



EGHS ECHO



East Grampians
Health Service

DECEMBER
2023

FROM THE CHIEF EXECUTIVE'S DESK

BY NICK BUSH
CHIEF EXECUTIVE



Welcome to the December edition of the Echo. The final Chief Executive update for the year.

Christmas wishes to all of the EGHS staff, visiting medical officers and volunteers. Thank you for your effort during the year to ensure another successful year for East Grampians Health Service.

It has been nice to have a year with COVID-19 being successfully managed with the uptake of vaccines and antiviral therapy. This has seen the operation of the health service largely return to normal.

Please enjoy your Christmas, New Year and school holidays with your family and friends. I do acknowledge and thank the staff and visiting medical officers who are working during these times when most of Victoria is on holiday.

During the last month, it was very pleasing to see East Grampians Health Service recognised as one of three finalists in the Health Service of the Year medium-sized. The category is made up of eighteen health services. The winner was South West Healthcare-Warrnambool. Allison Patchett who provides leadership support and coaching for our staff is the deputy chair at Warrnambool and was very pleased with the results.

The health care awards showcase the great teamwork at East Grampians Health Service. Key measures that led to the health service becoming a finalist are our strong results in the Victorian Health Experience survey. This is what the patients say about the care they receive. Another key measure is the Victorian People Matter Survey results. These are the staff satisfaction results for all Victorian public health services.

The leaders' lunch has been reinstated. Member for Ripon in the Victorian Government Martha Haylett gave an overview of her career on Friday, November 10 in the Pyrenees House gardens. About thirty EGHS staff attended and learned much about Martha's career path that led to her being elected to parliament. We did ask Martha to invite the Victoria Premier Jacinta Allan to address us at a leaders' lunch next year.

CE Report cont. Page 2

IN THIS ISSUE...

- ❖ From the Chief Executive's Desk
- ❖ Much loved staff member retires
- ❖ EGHS Top three in Victorian Public Healthcare Awards
- ❖ Century Celebration for Cyril
- ❖ EIDO Healthcare Australia Patient Brochures
- ❖ Ararat RSL donates \$5000 to EGHS Oncology Unit
- ❖ Congratulations Jody Sutherland
- ❖ Wreath Creation at Garden View Court
- ❖ Avneet to study Medicine in Ararat in 2024
- ❖ Garden View Court Remembrance Day Service
- ❖ Research Grants awarded to EGHS Staff
- ❖ Child Care Research Project
- ❖ Hangin' out at the hospital
- ❖ Welcome New EGHS Staff
- ❖ World Diabetes Day
- ❖ \$3,300 raised through Shopping Spree week
- ❖ Hospital Gardens look bloomin' great!
- ❖ EGHS shines at the Western Alliance Research Symposium
- ❖ Nutrition & Quality Food Standards
- ❖ Murray to Moyne at the Ararat Market
- ❖ Toy Library AGM
- ❖ Staff Fitness and Modified Sport
- ❖ Parkland Pursuits
- ❖ Memorial Service at Patricia Hinchey Centre
- ❖ Ararat Emergency Relief Service
- ❖ Oaks Day at Patricia Hinchey Centre
- ❖ Town Hall packed for Mik Maks
- ❖ Recipe of the Month



Integrity



Excellence



Community
Focus



Working
Together



Learning
Culture

Deakin Medical School will be operating from Pyrenees House in 2024. With a minimum of 15 students from the local area undertaking their first year of medicine. Deakin University has targeted its recruitment of allied and nursing professionals living locally to be up-skilled to medical officers. The approach has been taken due to the low uptake of medical officer positions post-graduation of previous Deakin graduates in Ararat and similar-sized towns in Western Victoria.

I am very pleased to report that EGHS radiographer Avneet Chand has been offered a place. Well done Avneet and best wishes. If you are interested in developing your career pathway towards being a medical officer please contact Rachael Cooper Coordinator of the Pathways to Medicine Program, Deakin University.

We are working with the Department of Health to plan for the future of Willaura. The Department has appointed consultants Donald, Cant, Watts and Corke to assist with entity planning. It is pleasing that the Department has prioritized Willaura and is looking to upgrade the facilities to improve the services we offer.

The Annual General Meeting was held on Tuesday, November 28 at Willaura Memorial Hall. It was a great night celebrating our staff's academic and service achievements. It was uplifting to see the delight on the staff's faces when they won awards.

The scholarships were also allocated. East Grampians Health Service Building for the Future Foundation, Joe and Monika Kapp, the Laidlaw family, and Epworth Healthcare Group were the donors. I sincerely thank these generous people who have reinforced the EGHS value of a learning culture.

The Annual General Meeting is also an occasion to bestow the highest award the health service can allocate, the life governorship. It was great to recognise Jane Richardson for her contribution to the health service particularly through the aged care auxiliary and Judy Paterson for her service to the Willaura Auxiliary. Both have contributed many hours on each of the auxiliaries and also in leadership positions such as President. Thank you very much for your efforts.

I would like to thank Jo Summers for the great work she does in preparing for the Annual General Meeting ensuring that it is such a great event and staff and community members are recognised.

Please be aware the health service is putting on Christmas events such as:

Breakfast	Willaura Ararat	Thursday, Dec 14 Friday, December 15
------------------	--------------------	---

Lunch	Ararat Willaura	Thursday, December 14 Friday, December 15
--------------	--------------------	--

It would be good to see as many staff, visiting medical officers and volunteers as possible attend this event.

Have a good Christmas and New Year.



MUCH LOVED STAFF MEMBER RETIRES

BY ANN GRIERSON

MANAGER SUPPORT SERVICES

Much loved EGHS staff member Alan McElroy has retired after 10 years with the health service.

Alan commenced work at East Grampians Health Service in August 2013 as Gardener/Handyperson at our Willaura Campus.

Alan was responsible for the grounds and gardens at Willaura and completed maintenance requisitions as required. Work increased over the years and Alan completed the truck run out to Willaura and started maintaining the gardens at our rental properties, 70 Lowe Street and Home Care Packages.

Alan enjoyed and took pride in his role and loved interacting with the residents and now is ready to enjoy his retirement.

He will be missed!



Pictured above: Alan McElroy (third from left) with colleagues at his retirement morning tea



Integrity



Excellence



Community
Focus



Working
Together



Learning
Culture

EGHS TOP THREE IN VICTORIAN PUBLIC HEALTHCARE AWARDS

BY JODIE HOLWELL
COMMUNITY LIAISON

East Grampians Health Service was named a finalist in the Victorian Public Health Care Awards, Premier's Medium Health Service of the Year.

EGHS joined Echuca Regional Health and South West Healthcare as one of three finalists in the category of 18 health services, with South West Healthcare winning the award.

EGHS Chief Executive Nick Bush said he was very proud of the achievements of the health service over the past year

"Highlights have included the establishment of a new obstetric model for EGHS and an innovative training model which will see 15 first-year Deakin University medical students, recruited from the local area, training in Ararat in 2024," Mr Bush said.

"We introduced a Home Support program, previously an Ararat Rural City service, employing 10 new staff and servicing 300 clients, which is supporting the older members of our community to remain in their homes and has been very successful."

"I am extremely proud of our staff, who have risen to the challenges of the past year and continue to show care and compassion towards our patients, residents, consumers and the wider Ararat and Willaura communities," Mr Bush said.

Mr Bush said EGHS was also identified by the Victorian Public Sector Commission as one of the seven best performing organisations in the consolidated domain of senior leadership, which was a great achievement.



Pictured above: EGHS Chief Executive Nick Bush, Community Liaison Officer Jodie Holwell and Director of Development and Improvement Mario Santilli at the Victorian Public Health Care Awards at the Glasshouse in Melbourne



Integrity



Excellence



Community
Focus



Working
Together



Learning
Culture

CENTURY CELEBRATION FOR CYRIL

BY HEATHER FLEMING

COURTESY OF THE ARARAT ADVOCATE

Long time Ararat resident Cyril Bond turned one hundred last week with a big celebration at Parkland House Willaura, where he now resides.

Cyril was born in Hampshire, England, and migrated to Australia after the Second World War.

As a young man he joined the British Navy, later serving in World War Two.

"I always liked the sea, and I admired the Navy. It suited me down to a tee," he said.

Cyril's late wife, Pamela, who coincidentally shared the surname 'Bond', grew up in the village next door and the pair married before being sponsored out to Australia by friends in Ararat "a long time ago".

The couple were happy in Ararat.

"I'd always had a liking for Australia, and I wasn't disappointed when I did come. It was lovely living in the country. I really loved the people and the quietness of the Australian countryside," Cyril said.

Although quietly spoken himself, Cyril's friends had plenty of good words to say about him.

They explained how he had worked at the Prestige factory for a time before moving to Permewan-Wrights where he was awarded 'Worker of the Year'.

Ironically, he was sacked the following week, along with the other staff, when the business was closed.

Ararat resident John Gladdis came to know Cyril well when they were in the Ararat Ys Men Club together.

While Club has now folded, John said a group of about ten former members still meet regularly for coffee, and Cyril has always been a keen participant.

These same members were present at his one hundredth celebrations and enjoyed the opportunity to recall old times. "Everyone couldn't but help like him, and he's totally respected. He's been almost like a father figure to me," he said.

Gerry Hirst said Cyril encouraged him to join the Ys Men, and that their families had become very close over the years.

Gwenda and Morrie Allgood also attended Cyril's party and were full of praise.

"He's always just been a nice and approachable person who worked quietly behind the scenes, never big-noting himself," Mrs Allgood said.

Ann Shalders remembered the Bond's kind welcome to her when she migrated to Ararat from Scotland.



Cyril was also a keen runner. He made a lot of friends in the sport and continued this passion right into his seventies.

"It was a terrific relaxation and a nice feeling of being free when I was running all those long distances. It didn't take much to cheer me up," Cyril said.

His running friends were keen to tell the story of how he once fell flat on his face and lost his teeth in a puddle during a long-distance event.

Despite being in a potentially winning position he refused to keep going till he'd crawled around on all fours and fished them out.

Cyril used to run as far as Maroona sometimes and certainly didn't let age get in the way.

When people turn one hundred, they're often asked what has kept them going for so long.

Cyril's response to this question was to laugh and reply, "Lots of bad living!"

He has certainly done a lot of 'good living' during his one hundred years, and his friends in Ararat, and family back in England, were pleased to see him reach such a wonderful milestone.



Integrity



Excellence



Community
Focus



Working
Together



Learning
Culture

EIDO HEALTHCARE AUSTRALIA PATIENT BROCHURES

BY MICHELLE PITMAN - LIBRARIAN - GRAMPIANS HEALTH



AUSTRALIA

Healthcare professionals require easy to read and understand evidence-based information to ensure their patients understand the surgical procedures being recommended to them.

EIDO Healthcare provides 400 evidence-based, treatment-specific, fact-sheets, specifically designed to inform patients in plain English, languages other than English and in other accessible formats. Topics cover a broad number of surgeries, which can be searched alphabetically.

Staff can download and print EIDO Healthcare patient brochures from any onsite PC. Follow these steps.

1. Go to [Library & Drug Resources](#) on [SharePoint](#)
2. Click on the [Consumer Health Tab](#) in the Library online
3. Click on '[EIDO Patient Brochures](#)' – third link down on the left.
4. In EIDO Healthcare, click on Procedure Information and/or Additional Resources, or search for a medical procedure in the search bar on the Home page.

If you have issues accessing these resources, call the Library on #94455 or email Library@bhs.org.au

ARARAT RSL DONATES \$5000 TO EGHS ONCOLOGY UNIT

BY JODIE HOLWELL
COMMUNITY LIAISON

The Ararat RSL has donated more than \$5000 to the East Grampians Health Service Oncology Unit, which will be used to provide a blanket warmer that will benefit patients receiving treatment.

A cheque for \$5178 was presented by the Ararat RSL to the Oncology Unit, which was raised through the annual Pink Day fundraising event, led by RSL employee Margaret Kerr.

The Pink Day event involved a morning tea, raffles, live music, donations and other initiatives such as the sale of RSL glassware, with many businesses generously donating towards the fundraiser.

EGHS Chief Executive Nick Bush thanked the Ararat RSL for its generous donation to the Oncology Unit.

"The health service is very grateful to the Ararat RSL team for this generous donation and for the work behind the annual Pink Day," Mr Bush said.

"We are also grateful for the support of the community, who generously donated towards the Oncology Unit on Pink Day and who support our staff and patients."



Pictured are EGHS and Ararat RSL staff at the cheque presentation at the EGHS Oncology Unit



Integrity



Excellence



Community
Focus



Working
Together



Learning
Culture

CONGRATULATIONS JODY SUTHERLAND

BY CLAIRE SLADDIN

MANAGER OF TRAINING & DEVELOPMENT

Congratulations to Jody Sutherland for the work she has contributed to Beaufort & Skipton Health Service receiving the Victorian and Australian Small Employer of the Year, at the National Training Awards.

Jody's role as the Workplace Trainer/Careers advisor for non-clinical staff was integral to signing staff up and supporting them to complete non-clinical qualifications.

Sixty-four per cent of staff completed non-clinical qualifications at BSHS in the last two years.

EGHS partners with BSHS to support Jody's full-time position.

See below article from the Beaufort and Skipton Health Service for further details:

Beaufort and Skipton Health Service is a small rural Health Service that is being noticed well outside the boundaries of the communities it serves.

Dedicating and priding itself on providing excellent care, the Beaufort and Skipton Health Service supports its communities in areas such as residential community care and acute care to a population of just over 6,000. With two campuses, including a Medical Practice and allied health services, the Health Service plays a crucial role in meeting the healthcare needs of its local community.

Recently the Health Service received the news that it had been nominated as a finalist in the coveted Victorian Training Awards for its outstanding contributions in the training sector. The Health Service were nominated as finalists for two prestigious awards, namely the 'Employer Award for Apprenticeship Development' and 'Small Employer of the Year'. Health Service CEO, Meryn Pease explained, "Sometimes we forget how important the work is that we do in this area, we have focused our effort to ensure our staff and teams have every opportunity to learn and grow in their respective career choices. The community then benefits from the improvement of skills which have enabled us to continue to grow the services we offer".

Winners were announced at the 2023 Victorian Training Awards gala Dinner held at the Melbourne, Convention and Exhibition Centre, with over 1000 attendees. The Health Service were delighted to be presented as the winner of the 'Small Employer of the Year' award. It was also announced that Beaufort and Skipton Health Service would then be representing Victoria at the Australian Training Awards in November 2023 in Hobart, Tasmania.

The National Award event was scheduled with a delegation of BSHS representatives asked to be present at the Gala event. With no prior knowledge of who would take out the top prize, everyone waited nervously for the announcement. With the awards being live streamed other Health Service staff watched on with hearts pounding; and then the announcements were made... "Third place, second place and in 1st place...Congratulations...Beaufort and Skipton Health Service!"

"It is an absolute honour and privilege to be the recipient of both the Victorian and the Australian award. This recognition is for all our staff, those who have undertaken further training and qualifications and our Education Team for their support in growing non-clinical education opportunities. In fact, it takes great dedication and commitment by a whole team to be recognised and then to be rewarded with such a prestigious award. We are all just so very proud." Meryn stated.

Over the last two years Beaufort and Skipton Health Service have supported 64% of non-clinical permanent staff to complete a variety of courses. These included Certificates in Health Service Administration, Certificate III in Leisure and Lifestyle, Certificate III in Commercial Cookery, Certificate III in Individual Support traineeship, Diploma of Community Health Traineeship, Diploma of Nursing (EEN) traineeships and Diploma of Community Services.

"The Health Service takes great pride in treating its employees as individuals, recognising their unique aspirations, and providing individualised training options." "This training equips our teams to enhance their skills and help others in our community." Meryn added. The Health Service has this past year also fostered collaborative partnerships with various organisations to enhance training opportunities for its staff. This commitment to professional development has shown that Beaufort and Skipton Health Service is leading the way as a healthcare provider in the region. This is the first time a Victorian Health Service has taken out this coveted National Award.



Pictured above: Meryn Pease, Gayle Tierney and Kim Stevens



Pictured above: Kim Stevens and Jodi Sutherland



Integrity



Excellence



Community
Focus



Working
Together



Learning
Culture

WREATH CREATION AT GARDEN VIEW COURT

Alice and Pam, residents of Garden View Court, were assisted by Lifestyle & Leisure to make this lovely wreath as part of the Christmas decorations we will be using this year. We have such talented and helpful residents at Garden View Court!



AVNEET TO STUDY MEDICINE IN ARARAT IN 2024

Local radiographer Avneet Chand has been offered a place in the Deakin Medical School that will be delivered from East Grampians Health Service's Pyrenees House from 2024.

Avneet will be well known to many locals as he has worked as a radiographer at East Grampians Health Service for the last four years. Avneet also owns a home in Elizabeth Street, which he has been busily renovating.

Professor Gary Rogers, the Dean of Medicine at Deakin University, identified that part of the future of a medical workforce for rural communities will be building on the skills of local nurses and allied health professionals.

"We are sure that the local health professionals will be wonderful Medical Officers in their own communities," Professor Rogers said.

Mr Chand said he was so excited to be able to study medicine in Ararat.

"I have always wanted to be a doctor, but the opportunity did not look like it would eventuate," he said.

"It is wonderful that Deakin University has chosen to partner with East Grampians Health Service to offer this highly sought-after course in Ararat."

Professor Rogers said that Deakin University needed to alter its training program to ensure more of the doctors it trains stay in rural communities.

He said Ararat was the ideal location as Ararat Medical Centre has been a dedicated and committed partner in the teaching of medical students since Deakin started its medicine course.

Fifteen medical students will commence in 2024 at Pyrenees House, with face-to-face teaching as well as learning virtually from the main site in Geelong.

"COVID-19 taught us that things could be done differently. We did that with teaching the cohorts of medical students who were isolated in their homes during lockdown, and they still graduated," Professor Rogers said.

"The Ararat blended model of face-to-face and virtual teaching is something we are very excited about."



Pictured: Avneet Chand with the EGHS CT scanner



Integrity



Excellence



Community
Focus



Working
Together



Learning
Culture

GARDEN VIEW COURT REMEMBRANCE DAY SERVICE

BY PAMELA WHEELER
LEISURE & LIFESTYLE COORDINATOR

On Friday 10th November residents from Garden View Court were treated to a lovely small Remembrance Day Service conducted by Greg and Sally Dalmayer from the Ararat RSL. Resident Randle and our Lifestyle Coordinator Pamela read a poem as part of the service. Greg finished the proceedings with the Ode and The Last Post followed by a minute's silence. It was a short but moving ceremony followed by a lovely morning tea where residents were invited to chat with our guests. Garden View Court would like to thank Greg, Sally and the Ararat RSL for bringing a sense of service into our facility and giving our residents the opportunity to recall those who gave their lives for our freedom. We will remember them.

Residents and staff have spent the past week decorating, making or knitting poppies and creating centre pieces for the dining room tables in preparation for the service.



Integrity



Excellence



Community
Focus



Working
Together



Learning
Culture

RESEARCH GRANTS AWARDED TO EGHS STAFF

By JODIE HOLWELL
COMMUNITY LIAISON

Two East Grampians Health Service staff have been awarded research grants through the Western Alliance Supporting Translation of Research in Rural and Regional Setting (STaRR) Program.

After a tight and competitive process, Maree Fraser and Jake Romein will join researchers from Grampians Health and Barwon Health in receiving STaRR Emerging Researcher Grants.

Western Alliance is committed to building research in western Victoria and supporting the translation of research findings into healthcare.

Central to this commitment is the STaRR program, which builds health practitioners' research and research translation skills, and supports STaRR participants to put their research skills into practice in a translation-focused research project.

Maree Fraser, a registered nurse and Clinical Governance Coordinator at EGHS, has received a STaRR Emerging Researcher Seed Grant of \$5000 to explore a community-based strategy to increase the completion of Advance Care Directives.

Ms Fraser said an Advance Care Plan/Directive is a tool that allows people to document their future health care wishes, which is then referred to if the consumer is unable to speak for themselves.

"We would like to increase completion of ACDs in the primary care setting. The aim of this project is to co-design an intervention which will contribute towards increasing the number of ACDs completed by people over the age of 75 years in the Ararat region," Ms Fraser said.

"So far it is in very early stages. We have completed a narrative review of current literature to identify an intervention that has worked overseas. This is in the form of an SMS containing educational information about ACD. We plan to explore the factors that may influence the implementation and uptake of this intervention in the Australian context."

Jake Romein, exercise physiologist at EGHS, has received a \$5000 STaRR Emerging Researcher Translation Grant to develop a toolkit to support the scaling of a modified sport program for older adults in rural areas.

"Essentially, we will be using the experiences that we gained by implementing a modified sports program in Ararat, to develop a toolkit that is designed to help other rural areas successfully implement a modified sports program in their community," Mr Romein said.

"We intend to work with Rural North West Health in Warracknabeal to provide them with an early version of the toolkit, and then use their feedback of using the toolkit in practice to further refine the toolkit.

"If successful, we are hoping to then make the toolkit publicly accessible for other rural/regional areas to use."

Western Alliance Academic Health Science Centre is comprised of 12 member organisations located across the Barwon/Southwest and Grampians regions of western Victoria. Members include six public health services, three private hospitals, a primary health network and two universities.

Through a program of training, education, funding and advocacy, Western Alliance supports its members to improve the health of their communities through research-based and evidence-informed health care.



EGHS staff who have received research grants through Western Alliance, Maree Fraser and Jake Romein



Integrity



Excellence



Community
Focus



Working
Together



Learning
Culture

CHILD CARE RESEARCH PROJECT

BY GRAEME HOLMES
PROJECT OFFICER - CHILD CARE

Over the past two months, I have been interviewing staff members, conducting internet searches and writing literature reviews on the availability of child care services in Ararat. This work is in response to the Executive of EGHS investigating pathways to support staff in accessing flexible childcare arrangements. Based on the interviews and other research, we have developed a series of options which the Executive are currently discussing for future direction.

The child care research project is in response to a survey completed by 80 staff members earlier this year. In that survey, staff identified the lack of flexibility in child care as an issue impacting their capacity to work more hours. Cost was a factor along with inability to access more days for child care and inability to access before school, after school and vacation care.

One of the early actions following the survey was identification of what is meant by 'flexible' child care then ascertain gaps in the current provision across the Ararat community. Lack of places available in Day Care centres is clearly an issue for staff along with the difficulty in accessing casual or short-term day care. Another concern which has arisen is accessibility to before and after school care and vacation care.

Further, the restrictive hours of current provision is also an issue for staff who work shifts which don't align to day care open hours.

Based on the research project so far, some alternatives may be available to address flexibility concerns. More day care spaces would be appreciated, re-introduction of Family Day Care in Ararat would assist and discussions around making current day care places more flexible for EGHS staff would all help to address the matters under consideration.

I would like to take this opportunity of thanking all the staff I have interviewed over the past month. Thank you for giving up your time to meet and discuss child care issues. Your assistance in identifying the issues facing staff in the lack of spaces and flexibility in child care is greatly appreciated.

More information on this project will be provided in the coming months.



Pictured: EGHS Executive Assistant Hannah Jennings with her children

HANGIN' OUT AT THE HOSPITAL!

BY JODIE HOLWELL
COMMUNITY LIAISON

You may have seen Earl Daniel from 'Hangin' out...in the Grampians', recently climbing across the front of the Ararat Hospital.

Earl was contracted to replace the flood lights (LED) at the front of the hospital that shine down on the building and was snapped giving the photographer a wave through one of the front windows.



Integrity



Excellence



Community Focus



Working Together



Learning Culture



NOMINATE US TODAY

AS PART OF THE RITCHIES COMMUNITY BENEFIT PROGRAM

and help us generate extra funds.

- 1 Download or update the Ritchies Card App



- 2 Search and select our name when prompted to nominate a club, school or charity

- 3 Every time you shop at Ritchies and scan your app or card, Ritchies will contribute a percentage of the total to us*



*CONDITIONS APPLY. Go to ritchies.com.au/loyalty for further information.



Integrity



Excellence



Community
Focus



Working
Together



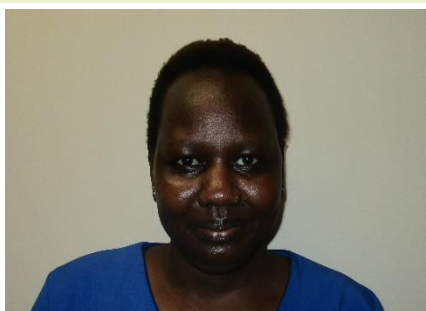
Learning
Culture

WELCOME NEW EGHS STAFF

BY ROS BLOOMFIELD, MANAGER – HUMAN RESOURCES

Lith Alier

MY POSITION AT EGHS	Homecare Worker
FAVOURITE AFL TEAM	GEELONG CATS
FAVOURITE FOOD	FRIED RICE
FAVOURITE MUSIC	COUNTRY MUSIC
INTERESTS	MAKING FRIENDS, WALKING AND GYM
ONE THING I'M GOOD AT IS	COOKING
ONE THING I WANT TO DO IN MY LIFETIME IS...	LOOKING AFTER THE ELDERLY



Luke O'Brien

MY POSITION AT EGHS	CLEANER/PORTER
FAVOURITE AFL TEAM	ESSENDON BOMBERS
FAVOURITE FOOD	SUSHI
FAVOURITE MUSIC	ALL KINDS, NOT ONE PARTICULAR GENRE
INTERESTS	SPENDING TIME WITH MY FAMILY
ONE THING I'M GOOD AT IS	FINANCE
ONE THING I WANT TO DO IN MY LIFETIME IS...	TRAVEL



WORLD DIABETES DAY

BY JODIE HOLWELL
COMMUNITY LIAISON

World Diabetes Day was celebrated in November, and the theme this year was Access to Diabetes Care.

In 2023, the campaign focused on the importance of knowing your risk of type 2 diabetes to help delay or prevent the condition and highlighting the impact of diabetes-related complications and the importance of having access to the right information and care to ensure timely treatment and management.

Millions of people with diabetes around the world do not have access to diabetes care, but people with diabetes require ongoing care and support to manage their condition and avoid complications.

In Ararat, those with diabetes are fortunate to have the support of East Grampians Health Service's Diabetes Educators, Breeanne Fratin (pictured) and Julie Lang.

If you require the support and guidance of a Diabetes Educator, please call the EGHS Community Health Centre on 5352 9327 to make an appointment.



Pictured: EGHS Diabetes Educator, Breeanne Fratin



Integrity



Excellence



Community Focus



Working Together



Learning Culture

\$3,300 RAISED THROUGH SHOPPING SPREE WEEK

BY JODIE HOLWELL
COMMUNITY LIAISON

This year's East Grampians Health Service Residents' Support Group Shopping Spree raised \$3,300, which will go towards the purchase of outdoor settings for 70 Lowe Street.

More than 120 tickets/passports were sold and the Residents' Support Group was pleased with the response and also the trial of the Shopping Spree Week finishing with late night shopping, with a good number of shoppers taking advantage of the extended hours.

Twenty one businesses took part this year, including: Zest Living, Lyal Eales, 2Taggs, RACV Shop, Latus Jewellers, CAS Couture, CAS Footwear, Something Beautiful, We're Knot Crazy, Ararat Sportspower, Fosters Mensland, Growmaster Grampians, Toyz on Barkly, Grampians First Aid, Miners Ridge Vineyard, Lardner Bros, Dollar Curtains and Blinds, Hughans Nursery, Autopro & Jaycar Ararat, Ararat Authorised Newsagency and Mountainside Wines.



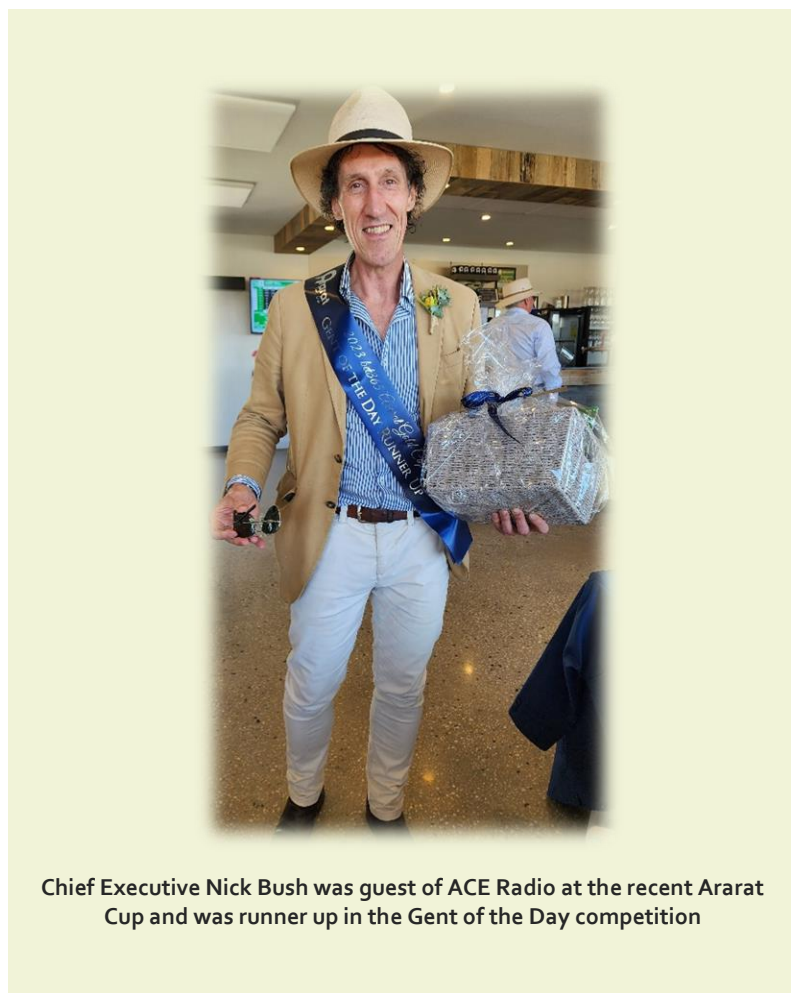
Pictured above: EGHS Residents' Support Group members Maree Murphy (left) and Heather Steedman (right) with Brad Cummings from Ararat Sportspower



Pictured above: EGHS Residents' Support Group members Marlene Goudie (left) and Maree Murphy (right) with Jim Katsantonis and Mick Walls from Autopro and Jaycar Ararat



Pictured above: EGHS Residents' Support Group members Maree Murphy (left) and Heather Steedman (right) with Leona Jennings from 2 Taggs



Chief Executive Nick Bush was guest of ACE Radio at the recent Ararat Cup and was runner up in the Gent of the Day competition



Integrity



Excellence



Community
Focus



Working
Together



Learning
Culture

HOSPITAL GARDENS LOOK BLOOMIN' GREAT!

BY JODIE HOLWELL
COMMUNITY LIAISON

A team from the gardening and maintenance departments has recently spent many hours sprucing up some of the EGHS gardens.

The two glass enclosed breezeways linking front reception and the medical imaging area have been planted out and are now a welcome sight for visitors and staff as they walk through the corridor, and have attracted many favourable comments.

Other gardens that have recently received the green thumb treatment include the front of Pyrenees House and the front garden and back courtyard of the Patricia Hinchey Centre.

Congratulations to the teams for the fantastic work they have done improving our gardens for both staff and visitors to the hospital.

Pictured below: Greg Mair and Trevor McKinnis in the newly planted out breezeway areas



Integrity



Excellence



Community
Focus



Working
Together



Learning
Culture

EGHS SHINES AT THE WESTERN ALLIANCE RESEARCH SYMPOSIUM

BY JACLYN BISHOP - MANAGER, DEVELOPMENT AND IMPROVEMENT

The research achievements of East Grampians Health Service researchers were on display at the Western Alliance Annual Research Symposium, held in Warrnambool on 20 and 21 November 2023.

EGHS staff delivered engaging presentations on:

- **Supporting the wellbeing of residential aged care staff (Swell-RAC)** – Ancara Thomas. By capturing the experiences of staff working in residential aged care when caring for a resident with challenging behaviours, this project identified strategies to better support the staff's wellbeing.
- **Fostering research-practice collaborations: exploring the utility of rapid evidence snapshots for health services** – Michele Conlin. This presentation described how health services need timely access to best evidence. In partnership with health services, new approaches to identifying and synthesising evidence are being tested.
- **Implementing a penicillin oral challenge program in a rural health service** – Jaclyn Bishop. A program to test low-risk penicillin allergies was introduced at EGHS in 2023. The key message in this presentation was that rural health services can successfully and safely implement programs that may be perceived as only appropriate for city hospitals.
- **Community-based strategies to increase the completion of Advance Care Directives: a narrative review** – Maree Fraser. Describing a review of the literature, this presentation highlighted that there is evidence for the use of SMS as a communication method to encourage consumers to complete an Advanced Care Directive. This approach will be explored further locally in 2024.

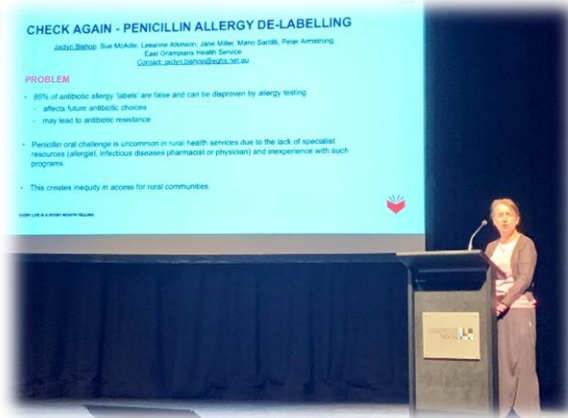
EGHS contributed to many other research presentations including:

- CREW study (COVID-19 & Regional Health Staff Wellbeing).
- CREW-ACE (COVID-19 & Regional Health Staff Wellbeing- Accessibility of Support Strategies).
- The Pregnancy Research and Translation Ecosystem (PRT-E).
- Telementoring in gynaecology endosurgical procedures.
- Barriers, benefits and enablers to Hospital in the Home for older adults in Australia.

In attendance, Director of Development and Improvement Mario Santilli commented that he was 'very proud to see EGHS represented in the research' and reflected that the quality research was 'noticed by others at the symposium'.



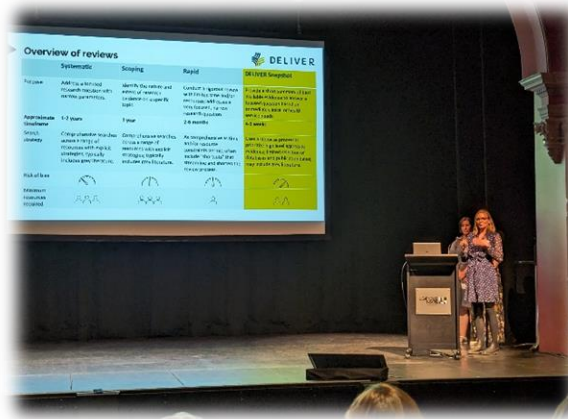
*Pictured left:
Ancara Thomas*



*Pictured right:
Jaclyn Bishop*



*Pictured left:
Maree Fraser*



*Pictured right:
Michele Conlin*



Integrity



Excellence



Community
Focus



Working
Together



Learning
Culture

NUTRITION AND QUALITY FOOD STANDARDS FOR ADULTS IN VICTORIAN PUBLIC HOSPITALS AND RESIDENTIAL AGED CARE SERVICES

BY DAYLE SMITH

COMPLIANCE COORDINATOR

The purpose of the new Nutrition and quality food standards for adults in Victorian public hospitals and residential aged care services is to provide a framework for providing food and nutrients to people who have been admitted to public hospitals or who live in public sector residential aged care services across Victoria.

It is vitally important that food provided in health services is nutritionally adequate, appealing and enjoyable.

The standards are structured to support health services in achieving these goals. All hospitals are required to be accredited to the National Safety and Quality Health Service (NSQHS) Standards, which aim to protect the public from harm and improve the quality of health services.

These Standards align with three key NSQHS Standards:

- Clinical Governance Standard
- Partnering with Consumers Standard
- Comprehensive Care Standard.

The NSQHS Standards address the following areas:

- Meals and menus reflect the nutritional requirements appropriate for the patients receiving care.
- Psychosocial, cultural, and religious needs are considered in meal and menu planning.
- Food and fluids are appealing, and patients enjoy them.
- The food service system, meals and menus are relevant to length of stay and frequent readmissions.
- Flexible meal timing and service arrangements are considered.
- Patients, their families, and carers are consulted in food planning and evaluating systems, processes, and quality.
- Patients are offered help with eating and drinking where required.
- Dietitians are consulted if we:
 - have, or are at risk of, malnutrition
 - have special dietary needs associated with a medical condition

These standards are to be implemented by the end of 2023.

The following teams are involved in the planning, developing, procuring, preparing, providing and evaluating foods, fluids, menus and developing quality assurance audits.

- Chefs
- Catering/Environmental Coordinator/Manager
- Dietitian
- Speech pathologist
- Food manufacturers
- Contract and procurement managers
- Health service managers
- Comprehensive Care committee
- Development and Improvement

Nutrition and quality food standards for adults in Victorian public hospitals and residential aged care services



Integrity



Excellence



Community
Focus



Working
Together



Learning
Culture

Healthy choices: policy directive for Victorian public health services

The Healthy choice policy directive for Victorian public health services was a directive to ensure that healthier food and drinks are sold, provided and promoted at facilities. It was directed to reinforce health services as places that support the health and wellbeing of their staff and visitors and support the commitment to providing healthier food and drink environments that contribute to meeting the goals outlined in the

Victorian Government's Health 2040 of 'Better health – a system geared to prevention as much as treatment'.

This directive applied to:

- All vending machines
- Any 'in-house' retail food outlets, such as cafes, kiosks, restaurants (i.e., outlets that are managed directly by the health service), as well as items purchased by staff and visitors from patient/resident menus.
- All catering provided by the service to staff and visitors (includes catering ordered through in-house or commercial providers).

Targets and timelines

Required date	Target
30 Sept 2022	Drinks: <ul style="list-style-type: none"> • Vending and in-house retail food outlets: No RED drinks to be available or promoted/advertised. At least 50% GREEN drinks, and no more than 20% drinks containing artificial or intense sweeteners (classified AMBER) are available. • Catering: No RED drinks are provided (with majority of options to be GREEN).
30 Sept 2023	Food: <ul style="list-style-type: none"> • Vending and in-house food retail food outlets: At least 50% GREEN foods and no more than 20% RED foods are available. No RED foods to be promoted/advertised. • Catering: No RED foods are provided (with majority of options to be GREEN).

We are proud to announce we have made these targets and timelines by making significant changes to our function menu, Café Pyrenees selections and having a Health Choice policy SOPP 66.04 in place to support them.

Chief Executive Nick Bush received an official letter of thank you from the Department of Health acknowledging the hard work that key staff put in implementing the policy and submitting the online report to the government.

N.B. This directive does not apply to: • Inpatient and residential aged-care meals (with the exception of those that are made available to staff or visitors to purchase). • Food and drinks that staff and visitors bring from outside the facility to share or for their own consumption.

Food and drink categories

GREEN (Best choices)

Foods and drinks in the GREEN category are the healthiest choices. They are usually:

- good sources of important nutrients
- lower in saturated fat, added sugar and/or salt
- lower in energy (kilojoules)
- higher in fibre.

GREEN foods and drinks should always be available and they should be promoted as the best choices. Wherever foods and drinks are offered (e.g. retail outlets, vending machines and catering), at least 50% of choices should be from the GREEN category.

AMBER (Choose carefully)

AMBER foods and drinks should be selected carefully and should only be eaten in moderation.

Although AMBER items may provide some good nutrients they can:

- lead you to take in too much energy (kilojoules)
- contain saturated fat, added sugar and/or salt.

AMBER foods and drinks may be offered, but should not dominate. They should not be promoted over GREEN choices.

RED (Limit)

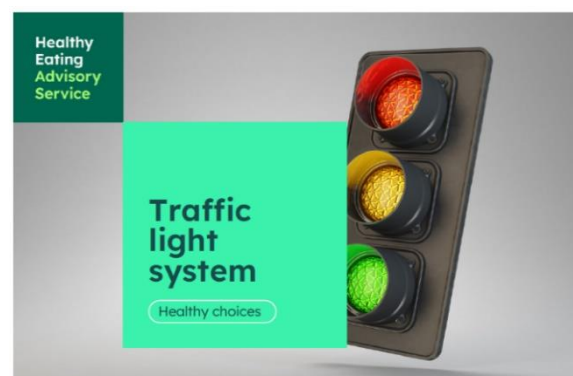
Foods and drinks in the RED category are not essential. If they are consumed too often, or in large amounts, they can lead to weight gain and chronic diseases.

In general RED choices are:

- high in energy (kilojoules)
- high in saturated fat, added sugar and/or salt
- low in important nutrients such as fibre.

RED foods and drinks should be consumed rarely and only in small amounts. In retail outlets and vending machines, no more than 20% of foods and drinks should be from the RED category.

RED foods and drinks should not be provided in workplace catering.



The Victorian Government's Healthy Choices guidelines use a 'traffic light system' to categorise foods and drinks into three groups.



Integrity



Excellence



Community Focus



Working Together



Learning Culture

IT'S TIME TO GET FESTIVE AND BRIGHTEN UP OUR
DEPARTMENTS FOR THE

EGHS FESTIVE FACE OFF

Christmas decoration
competition



Decorations to go up no earlier than December 1

Judging to take place on Tuesday December 12

Winners announced Staff Lunch - Thursday December 14

THEME: CHRISTMAS CAROLS

(Draw to decide your department's Christmas Carol)



Integrity



Excellence



Community
Focus



Working
Together



Learning
Culture

MURRAY TO MOYNE AT THE ARARAT MARKET

The East Grampians Health Service 2024 Murray to Moyne Cycle Relay team will be at the Ararat Market on Sunday December 10.

The team will next year ride a new route, from Echuca to Port Fairy.

The team will be running the barbecue and cake stall at the market, kicking off the fundraising for the 2024 campaign.

Any staff or volunteers who would like to donate cakes, produce, jams/relishes etc, please drop them to Alexandra Hall from 8.30am on the Sunday morning. Goods must be labelled with ingredients and priced where possible.

For further information contact Jodie Holwell, phone 5352 9387 or jodie.holwell@eghs.net.au



TOY LIBRARY AGM

The EGHS Ark Toy and Activity Library held their annual general meeting recently.

Bo Munro was re-elected president for the coming year, as was secretary Di Pickering and treasurer Mary Stapleton.

Elected to the position of vice present was Denise Calvert, Meredith Barr as assistant secretary and Lee Kaleta as assistant treasurer.

Guest speaker at the meeting was Tammie Meehan, from the One Red Tree Resource Centre, who outlined the great work the organisation is doing in the region.



Pictured L-R, Bo Munro, Tammie Meehan, Di Pickering and Mary Stapleton

STAFF FITNESS AND MODIFIED SPORT

BY RHYS LUXTON – PHYSIOTHERAPIST

Staff fitness runs every week on Tuesday at 5:15pm – 6:15pm. I have organised once monthly modified sport during staff fitness time. These sports may include but are not limited to walking basketball, touch footy, soccer and softball.

Some of our favourite reasons to move include:

- More energy
- Strong muscles and bones
- Better mental health and cognitive function
- Lower risk of chronic conditions
- Improved heart health and fitness
- Less chance of falls

Staff fitness welcomes all staff of any fitness level to join us in a warm and inviting atmosphere. Normally held in the gym located at the Community Health Centre however, I will inform you of the location and type of exercises to be planned via the EGHS staff fitness Facebook group.

Please click the link to join:

<https://www.facebook.com/groups/272393883425954>

I look forward to seeing some new faces!



Integrity



Excellence



Community
Focus



Working
Together



Learning
Culture

PARKLAND PURSUITS

BY MICHELLE MASLEN
LEISURE & LIFESTYLE

This month's report takes in two months of activities at Willaura (apologies to Michelle for omitting her report last month).

We had a busy October, with the Willaura kinder visit, a visit from Vision Australia a local girl Melissa and her dog Bessie, music with Michael and Keith, country performers and an outing to Ararat, Dunkeld and Lake Bolac.

In November we celebrated Cyril Bond's 100th birthday, with a party for friends and staff, catered for by the Willaura Auxiliary.

We celebrated the Melbourne Cup with a luncheon on the Tuesday and some horse games, with best hat and tie. Remembrance Day was on the 11th and we had a ceremony.

Other activities included speakers to talk about horses, country and western music, the Willaura kinder kids visiting performing a story, cooking with Jazz, and lots of games.

In December we have a full program, with 'In the Mood' duo from Melbourne, Michael and Keith Country Music, kinder kids with their Christmas concert, an ecumenical day with all religious denominations and carols, a visit to see the hay bales in Tarrington, a Christmas luncheon for relatives and residents and some Christmas cooking.

Cheers for now and have a safe Christmas.



Integrity



Excellence



Community
Focus



Working
Together



Learning
Culture

MEMORIAL SERVICE AT PATRICIA HINCHEY CENTRE

BY GRACE RETHUS
MANAGER PATRICIA HINCHEY CENTRE

A memorial service was held at the Patricia Hinchey Centre for Pat Clarkson and Peter Nicholson, former consumers who attended PHC and who recently passed away.

The memorial service gives consumers a chance to grieve, remember and say goodbye to members of our PHC family who are no longer with us.

Staff and consumers provided some memories of their own by telling a few stories about Pat and Peter.

Staff and consumers sang a song from the Seekers, 'Morningtown' Ride, accompanied by Lionel Holt, which was a favourite enjoyed by Pat and Peter.



ARARAT EMERGENCY RELIEF SERVICE

BY JOANNE "JOEY" COLLINS
CLINICAL TEACHER - EDUCATION

Hello fellow EGHS colleagues,

As most of you are aware, at this time I year, I put the call out to my generous friends and colleagues to request any small donation/s towards our local Ararat Emergency Relief Service.

Every year I have found that no matter how small the gift/donation, the bigger the smiles.

We had a homeless gentleman last year chose a small ladies skin care gift.

When asked why he decided to choose this, the man stated that he was going to his mother's home for Christmas but had not been able to buy her a gift for many years and this year he was able to gift her something.

This is an example of the difference that we as a generous society can make to someone's life.

I am more than happy for staff to drop off any donations no matter how big or small, to my office (which is situated in Pyrenees House) or send me an email joey.collins@eghs.net.au and will be more than happy to come to you.

These items will then be distributed throughout December from my local Life Links Church.

Donations can be gifts such as toiletry packs, deodorant packs, toys for kids and/or young adults or even undergarments/socks.

Any donations will be greatly accepted and appreciated.

I would like to wish you all a very safe and Merry Christmas.

**ARARAT
EMERGENCY
RELIEF
SERVICE**



Integrity



Excellence



Community
Focus



Working
Together



Learning
Culture

OAKS DAY AT PATRICIA HINCHEY CENTRE



Integrity



Excellence

Community
FocusWorking
TogetherLearning
Culture

TOWN HALL PACKED FOR THE MIK MAKs

The EGHS Ark Toy and Activity Library hosted popular children's entertainers The Mik Maks, as part of the Toy Library's 40th anniversary celebrations and as their gift to the community.

More than 350 children, parents and carers attended, including many staff and their children and a school group from St Patrick's Primary School in Stawell.

After the show the Mik Maks said that for the size of the town, it was one of the biggest turnouts they have seen.

Ararat Rural City Council sponsored the use of the Town Hall, which enabled costs to be kept to a minimum, and we thank them for their sponsorship and assistance.

It was a great community event, with children from across the region enjoying the day out.



Integrity



Excellence



Community
Focus



Working
Together



Learning
Culture

EASY CANNED TUNA NACHOS

INGREDIENTS

- 200g packet round corn chips
- 1 cup grated cheddar
- 3 tsp taco seasoning
- 1 large avocado, halved
- 1 1/2 tbsp lime juice
- 2 x 185g cans tuna in oil, drained, roughly flaked
- 1 small red onion, finely chopped
- 1 small green capsicum, finely chopped
- 250g cherry tomatoes, halved and quartered
- 1/4 cup chopped fresh coriander leaves
- 1/2 cup sour cream
- Lime wedges, to serve

METHOD

1. Preheat oven to 220C/200C fan-forced. Spread corn chips over the base of a large baking dish. Sprinkle with cheese and 2 teaspoons taco seasoning. Bake for 10 to 12 minutes or until cheese is golden and melted.

2. Meanwhile, scoop avocado flesh into a bowl. Add lime juice. Using a fork, mash until almost smooth. Season with salt and pepper.
3. Top corn chips with tuna, onion, capsicum, tomato and coriander. Serve with mashed avocado, lime wedges and sour cream, sprinkled with remaining taco seasoning.



EGHS ECHO

East Grampians Health Service
Girdlestone Street, Ararat VIC 3377
Phone. 5352 9300
Fax. 5352 9333

The Echo is published on the 4th Friday of the month. The deadline for submissions of articles is the Tuesday prior. The *ECHO* Editor is Lisa Nolen. Information can be sent through, preferably by email, to lisa.nolen@eghs.net.au. Printed copies of the *ECHO* are distributed to IPU, Theatre, 70 Lowe Street, GVC, Day Centre and the Cafeteria. The *ECHO* is sent via email to all staff, Board of Management, Ararat Medical Centre, Ararat Psych Services as well as the staff at the Ararat Ambulance Station.



Integrity



Excellence



Community
Focus



Working
Together



Learning
Culture