

IPC Health **Insight**

Friday 5 May 2017

From the CEO's desk

I'd like to take this opportunity to thank all IPC Health staff. Through our Sustainability Initiatives, we have made many changes and in our last edition we covered many of our achievements to date, while continuing to deliver business as usual. This would not have been possible without your patience, dedication and commitment to our organisation. Our reputation as a quality primary health provider is growing in our communities, bringing further opportunities for our organisation. While we are still in the Discoveries and Insights Phase of IPC Health Strategic Directions, we have identified the need for a digital strategy for IPC Health which will form the foundations of how we work in the future. We have also uncovered a myriad of other improvement projects through the work of Catherine Valsinger and the EMT to review and streamline processes in order to gain further efficiencies.



Below you'll find a list of our Performance Improvement Plans being implemented by EMT to reduce risk and improve performance. The EMT have identified a myriad of projects and are concentrating on the Top 20 to ensure the future success and sustainability of IPC Health.

The budget setting for 2017/18 has commenced and Senior Managers are working with Finance to finalise budgets and targets. We are slowly receiving responses to tender submissions and will be able to communicate more detailed information about successes in the next edition of IPC Health Insight. As part of improving our space utilisation across all sites, WT Partners have been engaged to assist us with space management. We are expecting a full report to be presented to us at the end of this week.

We welcome our new managers, John Vernon and Sofi Milenkovski to IPC Health and our new Executive Director, Community Jag Dhaliwal, who commenced with the team on Monday. Please make our new staff feel welcome.

I would like to thank Martin Wischer for his contribution to IPC Health. As Executive Director Community, Martin has assisted in moving through organisational change and reinvigorating partner and community relationships. We wish Martin all the best in his future endeavours.

Alex Johnstone
CEO IPC Health

Improving performance at IPC Health

Performance Improvement Plans (PIPs)	Business Owner
Single entry point for clients	Chief Operating Officer (COO)
Reducing Waitlists	ED Clinical & Managers
Unmet demand	ED Clinical & Managers
Attraction & Retention of good staff	Executive Management Team (EMT) & Managers
Leadership	EMT
Credentialing	HR Manager with EMT rep
Best Value from Assets & Infrastructure	CFO
Where are we making money /losses / breaking even	EMT

New Nurse Practitioner service at IPC Health

IPC Health is introducing a new innovative role to its community primary health care services in the Western suburbs.

Nurse Practitioners commonly work in hospitals but not often in community primary health care and IPC Health is very proud to provide this service to the community. Nurse Practitioners can treat minor illness and injury, chronic disease and stabilise acute patients. They can prescribe pharmaceuticals and refer to medical specialists, other health professionals and hospitals. Nurse Practitioners also assess, examine, diagnose, order and interpret pathology and radiography. Education, health promotion and counseling is central to patient care.

Nurse Practitioner Byndie Warrick is available to see clients. She will be working across Deer Park and Hoppers Crossing sites and patients can be booked by Client Services.

22 years of Nursing, including five years training with doctors has taken Byndie far and wide to cities, regional and remote communities in Australia, Asia, Africa and the UK, working in primary care, general practice, urgent care, emergency, intensive care, forensics, pediatrics, remote indigenous, oil & gas, disaster management and corporate health.

Byndie was born in Vietnam at the end of the war & came to Australia as a baby, growing up in country Western Victoria. After completing the Bachelor of Nursing at ACU in Ballarat, Byndie travelled abroad working in the UK exploring most of Europe and SE Asia. With a keen interest in reconnecting with her stepfather's indigenous family and culture, she worked as a locum in remote communities between 2000 and 2016. Realizing the importance of more advanced and extended skills, she completed a Masters of Nurse Practitioner in 2003 and Byndie became one of the first Nurse Practitioners in Australia.

Byndie continues a lifelong interest in supporting traditional cultures and travels frequently. This passion has grown after many years working with marginalised and indigenous communities in Australia and overseas, including Liberia and Sierra Leone during the Ebola outbreak.



Byndie's Qualifications:

- Nurse Practitioner Primary Care & Emergency
- Masters of Emergency Nurse Practitioner, Bachelor of Nursing
- Advanced diplomas - Nutritional Medicine & Naturopathy
- Certificates - Working in Development Projects, Rehabilitation & RTW Coordinator, Allergy & Anaphylaxis

Specialities:

- allergies and sensitivities
- anxiety and depression
- asthma
- diabetes
- digestive disorders
- nutritional medicine
- pain management
- skin disorders
- weight management

Instant online training– IPC Health Learning Space

The Human Resources team is introducing **IPC Health Learning Space**. This central learning hub is now available and provides online access to a variety of learning and development opportunities.

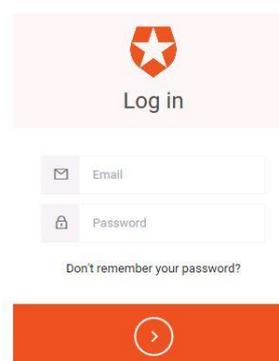
The **IPC Health Learning Space** is readily accessible and courses can be completed anywhere and at any time. Just connect online to take ownership of your very own learning and development needs, whether it is training relevant to your current role, compliance training, an up-skill in a particular field or professional and personal development to further your knowledge and skills in particular fields of interest. Some examples of learning modules are:

- Conflict Resolution
- Health Records Act
- Office Ergonomics
- Working Safely with Hazardous Chemicals in the Workplace
- Basic Life Support

IPC Health Learning Space also has the flexibility to create and customise learning modules as needed, whether it is relevant to your program or nationwide.

Internal training can also be hosted via the **Learning Space**, where workshops can be created and you are able to register and book your spot. A procedure document has been created to assist you with logging in and navigating through **IPC Health Learning Space** and is available through i-NET (One Stop Doc Shop - Guide).

For a look at **IPC Health Learning Space** and start your professional and personal development, go to <https://ipchealth.mygo1.com/webapp/#/access/signin>



Changes to the Working with Children Act 2005

On 1 August 2017 a number of important amendments to the Working with Children Act 2005 (the Act) will come into effect. In its report titled '*Working with Children Checks*', the Royal Commission into Institutional Responses to Child Sexual Abuse made several recommendations aimed at strengthening the protection children receive through Working with Children Checks.



Source: www.workingwithchildren.vic.gov.au

The following amendments to the Act implement these recommendations:

1. Expand the definition of 'direct contact' in the Act

The definition of direct contact will now include oral, written or electronic communication as well as face-to-face and physical contact.

2. Remove 'supervision' from the Act

The removal of references to 'supervision' from the Act will mean that even if a person's contact with children as part of their child-related work is supervised by another person, they will still need to apply for a Check.

3. Require kinship carers to obtain a Check

A new occupational category of 'child-related work', known as 'kinship care' will be created. Family members or other persons of significance caring for a child placed by Child Protection under the Children, Youth and Families Act 2005 will be required to obtain a Check.

4. Consider non-conviction charges

Non-conviction charges (charges that have been finally dealt with other than by a conviction or finding of guilt) for serious sexual, violent or drug offences will be able to be considered as part of Check assessments and re-assessments.

5. Compel information

The Secretary to the Department of Justice and Regulation will now be able to compel the production of certain information for the purposes of compliance monitoring.

Detailed information about the amendments is available on www.workingwithchildren.vic.gov.au at Changes to Legislation.

'Happy in life' through holistic approach

How Dietitians and Exercise Physiologists are working together at IPC Health.

John* is a 52 year old male of Aboriginal decent. His medical history includes a family history of heart disease, ex-smoker, depression, hypertension, high cholesterol and overweight. John attended the Cardiac Rehabilitation Program following his Coronary Artery Bypass Surgery at St Vincent's Hospital. He attended his GP for a health check up after hearing about ex-AFL footballer Paul Couch's sudden fatal heart attack whilst cycling in 2016. This shocked John as he and Paul were of a similar age and he thought it was time to address his health.

John attended seven exercise sessions and completed a combination of cardio and strength exercises at the Cardiac Rehabilitation Program. He also went to many education sessions including the Shopping Tour. John reported that the Shopping Tour was the highlight of the program and he found the IPC Health label reading card most beneficial. John now doesn't look at food the same way and drives his wife mad as he takes forever when food shopping.



Following his attendance at the Cardiac Rehabilitation Program, John has reported the following lifestyle changes:

- Removing all fat from his meat and skin from chicken
- Swapping his bread to the Burgen grain bread from white bread
- Is recommending kicking the footy with friends
- Completing a combination of running and walking around the oval
- Is recommending going fishing

John has been able to achieve all of the goals that he set on his care plan. He has lost 9kg since his surgery in August 2016 and his goal is to lose a further 2kg. John is happy with where he is at with his recovery and has strategies in place to continue to self-manage his heart condition. John returned to work full time three months following his surgery and he reports that he is “happy in life”.

John was so pleased with the service he received that he passed on the following feedback to IPC Health: “I could not have asked for a better group of people to help me get back on my feet. Without this team, people like myself would struggle to get to where I am now, a job well done!”

John was an enthusiastic and supportive member of the group who was happy to share his story with others. Since finishing the program, John is interested in discussing his story with the community and promoting the benefits of the Cardiac Rehabilitation Program.

**John is an alias name.*

Completed by Samantha Neish, Dietitian, and Nicole Dixon, Exercise Physiologist.

IPC Health volunteers with real impact

IPC Health have nominated three outstanding volunteers for the 2017 Minister of Health Volunteer Awards:

- **Tania Kelaart** for her work with women in the Wyndham Community;
- **Pam Donaldson** for her work with IPC Health’s Cardiac Rehabilitation unit; and
- **Nuredin Hassan** for his work developing opportunities for culturally diverse and marginalised communities in his own time.

In the April edition of IPC Health Health Inside we featured Tania Kelaart, in this edition you can read more about **Pam Donaldson** and her volunteer work with IPC Health.



Pam has volunteered at IPC Health’s Cardiac Rehabilitation unit for over 14 years, attending almost every Thursday afternoon without fail. After her own heart event, Pam started volunteering to support IPC Health’s cardiac rehab team in the supervision of the exercise and education sessions of patients needing care, encouragement and support.

Pam enjoys being able to contribute to something she believes in and she loves helping people achieve positive outcomes with their health and wellbeing.

Pam is the link or voice between the client and staff. Pam is improving the patient experience through her generosity of time, patience and commitment to the cardio rehab program. She offers patients support, she listens and is an advocate for their concerns, she helps them progress through difficult times.

Clients who may need additional support with their rehabilitation are introduced to Pam. She is quietly spoken, friendly, a very supportive person and is always compassionate. Pam is able to make clients feel comfortable and they often disclose information to Pam which helps to address their health needs.

Pam is helping to provide holistic care for cardiac rehab patients. She is making a real difference and clients confirm that without Pam, their recovery would have been more difficult.

She has inspired other clients to become volunteers after their recovery and at present, there are three fantastic volunteers, all trained by Pam, that the cardio rehab program could not run without.

HESTA Primary Health Care Awards

Nominations for the 2017 HESTA Primary Health Care Awards are now open.

These awards recognise the dedication and professionalism of those working in primary health care including health educators, medical practice managers, rehabilitation professionals, physiotherapists, osteopaths, dentists, pharmacists, GPs and other related therapists.



Patients, carers, colleagues, and primary health care workers can nominate themselves or a special individual or team who has made a real difference to the lives of patients or to the quality of a service. Everyone involved in every stage of the delivery of care can enter or be nominated.

Nominations close on 2 June and Finalists will be announced on 25 July.

These awards will be presented in conjunction with the 12th National Allied Health Conference. Winners will share a \$30,000 prize pool. Finalists receive two tickets to attend the Awards dinner being held at the Sydney ICC on Sunday, 27 August.

If you have a story that's worth sharing, contact your manager to prepare a nomination. **Please send your nominations to Lyn Rapa (lyn.rapa@ipchealth.com.au) by 19 May** for review and approval for submission.

Caring for Forgotten Australians, Former Child Migrants and Stolen Generations Information Package

The Australian Government has launched an information package to help aged care providers to better understand the issues faced by Care Leavers and to assist them with proper care.

A Care Leaver is a person who was in institutional care or another form of out-of-home care, such as foster care, as a child. Care Leavers is a broad term that includes Forgotten Australians, Former Child Migrants and the Stolen Generations.

Returning to formal care will be traumatic for many of the estimated 500,000 Care Leavers in Australia. It is therefore imperative that we recognise and understand the emotional and physical issues they may bring with them as they age and begin to access aged care services.

Many people from these groups find traumatic childhood memories and fears returning when they think about their aged care needs. Those anxieties may spring from childhood experiences when they were harmed by those who had been entrusted with their care. Some find the prospect of aged care delivered outside familiar places as truly frightening.

Working with these individuals requires a sympathetic understanding of the mistreatment and loss they experienced during childhood. They are burdened with memories of trauma which create fear and anxiety. However, if aged care workers can recognise and understand their concerns, their time in aged care can become more positive and engaging.

More than ever, personal care and flexible service delivery are priorities in aged care. These are especially important when considering how to deliver care to these special needs groups. The information package is available through the Department of Health website:

agedcare.health.gov.au/careleavers

Celebrate IDAHOBIT Day with a morning tea on 17 May

All staff are invited to celebrate IDAHOBIT Day **across all IPC Health sites on 17 May**. Bring a plate of colourful food and wear a colourful shirt.

This International Day Against Homophobia, Biphobia, Intersexism and Transphobia (IDAHOBIT) is a day where allies can stand together with members of the LGBTI community against all forms of discrimination in the hope that one day the world will be an inclusive, supportive and safe place for all people, regardless of gender identity or sexuality. If you need some ideas for rainbow food, check out some recipes on the following websites:



www.tablespoon.com/posts/the-best-rainbow-recipes-for-pride-month

www.bustle.com/articles/168190-15-epic-rainbow-recipes-you-can-make-to-celebrate-pride

www.pastemagazine.com/articles/2016/06/10-cute-and-conceptual-rainbow-recipes-for-lgbt-pr.html



The event was first celebrated in 2004 as a way of focusing attention on the violence and discrimination experienced by LGBTI individuals globally. IDAHOT/IDAHOBIT is considered to be the most significant date on the LGBTI calendar, and is celebrated in more than 130 countries around the world (37 of which still criminalise same-sex acts). 17 May was the date chosen as it is the date that the WHO made the decision to declassify homosexuality as a mental disorder.

The original acronym was simply IDAHO, but additional letters have been added to the acronym over the last few years in acknowledgement of transphobia, intersexism and biphobia.

New IPC Health Aged Care brochure available

A new IPC Health brochure is available to inform clients about the services IPC Health can provide to people over 65 years of age (and Aboriginal and Torres Strait Islanders over 50 years of age) who need help at home.

Maria Tangopoulos, Service Coordinator Aged & Disability Services at IPC Health can help IPC Health clients and individuals who wish to access help at home in contacting My Aged Care to apply for a Home Care Package.

Once a Home Care Package is assigned to a client and they have chosen IPC Health as their preferred provider, Intake Screening will be completed and a Care Manager will be appointed. The Case Manager will work in partnership with the client and their family/carer to develop a care plan highlighting their individual needs and goals and commence the delivery of services such as personal care, meal preparation, transport and shopping assistance, nursing and allied health care such as podiatry, dietetics, physiotherapy, counselling, etc.

The new brochures are available through Aged & Disability and Communications & Engagement.



Help us to provide a culturally safe environment



Over the coming weeks, a new sign will be placed in all IPC Health

reception waiting areas to demonstrate our commitment to providing a culturally safe and responsive service to our clients.

At IPC Health, staff are **expected to ask and know** whether a client identifies as Aboriginal and Torres Strait Islander. Knowing a client's identity helps us **provide** their health care in a culturally supportive way, along with **prioritising and providing them with a free service**.

At IPC Health we are aiming to strengthen and improve data collection and evidence of our clients. By capturing this information this will enable us to better identify opportunities to strengthen our data collection mechanisms, to help inform future services and development of new services and programs. Therefore, staff are expected to ensure that the identity question is reflected on their file, entered on TRAK and/or any other information system that your program is required to use.

The plaque that will be installed across all campuses will read as the following:

Our commitment

At IPC Health we acknowledge the diverse community in which we serve.

IPC Health continues to value and prioritise Aboriginal and Torres Strait Islander peoples' health and well being. We are committed to providing a culturally safe and responsive service.

Why should I identify?

We care about Aboriginal and Torres Strait Islander peoples' identity.

When you share your identity with us, this information helps us know how to prioritise your health care in a culturally supportive way.

In addition to the plaque, staff and clients may have noticed that the **Wurundgeri acknowledgement signage** has been taken down. This is only temporary due to new branding having recently being installed. These signs will be put back up again over the coming weeks as soon as building maintenance can reinstall them. The signs will be placed external to the building near the entrance, so the community can see the signs before coming into the building.

For any questions, feel free to **contact Louise McKenzie, Manager Health Promotion and Community Strengthening** - Louise.McKenzie@ipchealth.com.au

Disability Employment Services (DES)



Have you heard of Jobs West, a local Specialised Employment Service that assists people with disabilities or barriers into employment or training?

Jobs West is a not for profit organisation, located in Taylors Lakes and their services are free to jobseekers and employers alike.

Jobs West offers a free, professional, high quality service along with a commitment to ensure that each of the new employees and employers receive quality support, to assist with a successful transition from job seeker to worker.

Jobseekers voluntarily enter their employment service. Workers with disabilities or barriers rank equal or better than people who do not have a disability in key performance measures such as above average safety records, excellent attendance and punctuality, and an equal or better job retention rate in comparison to other co-workers in the same positions.

For more information, www.jobs-west.com.au

IPC Health Pool Cars

What can you do to make sure the current pool car booking system is used most effectively and what are the alternatives if a pool car is not available?

- Book a pool car only for specific times you need to use it. Many pool cars are 'booked out' yet the pool cars are sitting idle at campuses.
- When your visitation schedule changes, update your car pool bookings immediately.
- Consider using a car from a different campus.
- Use your own car or a cab voucher (where applicable)

From IPC Health's Motor Vehicle and Transport Policy & Procedure Manual:

Policy principle

All employees required to use a vehicle for organisational purposes will utilise an IPC Health vehicle in the first instance. It is a requirement that an employee's personal vehicle is only used where all other options have been exhausted.

Use of employees' personal vehicles

- Circumstances may arise where the employee will use their own vehicle for organisational business.
- Employees using their personal vehicle must ensure that the vehicle is comprehensively insured and maintained in a roadworthy condition. Reimbursement may be paid to employees who, with the prior consent of their line manager, use their own personal vehicle on organisational business

where there is no pool vehicle available. This includes travel between campuses. Reimbursement should be sought through IPC Health payroll self service.

- Under no circumstances are clients to be transported in personal vehicles.

Women's Health West Integrated Family Violence Services



Community Information Sessions

Women's Health West are running a series of community information sessions for service providers and community members in Melbourne's Western region, who are wanting to find out more about their family violence services.

These sessions will enable you to find out more about:

- How clients can access Women's Health West's integrated family violence services
- How the intake process works
- How to refer a client to Women's Health West
- How the L17 police referral process works
- Information on Risk Assessment Management Panels
- Women's Health West's children's counselling service and how to make a referral to it
- Information about Flexible Funding Packages, and how clients can access these

Where

Women's Health West, 317-319 Barkly Street, Footscray, VIC 3011

When

The sessions are free of charge and will run bi-monthly from 2pm to 3.30pm on the following Tuesdays:

- 23 May
- 25 July
- 26 September
- 28 November

RSVP

To Diane Di Stefano on diane@whwest.org.au

Fit as a Fiddle – Other life outside of IPC Health

Do you have a passion or profession outside of your job at IPC Health? Want to share this with your colleagues?

Find out more about what Human Resource Officer **Keith Burnell** is doing after hours in the following article 'Fit as a Fiddle' in HRD Magazine.



PEOPLE

OTHER LIFE

TELL US ABOUT YOUR OTHER LIFE
Email hrdeditor@keymedia.com

FIT AS A FIDDLE

For **Keith Burnell**, leading fitness classes is all about energy – his and the class's

WHEN KEITH BURNELL accompanied a friend to a group fitness session six years ago as a reluctant tagalong, he could not have anticipated the way the class would resonate with him. In fact it drew him in so thoroughly that in early 2016 the IPC Health HR officer undertook official training to become an instructor.

What keeps Burnell coming back even beyond the workout itself is the music and, perhaps most importantly, the social aspect. "I hate to exercise on my own. Through fitness class I've made so many friends. When I started facilitating the classes they were incredibly supportive. Group fitness class is about being around the people and the energy that they bring. It's a fun time; getting fit is a bonus."

As to why he became an instructor, Burnell says: "It's a blast! I remember watching how an instructor could move the entire class and bring them all along with her; there was so much energy and so much fun. I would not be able to teach those classes if it weren't for the people in them feeding me energy. It's good to help people change and meet their goals, to see them having fun, and making friends." **HRD**

3 Classes Keith teaches per week	30 Estimated typical number of moves in an aerobics class	9 Pairs of trainers Keith owns (along with 25 workout shirts)
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56 www.hrdmag.com

Health Complaints Act

The Health Complaints Act 2016 (Vic) replaced the Health Services (Conciliation and review) Act 1987. The Health Services Commissioner has been replaced by the Health Complaints Commissioner as of February 2017 with a new website and phone number.

<http://hcc.vic.gov.au> and **1300 582 113**

The role of the Health Complaints Commissioner is to:

- resolve complaints about health service providers and the handling of health information in Victoria
- investigate providers who pose a serious risk to the health, safety and welfare of the public
- contribute to quality improvement in Victoria's health system (through monitoring and complaints data reviews)
- provide an accessible service and free alternative to legal proceedings
- remain independent and impartial

The Health Complaints Commissioner:

- can receive complaints from anyone, not just a client (including third parties)
- can receive complaints about registered (with AHPRA) and non-registered health care providers
- oversees the 'Code of Conduct for General Health Services' – applies to general health service providers who are not regulated by AHPRA. Breaches of this code are grounds for a complaint to the HCC
- can investigate complaints, emphasis on early and less formal resolution
- can share data with AHPRA, DHHS and Safer Care Victoria

What does this mean for IPC Health?

- Unregistered health professionals have to adhere to new professional Code of Conduct (i.e. counselors, speech pathologists, social workers, dietitians) therefore
 - need to make non-registered staff aware of this new code
 - need to display Code of Conduct in the waiting room and include info on the website and info for you brochure
- Complaints process through HCC will be not as formal i.e. can ring us and try and negotiate a resolution, no requirement for conciliation process
- HCC will initially encourage a client to contact us directly to resolve a complaint before they become involved (if appropriate)
- May be required to provide aggregate complaint data to HCC in future , but no plans for this as far as we know

Get your stories in our next edition

IPC Health **Insight**

If you have a great story, information that needs to be communicated to staff or if you have feedback, please contact: **Michelle Sicari:** Michelle.Sicari@ipchealth.com.au or **Annette Raijer:** Annette.Raijer@ipchealth.com.au

2017 IPC Health Insight edition	Material/Content Deadline	Publication Date
June	Friday 26 May	Friday 2 June
July	Friday 30 June	Friday 7 July
August	Friday 28 July	Friday 4 August
September	Friday 1 September	Friday 8 September
October	Friday 29 August	Friday 6 October
November	Friday 27 October	Friday 3 November
December	Friday 1 December	Friday 8 December