State Nursing and Midwifery Excellence Awards 2009

commitment, innovation, achievement

Department of Health 
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Message from the Minister for Health

In the seven years since the State Nursing and Midwifery Excellence Awards were established, the awards have showcased the leadership and innovation shown by nurses and midwives across the Victorian public health system.

An event like this is a marvellous opportunity to put a spotlight on the wonderful work that is being done by nurses and midwives across Victoria each and every day. As I visit health services I often witness this extraordinary dedication and effort, ensuring that Victorians receive world-class care.

The Victorian Government’s approach to nurse recruitment and retention has been very successful in both attracting and keeping nurses and midwives in the public health and aged care system. We have seen an extra 10,516 nurses and midwives enter our public health system, ensuring that nursing and midwifery remain at the heart of Victoria’s health care.

These awards demonstrate best practice and show that nurses and midwives are committed, talented and compassionate individuals.

I congratulate and thank all of our nurses and midwives for the amazing and inspirational job they do for Victoria.

The Hon Daniel Andrews MP
Minister for Health

Message from the Minister for Mental Health and Minister for Senior Victorians

The State Nursing and Midwifery Excellence Awards in the areas of Aged Care and Mental Health, Drug and Alcohol Nursing, are an important way that government can publicly acknowledge the contribution of nurses in these areas.

As nurses, you have to have a strong sense of community, empathy and tolerance. It is clear that everyone nominated this year has all those qualities and more.

Both the areas of Mental Health and Drugs and Aged Care have always been, and are becoming, increasingly important yet don’t always get recognised.

With more people benefiting from local and State Government efforts to keep them at home longer with community programs, by the time they enter an aged care facility they are more likely to be frail and sick, and their care needs complex. Having a skilled nursing workforce in this area is therefore essential.

Similarly, having a competent, skilled mental health nursing workforce remains a priority for improving the lives of people who experience mental illness.

It is indeed a pleasure to publicly acknowledge and honour nurses working in the various roles in nursing. In a lot of ways it’s not a job, it’s a way of life.

Congratulations to all nurses and midwives for your dedication to the improved health and wellbeing of the community.

The Hon Lisa Neville MP
Minister for Mental Health
Minister for Senior Victorians
Since 2003, the State Nursing and Midwifery Excellence Awards have recognised and acknowledged the contribution of nurses and midwives to the Victorian public health system.

The annual awards are hosted by the Nurse Policy Branch, Department of Health. The awards promote and disseminate best practice, raise the profile of innovations in nursing and midwifery care, and are a public demonstration of the high regard the government has for the contribution made by nurses and midwives to the Victorian community.

The Nursing and Midwifery Excellence Awards recipients receive a scholarship up to the value of $10,000, to allow them to share their best practice with others or to develop their initiative further.

The Jen Rusden Memorial Award has a scholarship of $2000.

In 2009, awards were given in the following categories:

- **Excellence in Nursing Practice**
- **Excellence in Midwifery Practice**
- **Division 2 Nursing**
- **Improving Health Outcomes for Aboriginal Clients**
- **Excellence in Aged Care Nursing**
- **Excellence in Mental Health, Drug and Alcohol Nursing**

**2009 Judging Panel**

The distinguished panel of judges for 2009 were:

- The Honourable Rob Knowles, Chairman of Mental Health Council of Australia
- Ms Lisa Fitzpatrick, Secretary, Australian Nursing Federation (Vic Branch)
- Professor Rhonda Nay, Professor of Interdisciplinary Aged Care, La Trobe University, Australian Centre for Evidence Based Aged Care (ACEBAC) and
- Professor Pat Brodie, National President of Australian College of Midwives, Professor of Midwifery, Sydney Southwest Area Health Service & UTS, University of Technology Sydney

**2009 awards presentation ceremony**

More than 200 invited guests attended the presentation ceremony for the State Nursing and Midwifery Excellence Awards 2009 in Melbourne on 16 September, at Rydges Melbourne Hotel. Award nominees were joined by their families and colleagues, Directors of Nursing and Midwifery, nurse academics, senior executives of Departments of Health and Human Services, and representatives of colleges, professional and regulatory groups and unions.

As in previous years, the Honourable Daniel Andrews, Minister for Health, presented five of the awards and the Honourable Lisa Neville, Minister for Mental Health and Minister for Senior Victorians, presented two awards (in mental health, drug and alcohol, and aged care nursing).

The Jen Rusden Memorial Award was presented by Mr Lance Wallace, Acting Secretary, Department of Health.
Seven State Nursing and Midwifery Excellence Awards winners were recognised in 2009.

**Excellence in Nursing Practice (two awards)**

These two awards recognise nurses or midwives working in any practice domain or setting who have made a unique and outstanding contribution to improving the working lives of nurses and midwives, supporting transition and reform or developing professional practice.

**Susan McGregor, Blood Transfusion Clinical Nurse Consultant**

Susan is credited with changing the clinical practice of transfusion management within Western Health, engaging both clinicians and clients in this transformational process.

Western Health provides health care to a diverse community and in particular to large non–English speaking groups and areas of low socio-economic demography.

The breadth of Susan’s work includes the development of a transfusion alert card for patients with clinically significant antibodies that may cause adverse reactions, investigating junior medical staff knowledge around transfusion best practice and engaging their supervisors in up-skilling, developing extensive e-learning materials to assist Western Health nursing and midwifery staff to improve their knowledge of transfusion management, and implementation of multilingual patient information.

The outcomes of Susan’s efforts are not only qualitative. A recent clinical audit of one aspect of Western Health’s transfusion management demonstrated that they are among the top in the state.

**Jennifer Orr, Manager Aged Care Liaison Service**

Jennifer Orr works as the Manager Aged Care Liaison Service for Western Health. It has been Jennifer’s initiative, energy and tenacity that has seen the establishment, pilot and implementation of a new ‘in-reach’ service for residential aged care facilities bear fruit.

The Aged Care Liaison Service has seen significant improvements to the health care experience for aged care residents by providing care in their clients’ own environment, thus avoiding the need for unnecessary time spent in emergency departments, preventing admission to hospital, and reducing the length of stay and risk of functional decline if admission is required.

This person-centred model has also built capacity within aged care facilities to better manage the needs of their residents and has improved cross-sector relationships.

Demand for the service has steadily grown and the results are impressive. To date, more than 1,100 aged care facility residents referred to the service have had their acute health care needs triaged over the phone, with 63 per cent avoiding presentation to an emergency department, and more than 190 unnecessary inpatient admissions prevented.

Jennifer has been responsible for process development, care provision and evaluation of this service which has crossed traditional hospital boundaries, utilising a collaborative approach. Through this model, residents can receive safe and clinically-appropriate care in their home.
Excellence in Midwifery Practice

This award recognises a midwife who demonstrates excellence in midwifery practice, and outstanding commitment and skill in promoting change and choices for Victorian women and their families.

Pauline Kearns, Program Coordinator Hamilton Model Midwifery Care

For the past 18 months Pauline has been the coordinator and driving force behind the development and implementation of the Hamilton Midwifery Model of Care. The successful implementation of this case-load model of care has contributed to the future sustainability of midwifery services at Western District Health Service. The model was developed as a response to Western District Heath Service’s commitment to maintaining a sustainable midwifery service for its community at Hamilton Base Hospital in the face of increasing demand and births, and a critical shortage of midwives in rural areas.

The model aims to provide more midwives for the maternity unit when demand is highest. This case-load model of care ensures that the service is utilising its limited midwifery resources most effectively to provide continuity of midwifery care in collaboration with the obstetrician and GP obstetricians.

Pauline is a highly skilled and experienced midwife and her outstanding commitment to her role and strong people skills contributed significantly to the success of the project. She has the ability to readily establish a good rapport with staff, doctors and clients from all walks of life.

Improving Health Outcomes for Aboriginal Clients

This award is for a nurse or midwife who demonstrates outstanding commitment and excellence in practice to improve health outcomes for Aboriginal clients and communities.

Pam Muszkieta, Nursing Operations Manager

Pam’s role as Wimmera Health Care Group’s delegate for the Delkaia Aboriginal Best Start partnership has given her the opportunity to work closely with local Indigenous women, developing their leadership and management capacity while assisting them to access mainstream health promotion and community development opportunities.

It has been Pam’s vision of self-determination that has resulted in her becoming a strong advocate for the development of local Indigenous women as leaders. This has produced tangible results including an increase in breastfeeding among Indigenous women, an increase in the number of Aboriginal clients accessing the health service and an increased number of Aboriginal people expressing a desire to join the health workforce.

She has demonstrated perseverance, sensitivity and commitment to the Koori community, which has fostered a relationship of mutual respect and understanding. She is recognised and respected for being instrumental in strengthening the relationship of trust and respect between the Wimmera Health Care Group, the local Aboriginal cooperative, the traditional owners’ group and the local Aboriginal community.
Division 2 Nursing
This award recognises a Division 2 nurse who demonstrates exceptional contemporary nursing practice and is accepted by their peers as a clinical leader in the workplace, guiding, motivating and influencing others in the pursuit of excellence in clinical care.

Claire Temple, Registered Nurse (Division 2) Endoscopy Unit
Claire is part of the Endoscopy Department of Austin Health and has been described as a dynamic Division 2 nurse who thrives in a challenging environment and provides exemplary patient care. Claire has been supported by the Endoscopy team to expand her role and up-skill to be competent to undertake manometry studies - a diagnostic test to measure pressure in the oesophagus and its effect on swallowing.

This new capability has had a significant impact on the Endoscopy Service, assisting the unit to meet growing demand for the procedure, reduce waiting times and free up the senior medical staff to better manage the diagnosis and ongoing treatment of the unit’s patients.

Claire has enthusiastically accepted the challenges of extra training and supervision, and has achieved the respect of the nursing team as well as the wider Endoscopy Department and Austin Health. She is recognised as a clinical nursing expert in the area and an exemplar to all nurses at Austin Health that their work can be transformed to provide a fulfilling work life and enhanced patient care.

Excellence in Aged Care Nursing
This award is for a nurse who demonstrates excellence and innovation in a public sector residential aged care facility.

Fiona Quigley, Nurse Unit Manager
Fiona is the Nurse Unit Manager of Auburn House, a transitional residential care nursing home that has been purpose-built for people with dementia or mental health diagnoses. The overarching aim of Auburn House is to provide engaging strategies to respond to the elderly and enhance and enrich their lives.

Through Fiona’s guidance and commitment, the environment has been transformed into a vibrant, caring home that focuses on both residents and carers. The project includes providing access for residents to activities that increase their opportunities to meaningfully engage with their environment, such as music, sewing, men’s shed and car, activity pods and a tranquillity garden.

While these changes have enriched the life of all the residents, the quality of life of those residents with challenging behaviours has been significantly improved. Auburn House has become a facility of excellence, showcasing alternative ways to manage residents with dementia.

Fiona’s innovation and leadership have been illustrated by her change management strategies, including her encouragement of the local community and its fund-raising activity. Fiona has developed networks with health professionals both locally, interstate and internationally, and has successfully incorporated a continuous improvement and multi-disciplinary approach.
**2009 award recipients**

**Mental Health, Drug and Alcohol Nursing**

*This award recognises a nurse who demonstrates clinical excellence and innovation through initiatives and nursing actions that improve outcomes for clients with mental health and/or alcohol and drug problems.*

**Fiona Reed, Nurse Unit Manager, Adult Inpatient Mental Health Unit**

Fiona is the Nurse Unit Manager of the Adult Inpatient Mental Health Unit at Peninsula Health and is recognised as an outstanding nursing leader and strong advocate for mental health. In her role, she has been instrumental in progressing a number of significant mental health projects that collectively have had a substantial impact on the way mental health care is provided at Peninsula Health.

As a project leader, Fiona has provided drive and stewardship to ensure that best clinical practice and superior consumer outcomes are achieved and sustained including:

- Kya WEAV, the gender-sensitive practice project to enhance gender responsiveness for women in mental health care through the recognition of the specific gender and safety needs of women clients
- the Dual Diagnosis Project that facilitates a culture and environment of ongoing learning and up-skilling for staff in assessment, therapeutic engagement and treatment for consumers who present with dual diagnosis disorders
- the Beacon Project which utilises evidence-based practice initiatives to improve safety and quality in health services, in line with national safety priority recommendations to reduce seclusion and restraint in mental health services.

**Jen Rusden Memorial Award**

*This award commemorates the achievements of the late Jen Rusden whose work, while living with breast cancer, inspired all around her. It is awarded to a nurse who exhibits the traits that Jen Rusden exhibited in her professional practice.*

**Jodi Haartsen, Multiple Sclerosis Nurse**

Jodi Haartsen is the Multiple Sclerosis Nurse at Eastern Health. Jodi’s work centres on supporting clients living with multiple sclerosis within the local community.

The Tysabri Service set up by Jodi has been structured to ensure that this group of patients is supported and connected to the MS service throughout their treatment course in a way that accommodates their lifestyles and empowers them to implement self-management strategies, as well as providing compassionate and responsive support to clients and their carers.

It is Jodi’s passion and commitment to the MS Tysabri Service that ensures its success.

The late Jen Rusden was a community health nurse who demonstrated excellence in nursing and believing in empowering the people she worked with to make decisions about their care and treatment. Jen educated, supported, and counselled women with breast cancer. She established and coordinated the Daffodils Breast Cancer support group for women living with this disease. Nominated by the women she worked with, Jen was the recipient of a Nurse Care Award in 1997, before passing away in 1998 after losing her battle with breast cancer.
Nominees for 2009

The Department of Health proudly announces the State Nursing and Midwifery Excellence Awards 2009 nominees in the following categories:

- **Excellence in Nursing Practice**
- **Excellence in Midwifery Practice**
- **Division 2 Nursing**
- **Improving Health Outcomes for Aboriginal Clients**
- **Excellence in Aged Care Nursing**
- **Mental Health, Drug and Alcohol Nursing**

**Felicity Allan**, Southern Health
**Leesa Anderson**, Eastern Health
**Adam Birch**, Melbourne Health
**Claire Button**, Southern Health
**Angela Chalmers**, Mercy Health & Aged Care
**Julie Derksen**, Western Health
**Amanda Driscoll**, Eastern Health
**Kim Fuzzard**, Bendigo Health
**Anna Green**, Western Health
**Jodi Haarsten**, Eastern Health
**Ann Hague**, Barwon Health
**Melanie Hahne**, Wimmera Health Care Group
**Ruth Harper**, Melbourne Health
**Joy Horley**, Western Health
**David Humphrey**, Melbourne Health
**Cherie Hunter**, Melbourne Health
**Pauline Kearns**, Western District Health Service

**Rhea Martin**, Austin Health
**Janine Martin**, Western Health
**Janette McEgan**, Western Health
**Susan McGregor**, Western Health
**Adele Molo**, Western Health
**Patrick Moroney**, Wimmera Health Care Group
**Pam Muszkieta**, Wimmera Health Care Group
**Jennie O’Donnell**, Western District Health Service
**Jenny Orr**, Western Health
**Fiona Quigley**, St Vincent’s Health
**Fiona Reed**, Peninsula Health
**Jennifer Robinson**, Melbourne Health
**Karen Tate**, Southern Health
**Claire Temple**, Austin Health
**Ann White**, Southern Health

*Employment details correct at time of nomination.*
Left to Right
Jodi Haartsen – Eastern Health
Pam Muszieta – Wimmera Health Care Group
Claire Temple – Austin Health
Susan McGregor – Western Health
The Hon Lisa Neville – Minister for Mental Health and Minister for Senior Victorians
The Hon Daniel Andrews – Minister for Health
Pauline Kearns – Western District Health Service
Fiona Quigley – St Vincent’s Health
Fiona Reed – Peninsula Health
Jenny Orr – Western Health
Message of thanks

This is the seventh year of these awards and each year it is a highpoint of our work program to host the awards.

The State Nursing and Midwifery Excellence Awards are about valuing and publicly acknowledging our finest assets – our nurses and midwives.

It was wonderful to see so many people at the awards ceremony, and I thank you all for your time and contribution to this fantastic celebration of nursing and midwifery, and in particular to the contribution of those individual nurses and midwives working in our public health and aged care system.

I would like to congratulate all the nominees. The respect and pride with which so many of the nominations were written by their managers and colleagues are a testament to professional commitment and collaborative focus.

I feel very proud to be a Victorian nurse!

Adjunct Professor Belinda Moyes
Principal Nurse Advisor/Director Nurse Policy Branch
Nurse Policy Branch:
Building capacity and capability in the Victorian nursing workforce.