



# Clever Health Update September 08

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## Change Management Workshop July 31st and August 1st Old Colonial Motor Inn Halls Gap

Representatives from Health Services across the region have spent a very productive couple of days in Halls Gap planning for the introduction of the Interns to health services. Consideration was given to the



Sue Doyle, Debbie Gervasoni (B&SHS), Peter Ziebell (GRHANet), Debbie McLeish (Edenhope) and the facilitator of the workshop Sue Holding (Graduate Business School) at the Change Management workshop at Halls Gap

management process required to support to utilise the Interns to their best advantage. Priorities identified for action were to be able to use the mobile capability of the Intern to facilitate patient access to the regional services — psychiatry, aged care assessment and palliative care. Joint working groups are being developed to progress this access. The staff were also introduced to a range of the change management theories to assist their planning processes and enjoyed the networking opportunity created by the workshop. The Interns have been delivered to St Arnaud, Nhill, Edenhope, Bacchus Marsh, and Ararat over the past few weeks. These are all online and available for use.

### Interns:

The photo to the left is one of the Intern, which has just been delivered to East Wimmera Health Service,.

The initial training for staff was completed last week and staff identified a number of instances where this technology will be of value to patients of East Wimmera. We look forward to the stories in the future.



The first additional room based videoconferencing units have been ordered and will be delivered to Grampians Community Health, Stawell; East Grampians Community Health Ararat; and Palm Lodge in Horsham. We are expecting delivery of these around the end of Sept.

The next round of deliveries for the Interns is also being organised at present. They are scheduled to be delivered to Hepburn Health Services, Dunmunkle Health Services, Ballarat Health Services, Rural North West and an additional one for East Wimmera Health Services which will be placed at their site in Donald.

## Seeking participants interested in Leadership in Health Services:

The University of Ballarat is proposing to commence the delivery of three units of the Cert IV in Frontline Management using a combination of online and videoconferencing from mid Sept. This is part of a project to assess the value of combination of online and videoconference to participants in the program. The units will focus on providing participants' with knowledge and action learning in the topic areas such as; Change, Communication – improved strategies, Conflict & Negotiation Management, Culture, Customer service, Leadership – Team Development, Project Management, Problem Solving, Teamwork, Time management.

This is an fantastic opportunity to commence the Cert IV at 2008 prices, without having to commit to the travelling to attend lectures and prior to the changes predicted for TAFE in 2009. to take advantage of this opportunity you need to respond quickly to get further details on enrolment from Pam Woodward on 5327 8178 or [p.woodward@ballarat.edu.au](mailto:p.woodward@ballarat.edu.au)

**Evaluation of Videoconferencing** - we are seeking your opinion of the videoconferencing network and your experience of using it as part of our drive to improve the service offered by GRHANet and the Clever Health project to the health services in the region. All you need to do is click on the link listed below and it will take you to a short web based survey.

[http://www.cric.com.au/cb\\_pages/vcsurvey.php](http://www.cric.com.au/cb_pages/vcsurvey.php)