Annual Report
2003

Top Marks for Aged Care
Services for Seniors

New Wards for Women & Beds for Babes
Our One Stop Shop

Helping Health Happen
The People of Peninsula Health

PENINSULA HEALTH
Building a Healthy Community
The wide range of services available through Peninsula Health gives real meaning to the concept of integrated care.

The community we serve is both large and complex. Its needs are growing in keeping with the demographic trends for this region.

Our community of care encompasses a range of communities on the Mornington Peninsula. There are areas in our catchment where the community is older than the state average. We also service new subdivisions which are attracting many young families. In addition, each year, holiday seekers swarm to the Peninsula and rely on us to meet their needs.

This growth in demand for services led to a record number of services being provided during 2002-2003 when more than 100,000 people relied on Peninsula Health to meet their health care needs. We expect this trend to continue into the future.

The Government recognised the need to increase our capacity to respond to this growing demand and in 2002 Peninsula Health completed another major expansion program. New wards and additional beds were opened at Frankston Hospital. Major renovations enhanced the Emergency Departments at both Frankston and Rosebud Hospitals and improvements were made at the Aged Care facilities at Rosebud and Mt Eliza.

At the same time a review of the management structure, resulting in clearer responsibilities and accountabilities, was introduced. This has
improved co-ordination across all services and has helped to achieve consistent quality of care across all our sites and services.

Community involvement in the planning and delivery of our services is essential to our continuing success.

The Primary Care and Population Health Advisory Committee, which consists of external health care providers, gives valuable advice to the Peninsula Health Board of Directors. In addition our Community Advisory Committee advises the Board on key issues affecting health care planning, development and delivery of services to our culturally diverse community.

The Board of Directors comprises nine people with varied skills, experiences and backgrounds. I thank them for their contribution to the ongoing development of Peninsula Health. In particular it is important to recognise the service and contributions of three former Board Directors who retired on 30 June, 2003, and to welcome two other new Directors of the Board, appointed from 1 July 2003. Stella Axari AM retired as Chair of the Board while Judith Couacaud Graley and Tom Bevington have been succeeded by Dr Virginia Mansour and Mr Jim Young. The ongoing Board Directors are Diana Ward, Diana Macmillan, Dr Peter Lynch, Dianne Wickham, Paula Irani and Jim Kerrigan, and it is they, and the three retiring Directors and staff to whom thanks are given for their 2002/03 contributions.

The Board embraces its roles in both Corporate and Clinical Governance to ensure that quality services are delivered to our Community.

In the past year Peninsula Health has responded to an unprecedented demand by encouraging collaboration and innovation within the health service and with other providers of health care.

It has been a year of considerable achievement as Peninsula Health expanded and delivered many new services, developed a more highly qualified staff, completed major developments and re-developments and forged important links with its stakeholders.

The achievements were possible owing to the support from the Department of Human Services, the dedication and professionalism of the staff and executive team led by Dr Sherene Devanesen, the strong support of the community and the unequalled commitment of an outstanding group of volunteers and auxiliary groups.

This report, read in conjunction with the 2003 Quality of Care Report and the first comprehensive Research Report, highlights many of the achievements and some of the challenges for the future.

Barry Nicholls
Chairman
It has been a year of considerable growth and achievement at Peninsula Health.

The range of services we provide to the community has been expanded and enhanced.

In addition to opening the new Women's Children's and Adolescents' wards at Frankston Hospital, other major renovations created a new 16 bed Observation Ward adjacent to a refurbished Emergency Department.

At Rosebud Hospital the first stages of a major renovation to the Emergency Department were completed and a new patient waiting area and refurbished triage area will be open before Christmas 2003.

A restructuring of our Rehabilitation and Aged Care services has created separate centres of excellence for each of the disciplines. The introduction of new programs such as Optometry at the Frankston Integrated Health Centre has broadened the range of ambulatory services.

We also measure our successes by the quality of the services provided to the community. This assessment is based on feedback that we receive from our service users and by the assessments made by external evaluators. All the Residential Care sites have been accredited by the Aged Care Standards and Accreditation Agency Ltd. The health service has also received confirmation of ongoing accreditation with the Australian Council on Healthcare Standards.

Like all health services, both public and private, we have been affected by a shortage of qualified professionals. Over the past year we have worked hard to recruit and retain staff. The successful nursing recruitment program has been enhanced by innovative strategies initiated by the Psychiatric Service.

As a teaching hospital of Monash University and by our affiliation with other educational institutions, we participate strongly in undergraduate and postgraduate training in the health professions. Continuing professional development and research activities are also encouraged. Our efforts in these areas have been strengthened by the appointment of Professor Robert Burrows to the position of Professor/Director Women's Children's and Adolescent Health.

We endeavour to work closely with local government, community groups and other service providers to improve the integration and delivery of services to the community. A series of public health education forums was conducted in collaboration with other service providers.

Consultation with our stakeholders occurs at many levels and the work of the Peninsula Health Community Advisory Committee ensures that the community is represented in our strategic planning processes.

To enhance our interaction with the community, we have commenced a series of Open Days at our major sites. This annual report package, which includes full financial statements, our Quality of Care report and a report detailing our research activities will further inform the community.

As we aim to meet the growing demand for services, Peninsula Health will continue its commitment to providing a safe, accessible and responsive service to the people of Frankston and the Mornington Peninsula.

Dr Sherene Devanesen
Peninsula Health
The women of our community and their families now have a ‘one-stop-shop’ for obstetric, gynaecological and paediatric care.

Peninsula Health launched its new Women’s, Children’s and Adolescent Health (WCAH) wing at Frankston Hospital in October 2002. Premier Steve Bracks officiated as the multi-ward facility was opened. The structure of the complex concentrates a comprehensive range of maternity and paediatric services in one efficient, coordinated facility.

Antenatal classes and pregnancy services are available, including specialised assistance to women with chemical dependencies. Spacious new delivery suites provide opportunities for family birthing options and postnatal care is offered from either 2-bed wards or single rooms. Postnatal programs, including lactation (breast feeding) support, are available on site.

A 10-bed Special Care Nursery looks after premature or ill newborns. The unit is a ‘Level 2’ nursery caring for newborns with problems that do not require ventilation or surgery, for which they need to be treated in a Neo-natal Intensive Care Unit. The new Special Care Nursery has an adjacent Mother’s Room.

Next door, the 15-bed Paediatric Unit treats children up to 16 in a bright, attractive, child-friendly atmosphere. There are amenities that both children and their parents appreciate such as a toy-filled play area for younger children, a computer centre for older children and special fold-out beds and a parents’ lounge with shower to accommodate parents staying overnight. The Unit also features ‘Family Centred Care’ which assists parents in gaining the skills to promote continuing recovery following discharge.

Observation Post

Opening a new Coronary Care Unit in Frankston Hospital’s $21million redevelopment left a vacant ward on Level 3 – but the space wasn’t empty for long.

Following some construction work to alter the area slightly, Peninsula Health opened its new 16-bed Observation Ward in December.

The completed work has provided five cubicles within direct sight line of the new nurses station. Stage 3 will develop an upgraded, more efficient and private triage area as well as a new waiting area with toilet facilities.

The redevelopment is timely as numbers in the Emergency Department continue to increase. Annual presentations in 1999/2000 were 4,800. That figure grew to 15,000 in 2002/2003.

Frankston’s Facelift

Refurbishment is now complete at the Frankston Hospital Emergency Department.

The work was undertaken in stages, with construction areas supported by sound barriers and extractor fans to minimise noise and fumes.

The unit is designed to admit patients assessed in the Emergency Department with a number of conditions that require observation and monitoring. These include conditions such as unspecified chest pain or minor head injuries and patients usually stay between four and 48 hours. After this, they are discharged or admitted to another hospital ward.

The ward enables staff to monitor patients from the Emergency Department in more comfortable conditions – wider beds, a quieter atmosphere with lighting more suitable for sleeping, larger and more private cubicles. It also has the benefit of freeing up an Emergency Department bed for other patients, helping the hospital function at peak efficiency.
Hostel Scrubs up a Treat

A major upgrade of Lotus Lodge Hostel was completed this year with the redevelopment of a 12 bed unit specifically for residents with dementia.

In addition to physical upgrades, Peninsula Health has made a number of improvements in procedures and staffing allocations to enhance the service. Permanent staff numbers have increased and visiting allied health specialists now include physiotherapists, occupational therapists, social workers, diversional therapists, pastoral care workers and dietitians.

“A great deal of progress has been made in all areas,” says Site Manager and Chief Nursing Officer, Elaine Franklin.

Sensational

When residents of Peninsula Health’s Carinya Residential Aged Care Unit want to experience a tropical paradise, they don’t even need to leave the grounds.

A joint project of staff, the Friends of Carinya Auxiliary, the Inner Wheel Club of Nepean Inc and Mt Erin High School, a beach-themed ‘Sensory Room’ is a treat for residents, who have dementia or behavioural disorders.

The room provides a range of sensory stimulation for the residents with a South Sea Island mural painted by Mt Erin year 10 students, aromatherapy, pipe music and mobiles.

“The room will help residents who are no longer able to experience the many sensory indulgences the outside world has to offer,” says Carinya Nurse Unit Manager, Cheryl Graham.

A Credit to the Care

All of Peninsula Health’s residential aged care facilities have received accreditation from Commonwealth surveyors. Inspections covered 44 standards such as cleaning standards, staff qualifications and resident comfort.

Facilities accredited include:

- Michael Court Residential Aged Care Unit, which provides hostel accommodation and care for elderly people with varying degrees of dementia or behavioural disorders
- Carinya Residential Aged Care Unit, a secure nursing home environment for older people with dementia or behavioural disorders
- Jean Turner Nursing Home, a Rosebud-based facility providing nursing home care for 30 residents
- Lotus Lodge Hostel, sited adjacent to Jean Turner Nursing Home and providing hostel care for up to 68 elderly people.

The Joint is Jumping

A six week course in managing arthritis has proved to be a springboard for the Frankston Integrated Health Centre’s (FIHC) arthritis clients.

The Centre’s Arthritis Self Management course teaches clients about the condition and helps them to master supportive exercises and diet regimens. The course is run by physiotherapists who cover issues such as aids for daily living, medication use and relaxation techniques.

This year several course ‘graduates’ decided that getting together and sharing experiences was mutually supportive and they set about organising a self-help group to follow on from the course. Staff at the Centre, with assistance from Arthritis Victoria, helped the clients get their group off the ground, but the members now organise their own meetings, speakers and activities.

The Arthritis Self Help Group meets monthly at John Maddler Hall on the Frankston Hospital campus. They have had a rheumatologist speak to them and they plan on starting their own water exercise sessions. Those interested in joining should ring the FIHC on 9784 8133.

Drop in and See Us

Frankston Hospital and the Frankston Integrated Health Centre were scheduled to go first!

In May the two facilities hosted Open Days, inviting the public in for a visit. Tours drew big crowds, and visitors enjoyed the numerous displays and demonstrations, including a ‘healthy eating’ tasting stall. The Peninsula Drug and Alcohol Service’s display offered guests the chance to test their notion of a standard drink and to experience a breathalyser.

In February 2004 Rosebud Hospital and our southern aged care and rehabilitation services will open their doors for public tours, and the northern aged care sites will follow later in the year. The Open Days will be announced through the local press.
Better Breathing

Most of us take breathing for granted. We are fortunate in scarcely ever having to think about it.

But for people with respiratory disorders such as emphysema or other chronic obstructive pulmonary diseases (COPD), breathing is often difficult and shortness of breath impacts substantially on their lives.

Staff throughout Peninsula Health are focused on helping these clients to improve their respiratory capacity and to better manage their conditions. Pulmonary rehabilitation programs are now available at Frankston, Chelsea and Rosebud Community Rehabilitation Services as well as at Frankston Hospital. Lung function testing is available in laboratories at both Frankston and Rosebud Hospitals.

Staying Sharp

Every syringe that is returned to Peninsula Health’s needle syringe program is one less that may end up on the beach or footpath.

It is also one less that could be shared, a practice that increases the risk of HIV/AIDS and Hepatitis B and C within the community.

It also represents one more opportunity to deal directly with intravenous drug users, providing support and assistance to help them to deal with the considerable challenges in their lives and to provide referrals to health, welfare and drug and alcohol services.

All in all, that’s quite a bit of benefit for one return. Peninsula Health multiplies that benefit during its Southern HIV/HEP/AIDS Resource and Prevention Service (SHARPS) needle syringe program, which has one of the highest return rates in Australia (an average return rate of 82% last year).

At its fixed Ross Smith Avenue service alone, there were 125,252 used needles/syringes safely returned, enabling staff to make 2028 referrals to other services, including the chemical dependency program for pregnant women at Frankston Hospital.

The service is extended through its secondary sites in Hastings, Mornington, Rosebud, Chelsea and three other locations in Frankston.

• An eye-opening footnote to this article is a Commonwealth–commissioned study released this year, entitled ‘Return on Investments in Needle/Syringe Programs in Australia’. The study notes that from 1990 to 2000 there was $150 million spent on needle/syringe programs, Australia-wide. It concludes that the health dollars saved in HIV/AIDS/Hepatitis infections prevented amounts to around $7 billion.

Oh, No! Not Another Risk Factor!

At Chelsea Community Rehabilitation Centre, for example, the six week course comprehensively covers COPD. Participants are assessed individually at the beginning and end of the course and receive instruction in twice weekly sessions. Further assessments are made at three and six month intervals. The course features a physician explaining the medical management of COPD, exercise and active lifestyle instruction from physiotherapists, nutrition advice from a dietician to promote general health, relaxation exercises and energy efficiency tips from an occupational therapist and information on the emotional aspects of COPD by a social worker.

At the conclusion of the course clients are encouraged to consider joining a local self help group or to undertake the Tai Chi or Agestrong programs at the Centre.

“We have clients who bring their own oxygen bottles when they come for our course,” says Physiotherapy Assistant Margo Millar. “You really have to credit their determination in tackling these challenges to improve their quality of life.”

Afraid so.

This year the Australian National Heart Foundation put out information on research that indicates depression and social isolation are risk factors for heart disease.

So Peninsula Health, especially through its Cardiac Rehabilitation Program, is highlighting the issue and providing clients with information, advice and, when needed, referrals for counselling and other treatment.

“In our Cardiac Rehab Program,” says Lynn Murdoch, Cardiovascular Community Health Nurse, “we discuss how mental health impacts on cardiovascular conditions, talking about the mind-body connection and how a significant number of people experience periods of depression and anxiety.”

The 7-week program gives people who’ve experienced a heart attack or heart surgery information and advice on ways to improve their lifestyles and live healthy lives. In addition to mental health issues, the course addresses exercise and activity levels, diet, smoking and medications.

Recently staff have added a new focus on women’s experience with heart disease, highlighting their different reactions to heart events as well as the impact of gender roles on heart health.

Lynn is also working to set up a Frankston/Mornington Peninsula branch of Heart Support Australia so clients have an ongoing community-based support structure following the conclusion of the Cardiac Rehabilitation Course.
On Line and Legible

Hard-to-read prescription forms will soon be a thing of the past at Peninsula Health as its successful electronic prescribing trials are expanded.

The program, which makes it possible for medical and pharmacy staff to use laptops or hand held ‘palm pilots’ to record prescriptions, has now been extended to include inpatient prescribing at Frankston Hospital.

The process has numerous benefits that increase patient safety. Printed electronic prescriptions greatly reduce the risk of misreading. The software includes prompts that ensure the prescription is complete with date, dosage, etc. Alerts are automatically displayed to note any possible interactions with other medications a patient is taking as well as reminders about any medication allergies or previous negative reactions.

More information about electronic prescribing and electronic discharge processes can be found in the 2003 Quality of Care Report.

Ringing with Reassurance

More than half a million dollars was invested over the last two years to upgrade the software and telephone systems for Peninsula Health’s Mount Eliza Personal Assistance Call Service (MEPACS).

The service was established in 1989 with 30 initial clients and today enables more than 12,000 older and disabled Victorians to remain longer in their own homes.

The program involves the home installation of technology that, at the push of a button on a pendant, connects clients with 24-hour operators who can summon nominated friends or family and, if necessary, police or ambulance response. This provides clients with the security necessary to maintain their independent living arrangements, providing peace of mind to them and their families.

Nursing Initiatives

Nurses in Peninsula Health’s Psychiatric Service have found an apt acronym for their nursing recruitment and retention strategies. T.R.E.E. highlights the training, research education and empowerment they are striving for, and like trees, their programs are growing and branching out.

“We have set our sights high,” says Chief Nursing Officer Barbara Keeble Devlin, who’s spearheading the nurse training activities. “We want to promote a strong culture of learning that will attract nursing staff who value continuing opportunities for education and quality improvement.”

Among recent initiatives and achievements in mental health nursing are:

- Commitment of a Department of Human Services grant to run a Nurse Practitioner Demonstration Project that expands the role and responsibilities of psychiatric nurses
- Collaboration with other health services, hospitals and universities in running conferences in mental health and therapies
- A major cultural awareness program, including more active involvement in key community groups such as the Indigenous Action Group
- Presentations at 3 psychiatric nursing conferences in 2002 with 5 more planned for 2003/04
- Establishment of a Graduate Nurse Year Program in Mental Health during 2002
- Peninsula Health psychiatric nurses co-teaching and providing tutorials at Monash University
- An increase in the numbers of psychiatric nurses undertaking postgraduate education, with 11 currently studying for diplomas, masters and doctoral degrees.
Bookings for a Midwives Clinic at Frankston Hospital for low risk pregnant women averaged 90 a month when the clinic was introduced in 2000. By the end of 2002 bookings had risen to 220 and clinic hours had increased from 25 to 38 hours a week.

Paediatric Unit staff are developing new strategies to deal with the rising problem of childhood obesity. On admission the issues of obesity are addressed through interview and discussion with both parents and children. Those families whose children are at risk are given information on healthy lifestyles and can be referred to the dietitian. New, healthy free choice menus are being established and protocols are being developed in coordination with Peninsula Health’s community health staff. Smoking is also an issue being addressed with adolescent patients.

Frankston Hospital’s Maternity Services joined with the Australian College of Midwives in May to host the International Midwives Day forum for Victoria at Monash University.

Peninsula Health’s Core of Life program, which brings facts about pregnancy, birth and parenthood to year ten students, is credited with helping to reduce the rate of teenage pregnancy on the Peninsula. Since the program was introduced, the number of teen pregnancies at Rosebud Hospital fell from 6.6% to 2.9%, well below the state average. The program has proven so successful and popular, it has now expanded across Victoria and interstate. The program managers have also worked with the Koori community to deliver a special model for Koori teenagers.

With its new, ultra modern birthing facilities, Frankston Hospital recorded a 16% increase in the number of births over a three month comparative period. In one week staff helped deliver three sets of twins!

Rosebud Hospital’s Hillview Maternity Wing hosted a Millenium Baby reunion in June. There were more than 40 toddlers and their parents in attendance.

Communicating with our community is a high priority for Peninsula Health. We strive to inform the people we serve about the work we’re doing and we seek feedback from consumers to help us to improve our services.

That strong focus on community consultation was confirmed when Peninsula Health was given top marks in the 2002 Metropolitan Quality of Care Reporting Awards. The 2003 Quality of Care Report is available from Peninsula Health and covers a variety of issues, achievements, challenges and community responses. Among the items detailed in the Quality of Care Report are:

- Waiting times for elective surgery
- Risk management
- Customer focus issues
- Staff recruitment and training
- Wound management
- Infection control
- Optometry services
- Falls prevention and Agestrong programs
- Drug and alcohol services
- Community Advisory Committees
- Services for local ethnic communities
- Profiles of Cardiac and Mental Health services
- Palliative care
- The complaints process
- Elective Surgery Access Service
- Clinical Governance
- Electronic Discharge and Prescribing
- The Arthur’s Seat Chairlift collapse
- Family Centred Care
- Health information forums

For a copy of the report, ring Peninsula Health Quality and Customer Relations Department on 9784 7051.

PENINSULA HEALTH Annual Report 2003
The leadership and vision of the Board of Directors is crucial to Peninsula Health’s accomplishments

The Board of Directors of Peninsula Health (September 2003)

Board of Directors (top row L-R)

Mr Barry Nicholls (Chairman)
Mec Bec(Hons 1) TPTC
Former Victorian public servant, including DHS
Director, Port of Melbourne Corporation
Fellow, Australian Institute of Company Directors
Fellow, Institute of Public Administration Australia (Vic)
Past President, Economic Society of Australia (Vic)
Member, Rotary Club of Sorrento Inc

Ms Paula Irani
LL B (Hons)
Lawyer, Health Law Advocate/Guardian
Office of the Public Advocate
Member, Health Law Exchange Committee (Law Institute of Victoria)

Ms Diana Macmillan
DipPE (Melb)
Frankston Resident
Company Director
Member, Menzies Inc Scholarship Selection Committee

Ms Diana Ward
BA (Sociology & Anthropology)
Dip Arts (Professional Writing & Editing)
Licensed Estate Agent
Company Director
Member, Peninsula Hospice Service

Peninsula Health Board and Staff extend sincere appreciation to former Board Directors Stella Axarlis, Tom Bevington and Judith Couacaud Graley, who retired from the Board at 30th June 2003, for their contributions.
During 2002/2003, the position of Executive Director Psychiatry and Infrastructure was held by Mr John Wigan, who resigned in February 2003. Mr Peter Turner served as Executive Director Emergency, Women’s Children’s and Adolescent Health and Ambulatory Services and was Allied Health Director.
ORGANISATIONAL STRUCTURE

BOARD OF DIRECTORS

CHIEF EXECUTIVE

Deputy Chief Executive

EXECUTIVE DIRECTOR MEDICAL SERVICES

- Medicine/Critical Care
- Surgery/Operating Services
- Emergency/HITH/Outpatients
- Women’s Children’s and Adolescent Health
- Quality and Customer Services
- Investigative Services
- Pharmacy
- Medical Services
- HMO Coordination/Support
- Medical Education
- Patient Transport
- Research and Innovation
- Frankston Site Coordination

EXECUTIVE DIRECTOR REHABILITATION, AGED AND PALLIATIVE CARE SERVICES (RAPCS)

- Rehabilitation, Aged and Palliative Care Services/Sites
- Residential Care
- Allied Health
- Social Work and Integrating Care

EXECUTIVE DIRECTOR PSYCHIATRY AND INFRASTRUCTURE

- Psychiatry Services/Sites
- Community Health Services/Sites
- PSA Services
- Infrastructure
- Hotel Services
- Engineering
- Environmental Services
- Planning/Capital

EXECUTIVE DIRECTOR ROSEBUD

- Rosebud Hospital Services/Sites
- Nursing Services
- Nursing Education

EXECUTIVE DIRECTOR HUMAN RESOURCES

- Human Resources
- Training/Education
- OHS/Disaster Management
- Chaplaincy
- Library

EXECUTIVE DIRECTOR FINANCE

- Finance/Payroll
- Supply/Printing
- Information Management
- Information Technology

CORPORATE COUNSEL

- Legal Services
- Legal Compliance
- Freedom of Information
- Marketing/Public Relations
- Contracts
- Insurance

PROFESSIONAL ISSUES

- Legal
- Medical
- Nursing
- Allied Health

11 PENINSULA HEALTH ANNUAL REPORT 2003
We Thank Our Lucky Stars

The many – MANY – talents of our volunteers were on show at this year’s annual Volunteer Appreciation Event in July.

Nearly 400 volunteers attended the event at the Frankston Arts Centre. Guests were encouraged to participate in displays of their talents and several dozen responded. A wide range of crafts and artworks were on exhibit – from quilt making to decoupage. Everyone was most impressed by the professionalism and quality of the works presented.

Then several plucky volunteers took to the stage to perform as part of the Volunteer Talent Show. There were recitations, songs, original scores, mimes and stand up comedy. All the acts were appreciated and the audience gave the performers a rousing round of applause for their contributions.

Luckily, Peninsula Health’s 700 talented volunteers also apply their skills and gifts to the community’s health services throughout the year. They make and cook goods to sell; organise events; build, sew and paint amenities for our facilities; and charm and comfort patients, visitors and staff. They are also amazingly talented fundraisers whose efforts benefit the entire community.

Our Valued Volunteers

Chances are you know someone who is a volunteer for Peninsula Health.

There are, after all, 700 men and women who give their time, ideas, energy, enthusiasm and dedication to promoting good health for us all.

Many of them work on Peninsula Health sites – selling tea and treats, arranging flowers, hiring televisions, running raffles, folding linen, giving directions, organising stalls, teaching crafts, reading aloud, lending an ear, making music, collecting second hand goods, driving clients to appointments, setting up games … the list just goes on and on. And the hours they chalk up as a group are astonishing – working seven days a week, early morning until evening, even coming in on holidays to brighten the day for patients and staff.

Some volunteers focus their efforts on raising funds to help build facilities, buy medical equipment, sponsor programs and add amenities that benefit patients, residents and their families. And those funds are considerable, this year totalling well over half a million dollars.

Peninsula Health salutes our very special volunteers, who give selflessly for no other reward than the satisfaction of knowing they are helping make this a better, friendlier, more united and healthier community.

Considering Kids

**KNOWLEDGE** about good health,

**INVESTIGATION** of diseases affecting young people,

**DEVELOPMENT** of programs to improve care and the

**STUDY** of children’s issues –

make up the acronym for Peninsula Health’s newest auxiliary.

The new auxiliary group, K.I.D.S., has been formed to support research projects in children’s health issues. Money raised through annual activities will help with basic research needs such as clerical and printing costs, additional salaries, research materials and educational development.

The Paediatric Unit, located at Frankston Hospital, has a strong record of quality auditing in children’s health issues, including projects in play therapy, pain management, antibiotic studies and an asthma project that produced educational materials for patients, their families and health workers.

The new auxiliary meets monthly and has begun making Christmas cakes for an upcoming fundraiser.

We Thank Our Lucky Stars

The many – MANY – talents of our volunteers were on show at this year’s annual Volunteer Appreciation Event in July.

Nearly 400 volunteers attended the event at the Frankston Arts Centre. Guests were encouraged to participate in displays of their talents and several dozen responded. A wide range of crafts and artworks were on exhibit – from quilt making to decoupage. Everyone was most impressed by the professionalism and quality of the works presented.

Then several plucky volunteers took to the stage to perform as part of the Volunteer Talent Show. There were recitations, songs, original scores, mimes and stand up comedy. All the acts were appreciated and the audience gave the performers a rousing round of applause for their contributions.

Luckily, Peninsula Health’s 700 talented volunteers also apply their skills and gifts to the community’s health services throughout the year. They make and cook goods to sell; organise events; build, sew and paint amenities for our facilities; and charm and comfort patients, visitors and staff. They are also amazingly talented fundraisers whose efforts benefit the entire community.
Wealth for Health

Auxiliaries raised over half a million dollars this year – an amazing effort.

Other fundraisers throughout the community added to that by organising numerous events and donating much needed equipment to Peninsula Health’s hospitals and other facilities and programs during 2002/2003. All year long public-spirited groups and individuals convinced the public to dig deep for our community’s health services.

In January five well-known Australian artists and the Jenny Phihan Fine Art Gallery joined forces to promote Peninsula Health’s southern peninsula facilities through a fundraising art show in sunny Sorrento.

The First Seaford Scouts visited Frankston Hospital in May to present flowers to all the mums for Mothers Day.

December saw the local glitterati glam it up for the annual Bids for Kids dinner dance sponsored by the Grand Hotel. Proceeds benefited Peninsula Health’s paediatric services.

The gentlemen of the Welsh Male Choir were in fine voice for their October concert at Baxter Village Retirement Centre, where residents enjoyed a stirring concert and donated funds for Frankston Hospital.

Dancing to the lyrical strains of the bouzouki, guests at a Greek Tavern Night dinner dance had a great meal and a lively evening to benefit Rosebud Hospital.

It was funds ‘FORE’ Frankston Hospital when the Peninsula Country Golf Club organised the annual charity golf day at their magnificent golf course.

Kneading Help

Hours spent in a chemotherapy chair receiving powerful drugs to fight cancer can seem interminable to patients.

So it’s the ‘mighty massagers’ to the rescue. During the year Frankston Hospital’s Chemotherapy staff teamed up with the Pastoral Care Coordinator to recruit several volunteers who were then trained by a massage therapist. With their new skills, the volunteers are able to offer hand, foot and shoulder massages to chemotherapy patients. The relaxation induced by the massage, combined with the supportive attitudes of the volunteers, provides a welcome reprieve from the tedium and discomfort of the clinical sessions.

Peninsula Health has chemotherapy services located at both Frankston and Rosebud Hospitals.

Sensational Seniors

When Premier Bracks praised the achievements of older Victorians in this year’s Senior Citizen of the Year program, several members of Peninsula Health’s auxiliaries were on the honours list. These outstanding seniors have contributed countless hours and tremendous effort to health care in our community. Among those receiving Senior Achievement certificates were Clair Duffus of the Rosebud Op Shop and Rosebud Pink Ladies, Joyce Higgett of the Rosebud Hospital Kiosk Auxiliary, Bev Oldfield of the Blairgowrie Auxiliary, Lilian Fisher of the Carrum Auxiliary and Syd Wayling and Ron McCormack of the Men’s Auxiliary. Frasier Speechley, a longtime volunteer at the Carinya Residential Aged Care Unit, was selected for one of only ten Victorian Government Senior Achiever Awards. Peninsula Health is proud of all its volunteers and extends a special ‘Good On Ya’ to its award recipients.
Pink Bonanza

It would take 173,913 cappuccinos . . .
88,900 daily TV hires . . .
615,384 raffle tickets . . .
307,692 chocolate koalas . . .
or half a million newspapers sold – to make up this year’s record donation from the Frankston Hospital Pink Ladies Auxiliary.

At their Annual General Meeting in August, the Pinkies turned over an amazing sum of $400,000, the highest amount the group has ever donated.

Pinkies run raffles, sell toys and gifts, staff the kiosk seven days a week, arrange stall sales, organise events, hire TVs, sell newspapers and treats from the ‘lolly trolley’ and generally recognise fundraising opportunities whenever and wherever. Profits from all these activities helped the ladies accumulate this astonishing donation.

“We’ve had a very good year,” says President Pauline Ellerby – modestly. “But then, we have a fantastic team who all work hard and really care about Frankston Hospital.”

Bedding Down

12 down and 18 to go!

That’s the tally recorded over the last two years by the ten members of the Rosebud Rehabilitation Service Auxiliary, who’ve set themselves a target of replacing all the unit’s 30 beds. The group is determined to outfit the unit with 30 new, electrically controlled, hydraulic lift beds. Each new bed costs around $2,600.

“We want to upgrade all the beds,” says President Elaine Saxe, “to ensure that our patients can rest and recover in comfort – and to reduce the chance of injuries to our staff.”

The auxiliary has been assisted in their effort by the Blairgowrie and Tootgarook Senior Citizens clubs, the Angel Opportunity Shop and the Rosebud Hospital, Aged Care and Rehabilitation Op Shop. Elaine and her crew are looking around for new fundraising ideas for the upcoming year and would appreciate any ideas from community supporters. She can be contacted through the Unit on 5981 2166.
Volunteer Auxiliary Groups

The Barrelman’s Operation Small Change
The Blairgowrie Auxiliary
The Carinya Volunteers
The Carrum Auxiliary
The Chelsea Rehabilitation Unit Volunteers
The Community Advisory Committees
The Frankston Community Health Service Volunteers
The Frankston Hospital Patient Library Service
The Frankston Rehabilitation Unit Volunteers
The Friends of Carinya Auxiliary
The Jean Turner Nursing Home Volunteers
The K.I.D.S. Auxiliary
The Lotus Lodge Hostel Volunteers
The Men’s Auxiliary
The Michael Court Volunteers
The Mount Eliza Centre Volunteers
The Palliative Care Volunteers
The Pastoral Care Volunteers
The Pink Ladies of Frankston Hospital
The Rosebud Auxiliary
The Rosebud Hospital Kiosk Auxiliary
The Rosebud Hospital, Rehabilitation and Aged Care Opportunity Shop
The Rosebud Pink Ladies Group
The Rosebud Rehabilitation Service Auxiliary
The Rosebud Rehabilitation Service Volunteers
The Rosewood House Volunteers
The Rye Auxiliary
The Sorrento/Portsea Auxiliary
The Southern Peninsula Garden Club
The West Rosebud/Tootgarook Auxiliary

Congratulations to New Auxiliary Life Governors for 2003

Shirley Archer Pastoral Care Volunteers
Norma Bishop Pastoral Care Volunteers
Annette Croad Rosebud Hospital Kiosk Auxiliary
Rose Cross Rosebud Pink Ladies
Mary Doak Rosebud Hospital Kiosk Auxiliary
Beryl Dow Rosebud Hospital Kiosk Auxiliary
Ted Fox Men’s Auxiliary
Dulcie Hayward Rosebud Hospital Kiosk Auxiliary
Isobel Hollands Rosebud Hospital Kiosk Auxiliary
Diane Mellors Pastoral Care Volunteers
Marie Newcombe Rosebud Pink Ladies
Ron Osmond Rosebud Auxiliary
Eric Sarau Men’s Auxiliary
Liza Steward Pastoral Care Volunteers
Patricia Waters Pastoral Care Volunteers
Mavis Wright Friends Group FCHS

Talented volunteers displayed their craft on Appreciation Day

PENINSULA HEALTH Annual Report 2003 18
Cover Shot:

Lisa and Peter Addicoat didn’t find their surprise 2002 Christmas present under the tree.

Instead, their very special gift appeared under operating theatre lights at Frankston Hospital.

Arriving six weeks early, little Caitlyn was the best present her delighted parents could have asked for. Lisa and Peter came for what they thought was a check up on Christmas Eve, but Lisa was found to have pre-eclampsia and was told she’d need to stay. Their first child was in a breech position and needed to be delivered by Caesarean Section the next day.

Following the birth, Caitlyn was looked after in the Special Care Nursery in the hospital’s new Maternity Wing. Lisa received her post-operative nursing care in the unit’s post natal ward, spending as much time as possible with her new daughter.

Lisa feels the special care baby Caitlyn received was outstanding and appreciates the time staff spent with her and her husband.

Lisa and Peter are looking forward to putting Caitlyn’s gifts under the tree this year.