

Connections

THE CABRINI HEALTH MAGAZINE Issue 08 September 2011



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A message from the Chief Executive

Welcome to the latest edition of *Cabrini Connections*, in which we share with you information about health issues facing our community.

In this edition, we address health topics ranging from heart attack to palliative care and how Cabrini Health has improved our patients' experience of healthcare often in stressful or life-threatening situations.

The need for immediate treatment during a heart attack is a major priority for hospitals today. When someone is having a heart attack, time plays an important part in their chance for survival. We want our patients to receive life-saving treatment as quickly as possible on their arrival at Cabrini Hospital Malvern. Our new ST Elevation Myocardial Infarction (STEMI) treatment system, introduced in May this year, fits the bill perfectly and is producing some great results.

Long-term chronic disease is another problem facing our community. Cabrini Health has identified the need for better integrated care, including home- and community-based services in the private healthcare sector, which will help people to manage their condition and live a better quality life. Our new chronic disease service will support people who have chronic and complex conditions. Evidence tells us that bed rest and immobility associated with hospitalisation can place them at risk of an irreversible decline in functional ability.

All health conditions and procedures, whether acute or chronic, benefit from research. It is research that improves clinical outcomes and the quality and safety of patient care. To this end, we are planning to develop a research and education centre to be located at a commercial site at 152- 154 Wattletree Road, Malvern. This new centre represents our long term commitment to improving healthcare in our community through health promotion and illness prevention, research in new forms of diagnosis and treatment and the education of tomorrow's clinicians.

Dr Michael Walsh
Chief Executive

OPPOSITE PAGE: THE STEMI PROJECT NURSES (FROM LEFT): CATHERINE ROBERTSON, NICKY CUMMINS AND KATE STEEN.

Heart attack is a leading cause of death for men and women in Australia. Cabrini Health has introduced a new system providing even faster treatment for these patients, with great results.

Heart attack, or myocardial infarction, is a leading cause of death for men and women in Australia. Half the people suffering from an ST elevation myocardial infarction (STEMI) will die before they reach hospital and half of them die within the first hour of symptoms if they are not treated.

During a heart attack, blood supply to the heart is interrupted, which causes damage to the heart muscle. The longer a patient is left untreated, the higher the chance of permanent damage and even death. Urgent unblocking of the artery is vital for STEMI patients.

The management of patients presenting with acute myocardial infarction is a challenging imperative for all acute hospitals with cardiac services onsite.

In an
emergency,
call 000



WE'RE READY!
During a heart attack
We're saving precious minutes to



STEMI system saving lives ... fast!

To ensure patients receive urgent attention, Cabrini Health has introduced a new system to ensure that vital minutes are not lost and patients receive treatment within 90 minutes of arriving at the hospital – a timeframe called ‘door to balloon’.

‘Door to balloon’ is a system used hospital-to-hospital that measures the time from arrival of a patient to the time that a catheter is threaded into the arteries of the heart to open a blockage by the inflation of a ‘balloon’ and placing a stent to keep the artery open.

The worldwide benchmark measurement of ‘door to balloon’ is one of the key quality indicators of a cardiac service.

“The new system has been an outstanding success,” said Dr Andris Saltups, Cardiologist and STEMI project consultant.

“With 80 per cent of cases being attended under 90 minutes, Cabrini Health is well above the worldwide benchmark of 75 per cent.”

“We will continue reviewing all systems and processes to ensure patients receive nothing but the best of care in the shortest possible time.”

Whenever possible, patients diagnosed with a STEMI in the MICA ambulance are now brought directly to the Cardiac Catheterisation Laboratory at Cabrini Hospital Malvern for an angiogram, bypassing the emergency department. A specialist team of cardiologists, cardiac nurses, radiographers and technologists are on call 24-hours a day, seven days a week.

The team works closely with all departments involved in the treatment of cardiac patients including the coronary and intensive care units, emergency department, diagnostic imaging and the cardiac wards.



ABOVE: THE HEART BEFORE RECEIVING TREATMENT



ABOVE: AFTER THE STENT PROCEDURE AND THE ARTERY IS OPENED

Living well with chronic disease

In Australia, diabetes is a growing health problem affecting almost one-quarter of our population. Cabrini Health is establishing a new service to help patients manage this and other chronic conditions.

While we are lucky to live with all the technology and labour-saving devices of the modern world, the fast pace of our daily lives has its drawbacks. Longer hours at work, less exercise and meals on the run mean that, unlike previous generations, we are now battling 'lifestyle' diseases such as type 2 diabetes.

Leading a busy working life, excessive thirst persuaded Estie to see her doctor.

Tests resulted in a diagnosis of type 2 diabetes. This was both frightening and confronting for her . . . but not for long. Deciding to learn all she could about the condition, Estie took an active role in her treatment.

Some people have no symptoms at the onset of type 2 diabetes, while others notice some physical change such as tiredness, weight fluctuation, dizziness, or like Estie, excessive thirst.

A GROWING HEALTH PROBLEM

In Australia, diabetes affects almost one-quarter of our population. The food we eat contains valuable glucose, which we need for energy. However, some people do not produce enough of the hormone, insulin, to convert the glucose.

Without proper management, diabetes can lead to the onset of other serious conditions such as kidney failure, heart disease and blindness. Keeping complications at bay rests on maintaining blood sugar levels within normal range.

Estie's doctor referred her to the Cabrini Diabetes Education Centre. Simple modifications to her diet, committing to regular exercise and taking her medication as prescribed helped Estie manage her condition.

"Attending an information session was a turning point for me," said Estie.

"It is my belief that being well informed about your condition and being an active participant in treatment assists greatly with the successful management of an illness."

MANAGING CHRONIC DISEASE

Chronic disease – diabetes, asthma, cardiovascular or renal disease and arthritis – is the biggest health problem facing Australians today.

Evidence suggests that long-term bed rest and immobility actually causes a decline in functional ability, particularly for the older person.

Lauren Barker, Manager of Cabrini Health's Chronic Disease and Complex Aged Service, says that a proven approach, used internationally and across Australia, is to teach patients skills for managing their own health.

During the next 12 months, Cabrini Health will merge diabetes education, cardiac rehabilitation, continence and case management services into a comprehensive Chronic Disease and Complex Aged Service able to support the management of patients living with chronic and complex conditions and to optimise their health and quality of life.

"With the belief that patients have a central role in managing their health, we will work with individuals, their families and carers to identify real and potential risks, to support them in health behaviour change and to give them the knowledge, tools and skills to be a partner in managing their chronic condition," Lauren said.

The new service will support patients to work in partnership with the general practitioner, specialists and other healthcare providers to better manage their chronic condition and to keep them living safely at home for longer.

'It is my belief that being well informed about your condition and being an active participant in treatment assists greatly with the successful management of an illness.'



ESTIE WITH DIABETES EDUCATOR,
LAURENE ROFE.

Cherishing the moments

Monique Richardson's courage and determination to make the most of life is a lasting legacy for her family.

Monique Richardson, 41, cherishes every moment she spends with her two children, daughter Sienna, 4, and young son, Oscar. A patient of Cabrini Palliative Care, she was diagnosed with bowel cancer last year while pregnant with Oscar.

"I was terrified – my worst fear was that something would happen to Oscar because I was only 28 weeks pregnant and I thought he wouldn't make it to full term," she said.

Twelve months later, when the cancer had spread, she needed a break from busy home life.

Fighting a chest infection, Monique took refuge at Cabrini Palliative Care Prahran.

"I couldn't keep going with my lifestyle at home ... looking after the children, dealing with the cancer and chemotherapy; I needed a rest and to be looked after for a while," said Monique.

She shares that support with 18,000 Victorians who receive palliative care every year.

"Many people commonly believe that palliative care is end-of-life care, but it's much more than that," said Dr Scott King, Cabrini's Palliative Care Medical Director.

"Palliative care covers the physical, psychological, social and spiritual needs of both patients and those close to them," said Jane Fletcher, psycho-oncologist and health

psychologist in private practice at Cabrini Hospital Malvern.

"At Cabrini Palliative Care Prahran, we support the whole person and look at all aspects of their care not just their medical needs at end of life.

"Symptom control is a big part of the work we do – from a psychological perspective, poorly managed physical symptoms can increase psychological distress".

Monique can take advantage of a team of palliative care specialists including pastoral care.

"A lot of people are fearful when they come to our centre, and that fear is a misconception because they think it's about death and dying," said Julie Ottobre, Pastoral Practitioner.

Julie encourages patients to make the most of their lives.

"With good pain management and symptom control, we can help patients live in the moment ... there can be a lot of living to do," she said.

Monique and her daughter make the most of their time together, with Sienna arranging to sleepover with Mum. If they are in the mood, they can leave the centre for a shopping trip or a treat.

For Monique, time at home with her family is a precious gift.

"When you go through something like this, you really have to fight for your life. But the kids help me to keep my head above water and keep my focus on what's good about life," she said.



MONIQUE (CENTRE)
ENJOYS TIME WITH
HER YOUNG FAMILY AT
CABRINI PALLIATIVE CARE
PRAHRAN.



Register your interest



Westpac and Mitre 10 get behind men's health

At Cabrini Health, we're improving our listening skills with the introduction of a new Patient and Family Register. Read on to find out how you can participate.

The new Cabrini Health Patient and Family Register is a first for the organisation and a new way of obtaining formal feedback about Cabrini Health's plans and services.

Interested members of the community, particularly people who have had direct experience of Cabrini Health as a patient or family member/carer and who live or work in the south-eastern suburbs, are invited to consider joining the Cabrini Health Patient and Family Register.

"Cabrini Health is committed to promoting and strengthening patient and family participation across the organisation, in order to improve patient care and services, increase satisfaction among patients and families and improve our responsiveness to patients, families/carers and community members," said Dr Mark Lubliner, Executive Director Strategy and Performance Improvement.

Members of the register will be invited to provide feedback/input in a range of ways, such as:

- Commenting on patient information such as brochures
- Participating in surveys, focus groups or community consultations
- Attending special interest working groups or committees

"We expect membership of our Patient and Family Register will be diverse and may include patients; families, carers or friends of patients; members of community networks; and local residents," said Dr Lubliner.

"As an organisation that places a strong emphasis on an excellent patient and family experience, we are keen to hear from people with an interest in care of the elderly, cancer care, cardiac care, community based healthcare, emergency medicine, health promotion, maternity services, paediatric services, palliative care and rehabilitation, as well as research and education.

"If you're an active member of the community who wants to have a voice in our health service, then we would like to hear from you."

Dr Lubliner says members of the Cabrini Health Patient and Family Register will make a vital contribution to Cabrini Health.

"The benefit of involvement in our Patient and Family Register is that it helps to ensure our healthcare services respond to the community's needs," he said.

For more information about joining the Cabrini Health Patient and Family Register and application forms, please contact Marketing and Community Relations ph 03 9508 1216 or email feedback@cabrini.com.au or visit our website www.cabrini.com.au

Mitre 10 stores across Melbourne are busy places on Saturday mornings, especially for the home handyman. What better way to capture the men in our lives for a free on-the-spot health check?

That's exactly what Foundation 49 will be doing on Friday and Saturday mornings in September at many Mitre 10 store across the Melbourne metropolitan area. In just a few minutes, men will be able to have tests for cholesterol, blood glucose and blood pressure.

Working closely with the local GP practices in each suburb, all participants will also receive a Men's Health Tool Kit and health information which could save their lives.

"We're not about changing men's lives, but we are about helping them to live long and live well, and if it means we have to go where they congregate, then that is what we do," said Associate Professor, Gary Richardson, Chair of Foundation 49.

Westpac is sponsoring the initiative and their staff will be volunteering at each store.

WHO CAN BE A MEMBER?

- Aged 18 years or older
- Have personal direct/indirect experience of using Cabrini Health's services
- Particular interest in healthcare
- Able to contribute constructively to improving the quality and accessibility of Cabrini Health's services
- Not directly/professionally involved in healthcare services
- Willing to contribute on a voluntary basis



Stories from the heart

Based on the tradition of oral storytelling, the Cabrini Health biography service is helping patients to record their life stories. Volunteer Frances Clancy is about to complete her second biography and plans to keep going.

A retired librarian, Frances Clancy, 73, is a mother of four and grandmother of six but she shows no signs of slowing down.

Frances is involved in a wide range of community service activities – including Cabrini Health, where she has been a volunteer for more than 20 years. Her involvement with Cabrini Health spans therapeutic and social activities including:

- Singing with the Cabrini Choir, for which she attends at least monthly rehearsals and regular performances
- Volunteering at the emergency department at Cabrini Malvern Hospital four hours each week, where she provides emotional and practical support to patients and their families
- Working as a biographer with Cabrini Health's biography service, a commitment of about four hours each week

Volunteer work is rewarding for Frances in different ways – and with her broad involvement and range of activities, “it doesn't get boring”.

Frances says an interest in history and an ability to develop a rapid

rapport with new people have been advantages for her role as a biographer.

What was more difficult to grapple with was that while she would get to know patients intimately during the course of preparing their biography, she would know them for only a short time due to the nature of the role and the patients she was writing about.

Cabrini Health's biography service is initially available to patients undergoing palliative care.

“It was challenging at first: accepting the reality of their situation, and accepting it immediately – nothing much in my previous professional background prepared me for that,” said Frances.

Recently Frances completed her first biography for Mrs Sheila Traylen of Cheltenham, who is receiving care under Cabrini Health's palliative homecare program.

The biography was prepared over the course of six face-to-face interviews and a process of writing, editing and checking, which culminated in presentation of the biography to Mrs Traylen.

FROM THE BIOGRAPHER'S PERSPECTIVE

A challenge is to balance the need to be interested and draw out the person's experiences while remaining sensitive to any areas they regard private.

“The most rewarding aspect was watching Sheila become more comfortable, getting to know her and gaining her trust – by the third interview, she had thought of lots of stories and we were both giggling over funny things that had happened over the course of her life,” said Frances.

“I felt good that Sheila was enjoying the process – and that she was looking forward to things that she was going to do in the coming week for the project, as well as looking back on what had gone before.”

FROM THE PATIENT'S PERSPECTIVE

Mrs Traylen says she enjoyed the experience of thinking about events in her life and recording them.

“What was most rewarding was recalling things I had not thought of for many years,” said Mrs Traylen.

Already, Mrs Traylen has shared the book with family members, who enjoyed hearing some stories for the first time.

She hopes many other people will also benefit from the program, otherwise she says “these things are lost and it's nice to have them written down”.

GOING STRONG

Since it was launched in March 2011, there have been 17 referrals to Cabrini Health's biography service.

At the time of writing, Cabrini Health had seven volunteer biographers onboard and seven biographies completed. A further three biographies are underway with a further three soon to start.

Cabrini Health's biography service is staffed by specially trained volunteers who are supervised and supported by Cabrini Health. For more information, contact Cabrini Health Volunteer Services on ph (03) 9508 1084 or email volunteers@cabrini.com

ABOVE: SHEILA TRAYLEN (LEFT) ENJOYED WORKING ON HER LIFE STORY WITH BIOGRAPHER FRANCES CLANCY.

Promoting respect for all

An interview with Marj Clarence about a community development project within Cabrini Health's social outreach program

Marj Clarence, Manager of Cabrini Linen Service, is a member of the Cabrini Apostolic Committee and was involved in a review of Cabrini Health's social outreach program. She examined Cabrini Health's partnership with Project Respect.

WHAT IS PROJECT RESPECT?

Project Respect (established 1998) is a non-profit organisation that aims to prevent the exploitation and enslavement of women, including women trafficked to Australia. It promotes respect for all women and works to fulfill its mission through empowerment, education, advocacy and activism.

HOW WELL DO YOU THINK CABRINI HEALTH'S WORK WITH PROJECT RESPECT SERVES OUR SOCIAL OUTREACH GOALS?

The relationship with Project Respect meets our social outreach goals 100 per cent, especially now that we offer employment to clients, as well as support for the organisation's community development activities. We have given not only financial support but a chance and a job for people who may have found it difficult to obtain employment elsewhere.

WHAT DOES CABRINI HEALTH'S SUPPORT MEAN TO PROJECT RESPECT?

We have opened an important door for the clients of Project Respect by offering employment and dignity. This commitment doesn't just end with providing jobs – we have also been fortunate to support their wellbeing.



WHAT WERE THE HIGHLIGHTS OR KEY ACHIEVEMENTS OF THE RELATIONSHIP DURING 2010-11?

Three employees have come to us through Project Respect: two women and a man in the Cabrini Linen Service. It's an experience that has opened our eyes and our hearts. Each is doing production work in a team, where they are making friends and fitting in very well. They are nervous when they start but our staff are really friendly.

HOW HAVE PEOPLE BENEFITED FROM CABRINI HEALTH'S WORK WITH PROJECT RESPECT?

They gain self-esteem, which is really good for them. They love it and the word is getting around. I can see it growing and that we will be able to help a lot more people in this way – there would be thousands of others just like them.

WHAT DO YOU THINK THIS PROJECT MEANS FOR STAFF OF CABRINI HEALTH OR TO YOU PERSONALLY?

We don't have problems attracting staff but we always make sure we have room for people who we can help. When I was showing one young woman around, she said to me "What you're telling me is that I have a job". It was as if she couldn't believe it. That felt really good.



Mark your diary now Cabrini Open Day

**SATURDAY, 12 NOVEMBER 2011
10 AM – 3 PM**

**183 WATTLETREE ROAD,
MALVERN**

- **FREE health checks**
cholesterol, diabetes, blood pressure, nutrition advice
- **Health talks**
breast cancer, men's health, healthy living
- **Healthy cooking demonstrations**
and free recipes
- **Fun activities for children**
jumping castle, balloon fairy, face painter and lots more
- **Surgical simulators**
Try your hand at laparoscopic surgery!



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