innovation
for better care

Your health service

Barwon Health is Victoria's largest regional health service serving up to 500,000 people in the Barwon South Western region.

We are a major teaching facility with links to Deakin University, The Gordon and other tertiary education facilities around Australia. Barwon Health's University Hospital Geelong is one of the busiest in Victoria. We provide care at all stages of life and circumstances through a range of services including, emergency and mental health, aged care and rehabilitation.

Care is provided to the community through:

- One main public hospital
- An inpatient and community rehabilitation facility at the McKellar Centre
- Aged care through lodges at the McKellar Centre at its sites in North Geelong and Charlemont
- A total of 16 community-based sites at key locations throughout the region
- Outreach clinics and home-based services.



Taking the sting out of IV cannulation

A campaign developed by Emergency Department (ED) staff at University Hospital Geelong has seen an improvement in patient experiences through an increase in the appropriate use of intravenous (IV) cannulas.

Intravenous cannulas are most commonly inserted into a person's arm as a way of giving medication and fluids and taking blood samples.

The 'Think Bee 4 You Cannulate' campaign was developed by nurses Lisa Course and Holly Wardlaw to reduce the number of IV cannulas being inserted only for taking blood.

"Many patients have blood samples taken for blood tests during their ED visit. This is usually performed by venepuncture, the same procedure performed when you go to a pathology centre to have blood samples taken for tests," Lisa explained.

"Intravenous cannulas are extremely useful, however there are some risks associated with their use such as patient discomfort, inflammation and infection. Although infrequent, the infections attributed to IV cannulas can have serious consequences so for taking blood samples use of venepuncture is the safest option."

The 'Think Bee 4 You Cannulate' message was communicated to more than 160 ED staff through in-service education sessions, posters and stickers with an image of a bee located throughout the department.

"The blue bee of the campaign, with a rather nasty stinger, is to remind staff to stop and consider which is best for their patient, a venepuncture or IV cannula."

Lisa said the program was a success with staff adopting the campaign and many benefits for patients.

There has been an
8%
increase

in the appropriate use
of intravenous (IV)
cannula insertion in
adult patients.

Opposite: (L-R) Emergency Department nurses Holly Wardlaw and Lisa Course.

Telerehabilitation connects rural stroke survivors to urban services

Telehealth is being used to connect stroke survivors in rural communities to specialist rehabilitation services in Geelong.

Telehealth is a method of accessing services that allows patients to connect with health professionals over a live video link, rather than travelling to see them in person.

Colac resident Wayne Missen suffered a stroke in 2014. Prior to having a stroke Wayne was an active person, enjoying hobbies such as fishing and hunting. As a result of a stroke Wayne has little use of his right arm and problems with speech, balance and walking. His rehabilitation needs include physiotherapy, occupational therapy and speech therapy.

Barwon Health's Inpatient Rehabilitation Centre at the McKellar Centre in North Geelong offers state-of-the-art clinical support to people recovering from an illness or injury. Specialist stroke services are provided at the centre and include neuro-rehabilitation medicine, physiotherapy, occupational therapy, speech pathology and nursing.

The use of telehealth by Barwon Health and Colac Area Health has bridged a 140km round trip for patients like Wayne, who can have rehabilitation consultations at Colac, while video linking with specialists at the McKellar Centre.

Barwon Health Regional Telehealth Program Manager Rebecca Eastgate explained that telehealth is an exciting prospect for consumers and clinicians in rural areas such as Colac.

"In Wayne's care, telehealth has been used to access the expertise of a Senior Neurological Physiotherapist at Barwon Health," Rebecca said.

"Using a live video link, our physiotherapist has been able to view Wayne's sessions and provide suggestions in regards to assessment and treatment techniques."

"This innovation is enabling Barwon Health and Colac Area Health to provide quality patient care, close to their homes. Without telehealth, Wayne would need to travel to Geelong in order to access these specialist physiotherapy services."


Wayne said that telehealth had helped him access the services he needed, when he needed them.

"The biggest benefit for me is that it means much less time travelling from Colac to Geelong!"



Opposite: Senior Occupation Therapist Sarah Coulter video links with Wayne and his physiotherapist at Colac Health.



A close-up photograph of a man with short brown hair and blue eyes, wearing dark-rimmed glasses and a blue lab coat. He is holding a blue medical tube that loops around his face. The background is a blurred clinical setting with blue and white equipment. A large, semi-transparent purple triangle is overlaid on the bottom left of the image, containing white text. The bottom left corner of the page features a small white number '8' and the text 'BARWON HEALTH' in white capital letters.

"We have improved staff education, the sterility of central lines and dressings, and the ongoing management of the central line."

ICU 'care bundle' keeps blood infections at zero

Barwon Health's Intensive Care Unit (ICU) is the first critical care unit in Australia to report zero central line-associated bloodstream infections (CLABSIs) over consecutive years. This is an outstanding achievement.

More than 4,000 cases of CLABSI are reported in hospitals across Australia each year. A CLABSI is a life-threatening blood infection caused by bacteria present when inserting a central venous line into a patient to administer drugs and fluids.

Barwon Health Intensive Care Unit Director Dr Neil Orford explained that the ICU committed itself to achieving world-class critical care and infection prevention standards for the benefit of patient safety.

"Our expert infection prevention team developed a 'Central Line Care Bundle' which guides the insertion of central lines and has helped us achieve consecutive zero CLABSI rates." Neil said.

"We have improved staff education, the sterility of central lines and dressings, and the ongoing management of the central line. We have shifted the culture and practice around central line insertion in our ICU and we are proud to be able share our strategy with other health services for the benefit of patient safety."

"The risks to an ICU patient who develops a blood infection can be fatal, so vigilant techniques and management of the central line insertion are crucial."

Opposite: Dr Neil Orford.

Reducing wastage of blood and blood products

Blood is a costly and precious resource, donated freely by generous donors. It is our responsibility as custodians of this precious donation to ensure it is treated respectfully and waste is minimal.

Barwon Health cardiothoracic surgeons Bo Zhang and Andrew Cheng and transfusion nurses Lisa Stevenson and Anissa Yttrup are working to reduce blood wastage in cardiac surgery.

Previously, blood would be prepared or 'cross-matched' for all cardiac patients prior to their scheduled surgery, particularly if the patient has a high risk of bleeding.

Blood cross-matching is when blood products from the blood bank are matched for a specific patient and reserved for their use. If the prepared blood was not used during the surgery, its shelf life was reduced and it was more likely to be thrown out.

Instead of cross-matching, a blood test is now taken and the patient's blood group is determined, as well as any antibodies in their blood that might make it hard to find matched blood for them. This information is then kept on file should blood need to be retrieved from the blood bank for an urgent transfusion.

This has meant blood cross-matching is only being used when required, resulting in less blood waste, because fewer units of blood are taken out of circulation.



Above: Cardiothoracic Surgeon Andrew Cheng.

Spotlight on immigrant and refugee health

Each year more than 4,000 people of a refugee background arrive in Victoria, making their new homes in regional cities such as Geelong.

People of refugee backgrounds have complex physical and mental health care needs, especially in the early post arrival period, as a result of substantial trauma and displacement. Many refugees also have limited or no English skills, so accessing health services is just one of many challenges they face.

To ease the burden of navigating a complex health system, Barwon Health, in partnership with Melbourne Health, Monash Health, the Royal Children's Hospital, Arcitecta and Precedence Health Care, developed an Immigrant and Refugee Health Clinical Hub in the form of an online database.

The clinical database was designed to share medical records with refugee clinics between hospitals and general practitioners (GPs), to create best patient outcomes and provide monitoring for emerging health issues.

Barwon Health's Director of Infectious Diseases Associate Professor Eugene Athan explained that the database addressed the needs of a vulnerable patient group, who faced challenges accessing health services.

"After arriving in Australia, refugees will have a health assessment and catch-up immunisations usually with a GP," Eugene said.

"These appointments often result in a referral to a medical specialist within the Immigrant and Refugee Health Clinic."

"Both GPs and specialists need to be aware of diagnoses, test results, medications and care plans, requiring a coordinated approach to exchanging information between hospitals and GPs."

"The hub, being a one-point of contact electronic database, has greatly improved the communication between primary and specialist care, and proved to empower individuals in their own care. The database can provide basic translated lists of problems in the patient's own language and GPs can make comprehensive health plans."

"The hub has broadened the support available to newly arrived residents in our region and addressed key challenges in complex health care, such as safe prescribing and health literacy," Eugene said.

The Immigrant and Refugee Health Clinical Hub is looking to extend its service at Barwon Health by offering a portal where patients can access their medical records and appointment information via a smartphone application. Telehealth will also become embedded in the hub so that patients living in regional areas can attend appointments with their GP and video teleconference with a specialist at another location.

376 adults
and
324 children

from a refugee background attended the Infectious Diseases Clinic in 2014/15.

The main countries of birth for those attending the Immigrant and Refugee Health Clinic are

Burma
and
Afghanistan.

Other countries of birth include Iraq, Pakistan, Iran, South Sudan and Democratic Republic of Congo.

More than
8,000
interpreter

sessions were provided to patients by Barwon Health in 2014/15.



"The hub has broadened the support available to newly arrived residents in our region and addressed key challenges in complex health care".

Above: Muzhghan Alizada and her daughter talk to Associate Professor Eugene Athan at the Immigrant and Refugee Health Clinic.

Enhancing our inclusive practice

In 2014, more than 30 staff from across Barwon Health participated in a training session for inclusive practice run by Gay and Lesbian Health Victoria.

Barwon Health, led by its Gay, Lesbian, Bisexual, Transgender, Intersex and Queer (GLBTIQ) Inclusive Practice and Workplace Culture Committee, is working to position the organisation

as a leading provider of care for GLBTIQ people, who often suffer more social and emotional health problems due to the prejudice and other obstacles they encounter.

The aim of the committee is to encourage quality and equity of care for the GLBTIQ community through overseeing training and awareness raising initiatives, staff surveys and other events that celebrate the rich contributions made to society by this community.

Over the coming 12 months Barwon Health is planning on hosting several key events to highlight the GLBTIQ community, and has the ultimate goal of receiving the Rainbow Tick accreditation for the organisation.

If you want to get involved in Barwon Health's Gay, Lesbian, Bisexual, Transgender, Intersex and Queer (GLBTIQ) Inclusive Practice and Workplace Culture Committee, please email cshaw@barwonhealth.org.au



Above: Barwon Health's Gay, Lesbian, Bisexual, Transgender, Intersex and Queer (GLBTIQ) Inclusive Practice and Workplace Culture Committee.

Planning for a better day – Clinic to chemo

A redesign project in Barwon Health's Andrew Love Cancer Centre has helped reduce waiting times and create smoother transitions for patients on their day of chemotherapy treatment.

Clinical Informatics Specialist Michele Shields explained the redesign project was initiated to help reduce waiting times on treatment days, thus reducing anxiety levels for patients and improving their overall experience.

"Patients were waiting longer than necessary and this was placing pressure on staff to speed through processes," Michele said.

"New structures and processes were introduced to align clinic and treatment appointments and to improve flow from clinic into the chemotherapy day ward."

"We implemented a two-appointment system where patients are notified of both an appointment for their clinic consultation and an appointment for their treatment in the chemotherapy day ward. Previously there was only a notification of one appointment with an expectation that treatment would immediately follow."

Before the redesign project 72 per cent of patients were seen within 30 minutes. Through the project this increased to 83 per cent of patients seen within that timeframe.

The patient wait time between consultation and entering the chemotherapy day ward has also improved, with 92 per cent of patients seen within 30 minutes.

"There is a happier atmosphere in the chemotherapy day ward, a smoother workflow and improved communication between teams," Michele said.



Above: Chemotherapy Planner Jessica Harding.





#ProjectLove in focus - Project set to make way for vital work

In our region, 2,400 people are diagnosed with cancer each year and 197 people are treated at Barwon Health's Andrew Love Cancer Centre (ALCC) each week.

Every patient is an individual, with an individual treatment plan and chemotherapy made especially for them by the ALCC pharmacy.

The pharmacy supplies over 16,500 products per year for patients treated at Barwon Health. Since 2010 the number of items prepared and supplied by the ALCC pharmacy has increased by more than 80 per cent.

To keep up with increasing demand, the ALCC's pharmacy and chemotherapy day ward needs expanding to ensure each patient receives the best individual treatment, in the most comfortable environment possible.

#ProjectLove is the Barwon Health Foundation's current campaign to rally the community to help make this happen.

Geelong West dad Scott knows exactly what #ProjectLove means to those fighting cancer in our region since being diagnosed with Leukaemia and beginning treatment in January.

Scott spends three or four days at a time at ALCC. He has seen first-hand how important expansion of the facility is, not only for patients but for ALCC staff, too.

"I walked into the centre a 39-year-old man with a four wheel walker, and began nine months of getting a daily dose of chemotherapy, having the odd bone marrow transplant, getting dressings changed, seeing doctors and nurses," Scott said.

"Not enough good can be said about doctors, support staff and especially

the nurses at Andrew Love. I've spent over 100 days with them this year and found their professionalism, knowledge and support one of the keys to my successful treatment."

Redevelopment of the chemotherapy day ward and the pharmacy will create more space and update equipment and amenities to provide patients, clinicians and pharmacists with world-class facilities.

To find out more information, fundraise or make a donation, please visit barwonhealthfoundation.org.au or phone 4215 8900.



Opposite: Scott is using his story to support #ProjectLove.

What is the Barwon Health Foundation?

The Foundation exists to create and nurture philanthropic partnerships between the community and Barwon Health. It is the vehicle through which individuals, community groups and organisations can contribute to Barwon Health's further development as a specialist provider

of acute, rehabilitation, aged and community health care, providing the community with access to a comprehensive range of health care services. It is also a vehicle for providing a source of funds to advance the development of clinical research conducted by staff employed by Barwon Health.

Together with our community the Barwon Health Foundation invests in excellence in medical services, facilities, education and research to advance health and wellbeing for all.

Supporting smooth transitions for young people

Barwon Health's Transition Service is providing a bridge between paediatric and adult health services for young people with complex medical conditions and disability.

The Transition Service supports young people aged 16 to 25 living in the Barwon South West region to negotiate the move from their familiar paediatric health setting into the unfamiliar environment of adult health.

Transition Service Coordinator Sally Nepean said the service was established to help young people develop independence and responsibility for their own health care by focusing on building skills in communication and decision-making. For those unable to manage their own health, the service works closely with their families to provide the necessary support.

"The Transition Service provides a pathway for young people to support their transition. This can be a scary process for both the young person and their family given the level of support provided in paediatric settings," Sally said.

"The service also works with the young person and their family to help navigate the doorway to, and journey with, the National Disability Insurance Agency."

The Transition Service is supported by an interdisciplinary team consisting of a coordinator, rehabilitation consultant, physiotherapist, occupational therapist, speech pathologist, social worker and consultant neuropsychologist, enabling continuity of care for young consumers.



Jack's story – The Transition Service

Nineteen-year-old Jack from Grovedale was referred to Barwon Health's Transition Service when he wanted to access adult health services to support his cerebral palsy. Transitioning to adult health services would mean Jack could attend appointments on his own and gain more independence about his own health care treatment.

"I worked with the Transition Service towards improving my speech to talk on the phone and speak publicly about my experience with cerebral palsy. I also wanted to learn more about how the brain works and about my own disability," Jack said. "Over the past year, I've been supported by the service to attend speech pathology appointments, learnt how to make appointments and to talk to my doctor, and undertaken a neuropsychological assessment to learn more about how my brain works."

"I have given a presentation to the transition team about my experiences with the service, and joined the Transition Skills Program," he said.

The Transition Skills Program is a six week program focusing on the development of skills needed for successful health transition. Session topics include health and human development, health literacy, advocacy and decision making, coming of age, communication, relationships and sexuality.

"I've taken away some important lessons from the program, one of these being how to manage decision-making independently, even when the choices I want to make may be different to what my parents want you to do. The Transition Skills Program is interesting, honest and really relevant to me and my life."



Opposite: Peter and Jack with their Social Worker Elise Wilkinson. Above: Jack and Elise.



Peter's story – Transition Skills Program

Peter was 21 when he started using the Transition Skills Program to help him understand and take control of his own health, including learning about choosing a doctor and important information to tell them.

"The skills program was really interesting," said Peter, "I was focused and engaged for the whole six weeks and normally this is the type of thing where I wouldn't really be focused."

"One of the best things I learnt about was the Health Passport. It's a booklet I take to my appointments that includes all my lists, contact details, taxi and Medicare cards and other important information about me. I didn't even know it existed until I did the program."

Peter said he started noticing more about his own health after completing the program and started to make appointments with his doctor on his own.

"Normally mum would make the appointments for me so it's great to feel confident to be able to do this myself," he said.

Since learning to manage his own health, Peter is working towards achieving some of his other personal goals with the support of the program, including managing his finances, obtaining his driver's license and researching and completing a first-aid course.

Above: Peter.

A bite size overview of oral health

with Dr Michael Smith, Manager, Barwon Health and Colac Area Health Dental Health Programs

Barwon Health's dental programs have seen more than 11,000 children and 10,000 adults this past year, and in 2013/14 and 2014/15 treated 33,774 individuals representing 30.7 per cent of the eligible population. We continue to be innovative and consumer centred in the way we model our services. We recognised a long time ago that to really

serve our community and make a difference to the number of people we can see, we had to reach out to more areas. We provide dental vans, kinder visits, the refugee buddy support scheme, support services at Wathaurong Aboriginal Health Service and the head and neck clinic at the Andrew Love Cancer Centre (ALCC).

Dental vans

Oral health took delivery of a second mobile dental clinic this year. The mobile clinics were funded by the Voluntary Dental and Oral Health Therapist Graduate Programs and service primary, secondary schools and adults in Moriac, Deans Marsh, Winchelsea, Lorne, Aireys Inlet, Apollo Bay, Simpson and Lavers Hill. We expect that the mobile clinics will also provide services to local preschools, aged care facilities and other regional towns, such as Beac, Alvie, Terang and Mortlake.



Kinder visits

The Kinder Wide Smiles initiative is in its third year and has extended its reach to primary schools. More than 5,000 children have benefited from the screenings, topical fluoride application to “white spots” and the educational program supporting the Eat Well, Drink Well, Clean Well and hand hygiene messages. Staff have partnered with the Health Promotion Unit to promote the H₂Only initiative to minimise sweet drinks in schools.

Wathaurong Aboriginal Health Services

Dentists, oral health therapists and dental assistants provide a comprehensive oral health service three days per week at the Wathaurong Aboriginal Health Service.

Head and Neck Clinic

Our dental service provides input to the Andrew Love Cancer Centre’s Head and Neck Clinic regarding possible dental treatment for patients requiring radiation therapy/chemotherapy/surgery. This allows for easy sharing of information between the team at the Andrew Love Cancer Centre and the dental team. It provides a dental service for public head and neck cancer patients to access dental care, preventative treatment, information regarding potential oral side-effects and support to reduce the negative impacts on the oral environment from radiation to the head and neck region.

Opposite: Barwon Health Oral Health Coordinator Sharon Sharp and Manager Dr Michael Smith.

Right: Wallace Lodge resident Christine with companion dog Roxy.

Victorian Community Health Indicators

The Victorian Community Health Indicators enable community health services to track their performance in relation to the directions set for responding to the current and emerging health aspirations and needs of the community, such as integration and coordination of care and responses to local communities that experience relative greater disadvantage.

Barwon Health results show that 98 per cent of our clients (the state average of 68 per cent) were satisfied that interventions from the community health team helped manage their problem and 96 per cent of clients (the state average of 75 per cent) were satisfied with their involvement in decision making about their care.

Residents in Residential Aged Care Services are surveyed to determine their ability to make choices regarding many aspects of their life in a residential care setting. Ninety three per cent of 109 residents surveyed felt free to make choices about their life.





Volunteers: Caring for the carers

In 2014, Barwon Health's Palliative Care program established a Bereavement Support Program for people in the Geelong community who experienced the loss of a loved one whilst under the care of the Community Palliative Care and/or Palliative Care Unit teams.

The palliative care team extended its service to support bereaved carers within a timely manner. To achieve

this, the palliative care team engaged the services of trained bereavement volunteers.

The role of a bereavement volunteer is to be the first point of contact to a bereaved carer within four to six weeks after the death of a loved one. The volunteer is trained to provide support to the bereaved carer in the form of conversation, a home visit and referrals to other services.

Barwon Health's Community Palliative Care Coordinator Jacqui White said volunteer bereavement support is now embedded within the program.

"Currently, 95 per cent of bereaved carers or family members are being contacted by our volunteers within four to six weeks post death. Without volunteer engagement it would not have been possible to implement such a comprehensive suite of bereavement support options." Jacqui said.

"The program has evolved to include regular walking and coffee groups for bereaved carers, facilitated by volunteers and utilising the Barwon Health Volunteer Transport Service to ensure the group can be accessed by anyone wishing to attend."

Bereavement Support Volunteer

Wilma became a Bereavement Support Volunteer in 2014 to connect with and support people in the community.

"I love walking and the program also allows me to meet a range of people and chat about all sorts of things. I have great admiration for the people I meet and how they cope with loss in different ways," she said.

"I accompany bereaved carers on walks by the river, around the bay or the botanical gardens, we always finish at a coffee shop! The groups are important as it's an opportunity for bereaved carers to get together with other people who have been through a similar experience in a casual setting."

Resources are also available to the Bereavement Support Volunteers to help their health and wellbeing and ensure sustainability of the program.

"I'm very well supported by the Palliative Care Volunteer Coordinator and Palliative Care Psychologist," said Wilma.

"We meet before and after the walks to de-brief and there is also plenty of opportunities for training and development."

Bereaved Carer

Doris is a bereaved carer who has been attending the walking and coffee groups since November 2014. She was encouraged to attend by one of Barwon Health's Palliative Care Psychologists and has been attending ever since.

"I thought I needed to get out as I was home alone a lot, and I thought it would be beneficial for me to join a group with people who are in the same situation as me where we could talk," Doris said.

"The groups have really helped me. You can talk to other family or friends about what you're going through but it's not the same if they haven't lost someone. I can tell the others in the group how I feel and they understand because they're going through the same thing as me."

"I really look forward to going and we have a really good group of people who attend," she said.

"The Barwon Health volunteers who run the groups are really understanding, as I think a lot of them have gone through the same thing."



Opposite: Bereavement Support Volunteer Wilma with Doris. Above: Volunteer Tonya and consumer Sigrid.



Technology in pharmacy improving medication safety

To promote medication safety improvements and efficiency Barwon Health's Pharmacy Department is making use of innovative technologies for dispensing and distributing medications.

This technology includes;

- A robotic system for dispensing medications, the first of its type to be installed in an Australian health service, and
- Automated dispensing cabinets, computerised drug storage devices that allow medications to be stored and dispensed on hospital wards while controlling and tracking drug distribution.

Barwon Health's Director of Pharmacy Greg Weeks said that the roll out of these systems in hospitals will not only see overall process efficiencies, but also medication safety improvements and financial savings.

"The implementation of this technology brings the benefits of improved security and accountability of medications," Greg said.

“Staff workflows have adjusted to the new system. Interfacing with pharmacy software was a key hurdle to overcome, but teamwork and commitment by all parties has seen a successful implementation.”

Advantages of the automated dispensing cabinet system for nursing staff include the removal of end of shift checks for controlled drugs and assistance in medication selection. The system tracks nurses using the system and the patients who are receiving the medication. It also provides automated updates on stock levels and usage data.

The robot system allows pharmacy staff to input prescription data and the robot responds by selecting the correct medication and delivering it to one of four chutes in the dispensary. Medication selection is based on the product barcode, meaning staff are not required to select the medication themselves or restock the shelves, which has led to a reduction in selection errors.

In the pharmacy, store orders from drug suppliers are placed on a conveyor belt and the robot automatically loads the stock. It can also despatch orders for wards through a ward box system. Stocktake can be done at the press of a button and it uses short dated stock first and can report regularly on expiry dates.

Future developments may allow linking the automated dispensing cabinets with the robotic system and an electronic medicines management system to maximise automation in clinical areas across Barwon Health. This would further improve the dispensing of the correct medication and ensure our patients are as safe as possible.



Opposite: Pharmacists Nicole Kirby and Lauren Maxwell.
Above: Pharmacist Marissa Izzard with Barwon Health's robotic system for dispensing medications, the first of its kind to be installed in an Australian health service.

New adverse drug reactions July 2014 – June 2015

From July 2014 to June 2015, there were 55 instances where a patient experienced a new side effect to a medicine, that either started before admission to hospital or during their stay.

For these patients, their reaction was recorded in Barwon Health's incident system. This was followed by the Medicines Information Pharmacist sending a letter to both the patient and their GP to ensure they were aware of the specific medicine and reaction so it could be avoided in the future. The reactions were also reported to the Therapeutic Goods Administration (TGA) to help monitor the safety of these medicines across the country.

Examples:

Anaphylactic reaction (swelling of the tongue and lips and around eyes, rash over the whole body and trouble breathing) due to ibuprofen, a common anti-inflammatory medication (Nurofen®)

Altered heart rhythm due to ondansetron, a medication used for nausea.

To report an adverse event, go to the TGA website at www.tga.gov.au/consumers and click on the link for 'Reporting problems', or call the Adverse Medicine Events line on 1300 134 237



Self-management at the centre of care

The development of the **Creating Safety Program** and a **Sensory Modulation Program** in Barwon Health's **Mental Health, Drugs and Alcohol Service** is shaping a new culture around the use of restrictive interventions on the inpatient unit at the Swanston Centre.

The programs are designed to support patients, together with staff in identifying problem behaviours and match them with an individual management plan.

Restrictive interventions refer to the seclusion and restraint of patients in the unit who are at risk of self-harm or at risk of causing harm to others.

Swanston Centre Nurse Unit Manager Peter Osmond said the unit had become more open and flexible with patients about their care, with a focus on delivering recovery orientated care and treatment.

"This has stopped a lot of small things that are generally simple to change leading to perhaps the need to utilise restrictive intervention if the situation escalates," Peter said.

"Sensory modulation helps to ensure that patients have a welcoming environment which supports recovery, and uses environments, therapeutic engagement, equipment and activities to enable clients to feel safe, calm and in control."

"Staff receive regular training on the use of sensory modulation strategies and its application in acute mental health from the Occupational Therapist Anna Treloar-Tanner."

Above: Swanston Centre Therapy Team (L-R) Anna Treloar-Tanner, Wayne Casey, Karen Hewitt, Peter Foyster and Mark Moran.

The Swanston Centre inpatient unit has a low stimulus area which is in view of the nurses' station for patients who may need a higher level of staff input and a quiet space. The unit also includes a sensory modulation room which was named and co-designed by patients the 'oasis room'. Patients can use self-management techniques to self-soothe with the aid of resources such as music, aromatherapy, weighted blankets, massage and fidget items and activities.

Sensory modulation strategies have assisted clients to increase their ability to engage in social activities, cope with triggers, perform their daily self-care, rest, sleep and other general activities of daily living. Some other activities that have been introduced include art classes, individual women's and men's groups and a therapeutic program.

Peter Foyster and Karen Hewitt from the Creating Safety Committee at the Swanston Centre and in conjunction with patients and staff, identify strategies that reduce the potential of restrictive intervention being required.

"Sensory modulation helps to ensure that patients have a welcoming environment which supports recovery"

Swanston Centre Nurse Unit Manager Peter Osmond.

"The role is about assessing each person's needs and making an individual plan with them, because something that might work for one person may not work for someone else," Peter said.

"Introducing more options and new initiatives for reducing problematic behaviours as a formal process has been really important in the reduction of restrictive intervention rates and it has also seen shorter periods of inpatient stay."

The Creating Safety Committee meet on a weekly basis and review every episode of restrictive intervention to understand how the situation developed, what can be learnt, and what can be done to prevent it from occurring again. This information can then be used as part of the Advance Care Directive process with the consumer.

In 2014/2015, we had

153

episodes of seclusion compared to 262 the previous year.

Seclusion rates have decreased by more than

41%



Empowering residents – It starts with recruitment

People living in Barwon Health's residential aged care facility, Alan David Lodge, are playing an important role in the recruitment of new staff.

A change in the interview process sees residents participating on pre-employment selection panels for nurses, lifestyle activity officers, administrative workers and various other staff.

The new process has helped empower residents to share their values and opinions with senior staff, as well as contribute to important decision-making processes.

Alan David Lodge Facility Manager, Debbie Prestwich, said a strong commitment from management and

residents had ensured the success of the program.

"We're now getting to see at the pre-employment stage how candidates engage with residents and assess whether it is reflective of the person-centred approach we strive to achieve at the facility," Debbie said.

"It also means residents are more willing to share the expectations and values with management, and develop suitable questions that can be added to the interview criteria. In 20 rounds of interviews we haven't disagreed with the resident's opinion!"

The new approach to staff recruitment at Alan David Lodge has enhanced the experience for current staff as well as residents, and is part of an overall strategy to empower residents and maximise engagement and interest within their home.

Derek Churchill, Resident

"Being on the panel makes me feel like I matter and that my opinion on what we want to see from staff working at the facility is important."

Isobel House, Associate Nurse Unit Manager

"When I came for my interview and was told a resident would be interviewing me I was very nervous. This was something totally different! But I found that having the resident there was really relaxing. I found my answers were more resident focused and not just clinical."

Run Geelong – A virtual race

A virtual Run Geelong event has helped improve the health and fitness of a group of residents at Barwon Health's aged care facility, Alan David Lodge.

Almost 30 residents aged between 59 and 99 completed a modified Run Geelong event within the facility.

Each participant had a personal log to document the distances they walked, cycled or rolled with the help of markers around the corridors of the facility. A large scale map of the Run Geelong route was also on display with face markers for residents to move along the map.

The event was held over a five month period and residents were encouraged to reach a distance of six kilometres.

Different exercises were developed to suit each resident's physical capabilities, such as sit to stand exercises and arm cycling for those in wheelchairs.

Facility Manager, Debbie Prestwich, explained that the event was a great success and nearly every resident either met or exceeded their goal distance.

"The commitment shown by our residents meant the physical outcomes achieved surpassed our expectations, but a big aspect of the event was our residents feeling a sense of belonging to the community," Debbie said.

"We took clinical measures pre and post-race to measure what impact the additional activity would have on each resident.



Opposite: Alan David Lodge Resident Derek Churchill chats with Isobel House.

Above left: Residents participating in the Run Geelong virtual race. Above right: (L-R) Herman and Derek.

Nearly 70 per cent of residents who participated in the virtual Run Geelong were able to lose or maintain their weight and of the residents who participated in the sit to stand race, 87 per cent of them improved their leg strength endurance."

Residents inspired each other throughout the race and established a 'Keep Fit for Run Geelong' exercise and planning group for future events.

MEET THE TEAM



Name: Herman

Age: 62

Distance: 8km

Herman began the race in a wheelchair but insisted on trying to walk again. He walked a few steps at first which improved to 60 metres using a gutter frame. Herman first walked into the dining room and was met with claps and cheers by his friends, a moment of true joy and pride for Herman.

Name: Derek

Age: 69

Distance: 100kms

Derek walked more than 100km and lost 5.9 per cent of his body weight during the virtual Run Geelong event. He acted as a role model for other residents and even took his log book with him for short admission to hospital during the race event. After the event Derek explained he had never felt better and so an exercise group was established in preparation for future events.

Partnering to provide healthy starts

Barwon Health and the Wathaurong Aboriginal Cooperative are working together to provide culturally appropriate care for Aboriginal children in the region.

Barwon Health operates a paediatric service bi-monthly at Wathaurong, providing early detection and intervention for things such as slow development, nutrition, growth, weight and any other health concerns parents may have.

The clinic was established to remove a service gap, enabling Aboriginal children to see a paediatrician and create a culturally appropriate service in a safe location.

Local mum Nadine Haynes who uses the service for both her children Logan, six and Lilly, three, explained the importance of being comfortable accessing the service at Wathaurong.

“We know everyone here; there is a community feeling and good rapport between us all. Before this service was available at Wathaurong, we had to seek services elsewhere which were very costly,” Nadine said.

“It’s great that Barwon Health and Wathaurong have established a partnership. People like us might not always have felt confident or safe to access these services at Barwon Health directly, where it can be an intimidating experience. People feel safe when in their own community, and we feel comfortable and supported at Wathaurong.”

Barwon Health Aboriginal Health Officer, Libby Lesock explained that while most children in Australia experience good health, Aboriginal and Torres Strait Islander infants and children often don’t fare as well.

“Geelong has a young and rapidly growing Aboriginal population and Barwon Health is working with Wathaurong Aboriginal Cooperative Health Service to improve health outcomes for infants and children. Also supporting parents to provide the best possible care for their family and ensure a healthy start,” Libby said.

The scheme is set to become more comprehensive with two attending paediatricians to visit. The benefits of culturally appropriate care such as this are many, and more than 200 children have utilised the service since its inception in 2009.



Left: Lilly, Nadine and Logan. Above right: Lilly, Nadine and Logan. Below right: Logan and Lilly.

Aboriginal health: acknowledgement of country/ statement of intent

(Throughout this article, the term Aboriginal will be used to identify both Aboriginal and Torres Strait Islander people)

Significant steps have been taken in the journey to 'Close the Gap' for Aboriginal patients accessing services at Barwon Health. Chief Executive, Professor David Ashbridge, committed Barwon Health to reducing the life expectancy gap between Aboriginal and non-Aboriginal patients in 2012 by signing a Statement of Intent, and this commitment was reaffirmed in 2014 with the unveiling of the Acknowledgement of Country plaque.

The Acknowledgement of Country plaque will hang alongside our Statement of Intent at the entrance of each of Barwon Health's 21 sites. Developed in partnership with the Traditional Owner Group, Wadawurrung and the Wathaurong Aboriginal Cooperative.



CULTURALLY APPROPRIATE, WELCOMING AND RESPECT

Key highlights for our Aboriginal Health Service during 2014/15 included:

- Reconciliation was observed at Barwon Health on 27 May 2015 at University Hospital Geelong. This year's National Reconciliation Week theme was 'it's time to change it up', with an emphasis on making Reconciliation something people talk about and work towards throughout the year, not just during the week itself. During the week a short film was made, including staff, volunteers and consumers about what Reconciliation means to them.
- Cultural tours of Wathaurong Country were held on 4 June 2015.

Staff, volunteers and consumers enjoyed an educational bus trip to the You Yangs. Local Aboriginal Elder, Uncle David Tournier, spoke about the importance of Reconciliation and how a greater understanding of Aboriginal culture and values could help Barwon Health staff close the gap for positive health outcomes for the community.

- NAIDOC (National Aborigines and Islanders Day Observance Committee) Week was commemorated on 7 July 2015 at University Hospital Geelong with a community celebration, including Acknowledgement of Country and a Smoking Ceremony provided by Traditional Owner, Uncle

Bryon Powell. The Barwon Health Welcome to Country plaque was also unveiled, acknowledging Barwon Health's respect for the traditional owners of the land, the Wadawurrung people of the Kulin Nation, and thanking them for their custodianship of the land.

- The Board of Directors completed the organisation's Aboriginal Cultural Awareness and Employment e-learning tools. These aim to provide staff with a greater understanding of Aboriginal and Torres Strait Islander culture and factors that have shaped the local Aboriginal communities within Wathaurong country.



Protecting vulnerable members of the community against flu

In March 2014, Barwon Health partnered with the Christ Church Community Meals Program to establish regular influenza vaccination sessions for vulnerable members of the Geelong community.

In Australia, influenza or flu causes on average 3,500 deaths, 18,000 hospitalisations and 300,000 general practitioner (GP) consultations each year.

Influenza is caused by a virus which can lead to serious and debilitating complications, such as pneumonia, especially in the elderly and other 'at-risk' groups.

Infection Prevention Service Care Coordinator Julie Heath explained that many people attending the Christ Church Community Meals Program

didn't, for various reasons, access a GP service regularly.

"By offering free seasonal influenza vaccinations we hope to promote better health outcomes and awareness of what is on offer for all who attend," Julie said.

"As well as promoting immunisation we were able to listen to individuals other health concerns and make suggestions about accessing other Barwon Health services."

"It's a rewarding experience for Barwon Health staff and we have been welcomed into the Christ Church community with open arms."

Jan McGowan, Christ Church Community Meals Program Coordinator, said that one of the benefits of the program was no one was confronted with issues of identification, stigma and affordability.

"We were delighted to have Barwon Health staff provide this information and vaccination service to our visitors. All the guests and volunteers were extremely interested and keen to learn more about the benefits of seasonal vaccination against the flu," Jan said.

"People are usually very quick to raise their concerns about the program but this has been well received by all. It actually stimulated some robust discussion about the science of immunity and helped prompt discussion about other health issues and concerns."

In 2014/15,

74

guests were vaccinated at the Community Meals Program.

Above: Christ Church Community Meals Program Coordinator Jan McGowan and Dr Sam McClintock.

Telling us your story

FEEDBACK - COMPLIMENTS, CONCERNS AND COMPLAINTS

In the last 12 months, we received feedback from more than 600 people about how we can improve the quality, care and services offered by Barwon Health.

The common theme in the feedback we received was around how we communicate and handle enquiries, and as a result of this, staff in particular areas will undergo customer service training in the coming year.

Barwon Health seeks feedback from patients, residents, clients, carers, loved ones and community in a number of ways, such as email, feedback forms, social media, cards, letters, and phone calls. Some more innovative ways in which we are capturing feedback is through a listening and learning program where we record consumer experiences and share them with staff. Another way we hear about how we are measuring up to our community's expectations is with our Board and executive staff doing 'ward-walks' and speaking with people accessing our services and finding out what matters to them.

Barwon Health seeks feedback from patients, residents, clients, carers, loved ones and community in a number of ways.

HOW WE USE FEEDBACK

Residents in Barwon Health's aged care services regularly voiced their passion for gardening and how when they lived independently, it was a favourite hobby. Residents also spoke of the joy it would bring them to be able to continue gardening whilst living in their residential aged care facility. As a result of this feedback and the perceived benefits to the residents' quality of life, all of Barwon Health's aged care facilities were fitted with raised garden beds designed specifically to be accessed and maintained by residents. Such is the success from the residents' 'green-thumb' abilities, produce from the gardens is used to make and sell chutney and jams at the McKellar Centre's Café 45, with all proceeds going back into making the gardens sustainable.

In the last 12 months, we received feedback from more than 600 people about how we can improve the quality, care and services offered by Barwon Health.



Above: Lifestyle Officer Angela Harding and Wallace Lodge resident Dick Laurie.



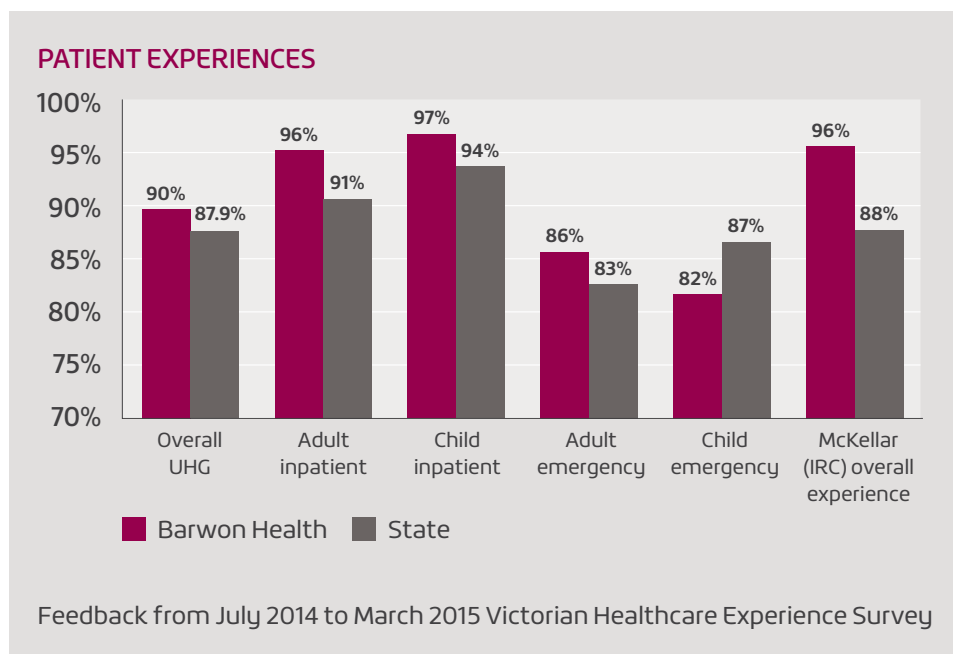
Victorian Healthcare Experience Survey

The Victorian Healthcare Experience Survey (VHES) allows a wide range of people to provide feedback on their experiences within the public health care system. It features specialised questions for adult and child inpatients, adult and child emergency department attendees and rehabilitation inpatients. The feedback from July 2014 to March 2015 shows how we measure up against all state public health services.

Results show that 90 per cent of patients at University Hospital Geelong rated their overall hospital experience as either 'very good' or 'good' and 97 per cent of patients at the McKellar Centre rated their overall experience as either 'very good' or 'good'. The state average was 92 per cent.

We are tracking well but there is always room for improvement. We need to improve the child emergency experience for the sake of our young patients and in order to meet the state level. The feedback from parents and carers of children receiving emergency care is helping us do that.

Graph: Feedback from July 2014 to March 2015 Victorian Healthcare Experience Survey



THROUGH A PARENT'S EYES

Here is what a parent of a child receiving treatment in our Emergency Department told us through the experience survey.

"In the Emergency Department they always find it very difficult to find a vein for an IV. We have experienced this many times before with our son as his veins are hard to find. Once in the past a paediatric doctor had a special light that helped to find the vein and she was easily able to place the IV. It would be great if the Emergency Department had a few of these on hand at all times to make these procedures less traumatic and time consuming."

As a result of this feedback and to improve patient experience, we now have an Accuvein in the Emergency Department and use it for hard to find veins not only on children, but adults as well.



Clinical governance – From the Board to the ward

Clinical governance refers to the systems that guide Barwon Health to ensure the safety and quality goals of the organisation are achieved.

Everyone at Barwon Health, from the Board to the ward, has a shared responsibility to provide care that is safe, effective and focused on the needs of those we care for.

Barwon Health strives to deliver a high quality of care that is based on three fundamental requirements.

- Care is person-centred – people are supported to be partners in their own care

- Care is safe – people are not harmed by the care they receive
- Care is effective – people get the care they need.

We achieve this through the combined effort of thousands of staff providing the right care, at the right time and in the right place.

Above: Board Chair Dr John Stekelenberg tours the Rapid Assessment and Planning Unit with Dr Chris McAulay-Powell.

Accreditation

Barwon Health puts the safety and needs of our consumers first. One way that we achieve this is through a process known as accreditation, where we are tested against a range of national safety and quality standards by external auditors who visit and assess all of our services.

Across the organisation we continue to exceed the core requirements of these standards and are recognised nationally for our work in partnering with consumers and our Consumer Representative Program.

All services across Barwon Health are delivered in accordance with requirements of the National Safety and Quality Health Service (NSQHS) Standards, which cover areas where we know consumers are vulnerable, and where there is good evidence of how safer and better care could be provided.

The key strengths of Barwon Health's safety and quality management system noted from this accreditation were;

- Sound governance framework
- Strong leadership
- Commitment to continual improvement
- Staff engagement and ownership of the management system
- Sound planning and reporting mechanisms
- Staff enthusiasm and professionalism
- Consumer focused service delivery.

Barwon Health met all the accreditation requirements against the NSQHS Standards in February 2015.

Barwon Health met every criterion with merit in Standard 2 – Partnering with Consumers. The table below shows the total number of criterion met, including those met with merit.

NSQHS	NOT MET	MET	MET WITH MERIT
Standard 1 Governance for Safety and Quality in Health Service Organisations	0	53	14
Standard 2 Partnering with Consumers	0	15	15
Standard 3 Preventing and Controlling Healthcare Associated Infections	0	41	12
TOTAL	0	109	41

Community Participation Plan:

Doing it with us, not for us

Barwon Health has implemented a Community Participation Plan which includes:

- How we actively support our community to participate in service planning and design
- How we partner with our community to improve the safety and quality of our health services
- How we support the diverse community we serve and how we aim to provide high quality, accessible health information to all our consumers.

Barwon Health recognises the importance of providing accurate, accessible and user-friendly information to the consumer, and the role of consumers in the writing, design and evaluation of written material.

All information written for consumers within Barwon Health is produced in partnership with consumers. Consumer representatives review all written information and provide valuable suggestions to increase the health literacy of our community. Over the past 12 months, consumers have evaluated and reviewed more than 350 written documents.

Consumer and community participation is viewed as central to improving health outcomes and maintaining high quality and effective health care. Consumers are actively involved in the development, delivery, planning and evaluation of our health services and organisational priorities.

Our Consumer Representative Program enables our community to participate at all levels of the organisation, become vital members of governance committees and to be involved in planning and redesign of our services. We currently have 230 consumer representatives playing vital roles within our organisation.



Above: (R) Consumer Engagement Manager Jessica Connor-Kennedy takes a Consumer Review Clinic.



Readers' survey

Tell us what you think



Let us know what you think of this year's report – fill out the survey overleaf and return to us for your chance to win one of two double-passes to the Barwon Health Foundation's Catwalk for Cancer event in October 2016.

Win!

Complete our survey for your chance to win win one of two double-passes to the Barwon Health Foundation's Catwalk for Cancer event in October 2016.

1. What did you think of the information in this report?

Poor 1 2 3 4 5 Excellent

Comment _____

2. What did you think of the presentation of the report?

Poor 1 2 3 4 5 Excellent

Comment _____

3. What did you like most about the report?

Comment _____

4. Did you find the articles to be ... ?

1 2 3 4 5

Too technical Very interesting

Comment _____

5. The report gave me a better understanding about the services Barwon Health provides:

1 2 3 4 5

Strongly disagree Strongly agree

Comment _____

6. Where did you read this report?

Geelong News Online

Surf Coast Echo Other (please specify)

Barwon Health site _____

7. Please tell us about yourself, I am a:

Patient of Barwon Health Relative/Carer

Health professional Other

8. Please tick the age range that applies to you:

<20 21-30 31-40

41-50 51-60 60+

9. Can you please tell us which suburb/town you live in?

10. Do you have any suggestions for improving this magazine?

Comment _____

11. Are you interested in being a part of a community committee that is committed to improving Barwon Health's services?

Yes (include contact details) No

Name _____

Address _____

_____ Postcode _____

Phone _____

Email _____

Please remember to include your name and telephone number to be eligible to win one of two double-passes to the Barwon Health Foundation's Catwalk for Cancer event.

Post to (no stamp required):

Communications & Marketing Department

Barwon Health

Reply Paid 281

Geelong, VIC 3220

Thank you.



Directory

Hospital Services

UNIVERSITY HOSPITAL GEELONG

Bellerine Street, Geelong

General enquiries	4215 0000
Emergency Department	4215 0100
Aboriginal Health	4215 0769
Admissions	4215 1298
Andrew Love Cancer Centre	4215 2700
Barwon Medical Imaging	4215 0300
Barwon Paediatric	
Bereavement	4215 3352
Consumer Liaison	4215 1250
Cardiology (Geelong)	4215 0000
Diabetes Referral Centre	4215 1383
Dialysis Unit	4215 3600
Gretta Volum Centre	4215 2841
Home Referral Service	4215 1530
Hospital in the Home	4215 1530
Maternity Services	4215 2060
Outpatients	4215 1390
Palliative Care	4215 5700
Perioperative Service	4215 1627
Pharmacy	4215 1582
Social Work	4215 0777
Waiting List Service	4215 1624
Veterans Liaison	4215 1282

Barwon Health Foundation 4215 8900

Barwon Health

Volunteer Services 4215 8919

Community Health Centres

General enquiries

Anglesea		
11 McMillan Street	4215 6700	
Belmont		
1-17 Reynolds Road	4215 6800	
Corio		
2 Gellibrand Street	4215 7100	
Newcomb		
104 -108 Bellarine Hwy	4215 7520	
Torquay		
100 Surfcoast Hwy	4215 7800	

Community Health Services

Carer Respite Services	1800 052 222
Hospital Admission Risk Program	4215 7401
Immunisation Service	4215 6962
Paediatric & Adolescent Support	4215 8600
Referral Management	1300 715 673

Day programs

Anglesea	4215 6720
Belmont	4215 7049
Norlane	4215 7300
Torquay	4215 7935

Dental services

Belmont	4215 6972
Corio	4215 7240
Newcomb	4215 7620

Community Nursing 1300 715 673

Aged Care

General enquiries	4215 5200
Alan David Lodge	4215 6500
Blakiston Lodge	4215 5241
Percy Baxter Lodges	4215 5892
Wallace Lodge	4215 6190
Barwon Regional Aged Care Assessment Services	4215 5610

Rehabilitation Services

MCKELLAR CENTRE 45-95 Ballarat Road, North Geelong

General enquiries	4215 5200
McKellar Inpatient Rehabilitation Centre	4215 5200
McKellar Community Rehabilitation Centre	4215 5301
McKellar Hydrotherapy Centre	4215 5851
Belmont Community Rehabilitation Centre	4215 7000
Continence Service	4215 5292

Mental Health, Drugs & Alcohol Services

For crisis support, information and referral enquiries (all ages)	1300 094 187
Needle & Syringe program (freecall)	1800 196 187
Families where a parent has a mental illness	5222 6690

barwonhealth.org.au

 facebook.com/barwonhealth

 twitter.com/barwonhealth



These are just some of our patients that make up the 2,400 people diagnosed with cancer each year in our region. We need your help to support those battling cancer.

DONATE NOW

www.barwonhealthfoundation.org.au



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Barwon Health Foundation: 03 4215 8900

