



HSLA Newsletter

June 2010

Level 30, 570 Bourke Street
Melbourne 3000

ABN 11 066 654 742

President's Report

Welcome to the second edition of the HSLA newsletter for 2010.

In keeping with our commitment to both training and to the rural and regional areas of Victoria, the HSLA conducted a half day workshop in Shepparton during May this year. We were hosted by Goulburn Valley Health and over 50 attendees from Shepparton, Bendigo, Albury/Wodonga and even Melbourne attended the day. Participants included nursing and clerical staff from a range of health services. The workshop covered many aspects of managing complaints, including how complaints fit into the quality and safety agenda, systems to manage complaints and dealing with difficult people and difficult situations. We received very positive feedback about the day and would be interested in running the workshop in other regional areas if there is interest. Please do not hesitate to ring me and discuss your needs if you think this would be useful.

Our next training opportunity will be held at the office of the Health Services Commissioner on the morning of **Thursday 29th July**. We have two speakers at this session, covering the **services and processes of the Coroner's Court of Victoria**, as well as **dealing with people who are grieving or possibly traumatised**. It is important that we understand the workings of the Coroner's Court and how best to utilise the services offered, both as workers in health services and advocates on behalf of consumers. In addition, we are often dealing with people who may be traumatised immediately following an event, or grieving if the event occurred some time ago. Understanding more about these emotional states will assist us in knowing how to deal sensitively with people at these times. Be sure to book in early as numbers are limited.

Finally, our committee will be reviewing our strategic plan over the coming months. If you have any suggestions or directions that you would like to contribute, please be sure to contact either myself or a committee member. You know we love feedback and we want to ensure we remain relevant and helpful to the sector.

I wish you well over the winter months and hope to see you at our next workshop.

Warm regards

Caroline Rose
HSLA President
caroline.rose@thewomens.org.au
Ph 8345 2290

Health Service Liaison Association
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If you are working in Victoria, have you attended an orientation session at the Office of the Health Service Commissioner? If not give them a call on (03) 8601 5200.

It is a very worthwhile experience and particularly for those CLO's who have just started in the role.

HSLA Committee Members 2010

Name	Telephone	Email
Caroline Rose (President)	8345 2290	caroline.rose@thewomens.org.au
Noelene Stevens (Treasurer)	9496 3566	noelene.stevens@austin.org.au
Lynn Griffin (HSC Representative)	8601 5203	lynn.griffin@dhs.vic.gov.au
Jacqueline Flude (Newsletter Co-editor)	9342 7806	jacqueline.flude@mh.org.au
Tim Chiragakis (Newsletter Co-editor & website)	9342 7806	timothy.chiragakis@mh.org.au
Marion Cocker (Website editor)	9709 7134	marion.cocker@southernhealth.org.au
Trevor Bishop	9805 7333	tbishop@delmonthospital.com.au
Jo Sibson	9805 7333	jsibson@delmonthospital.com.au
Sue Beck	9656 1870	sue.beck@petermac.org
Glenys Andrew	5352 9303	gandrew@eghs.org.au
Linda Maddaford	99288584	linda.maddaford@southernhealth.org.au
Jan Phillips	58322258	jan.phillips@gvhealth.org.au
Gail Benson	52257986	gail.benson@barwonhealth.org.au
Lauren Patrick	93411343	lauren.patrick@dhs.vic.gov.au

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If you have any strategies that your organisation uses that may be useful for discussion please pass on your valuable information to us.

HSLA Peer Support

Do you have a problem or an issue in your role that you would like to talk through with someone? Our Peer Supporters would be happy to hear from you. Just give them a ring:

Metropolitan Melbourne

Jacque Flude Royal Melbourne Hospital, Vic 03 9342 7806

Rural Victoria

Jan Phillips Goulburn Valley Health, Vic 03 5832 2258

Interesting Websites For Your Information

Health Issues Centre. An Australian independent health policy. Health issues Journal
www.healthissuescentre.org.au

The Department of Human Services Victoria, Australia, Victorian Government Health Information.
<http://www.healthvic.gov.au>

Complaints - Health Care Complaints Commission 29 Sep 2009 ... Complaints about health organizations involve different procedures from those made about individual health practitioners. ...
www.hccc.nsw.gov.au/Complaints/Complaints/default

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The Dam



SUBJECT: DEQ File No.97-59-0023; T11N; R10W, Sec. 20; Lycoming County

Dear Mr. DeVries:

It has come to the attention of the Department of Environmental Quality that there has been recent unauthorized activity on the above referenced parcel of property. You have been certified as the legal landowner and/or contractor who did the following unauthorized activity:

Construction and maintenance of two wood debris dams across the outlet stream of Spring Pond.

A permit must be issued prior to the start of this type of activity. A review of the Department's files shows that no permits have been issued. Therefore, the Department has determined that this activity is in violation of Part 301, Inland Lakes and Streams, of the Natural Resource and Environmental Protection Act, Act 451 of the Public Acts of 1994, being sections 324.30101 to 324.30113 of the Pennsylvania Compiled Laws, annotated.

The Department has been informed that one or both of the dams partially failed during a recent rain event, causing debris and flooding at downstream locations. We find that dams of this nature are inherently hazardous and cannot be permitted. The Department therefore orders you to cease and desist all activities at this location, and to restore the stream to a free-flow condition by removing all wood and brush forming the dams from the stream channel. All restoration work shall be completed no later than 31 January 2010.

Please notify this office when the restoration has been completed so that a follow-up site inspection may be scheduled by our staff. Failure to comply with this request or any further unauthorized activity on the site may result in this case being referred for elevated enforcement action. We anticipate and would appreciate your full cooperation in this matter. Please feel free to contact me at this office if you have any questions.

Sincerely
David L Price
District Representative and Water Management Division

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www.hsla.com.au





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Here is the actual response sent back by Mr. DeVries:

Re: DEQ File No. 97-59-0023; T11N; R10W, Sec. 20; Lycoming County

Dear Mr. Price,

Your certified letter dated 08/17/09 has been handed to me to respond to. I am the legal landowner but not the Contractor at 2088 Dagget Lane, Trout Run, and Pennsylvania.

A couple of beavers are in the (State unauthorized) process of constructing and maintaining two wood "debris" dams across the outlet stream of my Spring Pond. While I did not pay for, authorize, nor supervise their dam project, I think they would be highly offended that you call their skillful use of natures building materials "debris."

I would like to challenge your department to attempt to emulate their dam project any time and/or any place you choose. I believe I can safely state there is no way you could ever match their dam skills, their dam resourcefulness, their dam ingenuity, their dam persistence, their dam determination and/or their dam work ethic.



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These are the beavers/contractors you are seeking. As to your request, I do not think the beavers are aware that they must first fill out a dam permit prior to the start of this type of dam activity.

My first dam question to you is:

- (1) Are you trying to discriminate against my Spring Pond Beavers, or
- (2) do you require all beavers throughout this State to conform to said dam request?

If you are not discriminating against these particular beavers, through the Freedom of Information Act, I request completed copies of all those other applicable beaver dam permits that have been issued.

(Perhaps we will see if there really is a dam violation of Part 301, Inland Lakes and Streams, of the Natural Resource and Environmental Protection Act, Act 451 of the Public Acts of 1994, being sections 324.30101 to 324.30113 of the Pennsylvania Compiled Laws, annotated.)

I have several concerns. My first concern is, aren't the beavers entitled to legal representation? The Spring Pond Beavers are financially destitute and are unable to pay for said representation -- so the State will have to provide them with a dam lawyer. The Department's dam concern that either one or both of the dams failed during a recent rain event, causing flooding, is proof that this is a natural occurrence, which the Department is required to protect. In other words, we should leave the Spring Pond Beavers alone rather than harassing them and calling them dam names.

If you want the stream "restored" to a dam free-flow condition please contact the beavers -- but if you are going to arrest them, they obviously did not pay any attention to your dam letter, they being unable to read English.

In my humble opinion, the Spring Pond Beavers have a right to build their unauthorized dams as long as the sky is blue, the grass is green and water flows downstream. They have more dam rights than I do to live and enjoy Spring Pond. If the Department of Natural Resources and Environmental Protection lives up to its name, it should protect the natural resources (Beavers) and the environment (Beavers' Dams).

So, as far as the beavers and I are concerned, this dam case can be referred for more elevated enforcement action right now. Why wait until 31/1/2010? The Spring Pond Beavers may be under the dam ice then and there will be no way for you or your dam staff to contact/harass them.

In conclusion, I would like to bring to your attention to a real environmental quality, health, problem in the area. It is the bears! Bears are actually defecating in our woods. I definitely believe you should be persecuting the defecating bears and leave the beavers alone. If you are going to investigate the beaver dam, watch your step! The bears are not careful where they dump!

Being unable to comply with your dam request, and being unable to contact you on your dam answering machine, I am sending this response to your dam office.

THANK YOU,
RYAN DEVRIES & THE DAM BEAVERS

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Case Study

A patient is admitted for surgery with a history of inappropriate behaviour on previous admissions and mental health issues.

Following surgery, the patient is admitted on the Ward. Throughout the night the patient demands pain relief and becomes aggressive with medical and nursing staff when it is withheld because the patient has had the required dosage already.

Security is requested to be on standby as the behaviour displayed by the patient appears to be escalating and staff is becoming uneasy. Medical staff attends to the patient throughout the night on several occasions to assess and explain the purpose of limiting strong medications.

Following discharge the patient complained via the Consumer Liaison Officer (CLO) regarding the waiting time for the next required surgery and issues regarding future pain management while an inpatient. The CLO liaised with the patient over a period of time to try to address the concerns raised. Initially the patient is very pleasant and cooperative. The patient manipulates information given by the different units causing confusion in all areas.

When clear information is provided to the patient relating to the process for the waitlisted procedure, the patient becomes abusive and threatening because the information is different to the expectation.

How would you manage this situation to ensure the best outcome for the patient regarding?

1. the patient journey prior to admission
2. the patient journey during admission
3. issues regarding mental health
4. issues regarding pain management
5. safety of the patient and visitors
6. safety of nursing/medical/allied health staff
7. safety of the consumer liaison office
8. support to staff following incidents



Report on the Complaints Management Workshop Held in Shepparton on Monday 24 May 2010

Customer complaints and feedback are part of any service role and we need to therefore embrace this feedback as a positive form of communication.

Feedback allows services to improve their quality thus deliver better service to the consumer. These were the messages highlighted at the HSLA workshop on complaints management on 24 May 2010 in Shepparton.

Special thanks to Jan Phillips for a very well organised workshop and to Goulbourn Valley Health for providing a wonderful venue. The venue was central for the attendance of our rural health colleagues. There were over 50 participants and judging from the feedback which was unanimously positive, stating that the workshop had been extremely informative, and had provided much needed insight to the complaints handling process. Some added that the workshop had highlighted the role of the HSLA.

Caroline Rose and Gail Benson were both clearly well versed in the subject and presented in a very user friendly manner - well done!

Trevor Bishop
Delmont Private Hospital
Member HSLA



Member Profile

Sue Beck

Patient Liaison Officer / Peter MacCallum Cancer Centre

Position:

Patient Liaison Officer / Peter MacCallum Cancer Centre

How long have you had this position?

I've worked in the role for 5 months. I live in the Eastern suburbs and have embraced the train journey to work

Skills used:

I have drawn on my experience working with the variety of people you come across in health. The key is the ability to listen to people. This is the best way to help them and allowing them to tell their story and give you the outcomes they are looking for.

Favourite part of job:

Giving people with answers to their concerns and to give closure. Also having the ability to feedback suggestions and complaints to all areas of the hospital and assist them in looking at how they can do things better and improve things for our patients.

Describe your role:

The role is one of care, patience and facilitation.

What gets under your skin?

Defensive staff

How do you deal with stress?

I exercise by playing golf and going to Pilates. I am considering meditation. It may be a useful tool for those weeks when all else fails!



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Conference For Information Only



<http://www.aaqhc2010.org.au> AAQHC 2010 Announcement

Back to the Future - Unlocking the Potential

The Australasian Association for Quality in Health Care, together with WA Health, are pleased to invite you to attend the **8th Australasian Conference on Safety and Quality in Health Care**, being held on 6 – 8 September 2010, at the Perth Convention and Exhibition Centre, Perth, Australia.

WHO SHOULD ATTEND?

This Conference is the premiere event on the Australasian Safety and Quality in Health Care calendar and will appeal to all Clinicians and Managers from Acute Hospitals, Aged Care and primary care who are interested in providing safe, quality care to patients and their families. A range of local and international speakers will present an innovative program of plenary sessions, invited papers and workshops around the theme of “Back to the Future - Unlocking the Potential” examining the major issues in this vital topic.

CALL FOR ABSTRACTS

We will be calling for abstracts on 22 January 2010. Save the date in your diary and be sure to get your abstract submission ready!

VENUE

The Perth Convention Exhibition Centre is situated in the heart of the beautiful city of Perth, within easy walking distance of the city's major hotels, business, and restaurant and retail districts and offers a range of transport options. Nestled in the City of Perth, the venue has magnificent views of the city and the Swan River. The Perth Convention Exhibition Centre is centrally located in the heart of the city and can cater for up to 5,000 delegates.

To ensure that you remain abreast of all new information and the latest program developments as they become available, please visit the 2010 conference website at <http://www.aaqhc2010.org.au> On behalf of the Organising Committee; we look forward to the opportunity of welcoming you to another successful and exciting program ahead.

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Dealing with the Coroner's Court & The Grieving or Traumatized Person

The Health Service Liaison Association is pleased to invite you to an education session being conducted at the Health Services Commissioner's Office.

The session will cover the following areas:

- * Recent changes to the Coroner's Act and how these will impact Health Services
- * What happens at the Coroner's Court
- * What services are available to support health workers and families
- * Dealing with people who are grieving and/or traumatized

Speakers

- * **Michelle Skinner**
Manager, Family & Community Support Services, Coroner's Court of Victoria

- * **Judy Rigby**
Manager of Pastoral Care, Royal Women's Hospital

Who should attend	People who work in Health
Date	Thursday 29th July 2010
Time	10.30 am to 1.00 pm
Lunch	1.00 pm
Venue	Health Service Commissioner's Office Level 30 570 Bourke Street Melbourne
Cost	\$45.00 (includes lunch)
RSVP & Enquiries	22nd July 2010 Caroline Rose Telephone : 8345 2290 Email : caroline.rose@thewomens.org.au

A number of publications will be available at the conclusion of this session



**TAX INVOICE
& REGISTRATION FORM**

ABN 11 066 654 742

Session/Course: **Dealing with the Coroner's Court
and
The Grieving or Traumatized Person**

Cost \$45.00 (includes lunch)

Date: Thursday 29th July 2010

Participant: _____

Organisation: _____

Email: _____

Payment Options

Electronic Funds Transfer (EFT/Post)

Account Name : HSLA

BSB : 063349 - Account Number : 10022284

or

Cheque made payable to:

HSLA

and send to

Level 30, 570 Bourke Street

Melbourne 3000

Please Send Registrations To

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