

# Wellington Primary Care Partnership



September 2010 Issue 145

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## Meetings for 2010- all meetings to commence at 10:30

Date	Meeting	Location
27 September	Executive Meeting	e-health room, CGHS
25 October	Business Meeting	Lecture Hall, CGHS
22 November	Executive Meeting	e-health room, CGHS
13 December	Business Meeting	Lecture Hall CGHS

### Health Promotion Meetings

9.30am – 11am  
Conference Room - CGHS

### Chronic Disease Mgmt Meetings

2pm – 4:30pm  
Conference Room - CGHS

Date	Date
19 October – Using technology to enhance communication	3 August
21 December	5 October
	7 December

## Newsletter Publication Dates

Deadline for submitting articles	Publication Date	Deadline for submitting articles	Publication Date
27 August	3 September	29 October	5 November
24 September	1 October	26 November	3 December

## Newsletter and Attachments

Newsletter and attachments can be downloaded from our website:

<http://www.wellingtonpcp.com.au/resource-unit>

## Service Coordination

Jo Cockwill  
EO Wellington PCP

### **Service Coordination and Integrated Chronic Disease Management Survey 2010**

The state-wide service coordination and integrated chronic disease management (ICDM) survey is part of the Primary Care Partnership (PCP) annual reporting requirements for the Department of Health ([www.health.vic.gov.au/pcps/about/prr.htm](http://www.health.vic.gov.au/pcps/about/prr.htm)). This process provides an opportunity for PCP member agencies to self reflect on their current practice and facilitates discussions around implementing service coordination and ICDM practice.

At an agency level the service coordination survey provides a vehicle to review their current practice, identify the areas that need improving and benchmark their practice against previous results and other agencies. The survey results also produce evidence for existing quality assurance systems and accreditation processes within the agencies.

The survey provides government departments with tangible evidence that PCPs and Agencies are systematically improving service coordination and ICDM. The results are disseminated to relevant government department program areas to support implementation of service coordination. Analysis of the results assists government departments to target effort to areas of need.

**It is important that the data collected is of good quality so that assumptions and suggested changes are based on accurate information. Wellington PCP is committed to collecting as accurate information as possible and will support agencies wherever possible to carry out the necessary data analysis.**

**The period for administration and completion of the survey is October 3<sup>rd</sup> until October 29<sup>th</sup>**

The survey consists of 18 questions and is composed of two parts: Part A: Service Coordination and Part B: ICDM. The survey will be web based to improve accessibility and usability.

Once the survey has been submitted and the data analysed, regions and their PCP will be provided with a picture of how their agencies and partnerships are practicing Service Coordination and ICDM, including where they are doing well and where further support is needed.

#### **Which program areas?**

Presently, all PCP member agencies engaged in service coordination and ICDM are encouraged to complete the survey in order to assist them to continuously monitor and improve their Service Coordination and ICDM implementation and practice. To support greater links to existing quality improvement and accreditation processes the collection of information for the survey may be best placed with the Quality and Safety areas of the agencies.

All Community Health direct care funded programs including Dental, Women's Services, Chronic Disease Management, 'Healthy mothers, Healthy Babies', Kids Life, Refugee Health, Family & Reproductive Rights Education Program (FARREP) are mandated to complete the survey in accordance with the Victorian health service policy and funding guidelines 2009-10.

### **Population Health Conference**

The VHA will be holding its annual conference, 'Creating a Healthier Future: Population Health Approaches to Planning' on 14 and 15 October 2010 at the Hilton on the Park Melbourne. For all the details, including pricing and registration please see the VHA website at: <http://www.vha.org.au/event2/web/event/show/id/14>

### **Health Literacy Short Course 2010**

The Monash University three-day Health Literacy Short Course is now open for registration. The course will introduce and explore the concept of health literacy; examine how health literacy is related to enhanced individual, community and system outcomes; The course will provide insight and examples about how health literacy outcomes can be enhanced; and examine current approaches to the implementation and/or development of best-practice health literacy practices and programs.

For more information about the Health Literacy Short Course to be conducted 15 - 17 September 2010 see the link below.

<http://www.med.monash.edu.au/healthsci/shortcrse/health-literacy/health-literacy-index.html>

### **Primary Healthcare Reform Summit 2010**

The primary Healthcare Reform Summit will be held on the 21 and 22 of October at the Hilton on the Park. For full details on this event please see the flyer at

[www.vicpcp.org.au](http://www.vicpcp.org.au) .

## **Chronic Disease Management**

Emily Durbridge

### **Make Written Information Accessible – Workshop Report**

I attended a valuable workshop in Bairnsdale on Thursday 26 August, which was about making written information accessible and how to communicate messages across in a way the audience understands.

Research suggests up to 47% of the population have difficulty understanding the information they receive, and do not have the literacy skills to meet everyday demands.

During the workshop, we looked at how to write in Easy English and Plain English, and how to simplify written information. We also looked at how adding illustrations in a meaningful way can clarify a concept and improve understanding.

The workshop was interactive, with plenty of examples and activities to illustrate how we can produce written material in a different way for audiences that are unable to understand the information they receive.

Some of the topics during the day included talking about different types of literacy, who needs accessible information, how to translate text into plain and easy English, and what things need to be considered when designing a document.

There is a follow-up online session in a couple of weeks, which will include looking at prepared documents from the group and analysing their readability.

I recommend those who were unable to make yesterday's workshop attend the second workshop on Thursday 28 October, as we all produce written information for the public and we can all make our written information more accessible.

\*\*Don't forget that WPCP will subsidise the registration fee for the CDM Network members wanting to attend the October workshop. Please speak to Jo or myself about this.

The workshop resources will be sent out electronically to the participants, and when this has happened, I will distribute them to you all and put them on the WPCP website. One of the resources is a useful Easy English Writing Style Guide, which details how to produce a document in Easy English – a very useful document. Please contact Toni Seiler – [speech@elr.com.au](mailto:speech@elr.com.au) for further information.

## Reporting

We are in reporting phase at the moment, with the partnership having to submit two ICDM case studies to the Department of Health before 30 September. The case studies are well under way and draft copies will be emailed out shortly for comment.

Agencies are required to complete the online SC/ICDM survey in October.

Please note: agencies can begin this process early, by completing the survey templates in Word and collecting data prior to the survey being open in October. These templates are embedded here for your information:



data\_collection\_temp document\_survey\_q instructions\_complet supporting\_icdm\_que  
late\_ab2010.doc uestions\_2010.doc e\_survey\_2010.pdf stions\_2010.pdf

We are also reviewing the Strategic Plan and reporting against deliverables. This process will be shared with partner agencies, as we will be encouraging feedback from you.

## Chronic Disease Network Meeting Dates for 2010

1. **Tuesday 5 October** 2:30pm-4:30pm- CGHS Conference Room, Community Health Building, Palmerston St, Sale
2. **Tuesday 7 December** 2:30pm-4:30pm- CGHS Conference Room, Community Health Building, Palmerston St, Sale

Please ensure your agency is represented at the network meetings, as we have guest speakers at each meeting providing some professional development and we are developing the network to incorporate the partnership plan. We are doing some interesting work on the Human Services Directory and Infoxchange Service Seeker Database.

## Upcoming Forums/Workshops/Training

### Motivational Interviewing Training

We are pleased to be bringing you a two day Motivational Interviewing Course.

This highly interactive workshop will focus on practical skill development, covering the following topics:

- ❖ Spirit, rationale and principles of Motivational Interviewing
- ❖ Core skills
- ❖ Responding to resistance
- ❖ Identifying, eliciting and reinforcing change talk and commitment talk
- ❖ Providing feedback and advice
- ❖ Transferring skills to practice.

The Presenter: Helen Mentha is a clinical psychologist and experienced MI trainer. She has trained under MI founder William Miller in the United States, and is a member of the Motivational Interviewing Network of Trainers (MINT). Helen will share the latest MI

techniques and information with course participants. **\*\*\*Please note: this training is booked out with a waiting list**

### **Motivational Interviewing Skills Workshop – Lakes Entrance**

This very practical Motivational Interviewing Skills Workshop encourages health professionals to explore the communication skills of motivational interviewing. These communication skills are valuable tools for anyone working closely with clients on a regular basis and will enhance home based care staff's ability to support their clients as Active Service Models are introduced.

#### **Lakes Entrance**

**Date:** Wednesday 6 October 2010 & Wednesday 13 October 2010  
**Time:** 1pm to 3.30pm  
**Venue:** Auxiliary Room  
 Gippsland Lakes Community Health  
 Jemmeson St, Lakes Entrance  
 Please register by 29<sup>th</sup> September

For further information or to register please contact:

Vicki Jesty, Chronic Disease Self Management Project Worker  
 East Gippsland Primary Care Partnership  
**Email:** [vickij@glch.org.au](mailto:vickij@glch.org.au) or **Phone:** 5152 0071

### **Helping Pregnant Smokers to Quit: Smoking Intervention and Cessation Training For Community Health Clinicians Who Work With Pregnant Women**

QUIT is providing a free training session to **community health clinicians to support clinicians working with pregnant women.**

This training is called '**Helping pregnant smokers to Quit**' and has been developed as a free half day training program for groups of up to 20 people.

The content will be very similar to the Maternal and Child health training provided by QUIT but with a stronger focus on pregnancy.

It will be held at the Department of Health's Sale Office on **Wednesday 10 November** from 10am-1.30pm. RSVPs required.

**Date:** Wednesday 10 November 2010  
**Time:** 10am – 1.30pm  
**Venue:** Wellington Room, Department of Health  
 150 York Street, Sale 3850  
**Cost:** This Training is FREE

Please RSVP to [rowena.lam@health.vic.gov.au](mailto:rowena.lam@health.vic.gov.au) by **COB Friday 29 October**

### **Save the date: Arthritis Victoria Young Adult Seminar**

Are you of working age? Do you live with a musculoskeletal condition such as rheumatoid arthritis, ankylosing spondylitis, psoriatic arthritis, lupus or fibromyalgia?

Join us for Arthritis Victoria's annual seminar for young people. It's a great opportunity to gain information, network, make new friends, seek peer support and hear from experts.

**Date:** 1.00pm to 5.00pm, Saturday 27 November 2010.  
**Venue:** VicHealth, 15–31 Pelham St, Carlton South.

Guest speaker to be confirmed

For more information, please contact:

Sarah-Jane Blunt  
Tel: (61 3) 8531 8046  
Web: <http://www.arthritisvic.org.au/>  
Email: [sj.blunt@arthritisvic.org.au](mailto:sj.blunt@arthritisvic.org.au)

### **Conference: Consumers Reforming Health**

Priority Conference Themes:

- The case for participation
- Consumers and health services as equal partners
- Consumers in research
- Human rights, health and health care
- Strategic Partnership between consumers and community and quality improvement

**Date:** 18-20 July 2011  
Public forum on Sunday 17 July 2011

**Venue:** Melbourne Exhibition & Convention Centre

For more information: [www.consumersreforminghealth.org](http://www.consumersreforminghealth.org)

### **Chronic Disease Resources**

Department of Health – Continuous Quality Improvement  
<http://www.health.vic.gov.au/pcps/coordination/cqi.htm>

Department of Health – Tools and Resources  
<http://www.health.vic.gov.au/pcps/tools.htm>

Integrated Chronic Disease Management Online Clearinghouse  
<http://clearinghouse.adma.org.au/>

### **Service Coordination Tool Template (SCTT) Revision Project electronic feedback form**

An online electronic feedback form has been added to the SCTT 2012 Revision Project website. Practitioners, agencies, peak bodies, and others are invited to submit changes through the feedback form for consideration as part of the SCTT 2012 Revision Project.

The feedback form will be open through to the end of December 2010.

For more information, please contact:

Adrian Watson  
Tel: (61 3) 9096 8041  
Web: <http://www.health.vic.gov.au/pcps/sctt2012revisionproject.htm>  
Email: [adrian.watson@health.vic.gov.au](mailto:adrian.watson@health.vic.gov.au)

### **Resource: Type 2 Diabetes Research**

Listen to key medical professionals Dr Spiros Furlanos and Dr Ralph Audehm as they present recent research about Type 2 diabetes. Also, Dr Peter Greenberg talks about the wider evidence-based context of the research.

The discussion highlights the importance of access to quality medical and health information and latest research.

This was recorded as part of the Healthwise workshop. It was chaired by Kathleen Gray and presented in partnership with Melbourne Health, the Cochrane Consumer Network and the Chronic Illness Alliance.

Here is the URL for the podcast of the Healthwise seminar on Type 2 Diabetes and risk factors: <http://www.slv.vic.gov.au/node/2456>

## Health Promotion

Rachael Dooley

### **Gippsland Health Promotion Task Group Workshop – Save the Date**

A workshop will be held on Tuesday 12 October from 10am – 3pm to develop the next three year plan for the task group. The workshop will be facilitated by Anita Thomas. A flyer will be circulated shortly. Please contact Rachael for further information.

### **GHPTG Research Subcommittee – Two diary dates**

**Health Promoting Health Services** - Tuesday 14 September, 10am – 12pm

The forum will include presentations from a range of organisations and experiences and would be informative to any organisation embarking on becoming a Health Promoting Health Service. This will be held at the Department of Health offices in Traralgon.

**Men's Sheds** - Thursday 11 November 10am – 12noon.



HP Research & Practice 14 Sept



HP Research & Practice 11 Nov

To register for either forum please contact Vicki Bradley  
[hp@southcoastpcp.org.au](mailto:hp@southcoastpcp.org.au)

### **Wellington Health Promotion Network – 19 October**

The topic of discussion for the next Wellington Health Promotion Network will be 'using technology to enhance communication'. Michelle Hoare, Gippsland Women's Health Service will discuss how GWHS has been using Facebook.

### **Gippsland Women's Health Service Facebook Group**

Michelle Hoare

Click on the link if you would like to become a member.

<http://www.facebook.com/pages/Gippsland-Womens-Health-Service/113609531997363>

### **CO-OPS Training – FREE**

#### **Evaluating Childhood Obesity Prevention Programs**

Chad and Melanie from CO-OPS will be providing free regional Professional Development on Evaluating Childhood Obesity Prevention Programs on the afternoon of Tuesday 5 October 2010 in Sale. The session will cover practical topics related to evaluation of programs that aim to influence nutrition, physical activity or weight status (obesity) in children. It is a great opportunity to draw on their expertise on stakeholder involvement in evaluation and deciding 'how much evaluation is enough?' as well as tools and resources available to support program evaluation. This training will be held on Tuesday 5 October 2010 with lunch from 12 noon then the training running from 12:30 until 4pm in the Conference Room, Community Services Building, Central Gippsland Health Service, Sale. Numbers are limited to 25 participants so register quickly by contacting Emma Smitten at [admin@co-ops.net.au](mailto:admin@co-ops.net.au) or call 03 5227 8929 by Wednesday 29 September.



CO-OPS - 5th Oct

### **'What' and 'How' of community engagement for Health Professionals.**

As part of the October Central West Gippsland PCP Healthy and Active forum, CO-OPS (Collaboration of Community Based Obesity Prevention) from Deakin University will be providing free training on The '*what*' and '*how*' of community engagement for Health Professionals. CWGPCP has opened the training up to professionals outside of their region. The training will be held on Wednesday 6 October 2010 from 9:30 until 1:30pm at the Moe Town Hall and lunch will be provided. Register quickly to take up this great opportunity as there is a limit of 25 participants. Send your RSVP to Emma Smitten at [admin@co-ops.net.au](mailto:admin@co-ops.net.au) or call 03 5227 8929 by Wednesday 29<sup>th</sup> September. A flyer is attached to our website.



CO-OPS - 6th Oct

### **QIPPS Remote training**

QIPPS runs online remote training sessions on the first Wednesday of the month. The training is aimed at an introductory level and is most suited to beginners.

Dates for the rest of 2010 are: 6 October, 3 November & 1 December 2010

For further information visit the QIPPS website for the full list of dates

<http://www.qipps.com/resources/conferences.php>

### **Monash University – Health Promotion Courses for 2010**

The Department of Health Social Science is offering three Short Courses in the coming months. Conducted by Academics with strong professional experience, these Short Courses are aimed at professionals and students who wish to add to or build skills in a specific area of Health Science.

- 1) HEALTH LITERACY (3 days) 15th - 17th September 2010
- 2) EVALUATION IN HEALTH PROMOTION (2 days) 11th & 12th November 2010
- 3) HEALTH PROMOTION SHORT COURSE (5 days) 13th to 17th December 2010

Further information on these courses or to register your application please visit the schedule on the department website;

<http://www.med.monash.edu.au/healthsci/shortcrse/schedule-2010.html>

You may also contact the Short Course Administrator via email: [healthsocialscience@med.monash.edu.au](mailto:healthsocialscience@med.monash.edu.au) or call on 03 9903 1680

### **Getting Gippsland Active eNewsletter**

David Roberts

GippSport with support from all Gippsland Primary Care Partnerships is redeveloping our Getting Gippsland Active eNewsletter to focus more on promoting opportunities for people to get physically active.

Our aim is to develop a comprehensive list of events and programs that are occurring each school term, including school holidays and to distribute these broadly throughout the community.

Currently GippSport has 1000 people across Gippsland on our newsletter database and we envisage this number will be much higher as we establish networks with the PCP's, Neighborhood Houses, Leisure Centres and community groups.

Information will not be able to be extensive, but provide a broader knowledge of what is occurring in each community (example attached)

Editions will be circulated before the end of term and will promote activities in the upcoming school holidays and the following term.

Our first edition in this format will be released on September 8, 2010 and items will be due by September 6, 2010. All contributions are most welcome and should be emailed to [david@gippsport.com.au](mailto:david@gippsport.com.au)

If you have any questions or would like further discussion, please feel free to contact David on (03) 5142 3483 or 0429 853385.



### Abstract Submission Key Dates

Abstract submissions open:

Monday 23 August 2010

Abstract submissions close:

Friday 29 October 2010

Acceptances notified by:

Early December 2010

### Inner Melbourne Hospital Map and Guide Available

Sheryl McHugh

Are you travelling to a Melbourne hospital on public transport or do you know someone who is? To assist regional Victorians travelling to Melbourne to access major metropolitan hospitals, a Inner Melbourne Hospital Map and Guide has been produced by Transport Connections. Copies of the map can be accessed by contacting Sheryl McHugh, Transport Project Officer, Wellington Shire Council via phone: 51423478 or email: [sheryl.mchugh@wellington.vic.gov.au](mailto:sheryl.mchugh@wellington.vic.gov.au)

### Lap the Lakes

The 'Go for your life' 'Lap the Lakes' is on again! It's time to start lobbying work colleagues, family members and school mates to organise your team to take part in this year's event. 'Lap the Lakes' 2010 will be held on **Wednesday October 20** at the Sale Botanic Gardens. Please see the embedded flyer and registration form for further information. Entries close on Wednesday 13 October.



LTL Flyer



Registration Form

## Elder Abuse Prevention Project

### Community Information Sessions

Senior Rights Victoria will be delivering Rights, Respect & Trust Community Information Sessions in Traralgon, Sale, Yarram, Orbost, Lakes Entrance & Bairnsdale during September. Please promote these amongst your networks and encourage clients to attend.



SRV Community  
Information Sessions



SRV Sale & Yarram  
Session



SRV Traralgon  
Sessions



SRV East Gippsland  
Sessions

Would you like to host a free information session for a group you are involved in? Please contact Rachael to find out how this can be arranged.

### Financial Management Workshops

Victoria University is conducting a 5 day Financial Course for Seniors. There is a workshop being held in Sale in September. Other workshops will be held in Bairnsdale and Warragul early next year.



Financial Literacy  
Workshops

## The answer to better health is right at your feet...

Renee Heath

Regular walking for just half an hour, preferably every day, can make all the difference to your health. So, come walk with us! Heart Foundation Walking is fun, free and it's easy!

This October is 'Walktober' and to celebrate, Wellington is launching its Wellington Walks program, supported by the Heart Foundation.

If you would like to coordinate, or join a walking group please contact Renee Heath on 5143 8833 or [renee.heath@cghs.com.au](mailto:renee.heath@cghs.com.au)

## 'Love: the good, the bad and the ugly'

Young Victorians (secondary school age) have a new website exclusively focused on relationships. It's called: 'Love: the good, the bad and the ugly'.

As the website says: **This site helps you work out where your relationship is at – whether it's good, bad, or ugly**

The site will be a terrific addition to your current education activities designed to promote respectful (read: healthy) relationships. It tackles many difficult issues and does not shy away from providing straight ahead advice on such things as digital age issues, 'friends with benefits' issues and relationships with older people.

You can access it at: <http://lovegoodbadugly.com/> (Be patient if it loads slowly – it's a big site!)

The website was developed by VicHealth in partnership with the Domestic Violence Resource Centre Victoria (DVRCV), through the Partners in Prevention program.

## Newsletters

Gamblers Help newsletter for August



Gamblers Help  
newsletter

## Websites

[www.activecitizenship.org.au](http://www.activecitizenship.org.au)

Department of Planning & Community Development - [www.dpcd.vic.gov.au](http://www.dpcd.vic.gov.au) (previously Dept. of Victorian Communities)

BHCiG CDM Resource Kit now online

[http://www.health.vic.gov.au/communityhealth/cdm/res\\_bhig.htm](http://www.health.vic.gov.au/communityhealth/cdm/res_bhig.htm)

### Infexchange Australia

Infexchange Australia is a non-profit company dedicated to providing a quality up-to-date information service and the latest on-line newsletter can be found @ <http://www.communitynews.infocchange.net.au/infocast/>

Primary Health Weekly Bulletin  
Department of Human Services  
[http://www.dhs.vic.gov.au/rrhacs/p\\_h\\_bulletin/nocache?src=email&id=090409](http://www.dhs.vic.gov.au/rrhacs/p_h_bulletin/nocache?src=email&id=090409)

Victoria Walks website:  
[http://www.victoriawalks.org.au/Love\\_living\\_local/](http://www.victoriawalks.org.au/Love_living_local/)

Social Research in Transport (SORT) Clearing House is a repository of research reports, research abstracts and links to research findings  
<http://www.sortclearinghouse.info/>

## WPCP Contact Details

### Steve Elvy WPCP Chair

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### Jo Cockwill Executive Officer

Central Gippsland Health Service  
Community Services, Palmerston Street, Sale  
Phone: 5143 8843  
Mobile: 0424 600 535  
Fax: 5143 8890  
Email: [jo.cockwill@cghs.com.au](mailto:jo.cockwill@cghs.com.au)

### Rachael Dooley Health Promotion Coordinator

Central Gippsland Health Service  
Community Services, Palmerston Street, Sale  
Phone: 5143 8868  
Mobile: 0409 355 043  
Fax: 5143 8890  
Email: [rachael.dooley@cghs.com.au](mailto:rachael.dooley@cghs.com.au)

### Emily Durbridge Chronic Disease Management Project Officer

Gippsland Lakes Community Health  
285 Main Street, Bairnsdale 3875 (PO Box 1888)  
Phone: 5152 0022  
Mobile: 0400 161 781  
Fax: 5152 0025  
Email: [emilyd@glch.org.au](mailto:emilyd@glch.org.au)

### Claire Haines Admin Support

Central Gippsland Health Service  
Community Services, Palmerston Street, Sale  
Phone: 5143 8831  
Fax: 5143 8890  
Email: [claire.haines@cghs.com.au](mailto:claire.haines@cghs.com.au)