

Fiona Stanley Hospital Consumer Advisory Council

Annual Report 2017/2018

The reconfiguration of Fremantle and Fiona Stanley Hospitals is still a work in progress, with the Consumer Advisory Council (CAC) being no exception. Work has progressed on aligning the two hospital's CACs while retaining their unique identities.

In 2018 the Fiona Stanley Hospital CAC has taken a step ahead with the introduction of the "CAC Ward Walk", an initiative started by the Fremantle Hospital CAC a number of years ago. The aim is to meet and talk to patients on the ward to hear and understand the day to day pressures of life in hospital. This will help the hospital executive to understand issues from the patient's perspective.

We look forward to the future directions of the CAC and how this will unfold.

Kerry Mace

Chair
Fiona Stanley Hospital Consumer Advisory Council

*Draft presented to CAC Annual General Meeting 8 August 2018
Endorsed by CAC 12 September 2018*

About Fiona Stanley Hospital

Fiona Stanley Hospital (FSH) is a 783 bed public hospital, including the 140 bed State Rehabilitation Service, a 30 bed mental health unit and the State Burns Service.

During 2017/2018, across the Fiona Stanley Fremantle Hospital Group (FSFHG), there were:

- 51447 inpatient admissions (elective and non-elective)
- 3109 operations per month
- over 3000 patients in the Intensive Care Unit (ICU)
- 3281 births
- 506719 outpatient clinic patients
- 12 heart, 14 lung, 75 bone marrow and 37 kidney transplants
- 6122 patients using the Telehealth service
- over 100000 attendances at the Emergency Department

CAC Year in Snapshot

- Continued support to internal and external committees
- Ongoing review of food services
- Ongoing review of consumer publications
- Initiatives to obtain the perspective of the consumer
- Commencement of CAC Ward Walks

CAC Participation in other Committees

FSH CAC representatives are also members of:

FSFHG Hospital Executive Committee (HEC)	Kerry Mace
FSFHG Clinical Outcomes Review Committee	Kelli Porter
FSFHG Clinical Governance Committee	Kelli Porter
FSFHG Nursing and Midwifery Executive Council	Robyn Wright
FSFHG Partnering with Consumers (Standard 2)	Rasa Subramaniam
FSFHG Medication Safety Committee (Standard 4)	Robyn Wright
FSFHG Communicating for Safety Committee (Standard 5 & 6)	Robyn Wright
FSFHG Skin Integrity Committee (Standard 8)	Margaret Walsh
FSFHG Bereavement Committee	Annie Carswell
FSH Nutrition and Food Safety Committee (meal audits)	Geoff Sue
FSFHG Disability Access and Inclusion Committee	Margaret Walsh
FSFHG Training and Education Strategy Committee	Jenny McGlenn
FSFHG Outpatient Management Committee	Lencie Wenden
FSFHG Emergency and Disaster Preparedness	Margaret Walsh
FSFHG Allied Health Safety and Quality Committee	Rasa Subramaniam
FSFHG Service 2 Safety and Quality Committee	Seamus Murphy
WA Health ICT Reference Group	Margaret Walsh

Chair Representation in other Areas

- SMHS Aboriginal Community and Consumer Engagement forum
- Fiona Stanley Hospital Volunteers Conference
- Fiona Stanley Family Hospital Birthing Centre

Patient Publications Reviewed

- Allogenic Blood and Bone Marrow Stem Cell Transplantation Booklet
- Allied Health (8 documents)
- Cancer Centre (2 documents)
- Neutropenia Patient Information
- Thrombocytopenia Patient Information
- Allied Health - Speech Pathology (2 documents)
- McNeil Dysphagia Therapy Program Expiratory Muscle Strength Training
- Autologous Stem Cell Transplantation Information
- Expressing Breast Milk for your Baby in the Neonatal Unit
- Colorectal Surgery Patient Information (3 documents)
- Bone Marrow Transplantation Donor and Recipient Consent
- Vaccination after Bone Marrow Transplant
- Pastoral Care Brochure
- Information Regarding your Proposed Home Modification
- What Shoe is Right for Me
- Physiotherapy after Childbirth
- Pregnancy and Physiotherapy
- Accessing Podiatry Services in WA

- Your Feet are High Risk
- Your Feet are Moderate Risk
- Your Feet are Low Risk
- Looking after Your Diabetic Foot Ulcer
- Aged Care Service Overview
- Aged Care Admission Pathway and Potential Cost of Care
- Heart Failure and Allied Health Support
- Antenatal Milk Expression for Gestational Diabetics
- Antenatal Milk Expression
- Enrolment Agreement
- PEG Sacubitril Valsartan Blood Product Transfusion Brochure
- Next Birth after Caesarean Section
- Breast Psychology Service
- Bone Healing
- Tracheostomy Care Community support
- Complaints About Staff
- Cognitive Impairment Project (2 documents)
- Delirium Cognitive Impairment Project (2 documents)
- CII Haemodialysis treatment
- Endoscopy Discharge Instructions
- Preparing for a Flexible Sigmoidoscopy
- Lung Transplant Consent
- Expressed Breast Milk Fact Sheet
- Expressed Breast Milk Consent Form
- Post-Operative Care Instructions Following Day Case ENT Surgery
- Community Physiotherapy Service
- Antimicrobial Patient Leaflet
- Pre Labour Rupture of Membranes at Term
- Aspirin
- Patient Hygiene Policy
- Patient and Family Liaison brochure
- Amputee Library: Below Knee Amputation
- Amputee Library: Above Knee Amputation

A separate report is available.

Consumer Advisory Groups

Fiona Stanley Hospital has Consumer Advisory Groups (CAG) in the following areas:

- Emergency Department
- Mental Health

A representative of the CAGs sits on the CAC as a non-voting member. CAGs report through the CAC.

Training

Combined Fiona Stanley and Fremantle Hospital CAC Workshop, 23 November 2017
Facilitated by Adina Quattrini, FSFHG SQR team

Purpose: How do we make our presence felt? How do we make a difference?

CAC Ward Walks, 13 June 2018

Facilitated by CAC Members, assisted by Adina Quattrini, FSFHG SQR team

Purpose: About Ward Walks, Benefits for patients, staff and CAC, How to conduct a ward walk, Practical visit to ward for hands on experience with Fremantle Hospital CAC members for guidance.

CAC Evaluation

Evaluation of the CAC was carried out via Survey Monkey in June 2018. Members were surveyed on:

- Terms of Reference
- Roles and obligations
- Functions and responsibilities
- Meeting processes
- CAC leadership, support and communication

A separate report is available. Comments from CAC members included:

- Training from an organisation other than the Health Consumers Council would be great
- More connections with other CACs would be valuable. I'd also like to see the CAC develop more autonomy by working on projects that reflect members concerns.
- I would like members to have access to the intranet and seminars and forums run by the hospital and health department.
- Overall the FSH CAC is good.
- The ward walks will have a very positive effect on the work of the CAC.
- There never seems to be time to share thoughts and outcomes as a debrief.
- The interaction with SMHS representatives is interesting and productive.

Attendance Report

	9 Aug	13 Sep	11 Oct	8 Nov	13 Dec	10 Jan	14 Feb	14 Mar	11 Apr	9 May	13 Jun	11 Jul
Voting Consumer Members												
Kerry Mace	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Margaret Walsh	✓	✓	A	✓	✓	✓	✓	✓	✓	✓	✓	✓
Seamus Murphy	*	A	A	A	✓	✓	✓	✓	✓	A	A	A
Robyn Wright	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Lencie Wenden	✓	✓	✓	✓	✓	*	✓	✓	*	✓	✓	✓
Rasa Subramaniam	A	✓	✓	✓	✓	✓	✓	✓	✓	A	A	✓
Geoff Sue	A	✓	A	✓	✓	A	✓	✓	✓	✓	✓	A
Annie Carswell	✓	A	✓	✓	✓	✓	✓	✓	✓	A	✓	✓
Masa Damjanovic	✓	✓	✓	✓	A	A	✓	A	✓	A	✓	✓
Jenny McGinn			A	✓	A	✓	✓	✓	✓	A	✓	✓
Kathleen Wyatt								✓	✓	✓	A	A
Gail Beck								✓	A	*	*	✓
Ailsa Burgess								✓	✓	✓	✓	✓
Non-Voting Consumer Members												
Ruby Collins / Kerrie Julien-Vincent (MHCAG)	A	✓	*	A	✓	✓	✓	A	✓	✓	✓	✓
David Eggleston / Jane Pearce (EDCAG)	✓	✓	A	✓	✓	✓	✓	A	✓	✓	✓	A
Mary Ward / Michele Speed (FH CAC)	✓						✓	✓	A	*	✓	✓

Introducing the CAC members

All members were asked to contribute a standardised current profile for this report in August 2018.

Kerry Mace

Background

Having been diagnosed with Inflammatory Arthritis as a teenager, I became involved with the Arthritis Foundation over 20 years ago. My involvement with the foundation has led me to become the consumer representative that I am today. I have been married for 25 years. For the last 12 years we have been small business owners, giving me the time and flexibility to become involved with my passion of health advocacy. I am also a Gypsy Caravan Tribal belly dancer; for the last 12 years I have been developing my dance with accreditation by Master Teachers from Australia and overseas.

Consumer Participation and Involvement

- Arthritis WA Support Group Facilitator
- Arthritis WA - Camp Freedom Coordinator
- Self-Management Course Leader - Loric
- Health Networks - Inflammatory Arthritis Working Group
- Musculoskeletal Health Network Executive Advisory Group
- Health Networks Consumer and Carer Group
- Armadale Inflammatory Arthritis Steering Committee
- Fiona Stanley Hospital Consumer Advisory Council

Margaret Walsh

Background

- General Nursing at RPH 1963–66, Midwifery at KEMH 1966–67
- Worked in hospitals and community in country WA and overseas plus HACC and Disability Services for 25 years. Retired in 2011.
- RPH CAC and Equitable Access Committee 2012-2014

Consumer Participation and Involvement

- Health Consumers Council
- Association of Independent Retirees (AIR) – WA State committee
- Association of Independent Retirees (AIR) – National Board
- WA Self-Funded Retirees
- Developmental Disability Council
- National Disability Services
- Friendship Force
- Consumer Health Forum AIR representative

Interests

- Disability access and inclusion
- Health delivery standards
- Aged Care
- Personally Controlled Electronic Health Records

FSH Committees

- CAC
- Emergency Planning and Disaster Management
- Skin Integrity

SMHS representative

- WA Health Information and Communications Technology (ICT) Consumer Reference Group

Seamus Murphy

I have 35 years in business and marketing prior to arrival in WA. I have 26 years' experience in crime prevention / community safety, alongside 18 years' experience in the health / mental health arena on a number of committees with NMHS and SMHS. I am a member of:

- Health Consumers Council
- Carers WA
- Helping Minds
- Outcare WA
- Australian Crime Prevention Council Board
- CoMHWA Board - Vice Chair
- Mental Health Law Centre Board
- Volunteering WA

Robyn Wright

Background

- Registered Nurse / Midwife 30+ years
- ECU Educator for Undergraduate Nursing Students 1999-2004
- Prison Medic Hakea Remand Centre 2006-2008

I have been a member of WA Health Council since 2013 and FSH CAC since 2015.

My three years' experience working with FSH has included:

- CARE Group roll-out (Call and Respond Early)
- Integrated Age Care Transition Group (transition between FSH and Fremantle Hospital)

In 2017 I attended a Forum in Melbourne for NRAS Independent Review of Accreditation Systems.

I currently attend meetings for:

- Nursing and Midwifery Executive Council
- Medication Safety Committee
- Enhanced Recovery After Surgery (ERAS) Project
- Communication for Safety (Standards 5 and 6)
- Hand Hygiene

Past Consumer Participation and Current Involvement

- President Retina Australia 2002-2007
- Retina International Congress: attended Canada, Japan, Holland and Brazil
- Current Board Member Astley Care Inc – Advocating for the Elderly
- Constantly advocating for a special needs daughter in a group home who is intellectually challenged, has mental health issues, and legally blind with Retinitis Pigmentosa

Consumer interests include patient safety, person centred care, palliative care, aged care and knowing that Caritas process is actively becoming a lived experience for all within the FSFHG.

Rasa Subramaniam

Background

Arrived in Australia in 1968 and trained in Medical Radiography in WA. Worked as a relieving Radiographer throughout WA for the Health Department. Started at Fremantle in 1973 and remained there until retirement. Was in charge of Emergency Department Radiology.

Consumer Participation and Involvement

- Councillor of the City of Melville for over 15 years, and was Deputy Mayor
- Challenger TAFE Governing Council
- Quality and Safety Health Care Council of WA Board Member
- Health Consumers Council of WA Board and its Chair
- State Trauma Education Committee
- Member of the WA Audit of Surgical Mortality Committee of the Royal Australian College of Surgeons, WA Branch

Interests

- Diversity
- Consumer policy and allied health service delivery
- Quality health provision from consumer point of view

Lencie Wenden

Background

Before becoming a health advocate I had parallel careers as a journalist and photographer. As well as writing for The Fremantle Herald and teaching journalism at Curtin University, I worked for seven years at Fremantle Hospital, both in public relations and as a medical photographer. Experience on the inside helped make becoming a cancer patient myself in 2013 less overwhelming. The combination has fired my passion to help the work being done to build a better healthcare system in WA.

Consumer Participation and Involvement

- Fiona Stanley Hospital Consumer Advisory Council
- Fiona Stanley Hospital Cancer Services Management Committee
- Curtin University Health Sciences Inter-Professional Education Committee
- Health Consumers' Council WA
- Consumer and Community Health Research Network
- Health advocacy, public speaking and writing

Interests

- Cancer survivorship care
- Integrative oncology
- Outpatient care
- Mental health effects of medical treatment
- Public speaking and writing

Geoff Sue**Background**

I have over 20 years' experience working within consumer health organisations at state, national and international levels. I have primarily been involved with representing people with haemophilia and other bleeding disorders, people living with HIV and general health consumer representation.

Masa Damjanovic**Background**

Migrated to Australia from Serbia in 2003. Attended an arts college for drama and studied a Bachelor of Biomedical Science at the University of Notre Dame. Multiple trips both in rural Australia and to Cambodia for social justice and community work. Worked in a pharmacy for the past four years and volunteered in a myriad of health care fields, including FSH for three years.

Participation

Currently mentoring indigenous and rural disadvantaged Australian youth, working as a dispensary technician at a pharmacy and volunteering at Fiona Stanley Hospital.

Interests

Health promotion and preventative approaches, medical and pharmaceutical industry profession and social work.

Annie Carswell

Arrived from Scotland fifty years ago. Accepted as a student nurse at Fremantle Hospital and worked there in the Emergency Department (night duty) for many years. I applied to do degree studies in nursing at WAIT (now Curtin University). With a Bachelor of Science Nursing, majoring in Community Health Studies, I was offered a job in a high school working with adolescents, where I worked for twenty nine years focussing on providing students with the opportunity to learn how to take self-responsibility for their own health and make appropriate and life choices. I retired in 2014. During my working life I contributed to my profession by holding office as WA President of the Accident and Emergency Nurses Association, the WA Loss and Grief Association, as well as the President of WA Community Nurses Association. During this time I chaired numerous committees and was a leader in organising and arranging conferences and study events.

I have been a Soroptimist for thirty years and my community service in this organisation has included activities of President Soroptimist International Fremantle, Secretary, Publicity, Membership, Region President, Region Membership Development and Region Shop Keeper. Committee work included International

Women's Day, Stella Giles Award for Achievement, and Asthma Camp for Children. I am currently Club Social Committee Chair and Correspondence Secretary as well as Region Shopkeeper in charge of merchandise and promotional materials.

Other interests include volunteer work providing hands on care to terminally ill patients, for which I received a City of Melville Volunteer Award acknowledging 18 years' service as a volunteer at St John's Murdoch Hospice. I am a volunteer at Fiona Stanley Hospital assisting the Volunteer Coordinator doing administration duties.

Ailsa Burgess

I have six years' experience in consumer advocacy while coordinating a support group and previous to that 10 years as a nurse. I have been involved with health issues for 30 years as two of my children have a genetic disorder needing medical interventions. I am currently a member of the Health Consumers' Council, Carers WA, Chrysalis CFS and Lyme support group.

Jenny McGlenn

Background

- Business Development Representative May 2016 to present
- Sales Representative
- Florist
- I became interested in health care after my mum was diagnosed with dementia and spent the last 12 months of her life in the hospital setting
- During this time I found many opportunities to see how hospitals are running from a different perspective, writing presentations for a Fiona Stanley Hospital project, advocating for seniors and seniors with dementia, and sustainably in health care for the future. This has led to a passion in consumer participation in health.
- IHI Certificate Safety and Quality
- Certification on School for Change Agents in Health
- Customer advocacy
- Enhancing productivity
- Leading and working in teams
- Presentation skills
- Communicating with confidence
- Effective listening
- Crossmark Essential Training Safety Certificate
- MOOC University of Tasmania Certificate Understanding Dementia

Consumer Participation and Involvement

- Community Outdoor Cinemas on behalf of Therapy Focus
- Dec 2015-Feb 2016
- Health Consumers Council member
- WAAMH member
- Carers WA member
- Consumer Representative, Cognitive Impairment Reference Group FSFHG
- Consumer Representative, Education and Training Strategy Committee, FSFHG

Interests

- Dementia
- Aged care
- Education design and delivery
- Policy design and delivery
- Sustainably
- Youth mental health

Gail Beck

Gail Beck is currently the Regional Development Manager of South West Aboriginal Land and Sea Council, based in Cannington. Gail is a proud descendant of Bunderan of the Noongar Nation, with family connections across the state of Western Australia. Her career has always included roles that have allowed her to work with and support Aboriginal communities particularly women and children, complementing her passion as an Aboriginal activist. Gail currently serves on Graham 'Polly' Farmer Foundation, Nyoongar Wellbeing and Sport, Cockburn Aboriginal Reference Group, and Fiona Stanley Hospital Consumer Advisory Council. Gail previously worked for the City of Melville as the Aboriginal Community Development Officer and prior to that was a nurse for 23 years, working mostly at Royal Perth Hospital as well as Derby Regional hospital and Silver Chain. Gail has received numerous awards for her voluntary work with Noongar people and mainstream communities around health and wellness for women and children; family violence; youth concerns; and poor justice outcomes. Her awards include Order of Australia Medal 2012, an Amnesty International Human Rights Award in 2005 and Rotary Community Services Award in 2004.

Kathleen Wyatt

Profile not provided