

AWH 'Best of Health' Staff Recognition Program COMMENDATION RECIPIENTS 2017



Glenda Chapman – HARP Coordinator

Glenda Chapman is being recognised for her ongoing commitment to developing a shared understanding of health literacy and its application in the health care setting. Health literacy simply being presenting information to patients and their carers' in a way in which they can understand and make an informed decision about their health and ongoing care.

Glenda commenced her employment at AWH in 2007 in a part time capacity in speech pathology and then took up the HARP Care Co-ordinator position. In recent times she has undertaken a secondment into the Project Officer for 'Potentially Preventable Hospital Admissions of COPD – a position funded by Murray Primary Healthcare Network.



During her employment Glenda has been actively involved in the establishment of the health literacy program across AWH. This commenced in 2014 from a zero base of understanding of what "health literacy" was and its application in the acute care services. Over the last 3 years AWH has made significant inroads in demonstrating that the principles of health literacy are being embedded into every day practice. This is singularly due to the expertise and commitment demonstrated by Glenda over this period.

Glenda's expertise in health literacy has proven to be invaluable as she recognises that one of the key issues for those admitted with chronic disease is their lack of understanding of their conditions. Her expertise is sought after by other health services so AWH is lucky to have her!

Rachael Andrew – OD Medicine Services

Rachael Andrew is being recognised for her:

1. Ongoing commitment to professional nursing and patient safety and;
2. Identifying and securing funding from philanthropic agencies for essential equipment to support the introduction of specialist services provided by local specialists within AWH. The provision of such services or clinical interventions eliminate the need for members of our community to travel and improve clinical outcomes.

Rachael completed her Bachelor of Nursing in 1994 and commenced at AWH in 1995. Throughout her 22 years of service Rachael has demonstrated a willingness to participate and take career opportunities as they presented, demonstrating that a nursing career in a regional setting is both diverse and professionally rewarding.



Throughout her career Rachael demonstrates an unwavering commitment to the delivery of safe and person centred care. This is evidenced in many of the projects that she has been engaged in which include but are not limited to, the development of the nursing philosophy, and professional practice framework. Her recent

appointment to the Safer Care Victoria Clinical Council and its associated working group's stand testimony to the regard in which she is held within the industry.

Rachael has also been successful in securing funding for specialised equipment from the Albury Wodonga Cancer Centre Trust. The purchase of the Endobronchial Ultrasound system, Rhino laryngoscope and specialist laser equipment enable border residents to be treated locally and dramatically improved the services that AWH is able to deliver. AWH is one of a few regional Hospitals in Australia that has this equipment.

Elaine Hill – Volunteer Coordinator

Elaine is being recognised for the development of the AWH Volunteer Services over the past 6 years. Beginning with the enhancement of the volunteer services across the wards. Elaine has instigated the Concierge Service, developed two highly successful Opportunity Shops and most recently, led the establishment of Café V at Albury Hospital. Elaine supports a volunteer workforce of 260 people, who without, AWH could now not function.

With Elaine's support and guidance, the volunteer workforce were recognised for their service and contribution to AWH during Victorian volunteer Week in 2014 by the then Victorian Minister for Health. The Op Shops continue to donate sizeable amounts of funds to AWH each year and other programs, such as the Friendly Visitor Program, Meal Mates Program and the Newspaper Trolley offer a friendly face and welcome support to hundreds of patients each year, enhancing patient care.

Elaine works tirelessly to promote AWH across the Community. Unbeknown to many people, Elaine manages the recruitment, on-boarding, orientation and ongoing support for the volunteer workforce. She does so in the most professional and competent manner. One of Elaine's greatest strengths is her ability to engage people from all walks of life and anyone who observes Elaine's interactions with people will see her genuine enjoyment of working with people. AWH is a much a richer organisation courtesy of the people Elaine engages within our organisation.



Renee Murtagh & Russell Maher (Rural Access and Support team & Northeast Broder Mental Health Service)

Renee and Russell are being recognised for their work in the Dairy Industry in the Northeast Victoria region. Dairy farmers are facing an uncertain future, and an associated risk of poor mental health and suicide. To assist in promoting mental health in rural communities, the Albury Wodonga Health Rural Access and Support (AWH RAS) initiative employs two specialist mental health clinicians (Renee Murtagh and Russell Maher). When altered to the dairy crisis, their response was to design support based on the shared knowledge and strengths within communities and service partners.

Central to the AWH RAS response was the development of a Rural Communities Health and Wellbeing Network – directly linking affected communities with local government and health and community support services. This network became the hub where issues were identified and responses decided.

Network partners include dairy farmers, Murray Dairy industry body, Kiewa Valley Landcare, Gundowring CFA, DHHS Health East Division, Upper Hume Community Health Centre, Benalla Health, Alpine Health, Towong Shire, Rural City of Wangaratta, Indigo Shire and Upper Hume and Central Hume Primary Care partnerships.

Response strategies designed by the network and facilitate by RAS have been shown to build community resilience, support mental wellbeing and reduce suicide risk. They have included

- Provision of ongoing community based Mental Health First Aid courses and community Suicide Prevention courses.
- Provision of farm/GP practice based counselling.
- Participation in community events such as 'Farmers Nights' and 'Ladies Let's do Lunch' days, opportunistically providing information about self-care and available support services.
- Development and distribution of resources e.g. Mental Health Info Cards.

Community feedback in relation to the RAS program indicates increased community capacity to care for themselves and others. Mental Health First Aid (MHFA) evaluations indicate that participants feel better able to respond to mental health issues, including suicide risk.

The RAS initiative is an innovative, sustainable model with potential for broader adoption. Since 2003, this team has provided support to rural people and communities who have been suffering the effects of drought, floods, bushfires and economic hardship.



Alys Cummings – Speech Pathologist (Rural Allied Health Team)

Alys Cummings is being recognised for her work the Parkinson's Support group in this region. Alys took on the role of 'leader' of the Parkinson's Support Groups 7 years ago. During that time she has organised and managed the Albury/Wodonga and Beechworth groups, and started a group in Corryong. All these groups are now well established, have many members and are well attended.

Alys has worked tirelessly throughout this time supporting each group and engaging relevant speakers who have educated the members and their carers about managing their disease process and enhancing quality of life. She has been a valuable resource to the wider community, responding to numerous phone enquires and offering advice and direction to those who ask. On many occasions Alys acts as an advocate for her clients, and is always attentive, kind and compassionate.



Alys seeks out educational opportunities and is well connected with the latest research in relation to Parkinson's disease. She liaises with Parkinson's Victoria to secure regulator visits from their health professionals are able to provide well informed care to clients with Parkinson's disease.

Alys coordinates local events such as the annual "Walk in the Park" and sausage sizzles at Bunnings. Events such as these not only raise money for the support groups, they raise the profile of the groups and Parkinson's disease. Over \$6000 has been raised in the last 7 years, with \$2500 being donated to Parkinson's Victoria to support the organisation and ongoing research.

Never satisfied with the status quo, Alys has commenced a discussion around the possibility of a Parkinson's disease community for her commitment, dedication and hard work associated with all the groups.

Carolyn Enshaw – Youth Mental Health (Albury Child & Adolescent Mental Health Service)

Carolyn Enshaw and the Albury Child and Adolescent Mental Health Team are being reconised for their involvement in the Dramatic Minds Festival.

Carolyn has been a driving force behind the Dramatic Minds Festival for the past 6 years. This is a community-based initiative that involves local high schools developing and performing for the public, a short play based on mental health issues. The Albury CAMHS team is an integral part of the development of these plays. They provide ongoing support for each school throughout the process. This improves community awareness as well as building relationships between our service and the highs schools. It also services to educate young people and the wider the community on mental health issues. The clinicians involved provide a significant part in ensuring accurate information is included. The staff and young people warmly welcome the clinicians into the school and greatly appreciate their input.



The Festival also involves liaison with a number of other agencies such as Intereach and the Rural Adversity Mental Health Program (Murrumbidgee Region), and Hothouse Theatre. This services to further develop working relationships and improve community development opportunities.

Carolyn and the Albury CAMHS team provide a professional and high quality example of Albury Wodonga Health and in particular Community Mental Health Services.

Dr Max Wellstead – Consultant Psychiatrist (Older Persons Mental Health Service)

Dr Wellstead is being recognised for his contribution to Northeast Border Mental Health Service has been significant. Commencing in 1989 (before that working at Mayday Hills) Max has provided input into multiple areas of services OPMHS, CDAMS, IPMHS, Blackwood Cottage, Kerferd Clinic, Psychiatry Consultant Liaison to hospital, Psychiatric teaching to medical students.

Max's commitment and dedication to Older Persons Mental Health Service has been unwavering and his thirst for learning has been evident as he has mentored, challenged all team members and lead by example to be open to continual learning and to always strive for best practice. This has been evident through his role in facilitating OPMHS Journal Club.

Max's approach to Older Persons Mental Health has been underpinned by a psychosocial approach and the importance of one telling their story. Max has been an advocate in the rights of Older Persons in our community and the challenges associated with living in a Regional Area. This passion has shaped the OPMHS directorate and will continue to do so for years to come.

