

OUR PEOPLE



Did you know?

The first nurse to graduate from Perth Public Hospital (now Royal Perth Hospital) was **Annie Kirkman** in 1899. Annie noted that at the time we were 'a very small hospital with only accommodation for 13 men and 9 women'. Kirkman House, our former nurses' quarters and current EMHS corporate offices, is named after her.

Building our workforce

As at 30 June 2024,
EMHS employed*:

Individual staff
10,902
10,501 in 2022-23 ▲

Full time equivalent (FTE)
8,257
8,025 in 2022-23 ▲

This included
109
Aboriginal staff members
114 in 2022-23 ▼

EMHS FTE per workforce category



*Excludes staff at St John of God Midland Public Hospital.

Fostering excellence through EMHS learning and development

Commitment to professional growth

We are committed to developing the potential of our people through learning and development, leadership training and on the job opportunities that grow a workforce that is highly skilled, professional and ethical, with excellence at its core.

Our Learning and Organisational Development team delivers on this commitment to grow the capability of our people, which in turn impacts patient outcomes. Our training is delivered in a contemporary setting offering both interactive face to face workshops as well as an extensive suite of online digital packages and resources. The proficiency and professional growth of our workforce are pivotal in maintaining excellence in healthcare delivery.

Key achievements included:

A comprehensive **Managers and Supervisors Toolkit** is the start of a series of resources **designed to help both new and experienced managers**. Transitioning to managing a team for the first time can be a significant shift, bringing with it a new set of responsibilities and challenges. This toolkit, comprising of **17** modules, has been designed to support our new managers/supervisors through this journey, outlining the responsibilities and expectations of a managerial role, emphasising the importance of defining responsibilities and clarifying expectations between employees and their own manager.

We are proud to offer our in-house tailor-made **leadership and management programs** designed to lift the individual competence and combined capability of our leaders across EMHS. 2023-24 saw **470** staff attend various courses, workshops and programs.

MyLearning turns three

Since July 2023, our digital MyLearning Team has trained **160 tutors/trainers** with the ability to manage participation of mandatory training and reporting. As a result, a further **1,963** professional courses or resources have been created.

Our enterprise learning management system, **MyLearning**, continued to grow and March 2024 marked its third anniversary. A further **143 online modules** and **1,820 face-to-face courses** have been developed and released, covering topics from wellbeing to digital leadership and essential training for staff.

The MyLearning Team also supported enrolled nurses (ENs) at Royal Perth Hospital and Bentley Health Service in making the necessary changes to online training material to support a significant change to the role of ENs in medication management. ENs are now able to upskill themselves on changes to the expansion of practice and practice expectations.



Medical procedures live streamed in WA teaching first

We entered a new era in medical education this year.

Technology was harnessed to live stream endoscopy procedures at Royal Perth Hospital (RPH) to an international medical audience who watched on the large screen in the hospital's Bruce Hunt Lecture Theatre.

Seven real time procedures were part of a one-day endoscopy conference in December 2023, which complemented lectures from local, national and international experts.

The **Endoscopy Masterclass** was designed by RPH clinicians Professor Krish Ragunath and Dr Niroshan Muwanwella and was reported in the Australian Medical Association Journal.

It was attended by surgeons, physicians, gastroenterologists, trainee doctors, endoscopy nurses, speech pathologists and physiologists from WA, other parts of Australia, New Zealand, Japan and the United Kingdom.

The procedures provided a new dimension to traditional lectures.

"When you don't just talk about a procedure but actually demonstrate how to do it, that sits in your mind better," Professor Ragunath said.

"The integration of lecturing and on-the-ground commentary during the live endoscopy procedures was especially appreciated by the delegates."

Presentations of note included those by Dr Peter Wu from Sydney's St George Hospital, Dr Bu Hayee from Kings College in London and Assistant Professor Yuto Shimamura from Showa University Hospital in Tokyo.

Dr Wu pioneered minimally invasive endoscopic therapy for people with Parkinson's who have difficulty swallowing. His talk was coupled with a live demonstration of the procedure by Dr Muwanwella.

Endoscopy is a procedure where a doctor passes a thin camera into a person's body, allowing them to examine the organs and diagnose and treat some conditions. There are many different types of endoscopy.



Livestream between RPH Endoscopy Suite and Bruce Hunt Lecture Theatre

New models and partnerships help optimise patient care

Advanced practice nurses

Our multidisciplinary approach to patient care received a boost this year with the strategic placement of 4 new highly trained Nurse Practitioners (NPs) across varying departments at RPH.

NPs are advanced practice nurses who are legislatively authorised to undertake diagnostic assessment and treat, prescribe and refer patients within their approved scope of practice.

Educated to a master’s level, the Nursing and Midwifery Board of Australia has endorsed them to provide patient care in an autonomous and extended clinical role.

New NPs were allocated to the Acute Medical Unit, Intensive Care Unit, Infectious Diseases Department and Haematology Department. Three of the four new NPs already worked for RPH before taking on the roles.

Nursing Director Safety and Quality, Kelly-Ann Hahn, said the NPs bolstered the multidisciplinary approach to patient care and increased the breadth of senior nursing roles at the hospital.

“These are senior experienced nurses with advanced diagnostics and assessment skills who are able to prescribe, and who are working within specialised fields alongside medical and allied health to expedite patient care,” she said.

Our team of health care professionals with their areas of expertise provide comprehensive care that supports the needs of our patients and their families.



Generalist Clinical Nurse Specialist

October 2023 saw the introduction of a new Generalist Clinical Nurse Specialist (CNS) role across St John of God Midland Public Hospital (SJGMPH).

This new model aims to enhance care provided to patients by providing uninterrupted CNS coverage, reducing handovers and increasing the availability of skilled care for all patients.

City-country haemodialysis pathway

To address a critical renal haemodialysis nursing shortage in regional areas, RPH and WA Country Health Service (WACHS) announced a new partnership in February 2024.

Under the new WACHS-RPH Haemodialysis Intensive Pathway, country nurses spend 6 weeks learning new skills with the RPH renal team.

The first nurses to participate in the training travelled to RPH from Kalgoorlie and Albany in February. More groups are planned in the coming year.

WACHS’ Renal Dialysis Service cares for up to a third of WA’s dialysis patients and the pathway provides country nurses with important new skills they can use in the regions to deliver care closer to home.

RPH Nurse Practitioners



Curtin University partnership students in ICU

Undergraduate Nursing Partnership Program

April 2024 saw the establishment of a new Partnership Program between EMHS and Curtin University.

The program provides the opportunity for nursing student undergraduates (from second year of training and above) to apply for one of a limited number of places in the program.

Benefits of the partnership program

A key benefit of the clinical placement partnership, is that it provides the opportunity for the majority of the undergraduates' practical training blocks to be accommodated within EMHS. This allows students to be more familiar with hospital processes, procedures and layout.

Nursing students who have completed 50 per cent of their bachelor's degree and possess academic good standing are also eligible to apply for a fixed term contract as an Assistant in Nursing within EMHS, allowing them further opportunity to develop their nursing skills whilst earning an income.

Partnership students are offered additional training and support including:

- access to simulation training events
- support for Graduate Program applications
- preparing selection criteria workshops
- group coaching to prepare for interviews (third year students and above).

The diverse clinical services available within EMHS provide students with a range of placement opportunities that will assist them to gain learning experiences to help make them 'job ready' on graduation. This includes:

Royal Perth Hospital

- Community Mental Health and outpatient services
- Acute Medical Ward
- Surgical/Medical: General Surgical; Mental Health (third year students); Intensive Care Unit (ICU); State Major Trauma Unit (SMTU)
- Medical: Emergency Department (ED); Acute Surgical Unit; Operating Theatres

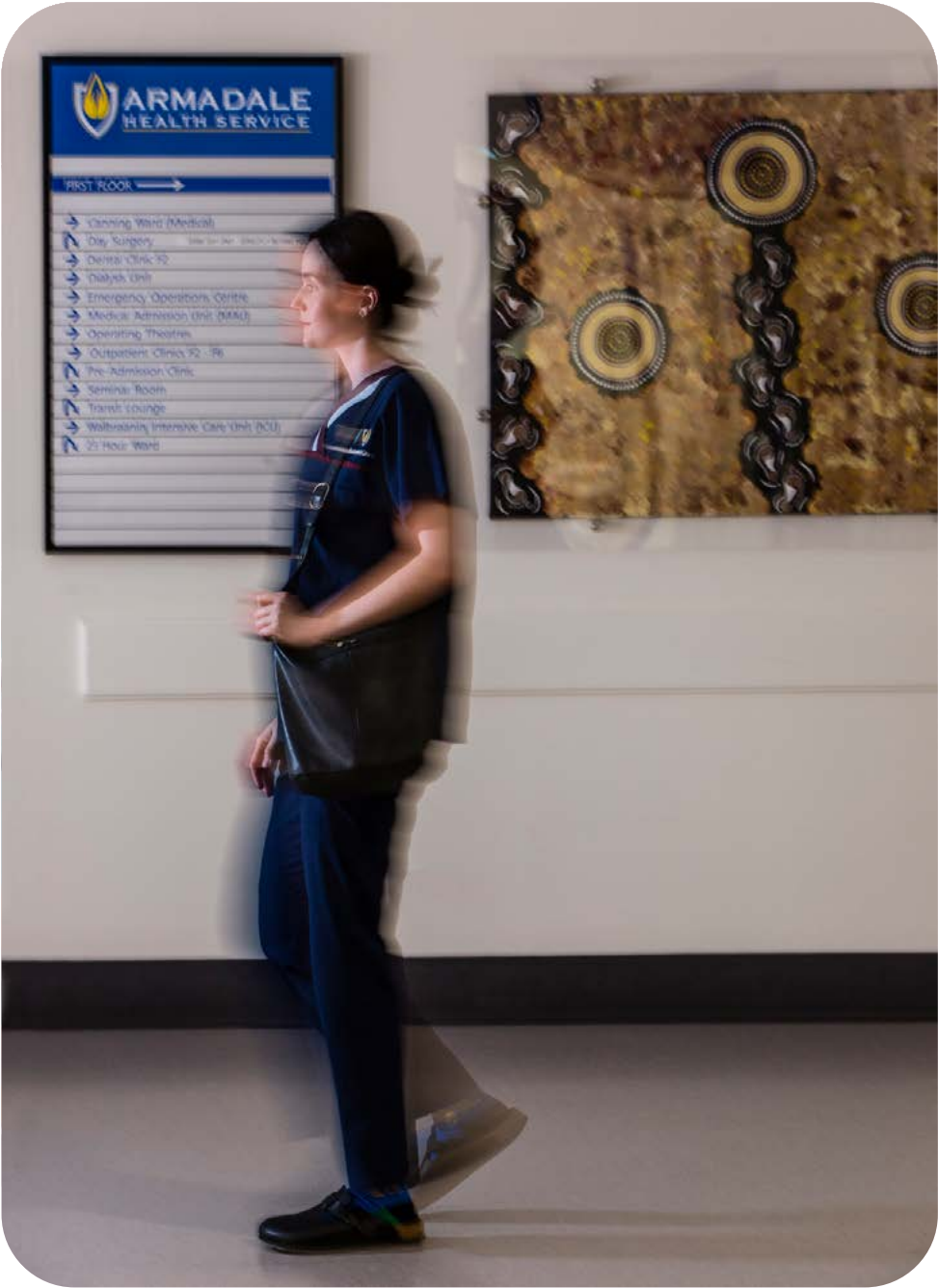
Bentley Health Service

- Medical Ward
- Surgical Ward
- Rehabilitation Wards
- Mental Health Wards
- Operating Theatres

Armadale Health Service and Kalamunda Hospital

- Medical/Acute Medical Wards
- Rehabilitation and Sub-Acute Care Ward
- Mental Health/Surgical Wards
- Operating Theatres/Endoscopy
- Critical care ED/ICU
- Mental Health/Surgical Wards
- Operating Theatres/Endoscopy
- Critical care ED/ICU

At the end of June 2024, EMHS had **15** partnership students, who are identified by their Partnership Program badge.



Strengthening connections

People with personal experience of mental illness and recovery can play a vital role in shaping the delivery of services. Their unique perspectives allow them to connect with others from a place of understanding and experience.

Through positions such as peer support workers and consumer advisors, they make invaluable contributions to our services and the community.

This year we began work on a **Lived Experience Strategy** that aims to see peer support workers incorporated across EMHS in greater numbers, bridging an important gap between health services and the people who use them.



Already active within some of our services and consumer advisory bodies, we are committed to taking their involvement to the next level.



SHR #13

It is a new era in recognising the roles they can play in the effectiveness of mental health services in areas from personal support to education, research, advocacy, management and decision-making.

As work on the Lived Experience Strategy continued, we took some important steps forward, including the appointment of a Peer Support Worker Coordinator in March 2024.

The Coordinator will help build the peer support workforce and collaborate with our mental health serices to lead and develop the strategy.

A structure for the supervision of the expanded peer support worker network was also put in place, as well as organisational support for the peer support workers themselves.

By late February 2025, we aim to have assessed our readiness for organisational and cultural change and to have developed a recruitment guide for peer support worker positions.

Our mental health services will also continue to work with the established Royal Perth Bentley Group Lived Experience Advisory Group and relevant consumer advisory groups at Armadale Kalamunda Group.

Development of the new strategy is in line with the State Government’s Sustainable Health Review to improve mental health outcomes, the WA Mental Health Commission: Lived Experience (Peer) Workforces Framework and the Mental Health Commission’s Mental Health, Alcohol and Other Drug Workforce Strategic Framework: 2020-2025.

Peer Support Worker Coordinator



Messages of hope

Peer Support Worker Eliza has a strong message of hope.

Having struggled with an eating disorder, Eliza uses her experience to help others at the East Metro Eating Disorder Specialist Service.

“Often those with an eating disorder have minimal exposure to someone who has fully recovered, and that is what I am here for,” Eliza said.

“Consumers are able to ask questions about my journey and what helped me. They are able to talk to someone who understands, on a deeper level, what they have been through, and feel heard.”

Eliza said a rewarding aspect of the role was “being able to give the consumers hope that they will be able to recover and that it’s possible for everyone”.

Fellow Peer Support Worker Claire worked within our award-winning EMHS Crisis Resolution Home Treatment Team, or **Kadadjiny Marr Koodjal Mia** (Noongar translation).

Claire said she used her own experience of mental health to connect with people and support them.

“My journey has provided me with many skills and knowledge that I have been able to tap into,” she said.

She said it makes a difference when a person is working with someone who understands what they are going through and who provides hope that recovery is possible.



Peer Support Worker, Eliza

New workforce strategy to engage, empower and encourage junior doctors

In December 2023, EMHS launched a definitive new workforce strategy aimed at engaging, empowering and encouraging its Junior Medical Officers (JMOs) across the Royal Perth, Bentley and Armadale hospitals.

Dubbed ‘**The East Experience**’, the tailor-made strategy is underpinned by 4 pillars geared at improving access to leave, overtime and flexible work conditions, as well as reducing administrative burden.

Dr Clare Fellingham, Deputy Director of Clinical Services at Royal Perth Bentley Group (RPBG), is confident the new approach is bolstering EMHS’ reputation amongst JMOs.

“We are keenly listening to what our junior doctors have to say about all aspects of their training experience here at EMHS. Importantly, we are committed to acting on what we hear,” she said.

Helping greatly in this endeavour are roaming JMO Clinics that are fast becoming recognised as a point of contact, guidance and support across the wards.

Reforming overtime remains a priority for EMHS and the advent of a digital overtime claim form has been a transformative step, with more than 98 per cent of claims now processed within the same pay cycle.

For RPH Intern Dr Michael Thomas, the new form is a winner – and it takes less than a minute to complete.

“It’s user-friendly, and you can now submit overtime day by day,” Michael said.

“It makes me feel the time and effort I put in is worth something, and not just a hidden expectation of the job.”

Michael commended the culture at RPH as one supportive of overtime where appropriate.

“Hopefully we are working towards a workforce where the need for overtime is reducing, though it is good to know, at least we will be honoured for doing it.”

The new JMO workforce strategy also recognises **access to leave** as critical to avoiding chronic fatigue, stress, depression and burnout, and accordingly, has made it easier for JMOs to apply for and obtain leave.



This includes abolishing the Leave Relief Pool for all registrars and trainees, staffing and empowering departments to cover leave internally, ensuring equity of leave access, and undertaking regular audits to confirm leave is being taken.

Embracing flexible working conditions is yet another pillar of ‘The East Experience’, with a range of part-time, flexible and casual employment opportunities being offered to JMOs.

For Dr Christopher Kovacs, part-time work became the only option available when a stroke in 2018 saw him hospitalised for almost a year.

Chris now works 14 hours a week at RPH’s Sexual Health Clinic.

“The function in my left side is still poor, preventing me from undertaking procedural jobs. But my supervisor has found a bunch of different things for me to do, such as research and telehealth consults,” Chris said, adding it was a great comfort knowing he had access to such flexibility at work.

The final cornerstone of the new strategy focuses on **reducing administrative burden**, as JMOs have traditionally been required to undertake a greater number of clerical tasks compared to clinical.

Several wins have already been experienced under this pillar, including an expanded phlebotomy and cannulation service, e-ordering for radiological imaging and of course, the digital overtime claim form.

“The East Experience will continue to evolve and grow as a strategy,” Clare assured.

“A dedicated Steering Committee meets every 6 weeks to keep things on track and ensure any concerns by the JMOs are addressed. We want the best JMOs out there to come and work at EMHS and, we want to retain the amazing junior doctors already here,” she finished.

East on the rise

‘The East Experience’ is already generating positive outcomes, with EMHS recording improvements in almost every single domain of the 2024 Hospital Health Check (HHC), an annual survey by the Australian Medical Association (WA).

Significantly, EMHS earned an ‘A’ in the category of JMOs encouraging others to choose us as an employer.



Our commitment to safety and wellbeing

The health, safety and wellbeing of our workers, patients, consumers, visitors and anyone affected by the work of our health service is a priority. EMHS takes a prevention-focused risk-based approach to identifying, assessing, managing, monitoring and evaluating work health, safety and wellbeing matters, performance and outcomes.

The EMHS Board and Area Executive Group (AEG) maintain oversight of health, safety and wellbeing matters to deliver effective leadership, support and direction, and ensure resources are provided to meet work health and safety (WHS) and wellbeing operational requirements and strategic improvement.

EMHS’ commitment to WHS reflects our values and is demonstrated by facilitating a culture that integrates safety into all activities.

We acknowledge our shared duties under the *Work Health and Safety Act 2020* (WA) and *Work Health and Safety Regulations 2022*, and the *Workers’ Compensation and Injury Management Act 1981* (WA) and *Workers’ Compensation and Injury Management Regulations 1982*.

Work health and safety performance indicators

Number of fatalities

YEAR	TARGET	ACTUAL
2023-24	0	0
2022-23		0
2021-22		0
2020-21		0

Lost Time Injury and Disease (LTI/D) incident rate (per 100)

YEAR	TARGET	ACTUAL
2023-24	2.76	3.00
2022-23		2.37
2021-22		3.07
2020-21		2.90

LTI/D severity rate (percentage LTI/D)

YEAR	TARGET	ACTUAL
2023-24	38.44%	44.94%
2022-23		42.01%
2021-22		40.61%
2020-21		46.41%

Percentage of injured workers returned to work within 13 weeks

YEAR	TARGET	ACTUAL
2023-24	70.0%	48.2%
2022-23		46.3%
2021-22		43.3%
2020-21		46.0%

Percentage of injured workers returned to work within 26 weeks

YEAR	TARGET	ACTUAL
2023-24	80.0%	61.8%
2022-23		66.5%
2021-22		60.6%
2020-21		63.0%

Percentage of managers and supervisors trained in occupational safety, health and injury management responsibilities

YEAR	TARGET	ACTUAL
2023-24	80.0%	73.5%
2022-23		63.1%
2021-22		72.3%
2020-21		73.0%

Consultation

EMHS values the contributions of our workforce, with mechanisms for consultation including:

- supporting **279** elected Health and Safety Representatives (HSRs) to ensure all workers have access to an HSR
- providing HSR training, education and networking opportunities, including a forum held in May 2024
- **10** WHS committees that meet the requirements of the WHS Act, to facilitate consultation and cooperation between leadership and workers in continuous improvement of all aspects of WHS
- hazard and incident reporting, quarterly workplace inspections and annual aggression risk assessments.

Governance and compliance

EMHS WHS governance and oversight occurs through:

- officer assurance activities, such as workplace rounding and meetings
- reporting and analysis of performance data and feedback to EMHS Board, AEG and WHS committees
- establishment of the Peak EMHS Wellbeing, Work Health and Safety Committee (Peak Committee), the overarching committee for EMHS to develop and drive strategic direction for health, safety and wellbeing matters. The Peak Committee is accountable to the EMHS AEG.

An EMHS safety management systems audit was completed in the financial year. Actions to meet the recommendations of the audit will be monitored through the service based WHS committees and the Peak Committee.

EMHS values its relationship and collaboration with its public-private healthcare partners, other Health Service Providers (HSPs) and the Department of Health System Manager on health-wide WHS matters.

Wellbeing

Through the **EMHS Wellbeing Framework and Strategy**, EMHS has adopted a contemporary approach to workplace wellbeing with a focus on prevention and identification of psychosocial hazards - viewing leadership, work design and consultation as key contributors to psychosocial safety and wellbeing.

The wellbeing programs offered include education programs for all staff, such as in-service opportunities provided by the WHS team and the Nexus Human Performance Training Program, and the promotion of wellness and wellbeing initiatives such as financial management education and personal health and fitness programs.

To support the wellbeing of our staff, EMHS offers a range of services which include:

- trauma-informed critical incident response
- care and support for individuals and work groups provided by the Centre for Wellbeing and Sustainable Practice, the WHS Team and work unit managers and supervisors
- EMHS Employee Assistance and Manager Assist Programs
- providing training for managers in work health and safety.

Centre for Wellbeing and Sustainable Practice Team



WorkSafe improvement notices

EMHS was not issued with any WorkSafe notices during 2023-24 and as at the end of the financial year had no open notices.

Any work safe notices received by EMHS are forwarded to the executive team and actions are addressed by the relevant directorate. The completion of notices is governed by the WHS committees and open notices are monitored through the Peak Committee to the AEG.

Injury management

EMHS has a dedicated Injury Management Team (IMT) that functions in accordance with the *Workers’ Compensation and Injury Management Act 1981* (WA).

The focus of the IMT is prompt intervention and treatment to ensure injured workers receive the correct diagnosis and access to early treatment, with a focus on recovery at work through medically endorsed return to work plans. This includes the **EMHS Early Intervention Physiotherapy Program**, which assists workers with a musculoskeletal injury to receive treatment while at work and maintaining their usual duties.

The IMT are also very active in assisting with fitness for work assessments (to ensure the workplace does not pose a risk to an employee with a personal injury or illness), and in supporting workers with non-work-related injuries to remain safe at work.

2023-24 workers’ compensation claims by occupational category





Security officers learn special negotiator skills

This year our security team was trained in crisis negotiation to equip officers with new skills for the often-difficult situations they encounter with patients and visitors to our hospitals.

EMHS Area Security Manager Jeremy Coulson initiated the external specialised training which aimed to achieve the best outcomes for everyone in a crisis.

“Our security staff attend unfortunate incidents at EMHS sites on a regular basis,” Jeremy said.

“We felt there was potential to better equip our security staff to deal with such serious situations.”

Training was provided by a former, long-serving police negotiator and emphasised conflict resolution, de-escalation and suicide intervention.

In 2023-24 EMHS had

8,783
reported ‘code black’
(aggressive) incidents

9,124 in 2022-23 ▼

EMHS was a finalist in the WA Health Excellence Awards’ **Excellence in Workplace Wellbeing and Culture** award for our ongoing work in preventing and managing worker exposure to workplace violence and aggression.



Celebrating excellence

Making our workplaces safer

Initiatives to make our emergency departments (EDs) at Armadale Health Service (AHS) and Royal Perth Hospital (RPH) safer for staff, were recognised at the prestigious **2023 Work Health and Safety Excellence Awards**.

The annual awards are held by WorkSafe and acknowledge outstanding solutions and innovations to workplace health and safety problems in WA.

EMHS was a finalist in 3 of the 5 categories, reflecting the high priority we place on staff wellbeing, especially in the high-pressure environments of our EDs.

The EMHS initiatives were chosen from 65 submissions across 25 companies. An awards ceremony was held at Optus Stadium on 27 October 2023.



Armadale Kalamunda Group (AKG) Executive Director and finalists

Armadale Kalamunda Group - Finalist ‘Leadership excellence award’ - 200 employees or more

An AHS leadership team of ED Nurse Unit Manager Carmen Callaghan, Executive Director Neil Cowan and Nurse Coordinator Jane Husain identified and addressed psychosocial hazards exposing ED workers to a risk of burnout.

They worked with the EMHS workplace health and safety team to implement an EMHS wellbeing support program and tailored it to the department’s needs.

ED workers were engaged in focus groups, and health and safety representatives made vital contributions, leading to targeted strategies for issues including fatigue and patient aggression.

The EMHS Wellbeing Framework is now in place across our organisation, with principles that can be adapted by all workplaces, and which emphasise holistic wellbeing.

Certificate of Merit, ‘Health and safety representatives of the year’ - Ceinwen Kent and Scott Turner, AHS ED

Two clinical nurses at Armadale ED were acknowledged for their valuable contributions to the EMHS Wellbeing staff support program.

Ceinwen Kent and Scott Turner led the program launch in 2022, championing the emotional and psychological wellbeing of colleagues.

They took part in planning, logistics and risk management sessions and empowered co-workers to recognise and address psychosocial hazards.

Their efforts led to a comprehensive wellbeing management plan developed by ED workers, including the introduction of pre and post shift ‘huddles’ to address the risks of violence, trauma and exhaustion.

Certificate of Merit, ‘Best intervention to address a psychosocial hazard in the workplace’ - RPH ED, MAKESpace project

MAKESpace, a psychological first-aid initiative for staff, was developed by a RPH ED project team in response to daily challenges on the job.

Staff in the ED provide quality care in a high-pressure environment characterised by a heavy, demanding workload. MAKESpace is a peer-supported approach for immediate post-event debriefing.

During a MAKESpace session, a facilitator listens to a worker’s experience, identifies whether they may need additional support after a traumatic event and encourages them to seek it as required.

The approach promotes psychological safety, calmness and peer connection while empowering individuals to use coping strategies and access support systems as needed.



Click for video link



EMHS values in action

Our staff are the heart of our organisation and each year we celebrate 4 quarterly winners of the **EMHS Values In Action Award**, which recognises just a few of our staff who consistently demonstrate the values that hold our health service together.



In February 2024, EMHS Board Chair Pia Turcinov AM, presented overall annual winner - **Marie Poole** - with our **2023 Values in Action** trophy and certificate at a ceremony held in Kirkman House.

Marie, Associate Nurse Unit Manager at AHS’ Rehabilitation Unit, was chosen from the quarterly winners for her integrity and commitment, and for inspiring others.

Also acknowledged at the ceremony were RPH Hygiene Orderly **Mark Gajek** – for his commitment to excellence and continuously doing the right thing by EMHS and the public; the **EMHS Accounts Receivable Team** – whose excellence, compassion and empathy have transformed the financial experience for our patients; and Acting Patient Care Assistant and Cleaning Supervisor **Hassan Ali Hassan** – who leads by example, with integrity and a commitment to team work.

Congratulations to all these deserving winners!



Sandra Miller – A/Chief Executive EMHS, Hassan Ali Hassan, Marie Poole, Mark Gajek, Byron Savage (representing the EMHS Accounts Receivable Team) and Pia Turcinov AM, Board Chair EMHS

Clinical Educator of the Year for WA

The Confederation of Postgraduate Medical Education Councils recognises both junior doctors and clinical educators across Australia and New Zealand who have made valuable contributions to pre-vocational medical education and training.

St John of God Midland Public Hospital (SJGMPH) celebrated Dr Tim Bates, a long-serving caregiver, as the winner of the **Clinical Educator of the Year for WA**.

Psychiatrist sets gold standard for education

Outstanding teaching shapes the future of our healthcare professionals.

Dr Frans Hugo, Consultant Psychiatrist at Armadale Health Service (AHS) and Clinical Senior Lecturer at the University of Western Australia (UWA), received the **UWA Medical School 2023 Excellence in Teaching Award** for his valuable contribution.



Frans has taught undergraduate and postgraduate students at the UWA Medical School – Psychiatry for more than a decade and has more than 25 years’ experience in mental health.

“It is wonderful to teach some of these young people and see them grow to become leaders,” he said.

Dr Frans Hugo

Our award-winning nurses

Demonstrating high standards across our organisation, staff members were this year named the best in WA in key categories of the **WA Nursing and Midwifery Excellence Awards 2024**.

In May 2024, 2 EMHS nurses took out top honours.

Kalamunda Hospital Nurse Unit Manager Judy Brand was awarded the **Excellence in Leadership – Emerging Leader** category.

Royal Perth Hospital (RPH) Enrolled Nurse Leandri Snellenburg received the **Excellence in Enrolled Nursing award**.

A total of 5 nurses and one team from EMHS were finalists in the awards.

The 2024 results came after 2 EMHS nurses were finalists in the 2023 awards, held in October.

Meanwhile, the **Royal Perth Bentley Group (RPBG) 2023 Nursing and Midwifery Awards** in November were a precursor to our strong showing in the 2024 State awards.

State winner Leandri Snellenburg won **Outstanding Early Career Nurse**.

Other RPBG winners were:

- Sarah Halligan
Overall Nurse/Midwife of the Year
- Fenece Collett
Excellence in Leadership - Julie Hodgson Memorial Award 2023
- Ben Su
Excellence in Nursing or Midwifery Bentley and Community
- Sarah Halligan
Excellence in Nursing or Midwifery RPH
- Justine Muir and Emily Gibbs
Excellence in Nursing or Midwifery Education or Research
- Electroconvulsive Therapy Nursing Team
Excellence in Person-Centred Care
- Caitlin Morton
Consumer Appreciation Award.



2023 RPBG Nursing Award recipients

King's Birthday Honours for dedicated service

On 10 June 2024, EMHS Area Director of Aboriginal Health Francine Eades, and Board Member Vanessa Elliott, were recognised in the prestigious **2024 King's Birthday Honours** list.

Francine was awarded a **Public Service Medal** (PSM) for her outstanding public service through improving health outcomes for Aboriginal people during the COVID-19 pandemic.

Vanessa was made a **Member of the Order of Australia** (AM) for significant service to the Indigenous community, the mining industry, and to public administration. Her core belief is that healing begins with care for Country, community and families, and that at our most vulnerable moments, our health system is critical to our State's wellbeing.



Francine Eades PSM, Pia Turcinov AM and Vanessa Elliott AM

Mental, Aboriginal and remote health services 'best in state'

EMHS was recognised for mental, Aboriginal and remote health in 2023-24.

Our Crisis Resolution Home Treatment Team (CRHTT), Boodjari Yorgas Midwifery Group Practice (BYMGP), and work with North Metropolitan Health Service (NMHS) to make kidney transplants more accessible for Aboriginal peoples in the Kimberley, received top awards at the **2023 WA Health Excellence Awards** in December 2023.

Excellence in Mental Health Award

CRHTT provides mental health care in the home and is an alternative to voluntary hospital care.



The team includes doctors, nurses, pharmacists, social workers, occupational therapists, psychologists, peer support workers and Aboriginal health liaison workers, and is based at AHS.

130 people used the service this financial year.

Excellence in Aboriginal Health Award

BYMGP, established in 2007, consists of a team of midwives, a senior health officer and a grandmother liaison officer who provide culturally safe maternity care for Aboriginal women who are pregnant or women having an Aboriginal baby.



The practice assisted **186** women in 2023-24.

Excellence in rural and remote health care

A multidisciplinary approach, in collaboration with NMHS, is making kidney transplants more accessible for Aboriginal peoples in the Kimberley.



The initiative is a partnership between RPH Departments of Nephrology and Renal Transplant and Sir Charles Gairdner Hospital's Department of Renal Medicine and Transplantation. It has included streamlining evaluations, outreach clinics and assessments on Country.

Excellence Symposium 2023

The **EMHS Excellence Symposium 2023** showed why our staff and services are at the forefront of health care.

Held annually, the event celebrates a snapshot of the efforts, achievements and milestones of our staff and the varied arms of our organisation.

They capture our value of excellence.

Five projects were chosen from more than 30 applications and showcased at a special breakfast in November 2023.

Short Back and Sidewalks – Positive Connections

This year’s special guest speaker was Founder and CEO of **Short Back and Sidewalks**, Craig Hollywood. Craig was named Local Hero as part of the Australia Day Awards in 2022.

An engineer by trade – Craig outlined how in 2015, he pitched the idea of offering free haircuts for the homeless to his local barbershop in Perth, labelling the concept ‘short back and sidewalks.’

Since then, his idea has grown into a national initiative that has gone from strength to strength.

“We started with just one apprehensive patron in a carpark in Northbridge, to now more than 250 volunteers,” Craig told the audience.

“At last count, we have provided more than **6,500** free haircuts across Australia.”

Craig mentioned how humbled he felt to be able to help vulnerable and marginalised community members and encouraged everyone to not be afraid of enacting an idea, especially if it has the ability to assist others not as fortunate as themselves.

Keynote speaker Craig Hollywood, founder of Short, Back and Sidewalks



eMedication project

The Royal Perth Hospital (RPH) and Bentley Health Service (BHS) electronic prescription project revolutionised the way WA patients could get their scripts and has set the bar nationally.

RPH was the first public hospital in Australia to give doctors, nurse practitioners and patients the choice of an electronic prescription through its outpatient clinics in July 2022.

Electronic prescriptions are now available for inpatients and outpatients across RPH and BHS and to people visiting the RPH Emergency Department (ED).

About **1,300** electronic scripts are issued at RPH and BHS each week.

Armadale Health Service (AHS) and Kalamunda Hospital introduced electronic prescriptions in the ED and outpatient clinics in May 2024 and are currently issuing approximately **550** per week.

Health Justice Partnership

Health care and legal assistance joined forces to support the most vulnerable in our community in a WA first at EMHS.

The EMHS and Legal Aid (WA) – Health Justice Partnership (HJP) broke new ground in the WA public health system when it launched on 25 July 2023.

The HJP provides legal services to patients in need and is the first of its kind in WA public hospitals.

Since its commencement in July 2023, **172** patients across RPH and BHS have accessed the HJP service.

St John of God Midland Public Hospital Ambulatory Emergency Care Unit

The Ambulatory Emergency Care Unit (AECU) at St John of God Midland Public Hospital (SJGMPH) redefined the safe and timely delivery of care to patients visiting its ED.



Click for video link

Located close to the SJGMPH ED, the AECU was designed to reduce waiting times, improve patient flow, avoid unnecessary overnight admissions and enhance patient experience.

It established a new model of care that is being adopted by other hospitals.

Eligible patients are identified in the ED and prioritised for transfer to the AECU for same-day assessment and management. If required, patients return to the unit the following day for an outpatient follow-up appointment.

The AECU saw **3,134** patients this financial year.

Every Week Counts National Preterm Birth Prevention Collaboration Program



Preterm births have fallen in the Armadale Health Service (AHS) area following education programs and new strategies, giving mothers and babies the best chance of healthy lives.

AHS is part of Every Week Counts National Preterm Birth Prevention Collaboration Program, which is supporting more than 60 Australian maternity hospitals in a shared goal to safely lower the rate of preterm and early term births by 20 per cent.

Babies born preterm and early term face health implications, including an increased need for medical treatment at birth and potential effects on brain development and learning abilities. (See [page 59](#)).

Centre for Wellbeing and Sustainable Practice

The Centre for Wellbeing and Sustainable Practice at RPH and BHS aims to improve the wellbeing of our staff and patients with compassionate care services and empowering education programs.

Services and programs include spiritual care for patients, wellbeing support for our teams and individual care for employees needing assistance.

The centre was used by **550** staff members and **5,762** patients this financial year.

It has an important role in preserving the humanity in our health care.

