



"A positive risk culture is one where every person in the organization believes that thinking about and managing risk is part of their job."

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Terang & Mortlake Goss Magazine

From the CEO

Terang & Mortlake Health Service has welcomed the new year with a number of babies being born. 10 deliveries are booked/have delivered between 1st Jan and 31st March 2018, compared to 5 deliveries between 1st Jan and 31st March, 2017. It is pleasing to see that the local community are choosing to deliver close to home. It is hoped that the positive experience received at TMHS will assist in 'word of mouth' promotion of our maternity services.

The community and staff will have noticed the updated signage reflecting the new TMHS logo. Feedback has been positive to date with people commenting on the brightness and contemporary feel of the logo. Final rebadging of smaller signs will continue to occur in future weeks.

On Friday, 9th March, the Board of Management and Executive team participated in the annual Board Planning Day. The day was informative and provided updates on risk awareness, health promotion and an update on new accreditation standards. This session is always valued by the Board as it provides context and areas of focus for the next 12 month period.

Thank you to all staff and Visiting Medical Officers who continue to serve the Terang and Mortlake communities with distinction.

Please note:

**The Josie Black Community Health Centre now
has new operating hours
8.30am– 5 pm Monday to Friday
Social Centre & District Nursing Service Hours
have not changed**



Farewell—Jane Fitzgibbon

After almost 30 years of exemplary service to Terang & Mortlake Health Service including 11 as the Director of Nursing, Jane Fitzgibbon has tendered her resignation.

Jane will finish with the health service on the 30th March, 2018. Jane has offered invaluable leadership and friendship to so many TMHS staff over a long period of time and will be sorely missed.

The Director of Nursing role is both challenging and demanding and one that has been filled ably by Jane. Moving forward, Jane looks forward to spending quality time with family and friends.

Jane will be sadly missed by all at TMHS however we wish her well in the “next chapter”

Welcome—Liz Houlder

Liz Houlder will commence with TMHS on Monday March 19th in the Director of Nursing portfolio.

Liz has a background involving over 30 years in clinical and leadership roles in Ballarat, Colac and Ballan in both public & private settings. Her roles have included registered nurse, clinical nurse specialist, nurse manager and assistant/associate director of nursing positions. Liz has also worked in clinical educator roles, training and development leader, recruitment officer and quality and risk coordinator positions.

We look forward to working with Liz at TMHS.



New Hospital Signage:

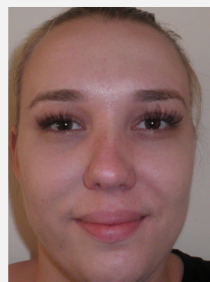
Hospital signage has recently been updated to reflect the design of the new TMHS logo.

The new signs are bright and eye catching and portray a fresh new image for our Health Service.

Stickers are available to add to your ID badges to portray the new image. These are available from the admin office at each TMHS campus.



New Joiners - Welcome



Pictured in Order

- | | | |
|----------------------|---|------------------------------------|
| 1. Liz Houlder | - | Director of Nursing |
| 2. Holly Mason | - | Graduate Registered Nurse; Mt View |
| 3. Stewart Benallack | - | Graduate Registered Nurse; Acute |
| 4. Sophie Aitken | - | Apprentice Chef |
| 5. Joanne Arundell | - | Casual Bus Driver; Josie Black |

New Medical Practitioners— Terang Clinic

Dr Jacqueline Alltree MB, BS, FRACGP

After graduating from Deakin Medical School, Warrnambool, in 2011, Dr Alltree completed an internship and residency at Royal Adelaide Hospital. In 2016 Dr Alltree gained her Fellowship with the Royal Australian College of General Practitioners. Dr Alltree's special interests include preventative health, patient education and a passionate commitment to patient advocacy in regard to mental and sexual health.



Dr Brooke Beaumont MB BS

After graduating from Adelaide University in 2015, Dr Beaumont completed her internship and residency at Lyell McEwin and Modbury Hospitals in Adelaide. Dr Beaumont is currently studying for a Fellowship in General Practice and has a special interest in Rural Medicine and Indigenous Health.



Murray to Moyne—7th & 8th April 2018

Terang & Mortlake Health Service's Murray to Moyne cycle relay team

"The Terang Flyers" have been working extra hard on and off the road to train and fundraise for this year's

520km ride from Echuca to Port Fairy.

The team's 2018 goal is to raise up to \$29,500 to fund replacement of carpet in the TMHS Mount View Aged Care facility.

To date we have had extremely generous donations from our community organisations for which we are very grateful.

\$5000 Terang Op Shop

\$3000 Terang Lions Club

\$1000 Community Chest -
Terang Co-Op



There will be a BBQ to be held on the deck at Mt View on Friday March 23rd between 12 & 2 pm with a gold coin donation going to the M2M fundraising effort. All are welcome. The team's annual golf day fundraiser will be held this Sunday 25th March. The Terang Golf Club have again generously agreed to host the 12 hole, four person ambrose event.

Anyone willing to sponsor the "Terang Flyers" cycle relay team or register a team for the fundraising Golf Day can do so at the Terang Hospital reception desk or by phoning team coordinator Brendan Williams on 0477 311327.

Pictured accepting a very generous cheque for \$3000 from the Rotary Club of Terang are Board President, Barry Philp, Team member, Brendan Williams, Rotary club members, Don Treloar and Graham Twaddle along with inaugural "Terang Flyers" team member Michael Rudezky

Mt View Happenings



We have been very fortunate to have had the Egan Family make a donation of hats to be used for the enjoyment of Mt View care recipients. These are some pictures of the ladies enjoying their new finery; they do look splendid indeed!



TMHS were delighted to receive a special visit from Essendon Footballers; Pat Ambrose, Mark Baguley and McDonald Tipungwuit on Tuesday March 13th. The footballers were in the region following a training camp in Port Campbell over the long weekend. Mt View care recipients and other visitors were thrilled with the visit of the very accommodating footballers.

Mt View Staff

Mt View have a new Staff Member; we welcome Holly Mason.

Holly has commenced in the role of Graduate Registered Nurse for the next 6 months and she is proving to be a great addition to our Team. Maddie Kenna has also joined our nursing staff over the last few months and has fitted in beautifully with the Mt View family. We would also like to congratulate and thank Georgia Lee who has completed her Grad year with us. Georgia has accepted a role at SWHC but will remain on our casual staff bank so hopefully we will still see her smiling face from time to time.

Ladies Auxiliary Golf, Bowls & Croquet

Over 150 men, women and children enjoyed a superb evening of sport followed with a social BBQ at the annual Ladies Auxiliary Sports Evening on Monday February 26th. The support for this community event was fantastic and thanks must go to the Ladies Auxiliary for their work in coordinating such a wonderful fundraiser for our Health Service.



Josie Black Social Centre

The Mens Group



COMMUNITY SUPPORT

Thanks to some very generous community donations we have recently been able to purchase a new air mattress and bed side tables for Mt View and a new Cardiac Monitor for the Health Service. We are extremely grateful for the wonderful Community support for our Health



Incident Reporting

Any **serious injury/ incident** that occurs in the work place and requires medical treatment; (not just assessment) of residents, patients, staff or **anyone** on the premises is required to be reported to Work safe within **48** hours as per the Injury Notification process chart. The chart refers to staff but is inclusive of **all / anyone involved in an incident requiring medical treatment.**

This includes all injuries, administration of a drug; or medical treatment, either inpatient or outpatient.

Security Funding Grant

TMHS have been successful in obtaining a grant for \$16,877 as part of the 2017/18 Health Service Violence Prevention Funding, Round 3; to improve security at the Mortlake Community Health Centre. The funding will greatly assist the Health Service in their continuing work to provide a safe and secure workplace for staff and clients.

The grant will be used to enhance our current security systems including;

- Coded keypad locking system to the Outpatients Department door;
- Purchase of Eight new security cameras, six to replace the existing outdated cameras at Mortlake and two for the new area at Mt View.
- Installation of a safe area for staff in the administration department (new door) and coded keypad locking mechanisms

Mandatory Training

The first Mandatory Training Day for 2018 was held on Tuesday February 27th at the Josie Black Centre.

This was the first session of the new program for 2018-20. The feedback following the initial session was very positive with participants finding the presentations interesting and beneficial.

Each Training program runs over a two year cycle and all staff are required to attend a session in each program cycle.

All staff are required to attend the training once within the two year period

TMHS New & Updated Policies

New & Updated Documents Posted On PROMPT and Form Central 1st February to 28th February 2018



Document No:	Document Title	New or Updated	Date Published on F.C
0110013	Guide to Using Private Health Insurance	Review	05/02/18
0110005	Patient Information Handbook	Review	05/02/18
0110003	Call & Respond Early (CARE) for Patient Safety	Review	05/02/18
0202001	DNS Brochure	Review	05/02/18
0110014	Compliments & Concerns	Review	05/02/18
0105004	Mt View Infection Control Monthly Record Sheet	Review	06/02/18
0202014	Falls Risk for Older People in the Community (FROP-Com) Screen	Review	12/02/18
0307001	Physical Activity Medical Clearance	Review	12/02/18
0106017	Domiciliary Postnatal Services	Review	20/02/18
0106007	Why we Conduct Holistic Antenatal Screening	Review	20/02/18
0106010	Antenatal Booking Clinic Procedure	Minor	20/02/18
0108006	Patient Information for Admission	Review	22/02/18
0110002	Victorian Public Hospitals Election Procedures Information for Patients	Review	22/02/18
0106015	Obstetric Risk Management Plan	Review	22/02/18
0106018	Safe Birth Close to Home	Review	22/02/18
0401003	Request for Room Rental	Review	22/02/18
0106004	Antenatal Health Review	Review	22/02/18
0106006	Antenatal Screening Form 1	Review	22/02/18
0106005	Antenatal Screening Form 2	Review	22/02/18
0106009	Antenatal Screening Template	Review	22/02/18
0106014	Shoulder Dystocia Management Plan	Review	26/02/18
0405003	Internet / Intranet Revision Request Form	Review	26/02/18
0305313	Mortlake Visitor/Patient Code of Conduct	Review	26/02/18
0408006	Terang Visitor/Patient Code of Conduct	Review	26/02/18
0405004	Media Consent Form	Review	26/02/18
0202016	DNS Home Risk Assessment	Minor	28/02/18
0110015	Victorian Patient Satisfaction Monitoring Participation Information	DELETED	20/02/18

**New & Updated Documents Posted On
PROMPT and Form Central
1st February to 28th February 2018**



Department on PROMPT	Policy Document Title	New or Updated	Date Published on PROMPT
Clinical	X Ray Radiation Protection	Review	12/02/18
Clinical	Blood Glucose Monitoring – Acute Ward	Review	13/02/18
Clinical	Fentanyl – Intranasal	Major	28/02/18
DNS	DNS – DVA Eligibility	Review	20/02/18
DNS	DNS – Eye Care in the Home	Minor	20/02/18
DNS	DNS – Handling of Linen	Review	20/02/18
TMHS Wide	Leave Policy	Minor	05/02/18
TMHS Wide	Bushfire Preparedness Procedure	Minor	12/02/18
TMHS Wide	Alcohol & Substance Abuse	Review	20/02/18
TMHS Wide	Injury or Incident/Hazard Reporting Procedure	Major	28/02/18
Admin	Fraud Policy	Minor	05/02/18
Admin	HPV Collective Procurement	Review	14/02/18
Admin	HPV Strategic Procurement Process	Review	14/02/18
Admin	HPV Procurement Governance	Review	14/02/18
Admin	Community Health Centre Room Rental	Review	20/02/18
	PLEASE KEEP READING FOR FORM CENTRAL DOCUMENTS		

Please take the opportunity to review and familiarize yourself with the New & Updated Policies at your earliest convenience.