

Mental Health Matters

Friday 26th September 2014

Staff Profile

Hello! I am Amanda – the consumer consultant for BHS-MHS. My role is mostly involved with ensuring the consumer perspective is represented and to incorporate this in to improving the quality of our service. This consumer perspective is gathered via the Consumer Advisory Committee; Consumer Participation Program; individual and group consultation and a number of site-specific surveys.



I aim to inform all consumers and patients about their rights and responsibilities whilst in our care with consideration for individual or systemic advocacy as needed.

My work hours are 9-4 Monday to Thursday; email is amandatu@bhs.org.au and extension is 94182. Please pop in to my office (next to Helen/Linda's office) downstairs. I am always happy to help in any way at all especially if you or someone you know has a consumer that wants a chat about our service.

Don't forget your steps—we have some great teams from Mental Health in this years Stephathon

Welcome Tracey

Tracey (Drever) will be working at front reception with Sharna. Tracey comes from Finance and is a fanatical Blues Supporter. She has two sons, one of which play for the Rebels and the other plays for North Ballarat. In her spare time Tracey coaches basketball.

Tracey has a dog call LE Bron James and two guinea—pigs named Barbara and Peanut.



Welcome Tracey.

Promotion

Congratulations to Natalie Sitka (Ballarat North West) who has been promoted to the position of Senior Clinician (0.4 EFT). Natalie has consistently shown strong leadership and mentoring skills within her team and demonstrates a strong clinical knowledge. We welcome Natalie into this new path of her career and look forward to working with her as a clinical leader.

Retirements

Gayle Reid—Has retired after 45 years of service to Ballarat Health Services . Gayle's commitment to patients and their families is well known. Her sense of humour will be greatly missed.

We hope enjoy retirement and have lots of exciting adventures.

A word from our ED and DCS

Hello and welcome to the first edition of Mental Health Matters.

This newsletter will be produced every two months to provide staff with information about what is happening in our directorate.

Please feel free to contribute as the more stories we receive the more interesting our newsletter will be.

Currently we have some exciting projects and changes underway. This includes the Midlands Redevelopment Project. This project involves refurbishing /redeveloping the Midlands site on Norman Street. This building will house the Infant and Child team, the Youth team, the Peri-Natal Emotional Health Program and the Project Team in one location. The project is at the stage where it

is being costed and a tender will be released.

The Adult Acute Unit (PICA) has received funds from the State Government to modernise. This project is in the planning stages to determine exactly what the new design will look like when completed. When more details are available we will share these with you.

Keep up the good work it is much appreciated by our services, patients and their families.

Tamara Irish
Executive Director

Abdul Khalid
Director Clinical Services

Congratulations

to Danielle Breust on the safe arrival of a beautiful baby boy—Macklin

Congratulations

Congratulations to WEEK 5 WINNERS - Aged Persons Mental Health Community who received their Certificate and PRIZE recently as part of the BHS National Safety and Quality Standards competitions..



Celebrations

The Infant and Child Mental Health Team celebrated the new infant additions to their team with a "High Tea".

Shary Tan's twin boys Ollie and Yan and Nicole Phelps' little boy Isaac were welcomed heartily, whilst Isaac's sister Amelia also enjoyed the extra attention. A lovely afternoon tea was enjoyed by all



Quote of the week

"A smile is a curve that sets everything straight."

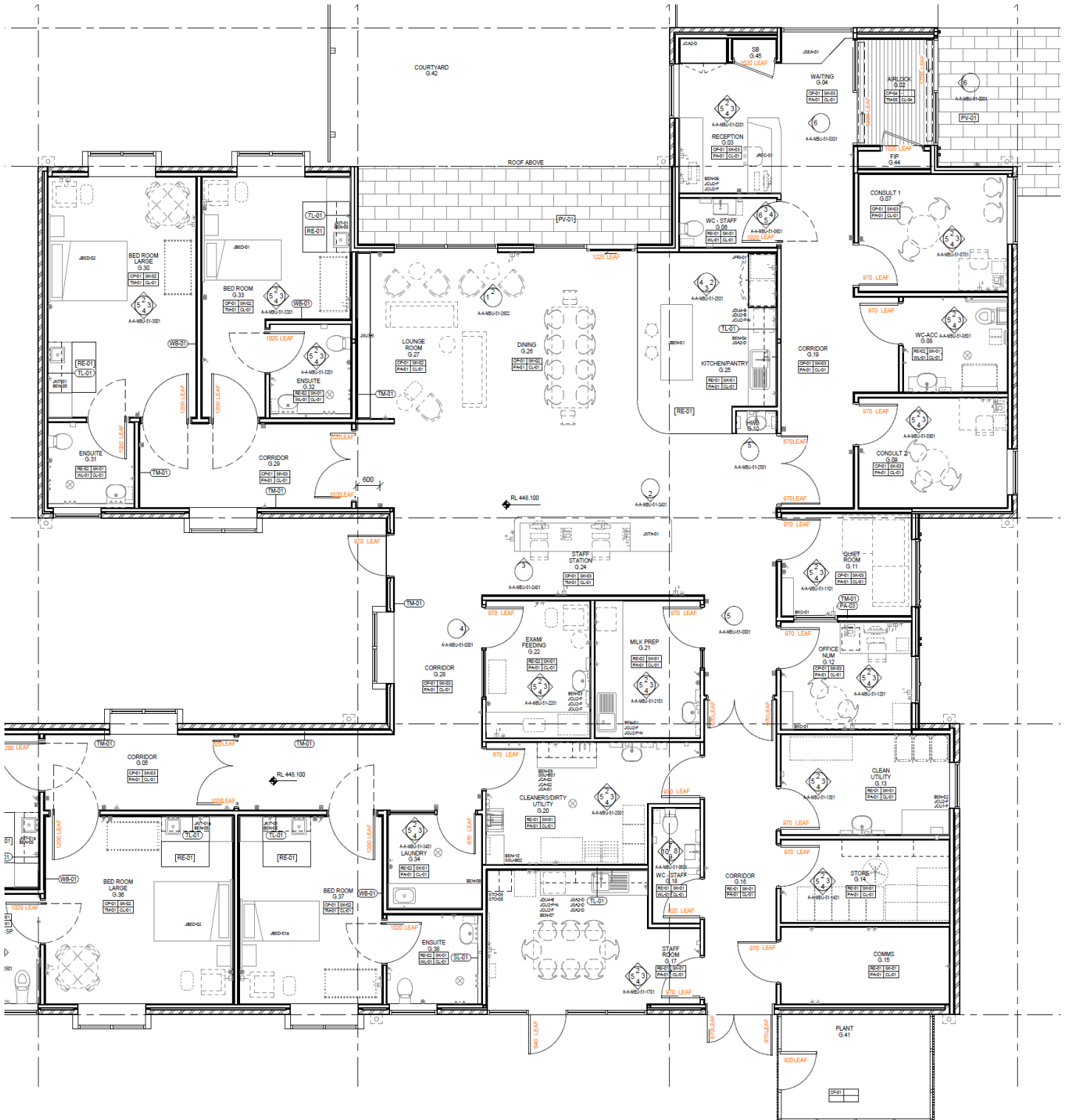
Phyllis Diller

New Projects

Mother and Baby Unit

The mother and baby unit is a five bed unit aimed to improve access to specialist perinatal mental health services for women and their families from rural and regional Victoria. The building construction commenced on the 25th August is planned for completion in March/April 2015.

The service will be family inclusive (including extended families) and will provide specialist perinatal mental health assessment and treatment for women and their babies in the perinatal period. Below is a copy of the floor plan.



Patient Safety and Quality

Principles of Patient Safety and Quality

- ⇒ Person/patient/consume centred care
- ⇒ Driven by information
- ⇒ Organised by safety.

Key elements

Consumer participation

Consumer and Family Consultants positions are represented through service review planning, delivery and improvement. Consumer and Family Advisory Committees. Consumers and families actively participate in service improvement projects.

Clinical effectiveness

Monthly Clinical Indications report reviewed at MHS Operations/by individual teams in business meetings. Morbidity and Mortality framework.

Effective workforce

All BHS employees are supported by a performance development process involving access to training and professional development programs and annual performance review.

Mandatory training framework established for mental health.

Research and Development

Education framework – Stream 1 and stream 2.

Professional Development opportunities.

Leadership development opportunities.

Risk management

Risk management is identifying and managing the factors that threaten the achievement of goals.

Elements include:

- MHS Morbidity and Mortality Committee system exists that detects risk, takes appropriate action to reduce the risk and monitors the effectiveness of its action
- Clinical incident reporting (Vihms), investigation (RCA or other method appropriate to the severity of the incident) and clinical incident management.
- A complaints and compliments management system.
- A MHS service wide risk register is in place to report risks and risk level. This register is reviewed through unit business meetings and quarterly by the MHS Governance Committee.
- A culture that supports open disclosure and staff involved in clinical incidents.

Dates for Accreditation

9th—13th February 2014

Our Values

that underpin our behaviour and practice

Compassion – fair and caring to all those we come into contact with. We treat others as we would expect to be treated.

Integrity – behaving in accordance with our professional, ethical and legislative requirements. Using our resources responsibly and transparently, we are honest and trustworthy. We uphold the dignity and rights of ourselves, patients, relatives, carers, colleagues and members of the community. We value the people we work with and their work.

Excellence – striving to attain the highest standards of service delivery and clinical practice. We achieve this by acknowledging, recognising and promoting innovation, participating in continuous learning,

development, training and research. We come to work to make a difference.

Collaboration – involving staff and services both internally and externally in decision making, sharing our knowledge and experiences to build a better health system. Together we work in partnerships with our patients, their families, carers and our colleagues.

Accountability – understanding our role in providing a safe environment for staff, patients, visitors and members of the community. We take personal responsibility to maintain the necessary skills and competencies required by our roles and encourage other to do the same. We acknowledge that a times errors occur and we are accountable for them. If we make mistakes, we support each other to correct them and be open about them in order to learn and prevent their recurrence.

Got news for *Mental Health Matters*? Email belindap@hs.org.au