



Penelope Manserra with Grampians Health CEO Dale Fraser, and Grampians Health Chair Bill Brown

Life Governor Award for Penelope Manserra

Penelope Manserra, Deputy Chair of the Wimmera Health Care Group Foundation, has been awarded a Grampians Health Life Governor Award in recognition of her valuable contributions to the health service.

Grampians Health Deputy Board Chair Marie Aitken presented Penelope with the award at the annual general meeting, held in Horsham in November last year.

The Life Governor Award aims to highlight the outstanding contribution made by a volunteer, staff member, philanthropist and/or community member to Grampians Health.

Receiving the award, Penelope thanked the Grampians Health

board for the honour and also acknowledged her fellow directors at the Wimmera Health Care Group Foundation.

"I love the fact that I can help the hospital using my professional skill set while also helping and giving back to the community," Penelope said.

"We are very proud of the contributions the Foundation has made to the local campuses of Horsham and Dimboola to help make our local hospital better for all of us and which has also hopefully made the jobs of the staff easier as well."

Penelope, who is a Certified Financial Planner and Partner of Hillross Financial Services, joined

the Wimmera Health Care Group Foundation in 2010. Since then, she has helped build the Foundation's trust account from \$687,000 to an impressive sum of over \$2 million. Penelope has also been actively engaged in major fundraising initiatives that have significantly benefited Grampians Health.

Dale Fraser, CEO of Grampians Health, extended his heartfelt congratulations to Penelope for her exceptional contributions and the well-deserved recognition as a Life Governor.

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Penelope Manserra with Deputy Board Chair, Marie Aitken

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"Her dedication serves as an inspiration to all, and her impact on the health service and the community at large is admirable," Dale said.

In 2023, the Grampians Health Board made the decision to acknowledge all staff who achieved forty years of employment with a Life Governor

award, in recognition of their extraordinary term of service.

Twenty-nine staff members were honoured with the Life Governor award in November.

"A common, unifying trait of an award recipient is the humble way in which they conduct themselves. We thank them for their dedication and pay homage to the countless people they have assisted," Dale said.

Strengthening support for eating disorder carers

Grampians Health has received a joint grant with Eating Disorders Victoria (EDV) to foster and embed a community-based approach for supporting eating disorder carers in the Grampians region.

The project supports carers to have access to dedicated appointments, face to face group carer workshops and group sessions led by EDV Carer Coaches.

The group sessions will be held online, allowing access across the Grampians region. Throughout the project, the EDV team will be training a Grampians-based Carer Consultant, who will continue to provide this support in the region when the project concludes.

The 'Connecting Carers in their Community' grants program aims to reduce isolation, enhance overall health and wellbeing, and improve connections between carers and their local community.



Stacey English, Paediatric Eating Disorder Nurse Consultant and Tracey Gibson, Enrolled Nurse Specialist Outpatient Clinics

The grant is provided by Carers Victoria and supported by the Victorian Government.

In 2023, Grampians Health opened a new dedicated eating disorder service for the Grampians region providing a holistic approach in delivering physical and psychological care at the same time, supporting all age groups.

If you would like to learn more about this new carer support project or other supports for carers, contact Eating Disorders

Victoria on 1300 550 236 or visit **www.eatingdisorders.org.au**

To learn more about the new eating disorder service for the Grampians region visit **www.bhs.org.au/eating-disorder-clinic** or call the Eating Disorder Nurse Consultant on **0438 376 905**.

If you are concerned for someone's mental wellbeing, please call Mental Health Services on 1300 661 323.

Every hospital needs a 'Wendy'

Grampians Health cancer nurse, Wendy Sleep, has celebrated a very unique milestone.

Wendy has devoted 50 years of unwavering service to Wimmera Base Hospital and Wimmera Cancer Centre and has now decided it is time to step away from her role and into retirement.

A dedicated nurse, she started at Wimmera Base Hospital in January 1971 as a 'canary' trainee nurse in the midwifery ward.

"I've seen many significant changes to nursing in my career, including a new hospital and the inclusion of the Alan Wolff Medical Centre, but for me it has been the opening of the Wimmera Cancer Centre that's been a highlight," Wendy said.

"Back when I was working in the Intensive Care Unit, both my husband Greg and my sister became ill with cancer and passed away in their 30's.

"So when Wimmera Base Hospital added an Oncology Unit to its Acute Care Services at the turn of the century, I asked to be included in the team."



In early 2019 when the Wimmera Cancer Centre opened, Wendy was immediately on board.

Cancer Centre Manager Carmel O'Kane said every hospital ward needed a 'Wendy'.

"Most wards usually have that nurse that just brightens everyone's day, but Wendy has been very special to us," Carmel said.

"She has just been a constant breath of fresh air."

Wendy has no plans of slowing down in retirement and plans to continue devoting her time to the community as a volunteer.

"I've always enjoyed making people smile and I want to continue doing that," Wendy said.

Grampians Health recognised Wendy's service with a 50 year service award and induction as a Life Governor at the annual general meeting in November.

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Please also contact us if any changes are required to your contact details.

Do you have any suggestions for us?

If you have a suggestion or an issue you want to raise, please contact us at feedback@gh.org.au

We are committed to working with the communities in which we live and we value your feedback.

Improving emergency care times

Grampians Health's commitment to the rollout of the Timely Emergency Care Collaborative (TECC) project at Horsham has gained further ground with the appointment of Rebecca Hudson as project coordinator.

Rebecca will be providing day to day leadership and coordination of this collaborative in Horsham.

Introduced to 14 health services across Victoria, the TECC project is expected to help expedite the delivery of emergency care and care continuity.

Grampians Health Regional Director Medicine, Emergency, ICU and Continuing Care Services Kate Pryde said the TECC collaborative took a whole of system view of patient flow

and was pursuing patient flow improvements both within and across health services.

"The current focus for improvement at Horsham's emergency department (ED) is to review the fast track procedure and implement such strategies as nurse-initiated x-ray and nurse-initiated analgesia," Kate said.

"We will also develop and trial a short stay for low risk patients presenting with chest pain.

"We have already introduced nurse-initiated pathology so that blood sample results are expedited. We are currently monitoring the results from this."

Rebecca said she was enjoying the challenge of her new role.

"We want to reduce the length of stay on both admitted and non-admitted patients in the emergency department. Part of the inpatient stream is helping to get those admitted patients from emergency to the wards as quickly as possible," Rebecca said.

"Our recently appointed eagle nurse will help with that particular flow by keeping an eye on patients in ED and monitoring their care. We also have nurses overseeing both the ED system and the inpatient system.

"The point of all this is that we don't want patients to be kept in ED for longer than necessary, but we also want to make sure they are getting the right care in a timely manner."



Hospitality lessons before hospital studies



Food Services Assistants, Tess Jones (left) and Marli Pymer

Horsham College graduate Tess Jones is taking advantage of a GAP year from her studies to save up some wages for an overseas trip.

Tess is one of a handful of students working in a variety of roles at Grampians Health to make best use of their GAP year after completing their VCE certificates last year. As well as working with the Wimmera Base Hospital's catering team, she also has plans to travel to America and Europe this year to visit family.

"I have the opportunity during my GAP year to earn some money that I can use for travelling and going to university next year," Tess said.

Another Horsham College graduate Marli Pymer is studying occupational therapy at

Geelong's Deakin University this year, but is getting an early understanding of the health industry while working as a kitchen hand in Wimmera Nursing Home.

Marli, who has worked previously as a junior in the kitchen, said she planned to work casually during the year which would allow her to combine study with work during term breaks and when she isn't studying.

"Working at the hospital allows me to help pay for my accommodation at university and offset my living expenses," Marli said.

"I enjoy working in the kitchen. The staff are very welcoming and fun to work with. I have learnt a lot working at the hospital."

Careers Advisor Andrew Vague said Grampians Health was looking for students to fill placements in hospitality and kitchen, administration and linen services.

"Working at the Horsham campus gives students the opportunity to work in a large health service before undertaking their university studies," Andrew said.

"It's a great introduction to the working world and they get a good understanding of expectations and employee obligations and rights."

To find out more about employment opportunities visit grampianshealth.org.au/careers

Every farmer should know heart attack signs



Ian and Travis Penny

Every Wimmera Mallee farmer should learn the warning signs of a heart attack, how to manage one and to consider an automated external defibrillator (AED) for their worksite, says Grampians Health Chief Strategy and Regions Officer Dr Rob Grenfell.

His crusade has the backing of a Wimmera farmer who is lucky to be alive after being resuscitated in June last year.

Boolite farmer Ian Penny and his son Travis were servicing a tractor when Ian started experiencing excruciating chest pains. Travis downed tools and got Ian into his ute to drive him to Warracknabeal.

On the 27 kilometre journey, Travis phoned the local doctor's surgery to warn him of their imminent arrival.

When they arrived Dr Franklin Butuyutu and his nurse Debbie George were ready for him.

"I can recall saying to Dr Franklin that I'm having trouble lifting my arms. I've got no strength in them – and then I just died," Ian said.

Ian said his next recollection was opening his eyes to see his wife gently rubbing his face.

"She'd been called down to the surgery and I said to her, 'I think I've had a little sleep'.

"They found I had an artery that was completely blocked. Luckily Travis was with me otherwise I would never have got to Warracknabeal.

"I was told that only about seven percent of people survive a heart attack after they've actually died. I consider myself very fortunate to have survived.

"Apparently with the number of defibrillators around now that figure is rising. I think everyone should have an AED in their workplace, especially if they are in any risk category."

Ian said he and Travis made the purchase of an AED a priority after the scare.

Dr Grenfell said Ian's story was all too familiar.

"Farmers are always too busy to be worrying about their health," Dr Grenfell said.

"Especially at harvest time when they [think] it's more important to beat the rain and get the harvest in than to take time out to visit a GP or hospital and find out why they have that chest pain, tightness or numbness in the arms."

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"Obviously getting a regular check-up, managing heart attack risks and knowing the warning signs of a heart attack, go a long way to preventing an untimely death.

"At least by having a defibrillator nearby, there is a huge increase in the likelihood of saving a life or preventing a massive heart attack."

Mr Grenfell said that Ian's story should be enough reason for every farmer to make sure they take heart disease seriously: "You don't have to be old or unfit to be a risk to cardiovascular disease."

Rapid infuser arrival a 'first' for Horsham

Horsham patients with severe haemorrhaging will receive life-saving blood much quicker thanks to community generosity and the hard work of the Blue Ribbon Foundation (BRF) committee.

A brand new rapid infuser has arrived at Grampians Health Horsham and the operating suite team has completed specialist training to ensure they are ready to use the \$50,000 device. The Horsham branch of the BRF have spent two years on various fundraising projects to raise the money for the device.

BRF chairman throughout the fundraising period, Dale Russell, said it was a bigger project than his committee would normally target.

"We generally aim a bit lower so we can complete a project within a year, but our committee understood the importance for the hospital to have its own rapid infuser," Dale said.

"It was a big effort, but we had great support from the Horsham community and from our big partners such as Woolworths and ACE Radio."

Grampians Health Horsham's operating suite nurse unit manager Jenny Thomson said the hospital had never owned a rapid infuser.

"This rapid infuser delivers life-saving, warmed blood and fluid at the touch of a button," Jenny said.

"That's going to make our job much easier in emergency situations when someone is haemorrhaging heavily.

"We are so grateful to the Blue Ribbon Foundation and to the Horsham community for

supporting us and getting this device. It's only a matter of time that it saves someone's life."

The device is a specialised type of pump that can very quickly administer fluids such as blood, plasma or electrolyte solutions. The fluid can be delivered at rates of up to 1000ml/minute. It is extremely portable and can easily be transported throughout the hospital by one person.

Uses for this equipment can include in the Emergency Department, obstetric environments, or operating theatre.

Theatre Nurse Georgia Barnett shows the workings of the rapid infuser to BRF Horsham Secretary Kelly Schilling, Vice Chair Dale Russell, and fellow Theatre Nurse Maggie Clough



Maternity Outpatients Clinic turns one

Wimmera mums are touting the services of Grampians Health's Maternity Outpatients Clinic at Horsham on the celebration of its first birthday.

Horsham mother of three Tegan Harvey took advantage of the specialist services at the clinic during her last pregnancy and wished the clinic had been in place earlier.

"This time around has definitely been more convenient," Tegan said.

"With our two daughters, we had to visit the Read Street clinic for some appointments and then the hospital for others but now having it all under the one roof is much less stressful and so much more convenient," she said.

"If you need an extra appointment with the doctor, they are here ready to go, and you could check things with them if you were having any issues."

Tegan said another great advantage of the maternity clinic was the improved lactation service introduced early last year.

"Now they have post-natal breastfeeding classes whereas before there were only antenatal classes so that's a huge plus and super handy as well," she said.

"I haven't needed that this time with Cooper, but I definitely would have used it with Paige and Rylee had the new classes been available then."



Horsham mother Tegan Harvey and her family along with staff of Horsham's Maternity Outpatients Clinic

Tegan said she visited the clinic regularly throughout her pregnancy with Cooper.

"I would come and see the midwives every four weeks and then every two weeks as it got closer to my due date. I had a mix of midwives but got to know them all well, which was nice.

"They were all really, really helpful and had all my notes in the system so I felt reassured.

"I would highly recommend for any expectant mum to take advantage of the Maternity

Clinic. They are really supportive, and all the girls are great."

Maternity Clinic Manager Jane Rentsch said Tegan's views had been echoed by many new mothers.

"The inclusion of the dedicated clinic has made such a big difference to how we deliver our services and our babies," Jane said.

"The midwifery team are thriving in the environment and that reverberates through to the families as well."

Telehealth boost for Care Communities

Residents in Wimmera Nursing Home and Dimboola Care Community will have better access to specialist medical consultations through new Telehealth carts.

The \$18,000 VisionFlex carts have been made available through a pilot trial from Western Victoria Primary Health Network.

The carts can be wheeled to the room of non-ambulant residents so they can communicate directly with a medical specialist or other professional clinicians.

Grampians Health Care Community Operations Director – West Sarah Kleinitz said the new Telehealth carts were invaluable for increasing resident access to specialists and additional supports.

“These carts provide greatly improved access for residents to consult with specialists because they remove that concern of them having to travel to metropolitan or regional cities for face-to-face visits,” Sarah said.



Wimmera Nursing Home manager Bree Stonehouse tests the new device with resident Angelina

“The carts are equipped with their own observation monitors so they can provide the specialist with the resident’s blood pressure, oxygen saturation and heart rate in real time.

“There is also a detachable camera that can provide the specialist with close-up views

of wounds or lesions. The unit really does allow for a thorough examination from the specialist without the need for a face-to-face consult.

“We appreciate the support of the Western Victoria Primary Health Network with this program.”

150 years of Wimmera Base Hospital

WE WANT YOUR HELP!

This year, the Wimmera Base Hospital is celebrating its 150th birthday.

If you have any stories, old photos or memorabilia you would like to share with us, please contact communications@gh.org.au

More details on the community celebrations, and how you can take part will be provided in coming months.



Foundation donates ultrasound to Maternity Clinic



Grampians Health obstetrician Dr Yakep Angue shows Sue Frankham the new ultrasound machine

Expectant mothers will now have access to a quick and easy assessment of their developing infant without the need to visit the hospital.

Thanks to the generosity of the Wimmera Health Care Group Foundation, babies can be assessed off campus at Grampians Health's Maternity Outpatients Clinic, using the clinic's brand new ultrasound.

Foundation director Sue Frankham said the Foundation bought the \$76,600 machine for

the clinic after it learned it was operating without one.

"Expectant mums were previously having to make an appointment at the hospital just for the ultrasound and then another at the clinic but now it can all be done at the one location," Sue said.

Grampians Health obstetrics and gynaecology registrar at Horsham Dr Nancy Hamura was very thankful for the Foundation's donation.

"There are times when our patients come in for an assessment and we are unable to determine the position of the baby," Nancy said.

"Previously we would have sent the patient to the hospital for a scan but now we are able to do it instantly without her leaving the consultation room.

"It's also more reassuring for the mum to be able to identify the foetal heart rate here at the clinic, rather than a trip to the hospital. We can capture those moments after 20 weeks."

Volunteering for emergencies

Since moving to Horsham from Geelong during COVID, Peter Anthony has been a regular volunteer at Grampians Health, driving patients and clients to various appointments across the Wimmera and beyond.

Now Peter is taking on a new challenge as Horsham's first volunteer in the Emergency Department. Grampians Health volunteer coordinator Kellie McMaster said Peter was working a few shifts each week to get a better understanding of how to develop his role.

"At this stage he is providing support to whoever needs it including team members, patients and their families," Kellie said.

"He is making coffees and teas, serving up meals, helping with changing beds and any small job that is non-clinical and within his skillset.

"The eventual plan is for Peter to become a team leader for that

role so that when other volunteers start working there, he will be able to provide them guidance and support in the role."

ED acting nurse unit manager Delilah Brennan said Peter was doing a wonderful job and fitting in well with the team.

Peter said he was loving the change and found the Emergency environment fascinating.

"It's only when you get in here that you see what an incredible job the team does," he said.

"I've really enjoyed it but I also want to continue with the volunteer driving as well because I enjoy that too."

Grampians Health Chief People Officer Claire Woods said Peter's support was a wonderful example of how building relationships to deliver the best outcomes helps us to be stronger together.



Volunteer Peter Anthony helps ED registered nurse Anna Tepper to change bedding

If you know someone who would enjoy a volunteering role at Grampians Health, please call Kellie on **5381 9347** or email **kellie.mcmaster@gh.org.au**

To learn more about volunteering at Grampians Health, visit **grampianshealth.org.au/volunteer**



ARE YOU OUR NEXT VOLUNTEER?



Grampians Health Horsham is looking for people to volunteer in the following areas:

~ **Drivers** ~ **Palliative Care** ~
~ **Community Friendship Program** ~ **Emergency** ~
~ **Care Community** ~ **Cancer Centre** ~

If you, or someone you know, is interested in volunteering with Grampians Health Horsham, please contact **Kellie.McMaster@gh.org.au** or **5381 9347**

Scan the QR Code to fill out an Expression of Interest form.



Helping Communities Thrive

Grampians Health strives to deliver quality care for all our communities through safe, accessible and connected health services.

Emergency Department

For emergencies arising from accident or illness. Services are available 24 hours, 7 days a week.

If your condition is serious, or you are experiencing chest pains, you need to call 000 (Triple Zero) for an ambulance.

Acute Care

24 hour care, managed by our experienced nursing staff and visiting medical officers.

Care Communities

Kurrajong Lodge

5581 9271

Wimmera Nursing Home

5381 9307

Horsham Maternity Clinic

5381 9010

Community Options

5381 9336

Assisting people and their carers to live independently in their own homes.

Allied Health

5381 9333

Allied Health resources are based in the Arapiles Building. Services available include:

- Dietetics
- Occupational Therapy
- Physiotherapy
- Podiatry
- Speech Pathology
- Social Work
- Dental and Prosthetic Clinic

Alan Wolff Medical Clinic

5581 9167

A specialist medical clinic servicing the needs of patients in Horsham and the surrounding districts.

Primary Health

Community based services which are delivered to the wider community.

- District Nursing 5381 9391
- Hospital in the Home 5381 9311
- Continence Service 5381 9333
- Memory Support Service 5381 9333
- Post Acute Care 5382 3419
- Residential in Reach 5381 9115
- Complex Care (HARP) 5381 9115

Day Centre

5381 9285

Offers a welcoming, supportive environment for our older community and for people with dementia and/or disabilities to maintain personal independence and provide support for their carers.

Dental Clinic

5381 9248

Treats patients who hold a Health Care Card or Pensioner Concession Card and children under 13 without a concession.

Radiology

5381 9236

Lumus Imaging, a private company provides medical imaging for the hospital and the Wimmera region. Services include Radiography, Computer Tomography, Mammography, Ultrasound, MRI, Echocardiography, DEXA and OPG (Orthopanthomogram).

Wimmera Cancer Centre

5381 9169

Oncology service, incorporating Dialysis and Palliative Care.

For the full range of services and more detail on accessing the services please visit www.whcg.org.au



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