

2019 VICTORIAN PUBLIC HEALTHCARE AWARDS

Showcase

Quality.
Innovation.
Outcomes.





Premier's message

Every day and in every corner of our state, our doctors, nurses, midwives and allied healthcare workers change and save lives.

These awards celebrate those remarkable individuals who are at the forefront of caring for our state.

It gives me great pleasure – on behalf of our Government and every Victorian – to congratulate this year's finalists and winners.

Thank you for your truly extraordinary efforts in affording Victorian patients the very best of care.

A handwritten signature in black ink, which appears to read 'Ja Andrews'.

The Hon Daniel Andrews MP
Premier





Minister for Health, Minister for Ambulance Services

Every day, Victoria's dedicated and hard-working health workers deliver world-class healthcare services for people across our state.

Many are recognised as global leaders in their fields, but many continue to do outstanding work without public acclaim.

Every year, the Victorian Public Healthcare Awards provide an opportunity to recognise and celebrate examples of quality care, service innovation and improved consumer outcomes from right across the state.

The awards highlight the inspiring work being done across 18 categories, from women's, children's and Aboriginal health to complex care, clinical research and worker and consumer safety.

The doctors, nurses, paramedics, researchers, allied health and healthcare workers featured in this year's awards provide great examples of the sort of commitment and leadership that is on display throughout our public healthcare system.

The Victorian Government is committed to ensuring that all Victorians have access to the best quality healthcare, close to home. While we continue to support our healthcare workforce with better facilities, improved staff to patient ratios and more training, this year's finalists demonstrate the leadership that drives improvements in clinical practice and health outcomes for all Victorians.

Congratulations to all the award winners and finalists for showing us what is possible.

Congratulations to all the award winners and finalists for showing us what is possible.

Jenny Mikakos MP

Minister for Health

Minister for Ambulance Services



Minister for Disability, Ageing and Carers

The annual Victorian Public Healthcare Awards give us a wonderful opportunity to recognise outstanding achievements in the delivery of health programs and services to Victorians.

Victorian health services play a vital role in providing quality public aged care. Through these awards we acknowledge excellent care provided by these services to older Victorians.

There are around 1.25 million people aged 60 and over in our state. Older Victorians are a vital and important part of the community and deserve to be treated with dignity and respect and to receive the very best of care as they age.

We have the largest public residential aged care sector in Australia and these services support some of our most vulnerable older Victorians. We are building for the future and investing in public aged care, ensuring quality care for older Victorians who require more specialised services than those currently available in the

non-government sector. We are also welcoming the opportunities for reform to further improve the quality of aged care services in Victoria and strengthen the protections for older people.

This year's nominations are outstanding and highlight the dedication and expertise of our workers who make our health system world class.

I'd like to congratulate all the winners and finalists of this year's awards. Thank you to all our healthcare workers who do such an incredible job.

A handwritten signature in black ink, consisting of a stylized 'L' and 'D' followed by a horizontal line.

Luke Donnellan MP

Minister for Disability, Ageing and Carers



Minister for Mental Health, Minister for Equality

Every year, one in five Victorians experiences some form of mental illness.

It's something which will affect us all.

Thousands of Victorians from all walks of life turn to trusted mental health care professionals across the state each day to help them and their families stay healthy and well.

It's work that often goes unrecognised but makes an enormous difference to people's lives.

That's why the annual Victorian Public Healthcare Awards are an important opportunity for us to recognise and honour you - the valued, dedicated workers of the mental health workforce.

This year, nominations are truly outstanding, and I'm delighted to see so many people going above and beyond in their day-to-day care for people. This includes work that is dedicated to improving the health of LGBTIQ Victorians.

Congratulations to all of the winners and finalists and thank you to all healthcare workers who do such an amazing and important job.

This is all the more exceptional when we consider that many people have also been helping us shape our sector's future through the vital work of the Royal Commission into Victoria's Mental Health System over the past few months.

Through the Royal Commission, we will build a truly world-class mental health system that our workforce, and Victorians deserve.

We're already investing in this, with a total of \$172.8 million included in this year's state budget to ensure Victorians get better mental health treatment and care.

Together, we'll continue to build a brighter future for all Victorians.

A handwritten signature in black ink, appearing to read 'Martin Foley'.

Martin Foley MP

Minister for Mental Health
Minister for Equality

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Introduction

Introducing our judges

The judging panel comprised of 71 experts from across the healthcare sector. The panel included chief executives, board members, patient advocates, researchers, clinicians, general managers, directors, program managers and advisers.

The Hon. Bob Cameron, chair of Bendigo Health board, was our chair of judges, and oversaw the judging process.

In 2019, we congratulate the following judges on completing 10 years' service as an awards judge:

- Ms Pip Carew, Assistant Secretary, Australian Nursing and Midwifery Federation (Victoria Branch)
- Ms Liz Hlipala, Principal Search Consultant, Hardy Group International
- Ms Jo-Anne Moorfoot, Executive Director, The Australian Centre for Healthcare Governance

We sincerely thank all the judges for their continuous dedication to these awards.

Judges

Chair of Judges

The Hon. Bob Cameron
Chair of Bendigo Health
Board of Directors
Bendigo Health

Panel Chairs

Ro Allen
Gender and Sexuality
Commissioner
Department of Premier
and Cabinet

Ms Rowena Clift
Director Service and
System Integration
Western Victoria Primary
Health Network Ltd.

Ms Karella de Jongh
Chief Interpreter
St Vincent's Hospital

Ms Louise Greene
Director
The Ideal Consultancy

Ms Liz Hlipala
Principal Search Consultant
Hardy Group

Hon Robert Knowles AO
Chairman
The Royal Children's Hospital

Mr Steven McConchie
Group Manager, Clinical
Outcomes and Analytics
Epworth HealthCare

Mr Gregg Nicholls
Chairperson
Enliven Victoria

Ms Merrin Prictor
Previous Executive
Director of Primary Care,
Chief Allied Health Officer
Echuca Regional Health

Ms Mary-Jane Stolp
General Manager
The Bridge Inc.

Dr Brett Sutton
Chief Health Officer
Department of Health
and Human Services (DHHS)

**Associate Professor
Tony Walker ASM**
Chief Executive Officer
Ambulance Victoria

Adjunct Professor Kylie Ward
Chief Executive Officer
Australian College of Nursing

Judges

Ms Jane Auchettl
Coordinator Education and
Training Programs, Cancer
Information Support Service
Cancer Council Victoria

Ms Susan Biggar
National Engagement Advisor
Australian Health Practitioner
Regulation Agency

Mr Peter Birkett
Chief Executive Officer
Hesse Rural Health Service

Professor Christopher Bladin
Director, Victorian Stroke
Telemedicine Service
Ambulance Victoria

Ms Lyn Bongiovanni
Manager Language Services
Western Health

Mr Harry Bryce
General Manager
Victorian Counselling &
Psychological Services

Mr Nick Bush
Chief Executive Officer
Echuca Regional Health

Ms Pip Carew
Assistant Secretary
Australian Nursing & Midwifery
Federation (Victoria Branch)

**Adjunct Professor Cheyne
Chalmers**
Executive Director Residential
and Support Services/Chief
Nursing and Midwifery Officer
Monash Health

Ms Amanda Charles
Former Associate Director, Risk
Austin Health

Ms Kirstan Corben
Executive Manager
Programs Group
Victorian Health Promotion
Foundation (VicHealth)

Mr Philip Cornish
Consultant
P.K. Cornish Consulting

Ms Alison Coughlan
Managing Director
Alison Coughlan Pty Ltd

Dr Lynne Coulson Barr
Commissioner
Mental Health Complaints
Commissioner

Mr Peter Craighead
Chief Executive Officer
Latrobe Regional Hospital

Ms Andrea Doric
Clinical Risk Manager
Clinical Deterioration
Eastern Health

Ms June Dyson

Executive Director of Nursing
and Chief Nursing Officer
Echuca Regional Health

Dr John Elcock

Chief Medical Officer and
Director Medical Services
Goulburn Valley Health

Professor Sue Evans

Director
Victorian Cancer Registry

Mr Peter Fitzgerald

Consultant and former Deputy
Secretary DHHS

Dr Simon Fraser

Senior Executive Medical Director,
Clinical Governance & Risk
Medibank

Ms Jo Gatehouse

Director, Quality, Planning
and Innovation
Eastern Health

Mr Michael Graham

Chief Executive Officer
Victorian Aboriginal Health
Service

Dr Sabine Hammond

Professor, School of Behavioural
& Health Sciences
Australian Catholic University

Dr Jane Hendtlass

Research and
Management Consultant
Rodie Research

Ms Debbie Hsu

Senior Advisor
COAG Education Council

Ms Wendy Hubbard

General Manager
Australian Regional & Remote
Community Services

Ms Sue Huckson

Manager, Centre for Outcome
and Resource Evaluation
Australian and New Zealand
Intensive Care Society

Ms Susan Kearney

Ms Jackie Kelly
Chief Executive Officer
Moyne Health

Ms Sandra Keppich Arnold

Director Operations and Nursing
Alfred Mental and Addiction Health

Mr Allan Layton

Life Governor and former
Board Chair
Alexandra District Health

Ms Fiona McKinnon

General Manager, Allied Health
and Community Services
St Vincent's Hospital Melbourne

Ms Jane Miller

Chief Operating Officer
The Royal Children's Hospital

Ms Jo-Anne Moorfoot

Executive Director
The Australian Centre for
Healthcare Governance

Ms Assunta Morrone

Project Lead, Strengthening
Hospital Responses to
Family Violence
Western Health

Ms Lauren Newman

Executive Officer, Health
Accord Program
Southwest Victoria

Mr Robin Ould

Former Chief Executive Officer
The Asthma Foundation of
Victoria (Retired)

Adjunct Professor David Plunkett

Chief Executive Officer
Eastern Health

Ms Nicola Quin

Executive Director,
Social Policy Group
Department of Premier
and Cabinet

**Adjunct Associate Professor
John Rasa**

Director
The Edge Management
Consulting

Ms Anne Robinson

Divisional Operations Director,
Medical and Critical Care
Goulburn Valley Health

Ms Jacinta Russell

Divisional Director Clinical
Support Services
Goulburn Valley Health

Mr Simon Ruth

Chief Executive Officer
Thorne Harbour Health

Ms Meg Rynderman

Consumer Representative for the
Australian Cancer Survivorship
Centre (ACSC)
Peter MacCallum Cancer Centre

Ms Meredith Theobald

Director of Nursing,
Subacute (Bed Based)
Nursing Administration Qec,
Ballarat Health Services

Ms Therese Tierney

Former Chief Executive Officer
Bairnsdale Regional Health
Service

Ms Tracey Tobias

Director of Complex Care
Ambulance Victoria

Mr Danny Vadasz

Chief Executive Officer
Health Issues Centre

Mr Stephen Vale

Executive Director,
Community Services
St Vincent's Hospital Melbourne

Dr Janney Wale

Consumer Advocate and
Consumer Representative
Melbourne Health

Professor Andrew Way AM

Chief Executive Officer
Alfred Health

Dr Margaret Way

Director, Safety and Quality
Barwon Health

Mr Dan Weeks

Chief Executive Officer
West Gippsland Healthcare
Group

Dr Pamela Williams OAM

Secretary
Cancer Action Victoria

Ms Jane Williamson

Program Manager
Victorian Paediatric Integrated
Cancer Service

Ms Janet Wood AM

Volunteer and Community Advisor
Aged Care Sector

Summary of awards

Premier's Health Service of the Year awards

Premier's Primary Health Service of the Year

Winner

Banyule Community Health

Highly Commended

Merri Health

Finalist

Gippsland Lakes Community Health

Premier's Small Health Service of the Year

Winner

Numurkah District Health Service

Highly Commended

Yarrawonga Health

Premier's Medium Health Service of the Year

Winner

South West Healthcare

Premier's Large Health Service of the Year

Winner

Ambulance Victoria

Highly Commended

Melbourne Health

Finalist

St Vincent's Hospital

Finalist

Bendigo Health

Key awards

Minister for Health's Award for improving maternal, child and family health

Winner

Austin Health

MumSpace – Digital hub for mums with depression and anxiety

Finalist

Dental Health Services Victoria

Improving the oral health outcomes of pregnant Victorians through the Midwifery Initiated Oral Health Education Program

Finalist

Banyule Community Health

We Love Stories

Minister for Disability, Ageing and Carers Award for excellence in public sector aged care

Winner

Goulburn Valley Health, Albury Wodonga Health, North East Health Wangaratta, Nexus Primary Health, NCN Health

Community Interlink – a public health aged care consortium

Finalist

Monash Health, Alfred Health, Eastern Health, Northern Health, Western Health, Monash University, Office of the Public Advocate (Victoria)

Guardianship in Hospitals: a health services/OPA pilot program

Minister for Equality's Award for supporting LGBTIQ health

Winner

VincentCare

Rainbow Tick Accreditation for VincentCare Victoria

Highly Commended

Cancer Council Victoria, Thorne Harbour Health

Public Cervix Announcement campaign

Finalist

Hepburn Health Service

Hepburn Health: Inclusion and Diversity

Minister for Mental Health's Award for excellence in supporting the mental health and wellbeing of Victorians

Winner

Barwon Health and Ambulance Victoria

Prehospital Response of Mental Health and Paramedic Team (PROMPT)

Highly Commended

Peninsula Health

The Wellness Clinic – Optimising the physical health of clients

Finalist

Monash Health

Promoting recovery and trauma treatment in public health

Finalist

Numurkah District Health Service

Dairy Industry Support project

Secretary's Award for excellence in culturally diverse health

Winner

Women's Health West, cohealth, Centre for Culture, Ethnicity and Health, Maribyrnong City Council, Western English Language School

Human relations education program for newly arrived young people

Highly Commended

Merri Health, Moreland City Libraries
Word Play

Finalist

Cancer Council Victoria
Bowel cancer screening campaign for the South Asian community

Chief Health Officer's Award for supporting healthy populations

Winner

Women's Health West, Health West, Western Bulldogs, IPC Health, Hobsons Bay

Community champions take action

Finalist

Hepburn Health Service
The Cook, the Chef and Us

Finalist

Merri Health, The University of Melbourne
Count Me In

Category awards

Excellence in women's health

Winner

Monash Health

Keeping mothers and babies together: a better way of assessing sepsis risk

Highly Commended

Western Health

Maternity Connect Program: rural service sustainability

Highly Commended

Wathaurong Aboriginal Co-operative, Koorie Maternity Service, Barwon Health Foundation, Barwon Health Women's and Children's

Excellence in Koorie women's maternity health

Improving Aboriginal health

Winner

Western Health, Mercy Hospital for Women, The Royal Women's Hospital, VACCHO and La Trobe University

A culturally safe and collaborative model of midwifery care

Highly Commended

Lakes Entrance Aboriginal Health Association, Gippsland Lakes Community Health

Djinbung – To breathe: a picture is worth a thousand words

Highly Commended

Bairnsdale Regional Health Service

Improving Aboriginal health outcomes and healthcare experience

Improving healthcare through clinical research

Winner

Alfred Health

Professor Paul Myles

Finalist

The Royal Melbourne Hospital, Monash Health and

The University of Melbourne

EXTEND: a game changer for ischemic stroke treatment worldwide

Finalist

Austin Health, Monash Health

Improving the management of paracetamol overdose

Finalist

Peter MacCallum Cancer Centre

Avoiding major surgery for patients with bowel cancer

Improving integration of care for patients with chronic and complex conditions

Winner

Monash Health

Early Neurodevelopment Clinic Team

Highly Commended

The Salvation Army and St Vincent's Hospital

Integrating primary health at the Salvation Army's 614 precinct

Finalist

St Vincent's Hospital

Physician home visits to patients with advanced lung disease

Finalist

Melbourne Health

Better health outcomes for diabetes patients: RAPIDS

Improving workforce wellbeing and safety

Winner

Western Health

Improving safety: routine emergency department risk assessments.

Finalist

The Kilmore and District Hospital

REACHing for a positive workplace culture

Finalist

Eastern Health

Creating a values-based culture

Safer Care Victoria compassionate care award

Winner

cohealth, Youth Support and Advocacy Service (YSAS), North Western Melbourne PHN and Green Cross Project Inc
Mobile Health Access Point Program (MhAP)

Highly Commended **Sunraysia Community Health Services**

Team Palliative Care

Finalist

Monash Health

Delivering a better quality of life to patients with malignant ascites with in-home paracentesis via an indwelling drain

Safer Care Victoria Award for excellence in quality and safety

Winner

The Royal Children's Hospital

RAPID model of care in The Royal Children's Hospital ED

Highly Commended **Austin Health**

Optimising patient outcomes in hypogonadism

Highly Commended **Northern Health**

Respiratory Care Unit

Whole of hospital model for responding to family violence

Winner

Echuca Regional Health, Rochester & Elmore District Health Service, Cohuna District Hospital, Kerang District Health, Northern District Community Health, Swan Hill District Health
Murray SHRFV Cluster

Finalist

Eastern Health

Everyone at Eastern Health is able to respond to family violence

Finalist

Bass Coast Health

Bass Coast Health and the Change for Sam Initiative

Finalist

Peter MacCallum Cancer Centre

Peter Mac Says No to Family Violence

Premier's Health Service of the Year



Winner

Primary Health Service of the Year

Banyule Community Health

Banyule Community Health is a growing community health service with an increasingly complex mix of services and programs that are provided across the continuum of care. It understands that its two biggest assets are its staff and its clients, and it invests in both. It has exceptionally high staff engagement, which allows it to balance a responsive service for vulnerable clients with providing a safe workplace for staff. To support staff and client safety, Banyule Community Health has a person-centred, trauma-informed Code Black response team that is trained to respond to the appropriate level of distress, and that works with treating practitioners to ensure clients are clear on expectations. The organisation also focuses on vulnerable communities that face multiple barriers to accessing services, including children in out-of-home care, the local Somali-Australian community and the Aboriginal community. In addition, it was

part of the first health–justice partnership in Australia, integrating legal assistance within an existing and trusted community health setting. It has improved the quality of dual diagnosis care for vulnerable consumers by working closely with general practitioners who provide psychosocial treatment for alcohol and other drugs. To strengthen safety and quality, Banyule Community Health has undertaken major reviews across multiple systems, including overhauling quality systems and ensuring the organisation remains aligned with the complex compliance environment it works within. It has also undertaken a number of prevention and health promotion projects to support its community. Overall, Banyule Community Health has demonstrated an exceptional capacity to provide contemporary consumer-focused health and community services that adapt to the needs of the people it serves.

Contact

Michael Geary
michael.geary@bchs.org.au



Highly Commended

Merri Health

Merri Health creates healthy, connected communities through local health services for people at every age and stage of life. It is a not-for-profit community health organisation that delivers integrated services across north and west metropolitan Melbourne and the Hume region. Services include those for children and families, young adults, carer support, chronic disease management, mental health, disability, dental, population health and aged care. Through community initiatives, peer-led models, and educational and partnership programs, Merri Health addresses the medical, social, environmental and economic aspects that affect health. Its work is grounded in respectful and inclusive practice, innovative solutions and co-design approaches to ensure it meets the unique needs of its communities.

Contact

Antoinette Mertins
Antoinette.Mertins@merrihealth.org.au



Finalist

Gippsland Lakes Community Health

Gippsland Lakes Community Health is a not-for-profit organisation that has been helping East Gippsland residents for more than 40 years. It delivers high-quality, innovative wellness solutions that align with the needs of its community. It sees its role as developing and delivering accessible, client-centric health and support services so people in the regional, rural and remote communities it serves are supported to live well. It achieves this by sharing knowledge and experience, understanding local health issues and responding to community needs by delivering high-quality, accessible services. Gippsland Lakes Community Health is also acknowledged for its leadership in a range of program and practice deliverables by major peak bodies.

Contact

Sue Medson
suem@glch.org.au



Winner

Small Health Service of the Year

Numurkah District Health Service

Numurkah District Health Service is a leading small rural health service in northern Victoria that offers a range of services including an urgent care centre, acute admissions, operating theatre, radiology, aged care facilities, primary health services, general practitioner clinic, dental services and specialist clinics. The organisation has undergone a complete transformation since 2012 when its facilities were destroyed by a major flood, and then two years later, when it was affected by major bushfires. It was rebuilt and re-opened in 2015. It has taken an enormous effort to re-establish services, develop new services, retain and build the workforce and undertake planning. Numurkah District Health Service has not only met this challenge, but it has improved its performance significantly. This includes having

employee engagement in the top quartile for four years in a row, achieving 100 per cent for overall care in the past two quarters of the Victorian Healthcare Experience Survey, having the highest staff flu vaccination rate in Victoria, and having a budget in surplus for the fourth year in a row. Throughout the process of re-building and re-opening, Numurkah District Health Service has demonstrated leadership, high performance and innovation, undertaking a number of partnerships to deliver new services to meet community needs, including mental health and respiratory services, and alternative community-based care models. Taken together, these efforts show just how far the organisation has come in the past four years, and how deserving it is of the Small Health Service of the Year award.

Contact

Jacque Phillips
jacque.phillips@ncnhealth.org.au



Highly Commended

Yarrawonga Health

Yarrawonga Health provides care for the rural border communities of Yarrawonga and Mulwala, including lower-complexity acute inpatient services, residential aged care, primary and community health services. It has achieved excellence across a number of significant projects, including a consumer engagement strategy, and systems for managing occupational violence and aggression. It has undertaken innovative projects to improve the management of patients with sepsis and dementia, as well as sustained improvement in staff flu vaccination rates. Yarrawonga Health is working hard to improve care for its community and in support of the people who work for Yarrawonga Health.

Contact

Elaine Mallows
elaine.mallows@yh.org.au



Winner

Medium Health Service of the Year

South West Healthcare

South West Healthcare is the largest subregional health service provider in Victoria, with a footprint spanning five local government areas, and hospitals in Warrnambool and Camperdown. It is also the largest employer in the region. South West Healthcare responds to demand through careful analysis of demographics and close examination of public health issues. It actively involves consumers in their health and treatment journeys, and it benchmarks its services against the best in Australia. In the past 10 years, the organisation has seen exceptional growth, contributing not only to better health for the populations it serves, but providing significant economic benefits to the entire community. 2018–19 was the final year in South West Healthcare's five-year strategic plan, and it met

all key measures, including increased inpatient admissions for Warrnambool Base Hospital and managing a 41 per cent increase in acute patients since 2015–16. At both Warrnambool Base Hospital and Camperdown Hospital, more than 95 per cent of patients rated the overall care they received as 'very good' or 'good'. In 2018–19, the organisation excelled on nearly every indicator used to evaluate performance, including accumulated operating surpluses despite increased costs, being the only health service in the state to exceed funded acute targets by well in excess of 4 per cent, and using efficiencies to treat more patients, well above fully funded targets. On these measures and more, South West Healthcare is clearly an exceptional healthcare organisation that is delivering strong results for its community.

Contact

Craig Fraser
ceo-office@swh.net.au



Winner

Large Health Service of the Year

Ambulance Victoria

In 2018–19, Ambulance Victoria continued to deliver better outcomes for patients, staff and the Victorian community by investing in its people, its infrastructure and its community. During the year, it responded to more than 945,000 emergency and non-emergency cases, which is a 5.5 per cent growth in demand. Despite this growing demand, Ambulance Victoria's performance levels and clinical outcomes are among Australia's best, and it responds to 83.9 per cent of Code 1 incidents within 15 minutes. It has a workforce of 6,000 staff and volunteers, and it operates a range of workplace programs to develop, support and protect its people. Ambulance Victoria's strategic plan is helping it to actively prepare for the challenges of population growth, changing community demographics and increasing patient complexity and expectations. In 2018–19,

Ambulance Victoria also finished implementing the government's \$500 million investment in resources, which saw the recruitment of 450 new paramedics, delivery of 15 new and upgraded branches and six super response centres, and the deployment of 12 Paramedic Community Support Coordinators to rural communities. In addition, it has revised its clinical response model to ensure people calling Triple Zero get the right level of care for their clinical need, as well as redesigning its operations division with better alignment to local government areas in order to drive deeper local community connections and engagement. Successfully tackling these significant changes during a time of increasing demand and patient complexity demonstrates that Ambulance Victoria is an organisation striving to provide the best possible emergency care to all Victorians.

Contact

Tony Walker
tony.walker@ambulance.vic.gov.au



Highly Commended

Melbourne Health

Since its early years as Melbourne's first hospital, Melbourne Health has moved forward with purpose – always at the forefront, with all hands on deck, leading the way in improving quality of life for all Victorians. The organisation comprises The Royal Melbourne Hospital and NorthWestern Mental Health, and it cares for a population of more than 1 million living in the inner, northern and western corridors of Melbourne, as well as regional and rural Victoria and southern New South Wales. Melbourne Health plays a key role within the broader Victorian health sector as a major referral service for specialist and complex care. Melbourne Health continues to provide world-class health care in the context of growing demand and increasing complexity. It is a service that all Victorians can be proud to call their own and it is always there when it matters most.

Contact

Christine Kilpatrick
christine.kilpatrick@mh.org.au



Finalist

Bendigo Health

Bendigo Health serves the Loddon Mallee community, an area covering about one-quarter of Victoria. The organisation's new strategic plan was launched in July 2018, with the vision of 'Excellent care. Every person. Every time.', after months of consultation with staff, volunteers, consumers, partners and the community. Leaders are held to account on the organisation's values of 'caring', 'passionate' and 'trustworthy' in their performance reviews. It has responded to the particular challenge of attracting and retaining a specialist workforce in regional Victoria by investing in its own workforce and offering further education opportunities for its staff.

Contact

Peter Faulkner
pfaulkner@bendigohealth.org.au



Finalist

St Vincent's Hospital Melbourne

St Vincent's Hospital Melbourne is ranked in the world's top 100 hospitals and fourth among the best hospitals in Australia, reflecting the organisation's significant performance improvement across a range of indicators. This can also be seen in the esteem in which patients, clinicians and the community hold the organisation and its compassion and caring culture. Three years ago, St Vincent's Hospital Melbourne embarked on a project to implement organisation-wide continuous improvement, a journey that is now delivering great improvement in performance outcomes. Over the past 12 months, continuous improvement has been embedded into all areas of the health service.

Contact

Angela Nolan
angela.nolan@svha.org.au

Key awards



Winner

Minister for Health's Award for improving maternal, child and family health

Austin Health

MumSpace – Digital hub for mums with depression and anxiety

MumSpace is a digital hub for mums with depression and anxiety. It provides a one-stop-shop of resources to support the mental health and wellbeing of pregnant women, new mums and their families. Since its launch in 2017, it has attracted 35,000 visits. In particular, the MumMoodBooster online treatment programs for people with more severe symptoms have been shown to be as effective in the real-world setting as in clinical trials. This is a significant accomplishment for Australian mental health research translation. MumSpace grew from the need to integrate accessible services using digital resources to reduce the fragmentation

of Victoria's perinatal health system. It was implemented after a 12-month period of planning and testing, and the project puts ongoing research, user testing and feedback from consumers and practitioners at the centre of development. MumSpace has delivered outstanding results, improving access to care and empowering women to manage their own mental health, delivering patient satisfaction and positively impacting health and wellbeing outcomes. Most importantly, the online treatment programs are proving highly effective at reducing depressive symptoms. MumSpace is bringing more people closer to the care they need and providing an outstanding model of care, empowering women to manage their own mental health.

Contact

Kate Ireland
Kate.Ireland@austin.org.au



Finalist

Dental Health Services Victoria

Improving the oral health outcomes of pregnant Victorians through the Midwifery Initiated Oral Health Education Program

The Midwifery Initiated Oral Health Education Program (MIOH) is a comprehensive online training program delivered through Dental Health Services Victoria that builds the skills of Victorian midwives to promote oral health. Pregnant women are at greater risk of dental disease, which has been linked to premature birth and low birthweight babies. Midwives are trusted sources of information for these women. Since launching the program in 2012, 269 Victorian midwives have completed the course. As a result, more pregnant women are accessing public dental services – investing in their own oral health care and that of their families.

Contact

Gillian Lang
gillian.lang@dhsv.org.au



Finalist

Banyule Community Health

We Love Stories

Banyule Community Health's We Love Stories program seeks to build strong parental attachment and oral language skills, and to improve literacy outcomes for low socioeconomic families. Low socioeconomic status is the strongest predictor of language delay in 0–3-year-olds, and this is the best time to impart these fundamental early literacy skills. We Love Stories uses a trauma-informed approach to activate families by making and sharing books, which are then printed and celebrated. The program is a preventive, long-term community initiative working to engage kids and vulnerable families in activities that promote early literacy.

Contact

Alison Elliott
alison.elliott@bchs.org.au



Winner

Minister for Disability, Ageing and Carers Award for excellence in public sector aged care

Goulburn Valley Health, Albury Wodonga Health, North East Health Wangaratta, Nexus Primary Health, NCN Health

Community Interlink – a public health aged care consortium

The Community Interlink consortium consists of 19 public health services across north and north-east Victoria operating Commonwealth-funded home care through a lead agency model. It is the only public health service consortium operating nationally in the home care environment. Members of the consortium support local consumers to access home care through local public health services, and ensure local people can connect to a quality continuum of care. Under the consortium agreement, Goulburn Valley Health as the lead agency provides single-point contracting of services, and regional services then contract with the lead agency.

This hub-and-spoke model allows for smooth contract management, resource allocation and quality improvement. It also gives consumers the opportunity to use their local public health service to provide and coordinate their care at home, which was not previously an option. The initiative has seen constant growth in revenue during the three years it has been in operation, and it supports smaller services to remain financially viable and to employ staff in member agencies across the region based on demand. The consortium provides home care and coordination for more than 300 people through six local health services, allowing consumers to move around the region and maintain consistent care.

Contact

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Finalist

**Monash Health, Alfred Health,
Eastern Health, Northern
Health, Western Health, Monash
University, Office of the Public
Advocate (Victoria)**

Guardianship in Hospitals: a health services/OPA pilot program

This pilot program helps reduce the time hospital patients with a cognitive impairment wait to be allocated a guardian advocate. These patients lack the capacity to make important lifestyle and personal decisions, and they rely on guardian advocates to ease the decision-making burden on their families. Delays in allocating a guardian are stressful for patients and costly to the healthcare system. Since the program started two years ago, the time patients spend in hospital from lodgement of guardianship order to allocation of a guardian has decreased from 46.5 to 16.2 days. This benefits vulnerable patients and improves access to health care and guardianship.

Contact

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Winner

Minister for Equality's Award for supporting LGBTIQ health

VincentCare

Rainbow Tick Accreditation for VincentCare Victoria

Gaining Rainbow Tick accreditation means an organisation has achieved the highest standards of inclusive practice for lesbian, gay, bisexual, trans, intersex and queer (LGBTIQ+) clients, staff and volunteers. The Rainbow Tick sends the message to the LGBTIQ+ community that they will receive inclusive services, and that volunteers and staff will experience a culturally safe and supportive workplace. VincentCare Victoria undertook the accreditation process to better serve the communities it works with in the areas of homelessness, family violence, alcohol and other drugs, complex mental ill-health, disability,

financial support, and social isolation and exclusion. Research shows that LGBTIQ+ people are at greater risk of homelessness, poor mental health and alcohol and drug misuse – and thus are more likely to need VincentCare's specialised services. The entire VincentCare community over five hubs and 11 sites was engaged in working towards accreditation. The process was overseen by a Project Coordinator, Gender and Sexuality, and it involved consultation and engagement within the organisation and the wider sector and community. In achieving Rainbow Tick accreditation, VincentCare Victoria has created significant cultural change and implemented a wide range of new and innovative programs and practices.

Contact

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Highly Commended

Cancer Council Victoria, Thorne Harbour Health

Public Cervix Announcement campaign

Cancer Council Victoria and Thorne Harbour Health joined forces to increase awareness about cervical screening within the LGBTIQ+ community – and particularly among trans men. The campaign included resources and social media engagement, and it arose through a co-designed approach with the community. It is one of the first and only initiatives of its kind to focus on trans men, and it will help to reduce the incidence of cancer-related mortality within this community. The social media element of the campaign was extremely successful and led to a more than 7,000 per cent increase in the number of visits to the Cancer Council cervical screening website.

Contact

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Finalist

Hepburn Health Service

Hepburn Health: Inclusion and Diversity

In successfully achieving Rainbow Tick accreditation across the whole organisation, Hepburn Health Service has demonstrated a strong commitment to reducing barriers to accessing health care and community services for people of diverse sexualities and gender. After gaining Rainbow Tick accreditation for its aged care services in 2016, Hepburn Health Service decided to expand the program to the whole organisation. It created a Rainbow Tick Project Officer position, and formed a LGBTIQ+ advisory group to provide input on inclusive practice across its five sites. The LGBTIQ+ community, staff and volunteers can now be assured that Hepburn Health Service is committed to inclusive practice across all of its operations.

Contact

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Winner

Minister for Mental Health's Award for excellence in supporting the mental health and wellbeing of Victorians

Barwon Health and Ambulance Victoria

Prehospital Response of Mental Health and Paramedic Team (PROMPT)

PROMPT is a pilot initiative of Barwon Health and Ambulance Victoria that provides a paramedic response to patients experiencing low-acuity social or mental health issues. In the past, paramedics would usually transport patients with these issues directly to the emergency department because they may feel they lack the specialised knowledge and resources to manage problems at the scene. This can create additional distress to patients, as well as burdening already stretched emergency departments. As an alternative to this, the PROMPT crew, comprising a senior mental health nurse and an advanced life support paramedic, arrives on scene in an

unmarked sedan. They assess the patient in the privacy of their own home, and develop a care plan for them. The crew operates in identified periods of peak demand, from 1 pm to 11 pm, five evenings a week from Thursday to Monday. They can be dispatched either by a referral from a paramedic crew on the scene or through the Triple Zero call centre. The pilot has been very successful, diverting 80 per cent of patients seen from an emergency department admission, and supporting patient privacy and reducing restrictive interventions. Instead, PROMPT allows patients to receive comprehensive mental health support in the most appropriate setting for their level of distress.

Contact

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Highly Commended

Peninsula Health

The Wellness Clinic – Optimising the physical health of clients

The Wellness Clinic provides holistic physical health follow-up for people engaged with Peninsula Health Mental Health Service to improve their physical health outcomes. The clinic's multidisciplinary community-based physical health and psychosocial interventions use a recovery-oriented model to integrate physical health within the existing model of care. The clinic provides specialist expertise in psychological, behavioural, social and functional treatment for people with mental illness. In particular, it focuses on metabolic syndrome, which is common across many mental health diagnoses, and which is a major factor in increased morbidity and mortality among people with mental illness. The Wellness Clinic aims to reduce this life expectancy gap.

Contact

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Finalist

Monash Health

Promoting recovery and trauma treatment in public health

Public mental health patients often face misdiagnosis, or are only treated for immediate medical issues, rather than their underlying trauma. This means patients' symptoms often recur, and they re-present to health services. To reverse this trend, Monash Health launched a prototype program: the agile Recovery from Trauma (aRT) clinic. The clinic trained 10 senior psychologists to identify post-traumatic stress disorder and to treat symptoms with cognitive processing therapy. The 69 patients treated by the aRT clinic so far have experienced a 55 per cent improvement in their trauma symptoms, and as well as a 48 per cent improvement in depressive symptoms, both of which are clinically significant results.

Contact

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Finalist

Numurkah District Health Service

Dairy Industry Support project

Numurkah District Health Service created a Dairy Industry Support Worker role to support dairy farmers with ongoing stress or health issues as a result of changes to the dairy industry in 2016 and 2017. The worker engaged with members of the dairy farm community, coordinated access to health and support services, developed programs and community events, and formed partnerships with community groups, service providers and other key stakeholders to respond to issues affecting dairy farmers. The project was a huge success, with more than 200 people attending events including a Dairy Farmer Barbecue, Men's Health Night and Women in Farming Morning Tea that provided opportunities for further support.

Contact

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Winner

Secretary's Award for excellence in culturally diverse health

Women's Health West, cohealth, Centre for Culture Ethnicity and Health, Maribyrnong City Council, Western English Language School

Human relations education program for newly arrived young people

Human Relations is an innovative and unique five-week education program about sexual and reproductive health and respectful relationships for newly arrived refugee and migrant students attending the Western English Language School. It reflects the expertise of an enduring and effective 18-year partnership between Women's Health West, cohealth, Maribyrnong City Council Youth Services and the Centre for Culture, Ethnicity and Health. Staff from partner agencies collaborate twice a year to deliver weekly workshops to students, engaging them in discussion and activities about puberty, sex, conception, health, respectful relationships and sexuality. The program provides young people with skills,

knowledge and resources to make informed decisions about their relationships and sexual and reproductive health. These topics can be challenging for newly arrived young people, who are already contending with significant changes in their lives, in addition to the risks associated with confidentiality, safety, trauma and disclosure that come along with sexual and reproductive health education. The workshops are multilingual, and are delivered separately for boys and girls, with resources and referral pathways that students can follow up with. Evaluation of this longstanding program demonstrates that participants gain improved knowledge and understanding of sexual and reproductive health and healthy relationships, in addition to increased confidence accessing the Australian healthcare system.

Contact

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Highly Commended

Merri Health, Moreland City Libraries

Word Play

Word Play is a dynamic literacy learning model targeting newly arrived migrant families with low English literacy. It is a collaboration between Merri Health and Moreland City Libraries. The program uses songs, games and books to allow families to learn together with the assistance of reading buddies. The 2018 pilot delivered 23 sessions, engaging 35 families and three bilingual volunteers. Overwhelmingly, parents said Word Play helped improve their own English, and that participation had improved their child's English literacy. Other outcomes included building social connections, improving mental health for children and adults, and creating opportunities for volunteers to boost wellbeing through their participation.

Contact

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Finalist

Cancer Council Victoria

Bowel cancer screening campaign for the South Asian community

This very successful health promotion campaign sought to increase participation of Victoria's South Asian community in the National Bowel Cancer Screening Program. Members of this community access the screening program at rates that are 11 per cent lower than the Victorian average, which is concerning, given that 90 per cent of bowel cancers are treatable if detected early. The campaign involved community consultations to identify barriers, and used a co-design approach to develop a tailored health promotion campaign. Work included a GP endorsement letter, videos with South Asian GPs and community members, media and communication activities and educational workshops.

Contact

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Winner

Chief Health Officer's Award for supporting healthy populations

Women's Health West, Health West, Western Bulldogs, IPC Health, Hobsons Bay, cohealth

Community champions take action

Women's Health West works with women and their children, supporting them to lead safe and healthy lives, by challenging the conditions that cause and maintain inequity and injustice. Working with the Preventing Violence Together 2030 partnership, Women's Health West undertook the Community Champions project to enhance community-led violence-prevention activities across Melbourne's west. Gender inequality and men's violence against women are significant problems in the region, and the prevalence of intimate partner violence is above the state average. The project supported community activists to plan and implement evidence-based violence prevention activities. It used different methods, including community development strategies such as an

online campaign, training workshops, a forum and written booklet. The project worked directly with culturally and linguistically diverse (CALD) community groups, faith groups, women with disabilities, men's and women's groups, and the online community. It provided training and capacity building to empower community members to take evidence-based primary prevention action. Outcomes included increased understanding of gender inequality as the underlying driver of violence against women and increased ability to prevent violence against women. The project reached more than 500 active participants and a further 1,676 people through the dissemination of a booklet supporting community members to prevent violence against women.

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Finalist

Hepburn Health Service

The Cook, the Chef and Us

The Cook, the Chef and Us is a youth mental wellbeing initiative that Hepburn Health Service delivers for Daylesford College students deemed at risk of school disengagement. The program aims to reduce the number of early school leavers by involving students in alternative education in the hospitality industry while obtaining certified qualifications. Industry professionals provide a welcoming setting that encompasses community connectedness, positive role modelling and mentoring, in order to increase student employment and personal skills, confidence and resilience. It has helped students reengage in education and learning, as well as enhancing employment pathways and reducing risk factors for alcohol and other drug misuse.

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Finalist

Merri Health, The University of Melbourne

Count Me In

Count Me In is a sports participation program for children and young people from refugee and migrant backgrounds. It is a collaboration between The University of Melbourne and Merri Health. Refugee and migrant families are supported to connect with mainstream sporting clubs, helping improve social inclusion and wellbeing, and strengthen community cohesion. A bicultural Community Support Coordinator leads work at the community level to tackle participation barriers and ensure the program is culturally appropriate. The program also works with sporting clubs to create safer, more inclusive environments for refugee and migrant families. It has seen strong community uptake since its launch in 2016.

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Category awards



Winner

Excellence in women's health

Monash Health

Keeping mothers and babies together: a better way of assessing sepsis risk

Monash Health was the first health service in Victoria to implement the Neonatal Early Onset Sepsis (NEOS) calculator, which provides individualised sepsis risk assessments to allow well babies to stay with their mothers, rather than having unnecessary blood tests, antibiotic therapy and admission to the neonatal unit. Risk-factor based algorithms have been used for many years to determine a baby's risk of developing sepsis. Babies judged to be at high risk are assessed through blood tests and are commenced on intravenous antibiotics. However, traditional risk assessment algorithms were leading to 200 times the number of newborn infants being

treated with antibiotics than the actual incidence of NEOS. Analysis revealed that the primary driver for these high rates was the initiation of short-course intravenous antibiotics in well babies with risk factors for NEOS. The project implemented an online NEOS calculator, which is an innovative, multivariate risk assessment tool, combined with universal group B *streptococcus* screening in pregnant women, to provide a more individualised and specific risk assessment to reduce antibiotic treatment without missing true cases of sepsis. The 'Keeping mothers and babies together' initiative represents the integration of best evidence, innovation and team engagement to improve the quality and safety of care for babies and their mothers.

Contact

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Highly Commended

Western Health

Maternity Connect Program: rural service sustainability

Regional health services experience difficulties maintaining their maternity service and enabling women and their families to access maternity services close to home. The Maternity Connect Program is a brokerage service for upskilling the rural/regional maternity workforce across Victoria. Western Health coordinates the program in collaboration with the Department of Health and Human Services. Participants' experiences have been overwhelmingly positive, and there has been a significant increase in their confidence when providing maternity care. Data indicates the effectiveness of the Maternity Connect Program for sustaining maternity services in rural and regional Victoria. This has enabled women who live in these areas to safely give birth closer to home.

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Highly Commended

Wathaurong Aboriginal Co-operative, Koorie Maternity Service, Barwon Health Foundation, Barwon Health Women's and Children's

Excellence in Koorie women's maternity health

Barwon Health has worked hard to build a relationship with the local Aboriginal community, including through the opening of its Koorie Birth Suite. Getting maternity care right for Aboriginal and Torres Strait Islander women is critical to Closing the Gap, and this project brought the cultural connection to Wadawurrung Country into the birth suite, symbolically creating a safer place that is part of the integral connection between birthing, land and place of belonging. As part of the project, Barwon Health worked to increase staff knowledge of Aboriginal Women's business and the important role that Aboriginal female family members play in the birth experience.

Contact

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Winner

Improving Aboriginal health

Western Health, Mercy Hospital for Women, The Royal Women's Hospital, VACCHO and La Trobe University

A culturally safe and collaborative model of midwifery care

Three health services in Melbourne (Western Health, Mercy Hospital for Women and The Royal Women's Hospital), along with the Victorian Aboriginal Community Controlled Health Organisation (VACCHO) and La Trobe University have partnered on a project to improve the health of Aboriginal and Torres Strait Islander mothers and babies. A new culturally safe model of care has been implemented for Aboriginal mothers and babies, proactively offering caseload midwifery where women receive continuity of care from a primary midwife through pregnancy, labour, birth and postpartum. This is considered the 'gold standard' in maternity care, and it is associated

with improved clinical and psychosocial outcomes. In particular, it results in fewer caesareans, fewer low birthweight infants and fewer neonatal special care admissions. Women also feel more satisfied, safer, more supported emotionally, and are more likely to commence breastfeeding. The model was community driven, and is an exemplar of effective partnering between the health, community and university sectors. The findings demonstrate an exponential increase in the number of Aboriginal women receiving caseload midwifery at the combined sites (from 34 to more than 360 women since the project commenced). Women have reported very positive experiences of the model including feeling safe and more trusting of their maternity care experience.

Contact

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Highly Commended

Lakes Entrance Aboriginal Health Association, Gippsland Lakes Community Health

Djinbung – To breathe: a picture is worth a thousand words

Over the past eight months, Lakes Entrance Aboriginal Health Association's Tackling Indigenous Smoking team and the Gippsland Lakes Community Health Health Promotion team have partnered to tackle smoking in primary school children, with the goal of preventing Aboriginal children from taking up smoking. From discussions, the teams knew messages had to come from Elders and family, and be backed by schools and the community. Children needed clear messages supported by age-appropriate information. Together with the Moran Arts Foundation, the teams worked with local primary schools to educate primary school children about the harms of smoking.

Contact

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Highly Commended

Bairnsdale Regional Health Service

Improving Aboriginal health outcomes and healthcare experience

Bairnsdale Regional Health Service adopted a whole-of-organisation approach to provide clinically appropriate and culturally safe care, and to improve the experience of Aboriginal and Torres Strait Islander patients. A vital part of this process included accurately identifying consumers and staff as Aboriginal and Torres Strait Islander people. As a result, the project produced an online learning package that can be used by all healthcare providers nationally to improve identification of Aboriginal and Torres Strait Islander people. Understanding origin and what this means helps health services plan care for better outcomes, which is vital for early intervention and prevention.

Contact

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Winner

Improving healthcare through clinical research

Alfred Health

Professor Paul Myles

All patients having major surgery receive intravenous (IV) fluids, and there are many reasons why doctors administer generous amounts of IV fluids during and after surgery. However, too much IV fluid can be harmful because of tissue swelling, poor wound healing and lung complications after surgery. The personal, social and economic costs of these postoperative complications are great. For older people in particular, serious complications are common and can be life threatening. Over the past 10 years, there has been a move to limit how much IV fluid is used, and recent guidelines from expert bodies recommend a more 'restrictive'

approach. To test this, Alfred Health undertook a large, international randomised trial to determine which approach to IV fluid therapy was best. Importantly, the trial measured all complications, including acute kidney injury, duration of intensive care unit and hospital stay, and patient-centred measures of quality of recovery and disability-free survival up to one year after surgery. The study enrolled 3,000 patients and clearly demonstrated that fluid restriction did not improve recovery after surgery, but in fact damaged the kidneys and increased the risk of wound infection. These findings have changed surgical and anaesthetic practice around the world.

Contact

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Finalist

The Royal Melbourne Hospital, Monash Health and The University of Melbourne

EXTEND: a game changer for ischemic stroke treatment worldwide

A team of Melbourne researchers found that the time to treat ischemic stroke patients can be doubled. The EXTEND randomised clinical trial found the initial window of 4.5 hours from symptom onset could now be pushed to nine hours, if there was solid evidence of 'brain to save' on advanced brain imaging. EXTEND, led by The Royal Melbourne Hospital, The University of Melbourne and Monash Health, compared the effectiveness of a clot dissolving (thrombolytic) drug used to treat ischemic stroke, versus a placebo, for reducing disability after stroke. The study results will change stroke treatment guidelines and clinical practice worldwide.

Contact

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Finalist

Austin Health, Monash Health

Improving the management of paracetamol overdose

Paracetamol is a commonly used medication that is generally considered safe at recommended doses – but paracetamol overdose is the world's most common drug overdose. Untreated, it can lead to acute liver failure and death. This study at Austin Health, in partnership with Monash Health, reduced the adverse effects associated with the antidote, as well as testing a shorter 12-hour treatment compared with the standard 20-hour treatment. The results are ground-breaking and have translated into a change in clinical practice that had been in place for 40 years. The simplified dosing regimen has been adopted in Australia and internationally, resulting in shorter hospital stays, improved patient experience and release of valuable hospital resources.

Contact

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Finalist

Peter MacCallum Cancer Centre

Avoiding major surgery for patients with bowel cancer

Peter Mac researchers have pioneered a personalised test to predict which patients with locally advanced rectal cancers can be diverted to a 'watch and wait' group, potentially avoiding lower-bowel removal surgery and its lifelong consequences. While trials around the world are assessing this type of approach, our project is novel, as it addresses a gap in the clinical decision-making process via a functional predictor test. If validated via further research and clinical trials, it could be a game-changer in treatment of bowel and other types of cancer. This will improve outcomes for many patients.

Contact

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Winner

Improving integration of care for patients with chronic and complex conditions

Monash Health

Early Neurodevelopment Clinic Team

Preterm infants and neonates with complex neonatal conditions are at high risk of developmental disorders of childhood, including cerebral palsy.

Traditionally, cerebral palsy is diagnosed at one to two years of age, but new standardised assessment tools enable Monash Health to diagnose it as early as three months of life.

The Early Neurodevelopment Clinic was established in 2018 at Monash Children's Hospital for screening high-risk infants at risk of cerebral palsy using these evidence-based assessment tools. The clinic follows a multidisciplinary model of care for chronic and complex conditions.

It integrates care, working in an interdisciplinary and compassionate environment to support vulnerable infants and their families. Importantly, as a self-funded service within existing resources, this service is replicable and sustainable. It has reduced the average time from standardised assessment to diagnosis of cerebral palsy from four weeks to a same-day diagnosis – frequently within minutes of collating the assessment scores and careful consideration by the doctor and physiotherapist team. Since its inception, it has seen more than 100 high-risk infants and diagnosed more than 20 children with cerebral palsy at approximately three to four months corrected age. This allows prompt referral to early intervention services.

Contact

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Highly Commended

The Salvation Army and St Vincent's Hospital

Integrating primary health at the Salvation Army's 614 precinct

The Salvation Army's 614 site in Bourke Street serves more than 350 meals a day to people experiencing homelessness and other social disadvantage. Many clients have unmet acute and chronic health needs and are not linked to primary health services. St Vincent's Hospital Melbourne has established a primary health hub at the site, with a full-time registered nurse and a part-time mental health clinician providing direct clinical care and integration with other CBD-based health providers. Since January 2018, the team has provided 483 consultations to 221 individual consumers, and in many cases has been able to avoid emergency department presentations through timely primary care.

Contact

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Finalist

St Vincent's Hospital

Physician home visits to patients with advanced lung disease

Patients with advanced lung disease struggle to attend outpatient specialist appointments due to severe breathlessness and decreased function. St Vincent's Hospital Melbourne piloted respiratory and palliative care physician home visits for Complex Care Service patients, which aimed to reduce the burden of lung disease symptoms, develop future care plans and decrease hospitalisations. Results confirmed that 100 per cent of breathless patients received breathlessness action plans, 91 per cent were provided with disease-specific action plans, 91 per cent discussed advance care plans, and hospitalisations decreased by 52 per cent. This innovative outreach model provided much-needed support for this group of high-need, hard-to-reach, complex care patients.

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Winner

Improving workforce wellbeing and safety

Western Health

Improving safety: routine emergency department risk assessments

Emergency departments are high-risk areas for occupational violence and aggression. To reduce this risk, Western Health adopted an evidence-based violence risk assessment tool, the Bröset Violence Checklist, for routine use within the emergency department. The first of its kind in Australia, the project provides a framework for objective risk assessments and a structured process for staff to manage behaviours of concern, rather than relying on their subjective and unstructured judgements alone. This approach empowers staff to escalate risk, and it provides a clear structure for early intervention. Results of the project show that routine use of the

assessment tool has improved staff perception of organisational support, enhanced the objectivity of risk screening and interventions, and provided a strategy for early identification and prevention. Indicators of success included a significant reduction in staff injury, a reduction in the use of restrictive practices, and a marked increase in adoption of proactive interventions. There has been a 35 per cent decrease in staff incident reports and no Workcover claims have been submitted since implementation. Importantly, there has also been a 100 per cent reduction in Worksafe notifiable injuries, with zero significant injuries affecting Western Health's workforce across multiple sites since the project was implemented in 2017.

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Finalist

The Kilmore and District Hospital

REACHing for a positive workplace culture

In 2017, The Kilmore and District Hospital commenced a whole-of-organisation cultural change process that aimed to create the excellence needed to continuously provide higher-quality patient and resident care at lower costs. The REACH program aimed to create a positive workplace culture, develop leadership capacity and capability, and to drive an organisation-wide accountability process. In particular, it sought to reduce the incidence of bullying and harassment within the organisation. It included the development of five organisational values. The results to date indicate significant progress towards attaining a more positive workplace culture, with reduced numbers of staff reporting bullying at work.

Contact

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Finalist

Eastern Health

Creating a values-based culture

The development of Eastern Health's organisational values grew from compelling evidence of the effectiveness of organisational values to reduce bullying. After defining its new values, Eastern Health developed building blocks to align the values across the whole organisation. These building blocks included embedding the values in recruitment tools, orientation, performance management, recognition and team development. Evaluation via the People Matters survey suggests that the process has been successful, and the organisation has demonstrated continued improvement each year. Through this program of work, Eastern Health is bringing its values and behaviours to life to reduce bullying and enhance patient safety.

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Finalist

Melbourne Health

Better health outcomes for diabetes patients: RAPIDS

Diabetes is the most common chronic condition globally, affecting almost half a billion people. A world-first trial at The Royal Melbourne Hospital found early identification and management of inpatients with diabetes decreased hyperglycemia and hospital-acquired infection. The randomised trial, known as RAPIDS, investigated the effect of comprehensive early intervention by a specialist inpatient diabetes team for people with diabetes. The study is the largest cluster randomised trial of a diabetes intervention in non-critical care inpatients conducted worldwide to date. It achieved its primary outcome measure, with a 24 per cent decrease in adverse glycaemic days and an 80 per cent relative decrease in hospital acquired infection.

Contact

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Winner

Safer Care Victoria compassionate care award

cohealth, Youth Support and Advocacy Service (YSAS), North Western Melbourne PHN and Green Cross Project Inc

Mobile Health Access Point Program (MhAP)

MhAP is a multidisciplinary assertive outreach program that uses a modified bus as a mobile health clinic. It is an initiative of cohealth (the lead agency) and the Youth Support and Advocacy Service (YSAS) that is designed to address the systemic and practical barriers experienced by young people living in Brimbank, Melton and Wyndham who are seeking to address their problematic alcohol and other drug (AOD) use. The model provides a youth-friendly access point where young people can receive immediate AOD, medical and other support. It is based on evidence-based principles of harm minimisation, client-centred care, brief intervention, care

coordination and cultural safety, and it aims to reach young people who do not generally trust service providers. To deliver the program, the MhAP team proactively engages with their clients, demonstrating consistency, reliability and trustworthiness – and unlike mainstream appointment-focused services, MhAP provides care informally, where and when young people need it. This approach of providing an immediate response allows young people to address their AOD problems, even when they approach the service for a different issue. An independent evaluation confirmed MhAP is reaching its target group and is an effective and early intervention service that could be replicated in other regions.

Contact

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Highly Commended

Sunraysia Community Health Services

Team Palliative Care

Prior to 2016, Victorians living within the Mildura local government area did not have access to a community-based palliative care program that provided a real choice to die at home. In 2016, Sunraysia Community Health Services implemented a six-month trial to support terminally ill clients to die at home. This trial informed the current Team Palliative Care model, which offers a true 24-hour palliative care service delivered by a specialised palliative care team. It also operates within current funding resources and without depending on a team physician, which addresses workforce shortage issues in the region.

Contact

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Finalist

Monash Health

Delivering a better quality of life to patients with malignant ascites with in-home paracentesis via an indwelling drain

Terminally ill oncology patients with recurrent ascites, which is an abnormal accumulation of fluid in the abdomen, need regular needle aspirations (paracentesis) to be comfortable and avoid significant medical complications in their final days. Typically, paracentesis is performed as a day procedure, and patients need to go to hospital every 10 days for around five hours, which is time they would rather spend at home with their loved ones. The tunnelled paracentesis catheter initiative is a collaborative approach that delivers a compassionate service for these patients. The initiative allows patients to receive this intervention at home, supported by a dedicated clinical team.

Contact

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Winner

Safer Care Victoria Award for excellence in quality and safety

The Royal Children's Hospital

RAPID model of care in The Royal Children's Hospital ED

The Royal Children's Hospital Emergency Department (ED) is one of the state's busiest, treating up to 300 patients a day. ED presentations usually involve complex clinical situations, and take place in a demanding and high-stress setting. The Rapid Assessment, Planning, Investigations and Discharge (RAPID) model of care was designed to streamline care by initiating consultations and care plans in the ED waiting room. This innovative approach redefines when, where and how care can be delivered. It has enhanced access to emergency care, and has led to a better hospital experience for patients and families by reducing waiting and crowding,

and facilitating communication between ED staff and families when they are most vulnerable. The RAPID team comprises a Paediatric Emergency Physician (team leader), supported by a Nurse Practitioner, Junior Medical Officer and ED nurse. They facilitate early assessment and delivery of care, streamline subsequent care (including escalation) and plan early discharge if possible. Before RAPID, only 60 per cent of children presenting to the ED started treatment within recommended times. RAPID has led to a 14 per cent improvement, which represents an extra 12,000 patients each year who can receive timely care. The project is being replicated in other Australian EDs.

Contact

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Highly Commended

Austin Health

Optimising patient outcomes in hypogonadism

In an Australian first, Austin Health established two unique integrated endocrinology clinics to address research, diagnostic and service gaps for patients with hypogonadism, primarily as a result of hormone treatment for prostate or breast cancer. While hormone treatment is accepted practice for cancer care, side effects can cause other conditions that impact on mortality, more so than the cancer itself. This work has addressed significant knowledge and treatment gaps, and reduced the impact of inappropriate and potentially dangerous treatments. It has enabled clinical research, better care and development of new evidence-based clinical guidelines that have had a global impact.

Contact

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Highly Commended

Northern Health

Respiratory Care Unit

In 2017, Northern Health identified that patients admitted to the Respiratory Department with respiratory failure were not receiving optimal care due to an inability to access non-invasive ventilation and high-flow oxygen therapy unless they were admitted to the intensive care unit (ICU). To address this, a ward-based Respiratory Care Unit was established to treat respiratory failure outside the ICU setting. While the concept of ward-based non-invasive ventilation is not new, the rapid and comprehensive development of the Respiratory Care Unit at Northern Health has transformed the management of respiratory failure within the health service, and improved patient care.

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Winner

Whole of hospital model for responding to family violence

Echuca Regional Health, Rochester & Elmore District Health Service, Cohuna District Hospital, Kerang District Health, Northern District Community Health, Swan Hill District Health

Murray SHRFV Cluster

Echuca Regional Health leads the Strengthening Hospital Responses to Family Violence (SHRFV) initiative across a cluster of five health services. The project sought to improve the identification of and response to family violence among both staff experiencing family violence, and consumers experiencing family violence. The initiative included the views of consumer advocates to ensure that SHRFV is patient centred and evidence based. As well as an orientation package for new staff and other resources, the project included an e-learning module together with a process for monitoring the development of knowledge, confidence and competence at

identifying and responding to family violence. Electronic medical record alerts have also been introduced to enable trauma-informed practice and patient-centred care. More than half of the staff across the five health services have completed foundation learning (largely via eLearning), and more than 80 per cent of managers and more than a third of clinicians have been trained to identify and respond to family violence. In addition, there has been an increase in awareness that family violence is driven by an unequal distribution of power and resources between men and women, and a reduction in the number of staff who believe that family violence is related to drug and alcohol misuse.

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Finalist

Eastern Health

Everyone at Eastern Health is able to respond to family violence

In 2016, EH committed to putting in place a comprehensive system to identify and respond to suspected and confirmed instances of family violence among staff and consumers. Prior to this, EH's family violence response was limited and fragmented across different programs. The new program involved staff training and the development of targeted solutions with a number of community partnerships. In particular, evidence-based solutions for the local context have supported innovative practice in antenatal and elder abuse care. This work has seen increased staff capability to respond to family violence, and increased services and support for patients and staff experiencing family violence.

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Finalist

Bass Coast Health

Bass Coast Health and the Change for Sam Initiative

In 2018–19, in the wake of the tragic death of Phillip Island resident Samantha Fraser, Bass Coast Health partnered with community members and agencies to develop Change for Sam, a grassroots initiative that aims to prevent family violence in the Bass Coast area, and to coordinate current services and resources to better respond to family violence incidents. This work included improving service interfaces and processes by co-locating agencies, and by seamlessly sharing information. The project has a strong media presence across the Bass Coast Shire, and is strongly supported by local government and Gippsland Women's Health.

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Finalist


Peter MacCallum Cancer Centre

Peter Mac Says No to Family Violence

In December 2017, Peter Mac commenced the Strengthening Hospital Responses to Family Violence (SHRFV) project, responding to the Royal Commission into Family Violence by introducing a whole-of-hospital service model to address family violence. The target population included all staff, volunteers, patients and families. The process involved engaging senior leaders and staff to embed SHRFV principles in all their work. By focusing on leaders, managers and supervisors first, Peter Mac has been able to develop significant support for the project. An all-staff survey, training feedback and increased referrals to the social work team demonstrate improvements in Peter Mac's capacity to respond to family violence.

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