



Caring for Our Community

Quality of Care Report 2009-10



Welcome to our Quality of Care Report

Every year Mercy Public Hospitals Inc publishes a *Quality of Care Report* to let you know about the ways we deliver, promote and monitor the quality of care.

We inform the State Government of our health services' performance through our *Annual Report*; however, this report is our opportunity to speak directly to you and the communities we serve.

It provides an insight into our work and commitment to improving our services through innovation and research.

This past year has been one of many achievements by our dedicated and talented teams of people.

I wish to acknowledge the support of the Board of Mercy Public Hospitals Inc and the Sisters of Mercy, who continue to be our inspiration. I also wish to thank the many people of Mercy Health for their talent, dedication and compassion in caring for those who put their trust in us.

Dr John Ballard
Chief Executive Officer,
Mercy Health



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Our purpose

Mercy Health was founded by the Sisters of Mercy to deliver health, aged care and community services. Each year we care for nearly half a million people across Victoria, southern New South Wales and the Australian Capital Territory.

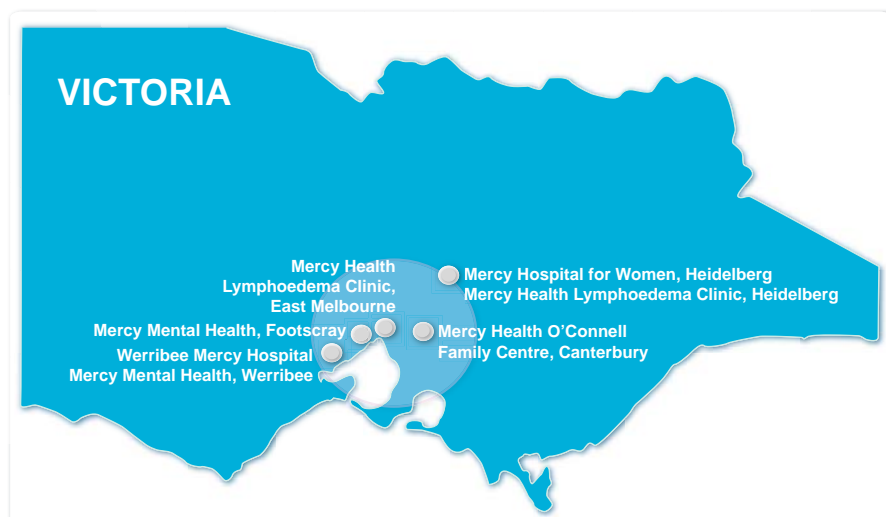


We believe in the sacredness and dignity of each person at every stage of life. We are committed to providing compassionate care to all people. Placing care first is our priority.



Mercy Public Hospitals Inc operates public health services in Victoria on behalf of Mercy Health through:

- Mercy Hospital for Women, Heidelberg
- Werribee Mercy Hospital, Werribee
- Mercy Health O'Connell Family Centre, Canterbury
- Mercy Mental Health, Werribee, Footscray and Deer Park
- Mercy Health Lymphoedema Services, East Melbourne and Heidelberg



Our Mission

To follow Jesus Christ in his mission of mercy through the delivery of health, aged care and community services.

Our Vision

To build an enduring capacity and passion to serve those with special needs.

Our Values

Our values are the key to who we are. They reflect our behaviours, culture and traditions.

Compassion ~ Hospitality
Respect ~ Innovation
Stewardship ~ Teamwork

An overview of our services

Some highlights of 2010

In May, Mercy Hospital for Women celebrated five years at Heidelberg. During this time, the hospital has been the birthplace of over 27,000 babies. The Transitions Clinic celebrated 10 years at Mercy Hospital for Women, providing specialist antenatal care for women with complex needs.

Werribee Mercy Hospital celebrated its sixteenth anniversary and we began redevelopment of the Maternity

and Neonatal Units to meet the needs of the rapidly growing population in the south western region of Melbourne. With completion expected in 2011, the new units will increase Werribee Mercy Hospital's capacity by eight maternity beds and four special care nursery cots.

The establishment of the University of Notre Dame Medical School on site, with the first intake of 34 graduate entry

medical students, adds further diversity to the hospital and has great potential to enhance the medical workforce across Victoria. These developments provide a strong base for future growth.

Mercy Mental Health and Mercy Palliative Care services are working with increasing numbers of clients, which reflects the growing needs of the community.





Mercy Health O'Connell Family Centre worked with the Department of Human Services to review the future direction for early parenting programs as we endeavour to redevelop the centre's infrastructure to improve service delivery.

The *2009 Mercy Public Hospitals Inc Research Report* was produced by the Academic Research and Development Committee, highlighting key clinical research from across the organisation. It outlines the projects, achievements, contributions by our clinical staff and demonstrates their commitment to improving health outcomes.

Our accreditation

All of our public hospital and health services are accredited by the Australian Council of Healthcare Standards (ACHS).

How we manage risk

Our Risk Management Program is an organisation wide system. In 2010 the Victorian Managed Insurance Authority conducted an independent Risk Framework Quality Review, which established that we have "an open, transparent and risk aware culture throughout the health service". Audits conducted in 2010 show that our mitigating controls are operating effectively.

The introduction of the Victorian Health Incident Management System has significantly improved performance in this area. The system ensures a standardised approach to the management of incidents and allows comparisons to be made with statewide data.

Trends are reviewed and the organisation has adopted the principles of open disclosure.

Listening to you

Here is a snapshot of some of the feedback we gathered from our patients and clients.

At Werribee Mercy Hospital:

- Victorian Patient Satisfaction Monitor results from June to December 2009 show 90 per cent of respondents were satisfied with the way staff involved them in decisions, compared to the category average of 89 per cent for the statewide average
- The Community Care Units conducted a family and carer feedback survey in March 2010 and 100 per cent of respondents stated they were involved in the care of their relative at an early stage



Looking after the people who look after you

Having dedicated, skilled people to provide health services with compassion and respect is integral to Mercy Health.

During the year Mercy Health Foundation awarded 26 scholarships to assist Mercy Health people with their continuing education.

We also support our people through professional development programs in house, via Mercy Health Training Institute, a registered training organisation, and through partnerships with universities and other health providers.

How we govern ourselves

Mercy Health has an established Clinical Governance Committee, which aligns the direction of our health services with the Department of Health's Victorian Clinical Governance Policy Framework so that

patient safety and quality care remains our primary focus.

Our Quality and Safety Unit plan is based on the Victorian Clinical Governance Policy Framework. Performance is reported to the Board Quality Committee six times per year.



*University of Notre Dame
Medical School clinical placement
program student*



In 2010 Mercy Hospital for Women's Urogynaecology Department Director, Peter Dwyer was appointed a full clinical professor at The University of Melbourne.

Recognised by industry

Many of our workplace programs, culture and diversity initiatives have been recognised locally and nationally.

2010

- Victorian Government's Working Families Council – Fair and Flexible Employer Recognition
- EOWA Business Achievement Awards – Diversity Leader for the Advancement of Women (Kate McCormack)
- HR Leader Compass Awards – The HR Partners Award for Best HR Leader (Kate McCormack)
- Equal Opportunity for Women in the Workplace Agency's (EOWA) Employer of Choice for Women citation (third consecutive year)

2009

- EOWA Business Achievement Awards – Leading Organisation for the Advancement of Women (800+ employees)
- Diversity@Work Awards – Diversity and Inclusion Champion (Large Organisation)
- HR Leader Awards – The Aon Consulting Award for Best Workplace Diversity Strategy
- Australian Human Resources Institute (AHRI) Awards – Lynda Gratton CEO of the Year (Dr John Ballard)

Committed to care

We deliver high quality health care to each of our patients and clients and strive to meet changing needs.

Your feedback is important and we encourage you to comment on the services we provide.

You can contact:

- Werribee Mercy Hospital on (03) 9216 8712
- The Customer Feedback Officer at Mercy Hospital for Women on (03) 8458 4344

Who looks after you

We have over 5,000 employees caring for people at every stage of life.

Our qualified medical staff

Patients can be confident they are cared for by qualified staff.

All medical staff at Mercy Health's public health facilities undergo a credentialling process that verifies their qualifications. A team of external auditors reviews the register of health professionals at individual sites to determine whether it complies with the requirements in the Health Professionals Legal Compliance Checklist.

There is a comprehensive computer system to maintain information, so staff can quickly confirm the scope of clinical practice that a specific clinician can perform.

In 2010, external auditors stated that this new system is a significant improvement on prior processes, plus there was evidence that all medical staff underwent an appropriate appointment and credentialling process.

Caring for people in and out of hospital

The care we give individual patients varies according to their needs. We work with different teams of health professionals so that each person can receive the care they need at the appropriate time and in the best place. We refer to this approach as care coordination.

Care can be coordinated in the Emergency Department, on the ward, at home (including residential care facilities) or in the community. Our public hospitals have a number of services such as Hospital in the Home, Maternity in the Home and the Hospital Admissions



The Hospital Admission Risk Program (HARP) at Werribee Mercy Hospital is a specialist service that helps people living with long term illness improve their wellbeing and manage their health and social needs. All HARP clients have a written care plan developed in consultation with the Care Coordinator.

Risk Program to respond to people's specific needs.

One of the aims of our services is to familiarise each patient with their local health service network through information and referrals.



Going the extra mile

Coordinating care across our health services gets better results for patients.

An elderly person presented to the Emergency Department at Werribee Mercy Hospital one weekend after falling at home. She was diagnosed with a fractured arm but her family insisted they could care for her at home and decided that she would not be admitted to hospital. This meant the patient would have very limited mobility and would need help with everyday activities.

Emergency Department staff made an after hours referral to the Emergency Department Care Coordination service. On the Monday morning the service liaised with the Hospital Admission Risk Program so that an occupational therapist could visit the elderly person's home.

Two days later they made follow up phone calls to her family. The nurse was advised that the elderly person's pain had increased. Her family was requested to return her to the Emergency Department where the patient was assessed by the Emergency Department Care Coordination social worker.

The family explained to the social worker that they had not coped for some time with caring for their elderly relative, but did not want to ask for help.

The patient was admitted to the ward with referrals to social work, a physiotherapist and an occupational therapist. She was discharged several days later with community care in place to assist her and her family at home.



Teamwork gets results

In January 2009 the Clinical Director of Maternity Services at Werribee Mercy Hospital was recruited to work with the newly appointed Deputy Director of Nursing – Maternity and Neonatal Services to establish a new model of obstetric service delivery in the south western region of Melbourne. The public clinics began in June 2009 and more than 400 babies have been born through the new Team Maternity Care model (July 2009 - April 2010).

Allied health supports holistic care

A satisfaction survey at Werribee Mercy Hospital was offered to physiotherapy outpatients coming in for treatment in a three week period in May 2010.

- ☒ 93 per cent of patients rated accessing the service as good or very good
- ☒ 97 per cent of patients rated their experience of physiotherapy as good or very good
- ☒ 97 per cent of patients rated "other issues" such as privacy, sensitivity to needs, overall care, as good or very good

Improving care for Aboriginal and Torres Strait Islander patients

Mercy Hospital for Women has many programs to improve the access of Aboriginal and Torres Strait Islander people in Victoria to mainstream health services.

We have an Aboriginal Hospital Liaison Officer and an Aboriginal Community Development Worker who directly support Indigenous people. The Aboriginal Hospital Liaison Officer consults with other liaison officers at rural hospitals, especially at times of patient transfer. She also conducts post discharge home visits for women with complex health needs to monitor the effectiveness of their discharge planning and supports.

The Aboriginal Hospital Liaison Officer, social workers and nursing staff also work closely with other agencies.

Mercy Hospital for Women is one of three service providers in Victoria, and the only hospital in Australia, participating in the Federal Government's "New Directions Program" aimed at improving health care for Indigenous women and children.

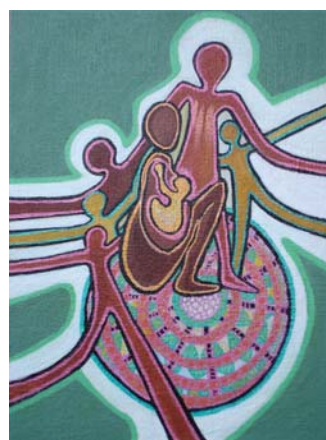
The program is based on a holistic maternal and child health model. It is currently identifying and meeting gaps in services and enhancing existing services for Aboriginal and Torres Strait Islander families.

A decade of "Transitions" care

After 10 years the Transitions Clinic continues as a friendly and specialist environment for women with complex needs. The clinic works closely with our mainstream maternal care to help women deliver healthy babies. This year the terms of reference for the shared care agreement between Transitions Clinic and the Victorian Aboriginal Health Service (VAHS) was formalised.

Babies born at the Transitions Clinic

During the year 65 babies, including one pair of twins, were born through the Transitions Clinic. The average birth weight was just over 3,000g with an average gestation period of



Nangnak Wan Myeek – “Nurture, care and look after me and mine”

“Nangnak Wan Myeek” is the Aboriginal name given to the New Directions Program by Wurundjeri Elder, Auntie Joy Murphy. Nangnak Wan Myeek is Wurundjeri language meaning “nurture, care and look after me and mine”. Victorian Aboriginal Elder, Lyn Briggs created the logo for the program.

38 weeks. There were 40 vaginal births and 14 elective Caesarean sections, including one pair of twins.

Our nurses and midwives

Every year over 7,000 women have their babies at Mercy Hospital for Women and Werribee Mercy Hospital, making Mercy Health one of the largest birthing service providers in Victoria. Our nurses and midwives are the largest group of health professionals employed at Mercy Health. They assist women and families through pregnancy, birth and parenting in our acute hospitals and in the community. They provide emergency and critical care through our Emergency Departments, Neonatal Intensive Care Units, Special Care Nursery and high dependency units. They care for patients requiring general acute care and provide rehabilitation and other health services through home visits and community based outpatient clinics.

Parents are empowered to work with our nurses and midwives to participate in the care of their newborn. Our nurses and midwives meet people's cultural needs and support families through Mercy@Home, Midwifery in the Home and the Hospital in the Home program.



Partnerships for the best start in life

Werribee Mercy Hospital is a member of the Wyndham Best Start Program Partnership. The program supports families, caregivers and communities to provide the best possible environment, experiences and care for young children in the important years from pregnancy to the early primary years (0-8).

Lactation consultants represent Werribee Mercy Hospital on the partnership committee and the breastfeeding working group to increase breastfeeding rates in Wyndham. Funding was obtained to run a full day breastfeeding seminar for all health professionals in Wyndham in February 2010 with the aim to update

knowledge and provide consistent care and advice. In attendance were 110 health professionals from services in Wyndham.

Scholarships are also provided to staff wishing to increase their knowledge and become a lactation consultant.

As parent education is often difficult to implement with short postnatal stay, CBC now has a parent education channel with parenting and breastfeeding videos playing continually.

A booklet *Expressing for Your Prem or Sick Baby* has been developed for parents whose baby is in the special care nursery.

Our clean hospitals

A cleaning audit was conducted by an external agency at Werribee Mercy Hospital in April and Mercy Hospital for Women in August.

The audit was divided into three risk categories and results for both hospitals were better than the acceptable quality level in each of these risk categories.

Risk Category	Acceptable Quality Level	Werribee Mercy Hospital Score	Mercy Hospital for Women Score
Very High	90	95.7	96.4
High	85	97.0	97.7
Moderate	85	96.0	99.3

Hand hygiene above state average

Our public hospitals participate in hand hygiene audits and reporting. Results show an increase in hand hygiene for all staff. At the end of August 2010 compliance with hand hygiene was 71.7 per cent. This is above the statewide benchmark of 60 per cent.

The Australian Council of Healthcare Standards clinical indicators show the number of inpatient falls at Werribee Mercy Hospital is 0.31 per cent, which is below the public hospital average of 0.48 per cent.

The rate of patients developing a pressure ulcer at Werribee Mercy Hospital is 0.07 per cent, which is below the public hospital average of 0.09 per cent.



Staying in touch with you

We stay in touch with the patients, clients, residents, carers and families we care for through information sessions, cultural groups, support groups, advisory groups, local events, newsletters, websites, information packs and pastoral care.

Partnerships with other services

Our public health services have strong relationships with a number of health services, community and cultural specific agencies.

These include:

- The Cultural Diversity Committee, which has representatives from the Ethnic Communities Council of Victoria and the Centre for Culture Ethnicity and Health
- The Karen community in our south western health service
- Victorian Transcultural Psychiatry Unit through our mental health service
- The Spectrum Migrant Resource Centre, Victorian Hospitals Diversity Network, FARREP (Family and Reproductive Rights Education Program) statewide network through Mercy Hospital for Women

Some highlights

- Mercy Hospital for Women Pastoral Care attended the 2010 Council for a Parliament of the World's Religions held in Melbourne and attended an open day at the Preston Mosque. The Pastoral Care team is working toward a closer relationship with Islamic patients and families.
- Mercy Mental Health bi-lingual workers run regular Mental Health First Aid courses in their communities as well as stigma reduction courses
- Mercy Palliative Care held a forum for culturally and linguistically diverse community service providers to provide information about our service and identify areas for improvement in the delivery of palliative care
- In 2009 we began our Carer Education Program so that trained and experienced volunteers from Mercy Palliative Care can provide support and education for patients and their carers. An evaluation of the program showed that the support felt by the patients' carers was "invaluable" to them in their caring role. This project was presented to the surveyors during accreditation where it received commendation.
- Mercy Palliative Care has been involved in community promotion and consultation on palliative care. Volunteers have operated a stand at a local shopping centre informing the community of palliative care and how to deal with people who have a terminal illness.
- Mercy Palliative Care employees continue to provide public education opportunities through community groups, increasing the profile and awareness of palliative care and grief and loss locally. This included several sessions with 979fm Melton radio during 2010.
- Mercy Palliative Care is taking part in a Department of Health and Ageing funded project with Mercy Health Aged Care and North West Mental Health to educate employees in aged mental health and palliative care.

Community advisory committees

Mercy Health committed to working closely with the communities we serve. To support this aim a Community Relations Officer has been appointed to liaise with each of our regions, develop community participation plans, liaise with community advisory committees and support community feedback.

In the south western region of Melbourne, community members are involved in the Werribee Mercy Community Advisory Committee. This group acts as a bridge between the community and Werribee Mercy Hospital's Management team. We also have a Community Advisory Committee in Geelong, Victoria and Young, New South Wales.

Mercy Hospital for Women is currently developing a Community Advisory Committee for our health services in the northern region of Melbourne.

Cultural connections

Mercy Health is committed to providing services that meet the cultural, linguistic and spiritual needs of the people in our care.

Our Cultural Diversity Committee is coordinating the development of a Reconciliation Action Plan



that includes Indigenous cultural awareness training for employees across the organisation.

Our Aboriginal Hospital Liaison Officer and Aboriginal Community Development Worker provide cultural awareness education to employees through midwifery forums that are open to all employees, informally to ward and outpatient staff, and to students in various health disciplines.

The New Directions Program is creating a Cultural Awareness Training framework and implementation plan for Mercy Hospital for Women. This work will include cultural competency training online and staff training workshops.

Hospital wide participation in community events, including NAIDOC (National Aboriginal Islander Day Observance Committee) week, is leading to greater cultural awareness.

Working with the Burmese community: In 2009 access to Werribee Mercy Hospital for Burmese refugees was examined as part of a social work student project. There were a number of significant findings after consultation with Burmese refugees in Wyndham, most notably the lack of an interpreting procedure at Werribee Mercy Hospital. The hospital's interpreting services procedure has now been developed and implemented.

In the same year the Werribee Mercy Hospital Social Work team facilitated an education session for the Karen Advisory Group. This session was initiated by Foundation House and the Karen Advisory Group, which comprises community leaders of the largest emerging refugee group in Wyndham. The Karen community identified postnatal depression as an issue that needed to be addressed within their community. The Social Work team arranged for presenters from the Child Birth Unit, Mother Baby services, Psychiatry and Social Work to participate in the session. Community leaders were able to ask questions and discuss health services through interpreter services.

This was an important opportunity for health promotion to a vulnerable and hard to reach population – and a great opportunity to provide a cross-cultural service.

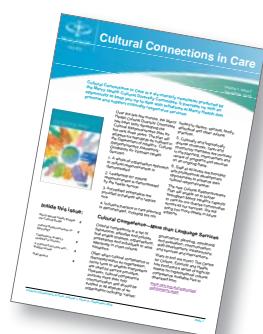
Our diverse workforce

The people who provide Mercy Health's public health services come from more than 70 cultural backgrounds and speak over 50 languages.

In the past year our Cultural Diversity Committee designed and implemented a number of initiatives to promote and support culturally responsive services.

This included:

- The launch of *Cultural Connections in Care*, an electronic newsletter



- The development of Cultural Responsiveness pages on our intranet so that employees can access up-to-date information about the culturally and linguistically diverse communities we work with. This includes cultural competence e-learning packages.
- The development of an organisation wide Language Services Policy to guide a consistent approach across Mercy Health



Speaking with our patients

Our patients come from 150 countries and speak more than 60 languages.

In 2009-10 Mercy Hospital for Women's Interpreting Services provided almost 7,000 occasions of service in over 60 languages.

The major languages remain:

- Chinese 30.6% (Cantonese and Mandarin)
- Arabic 20%
- Vietnamese 18%

Other language groups are becoming more diverse and account for 31.4 per cent of all services provided. Demand for Indian languages (mainly Hindi, Punjabi and Urdu) has significantly increased, especially among maternity patients.

Mercy Hospital for Women's African Liaison/FARREP (Family and Reproductive Rights Education Program) worker provided almost 950 occasions of service. The majority of clients are born in Somalia, followed by Sudan, Eritrea and Ethiopia.

The Well Women's Clinic in Ivanhoe is a vibrant nurse administered community health service providing services to women from over 20 different cultural groups, including Vietnamese, Chinese,

Greek, Italian, Lebanese, Indian, Serbian, Macedonian, Croatian, Turkish, Korean, Somali, Japanese, Bosnian, Maltese, Russian and Polish. The greatest occasions of interpreter services were for

the Vietnamese and Chinese community.

From July 2009 to June 2010 Mercy Mental Health's Community Treatment Program provided the following interpreter services.

	Language required	No.	%
Asian Languages	Hakka	19	4.67%
	Cantonese	2	0.49%
	Vietnamese	179	43.98%
	Filipino	13	3.19%
	Laotian	10	2.46%
	Burmese	10	2.46%
European Languages	Spanish	8	1.97%
	Greek	3	0.74%
	Italian	5	1.23%
	French	1	0.25%
	Macedonian	17	4.18%
	Serbian	46	11.30%
	Croatian	12	2.95%
	Bosnian	3	0.74%
	Romanian	1	0.25%
	Turkish	9	2.21%
	Albanian	1	0.25%
Middle East/ African	Arabic	20	4.91%
	Dinka	9	2.21%
	Amharic	16	3.93%
	Sudanese	1	0.25%
	Karen	16	3.93%
	Somali	3	0.74%
	Oromo (Ethiopian)	2	0.49%
	Tigrigna	1	0.25%
	Total	407	

Celebrating who we are

We organise many events to raise awareness and contribute to better understanding of the needs of our patient, clients and residents.

Some highlights this year were:

- Cultural Diversity Week
- Harmony Day
- Refugee Week
- International Migrants Day
- Ramadan



Welcoming our African community

The African Liaison/FARREP (Family and Reproductive Rights Education Program) worker at Mercy Hospital for Women works with other departments within the hospital so that appropriate support and care is provided to African women and their families.

Training and information sessions are held so that our employees can understand the health and cultural needs of women who come from diverse communities.

Mercy Hospital for Women is an active member of the FARREP Northern Network. A major initiative was the African Youth Health Day held in August 2009, which was organised in partnership with numerous service providers in the northern metropolitan region. The day brought together 98 African students from seven secondary schools to educate them about health and relationships as well as to provide opportunities for socialising. Fun activities included henna, jewellery making, hip hop dancing and a demonstration of martial arts.

From carer to volunteer



George Greigor has been a volunteer at Mercy Palliative Care for over three years. Following a group counselling session six weeks after his wife's death, George decided to become a volunteer to help others who were going through the same experience.

Having cared for his wife with the support of Mercy Palliative Care, George has an intimate understanding of what carers and families go through.

After training in family care and bereavement support, George began his service as a volunteer in 2007. Among his many roles, George offers respite for carers who need time out and provides emotional support when needed.

For George being a volunteer is not only his way of giving back to the service he says "played an unforgettable role in our lives", but is part of his own personal journey in embracing his grief.

"I have learned to live with grief by building a new life around it, which I am enjoying to the fullest."

Listening to the community

The Aboriginal Consultative Committee at Mercy Hospital for Women continues to meet regularly and membership of community agencies has increased.

In 2009 the New Directions Program completed extensive consultations with patients who gave birth to an Aboriginal baby at Mercy Hospital for Women. The consultation included all Koori Maternity Strategy sites in Victoria as well as other key Aboriginal agencies statewide. The outcomes of

the consultations will be used to improve services to the Indigenous community.

Informing and resourcing parents

The "I'm An Aboriginal Dad" program, run by the Children's Protection Society and supported by Mercy Hospital for Women, provides education, resources and opportunities for Aboriginal fathers to engage with other fathers and develop relationships between partners and family members.

“Dads’ Tool Kits” with parenting information and baby items are given to parents.

A parent education program specific to Aboriginal men is being developed in consultation with the “I’m An Aboriginal Dad” worker and Mercy Hospital for Women’s Parent Education Department.

A Resources Directory is maintained by the Aboriginal Community Development Worker and is available to all staff and students.

Aboriginal Women & Family Support Unit staff members work closely with the Well Women’s Clinic to improve rates of Pap screen testing for Aboriginal women and follow up treatment.

Media coverage

Local media is another way we stay in touch with you. Media articles inform the community about our services and celebrate our health professionals and patients.

Here is a sample of articles in 2009-10.

Newspaper	Date	Article
Heidelberg Leader	October 2009	Paintings by Aboriginal fathers enliven the hallways of Mercy Hospital for Women as part of the hospital’s Transitions Clinic program.
Werribee Star	October 2009	Wyndham citizens with depression, anxiety and schizophrenia can attend new educational programs at Mercy Mental Health in Hoppers Crossing.
Herald Sun	February 2010	Desperate mums flock to special schools to settle infants. Mercy Health O’Connell Family Centre dealt with about 3,000 calls for help last year, with nearly 1,200 families placed in programs.
Werribee, Hoppers Crossing, Point Cook Star	February 2010	Maternity services to expand. Health Minister Daniel Andrews turned a sod to start the building works on the \$14 million expansion at Werribee Mercy Hospital in an attempt to meet the growing demand.
Point Cook Star	30 March 2010	Doctors in the making. Over 30 medical students are being trained to ease the chronic doctor shortage in Wyndham. The future GPs and specialists from Sydney’s Notre Dame University started their two year training program at Werribee Mercy Hospital.
Heidelberg Leader	23 March 2010	Taste of cultural diversity. Mercy Hospital for Women and the Austin Hospital put on a show for Banyule community members to celebrate Cultural Diversity Day.
Werribee Banner	24 March 2010	Harmony Day: One nation, many cultures. Dressed in scrubs from their home countries, nurses at Werribee Mercy Hospital attended a Harmony Day morning tea where they completed an accreditation course to have their overseas qualifications recognised in Australia.
Kairos Catholic Journal	2-15 May 2010	The most precious Mother’s Day gift. Associate Professor Sue Walker, Director of Perinatal Medicine at Mercy Hospital for Women and others performed lifesaving surgery to divide the circulatory connections between twins Matthew and Isaac Koeleman.
Werribee, Hoppers Crossing, Point Cook Star	15 June 2010	Smoke free at Werribee Mercy Hospital. Werribee Mercy Hospital plans to put into practice what its health care professionals preach on a daily basis, with a smoke free policy to be introduced from July.



Complaints

Complaints are managed according to the categories and ratings established by the Health Services Commissioner. Currently all complaints are acknowledged within two working days and the average number of days for complaint response is 17.5 days for Werribee Mercy Hospital and 11.5 days for Mercy Hospital for Women.

Mercy Health services is in the process of transferring the complaints system into the feedback module of the Victorian Health Incident Management System, which will be fully functional in 2011.

Distributing our reports

The *Quality of Care Report* is available in the waiting rooms of our public health services and can also be downloaded from the Mercy Health website: mercyhealth.com.au.

Working smarter for you

Innovation and teamwork are two of Mercy Health's core values. We work together to continually improve our systems, processes and ability to provide care services.

Supporting professional development

This year Mercy Health Foundation awarded 26 scholarships to assist Mercy Health people with their continuing education.

Other scholarship highlights:

- This year one nurse and one midwife received the Lyn Tuttle Scholarship for Research Award due to the excellence of the research being conducted at Mercy Hospital for Women. (One scholarship is normally awarded each year.)
- Forty-four secondary school students completed placements in Werribee Mercy Hospital's award winning work experience program
- Two midwives at Mercy Hospital for Women were recipients of the Nurses Board of Victoria study grants
- Eleven annual Ronald Hepburn and Diane Turnbull Scholarships were granted at Werribee Mercy Hospital



Scholarship recipients are acknowledged on Mercy Day, a special day in our calendar honouring Catherine McAuley, Foundress of the Sisters of Mercy. Also pictured are representatives from commercial partners and Mercy Health Foundation Chairman, Mr Barry O'Callaghan AO (top right).

Training initiatives

In February 2010, Mercy Health – South Western Health Services welcomed its first induction of graduate entry medical students at Werribee Mercy Hospital as part of a partnership with the University of Notre Dame. These third year students will undertake a further two years clinical placement in general medicine, surgery, obstetrics and gynaecology, paediatrics and psychiatry at the hospital. They will also complete a five week placement within a general practice in the local community.



Incident management

In November 2009 Mercy Health received the “Xchanging Better Workplace Award” for the Mercy Incident Command System (MICS) – a comprehensive incident management system used at all Mercy Health facilities so that our trained managers can optimise safety during unexpected incidents.

New emergency response code: Mercy Hospital for Women’s *Emergency Procedures Manual* was updated to include a new emergency code to cover instances of major haemorrhage. This new response provides for enhanced communication with the blood bank and specialist haematologists at Austin Health. It also provides guidelines for blood product transfusion and improved documentation so that people can follow the procedure more effectively.

Emergency Department accreditation

Werribee Mercy Hospital Emergency Department has obtained accreditation as a provider of training to emergency physicians and surgical registrars.

Emergency Department Care Coordination service: The purpose of Emergency Department Care Coordination at Werribee Mercy Hospital is to ensure patients are safely discharged and to minimise the number of times same patients return to the Emergency Department. Emergency Department Care Coordination currently employs three part time staff during business hours: a social worker, a nurse and a physiotherapist.

In 2009 1,845 patients received interventions through Emergency Department Care Coordination at Werribee Mercy Hospital.

Of these patients:

- 119 (7 per cent) were admitted with internal referrals to allied health
- 778 (42 per cent) patients were discharged with referrals to community services
- 938 (51 per cent) patients were discharged following intervention in the Emergency Department and did not require any further community referrals

Many patients required multiple referrals to various internal allied health services or external community services.

Internal referrals:

- 279 referrals to the physiotherapy department
- 71 referrals to the occupational therapy department
- 94 referrals to the Social Work department and 66 referrals to the Hospital Admissions Risk Program

External referrals:

- 55 referrals to Home and Community Care services
- 26 referrals to Aged Care Assessment Service

Interventions:

- 48 per cent of interventions were crisis related, such as family violence, drug and alcohol and carer stress regarding ageing
- 9 per cent of interventions related to mobility
- 36 per cent of interventions related to acute muscular pain
- 7 per cent of interventions related to fractures



Midwifery in the Home

A study at Werribee Mercy Hospital showed there was a gap in written information for mothers on jaundice in newborn babies.

The outcomes of this study were:

- The creation of the *Jaundice in Newborn Babies* brochure
- Managed patient referrals between Royal Women's Hospital and Werribee Mercy Hospital
- Werribee Mercy Hospital midwives now visit Royal Women's Hospital patients in suburbs other than Wyndham
- Maternal and Child Health Nurses and Midwifery in the Home midwives liaise where there are concerns about individual patients
- Networking and three monthly meetings with the Midwifery Homecare Group
- All permanent Midwifery in the Home staff attend study days on topics such as breastfeeding and settling babies
- A breast engorgement information paper was produced by Midwifery in the Home employees for new mothers



Hospital in the Home

This year saw the creation and implementation of two Hospital in the Home referral pathways for Emergency Department patients and ward patients, which streamlines the referral process.

Other improvements include:

- The development and implementation of EpiPen standing orders that allows for quick management of anaphylaxis
- An employee competency was developed for the use of EpiPen
- Technology was purchased so photos can be taken of patient wounds, downloaded and placed in patient histories with specifications that enable accurate Resident Medical Officer review and up-to-date wound management and discharge planning
- A dedicated wound care nurse was appointed within Hospital in the Home for wound management and staff education
- A brochure on the Hospital in the Home service is currently in production
- A nurse unit manager attends quarterly Hospital in the Home forums at the Department of Health and provides networking opportunities and sharing of ideas, protocols and clinical practice guidelines
- A new process was developed for the referral of patients from the Emergency Department to Hospital in the Home, decreasing patient waiting time in emergency
- The development of new hospital wide cellulitis management guidelines that improve recovery time for patients
- The development of diabetes management guidelines for Hospital in the Home patients



Postnatal care at Mercy Hospital for Women

Innovative, quality and evidence based postnatal care is a prime objective for Mercy Hospital for Women. One of the ways we aim to achieve this care is to support research and evaluate research results that may lead to change.

In 2010 the “Changing Practice – Postnatal Care” and the “Leading the Way” trials were conducted to review the way we provide postnatal care for women.

Some of the outcomes include:

- Changing the paperwork that midwives and women use to document the care provided and outcomes achieved so that women’s specific needs can be met
- Postnatal midwives focusing on education so that new mothers are skilled to care for themselves and their babies when they leave hospital
- Promoting rest for women during their hospital stay and changing established unit routines if needed. For example, meal times and meal delivery can be revised. Breakfast foods can be provided the previous evening and stored in the bedside fridge so that each woman can eat when it suits her.

The final innovative aspect of the trial was that midwives completed the postnatal observations and all mothers were educated about the signs and symptoms of complications that can occur in the postnatal period and when to seek help.

Mercy Hospital for Women is currently evaluating this trial through a:

- Postnatal midwives survey
- Postnatal care survey
- Follow up telephone survey

Greater insights into palliative care

Palliative care is delivered by a team of professionals at the Gabrielle Jennings Centre in Werribee and in the community. This care draws on counselling skills (before and after death), medicine, music therapy, nursing, pastoral care and volunteers. The addition of a medical registrar to the community team, in collaboration with Peter MacCallum Cancer Centre, has enhanced access to medical expertise for our patients.

Benchmarking against industry standards:

We are participating in two voluntary quality improvement programs being run at a national level. The Palliative Care Outcomes Collaboration (PCOC) evaluates outcomes at a patient level, and the National Standards Outcomes Collaboration evaluates services against national palliative care standards. Results from PCOC benchmarking reports and a national benchmarking workshop have confirmed a significant improvement in pain management for clients, with Mercy Palliative Care leading in the area of reducing moderate to severe pain.

Groupwide survey: In 2010 Mercy Palliative Care successfully completed its four yearly organisation wide survey conducted by the Australian Council for Healthcare Standards (ACHS). Mercy Palliative Care was recognised for its extensive achievement in care of the dying.

Clinical research

In the past year approximately 50 new research projects were approved by Mercy Health's Human Research Ethics Committee in areas such as:

- Anaesthesia
- Clinical Support
- Endosurgery
- Gynaecology
- Gynaecological Oncology
- Lactation
- Lymphoedema
- Mental health
- Midwifery
- Obstetrics
- Paediatrics
- Palliative care
- Special Care Nursery
- Urogynaecology

Our researchers also published books, papers and journal articles and presented at national and international conferences.

Find out more: Download a copy of the *2009 Mercy Public Hospitals Inc Research Report* from Mercy Health's website mercyhealth.com.au. Go to Mercy Health > Corporate Reports.

Dr Martha Lappas is in the middle of a five year NHMRC fellowship. Her principle research focuses on complications in pregnancies and gestational diabetes.



Contacts

North and eastern Melbourne

Mercy Hospital for Women, Heidelberg

163 Studley Road
Heidelberg Vic 3084
Phone: (03) 8458 4444
Fax: (03) 8458 4777
Email: mercyhw@mercy.com.au

Well Women's Clinic, Ivanhoe

113 Waterdale Road
Ivanhoe Vic 3079
Phone: 1300 657 501

Mercy Health Lymphoedema Clinic

Mercy Health Lymphoedema Clinic, Heidelberg

Level 3, 163 Studley Road
Heidelberg Vic 3084
Phone: (03) 8458 4949
Fax: (03) 8458 4987
Email: mercyhw@mercy.com.au

Mercy Health Lymphoedema Clinic, East Melbourne

First floor, 232 Victoria Parade
East Melbourne Vic 3002
Phone: (03) 8458 4990
Fax: (03) 8458 4989
Email: mercyhw@mercy.com.au

Mercy Health O'Connell Family Centre, Canterbury

6 Mont Albert Road
Canterbury Vic 3126
(Enter via Parlington Street)
Phone: (03) 8416 7600
Fax: (03) 9816 9729
Email: ofc_reception@mercy.com.au

South western Melbourne

Werribee Mercy Hospital, Werribee

300-310 Princes Highway
Werribee Vic 3030
Phone: (03) 9216 8888
Fax: (03) 9216 8777
Email: werribee@mercy.com.au

Mercy Palliative Care

3 Devonshire Road
Sunshine Vic 3020
Ph: (03) 9364 9777
Fax: (03) 9364 9198
Email: mwpc@mercy.com.au

Mercy Mental Health Saltwater Clinic

Level 1, Corner Albert
and Paisley Streets
Footscray Vic 3011
Phone: (03) 9928 7444

Intake and Referral
(Triage Service):
Phone: 1300 657 259

Mercy Mental Health Community Care Units

131-135 Synnot Street
Werribee Vic 3030
Phone: (03) 9974 8111
Fax: (03) 9974 8100

Mercy Mental Health Mother Baby Unit

298 Princes Highway
Werribee Vic 3030
Phone: (03) 9216 8465

Mercy Mental Health Psychiatric Unit

298 Princes Highway
Werribee Vic 3030
Phone: (03) 9216 8588

Mercy Mental Health Wyndham

117-129 Warringa Crescent
Hoppers Crossing Vic 3029
Phone: (03) 8734 1550
Fax: (03) 8734 1560

Prevention & Recovery Centre

54 Burnside Street
Deer Park Vic 3023
Phone: (03) 8390 3400

Emergency services

Mercy Hospital for Women

Emergency Department
163 Studley Road
Heidelberg Vic 3084
Ph: (03) 8458 4001

Please note that the emergency department at Mercy Hospital for Women is not for general emergencies.

Werribee Mercy Hospital

300-310 Princes Highway
Werribee Vic 3030
Ph: 9216 8888

Mercy Mental Health

For urgent psychiatric care
Mercy Mental Health
Psychiatric Triage
Ph: 1300 657 259
24 hours a day, 7 days a week

Interpreter services

Each of our health services offers interpreter services. If you need an interpreter at any of these facilities, please call the number listed:

- Mercy Hospital for Women,
(03) 8458 4282
- Werribee Mercy Hospital,
(03) 9216 8888
- Mercy Mental Health,
(03) 9928 7444
- Well Women's Clinic,
(03) 8458 4282



Mercy Health
Level 2, 12 Shelley Street
Richmond Victoria 3121
Phone: (03) 8416 7777
Fax: (03) 8416 7888
mercyhealth.com.au