



### Celebrating Success

Terry Haines (Physiotherapy), Elizabeth Skinner (Adjunct Physiotherapy), Fiona McDermott (Social Work), Lisa O'Brien (Occupational Therapy), Donna Markham (Monash Health) and Deb Mitchell (Monash Health), have picked up an NHMRC Partnership Project. "Application of a novel research design to aid disinvestment from existing health technologies with uncertain effectiveness, cost-effectiveness and/or safety." 2013-2015. \$248,663".

Associate Professor Brett Williams, from the Department of Community Emergency Health and Paramedic Practice, has been included on the Register of Experts for the Tertiary Education Quality Agency (TEQSA).

Welcome to the September issue of the School of Primary Health Care newsletter. This is a monthly bulletin covering the activities of the School in the community, academia and research.

"Content is king. But marketing is queen and rules the household" So said one of the latter day e-commerce entrepreneurs.

While businesses are increasingly viewing the importance of getting the message out, academic organizations continue to be preoccupied with more traditional and time consuming approaches. Its odd, since as time goes by, Universities are becoming more and more competitive, their departments judged on their abilities to attract talented students and staff while academics are increasingly judged on the number and quality of their publications. Its long been recognized that the actual impact of academic work is a very distant relative to journal impact factors, citation rates etc. This is especially the case in health services, social

and policy research, topic areas that many of us in the SPHC focus upon. Reassuringly, over the last decade or so, there has been increasing awareness paid to the importance of knowledge transfer and exchange (KTE). Just this week, the CEO of the NHMRC put a somewhat provocative piece on KTE in "The Conversation". <http://theconversation.com/quality-not-quantity-measuring-the-impact-of-published-research-18270> The Primary Health Care Research Information Service has a good primer on KTE at <http://www.phcris.org.au/guides/knowledgetranslation.php>.

There are some great exponents of quality KTE in our school. It would be great to hear some of your stories about 'getting the message out' over the next few months.



### Governance Changes in Faculty Office

A number of internal reviews have been undertaken in the Faculty Office to determine the most appropriate governance structure to meet future requirements.

One issue considered by the Faculty was the impact on the current structure of the establishment of two new teaching and learning committees at University level.

As a result of the above, the following changes have been implemented:

One centralised Admissions unit, led by Associate Professor Margaret Hay will oversee all undergraduate and postgraduate coursework admissions in the faculty reporting to the Deputy Dean (Education), Professor Wayne Hodgson; and

Working alongside Admissions, Student Recruitment will become a dedicated group reporting directly to Sarah Newton, Deputy Dean (External Relations).

Responsibility for Hands on Health will remain within Marketing and Communications and will be managed directly with the faculty's LEAP into Health commitments.

In addition to the above, in order to increase the profile and resources dedicated to new teaching initiatives such as on-line learning and web development, the faculty's Multimedia Group will merge with e-Learning, reporting directly to the Deputy Dean (Education), Professor Wayne Hodgson.



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De Bortoli L, Coles J, Dolan M. Parental substance misuse and compliance as factors determining child removal: A sample from the Victorian Children's Court in Australia. *Children and Youth Services Review*. 2013;35:1319-26.

Jones K, Adaji A, Schattner P, Piterman L. Collaboration between business and research organisations for the design and evaluation of the use of a web based care plan. *Open Access Scientific Reports* 2013;2:4 <http://dx.doi.org/10.4172/scientificreports732>

Assoc Prof Brett Williams has been included on the Register of Experts for the Tertiary Education Quality Agency (TEQSA).

Williams, B. Brown, T. McKenna, L. DVD Empathy Simulations: An interventional study. *Medical Education*.

### HR

Mobility@Monash is a program designed to assist with the recruitment of professional staff across the University. Staff registered for Mobility@Monash will be considered for transfer, secondment and appointment opportunities for new vacancies before they are internally advertised.

The key reasons staff register with Mobility@Monash are so that they can broaden their career path, and be considered first for available professional jobs.

Professional staff HEW 1 to 9, who have a continuing role or have worked for a minimum of six months on a fixed-term contract with Monash University, are eligible to participate in the program. Staff on casual contracts are not eligible.

For further information and to see the [current opportunities](#) available to Mobility@Monash registrants, visit the [Mobility@Monash](#) website.

### Staff Development

#### Manager Training for Flexible Workforces

This workshop helps managers leverage organisational policies, maximise the talents of their people, and enhance communication for changing workforce dynamics. Staff can register on-line via the following link: -

<http://www.adm.monash.edu.au/staff-development/ws/swb/flexible-workforce.html>

#### Research Skills Workshops

Staff Development is facilitating a number of Research Skills workshops to provide support to the University's researchers in order to support good quality research.

About the presenters:

Assoc Prof Julie Pallant is currently Director of Research and Graduate Studies at the Rural Health Academic Centre, University of Melbourne. She is the author of the *SPSS Survival Manual: A step by step guide to data analysis using SPSS*.

The NVivo workshops are delivered by QSR International, and Dr Anuja Cabraal, who is a qualitative Research Consultant.

### Changes to travel management providers

Strategic Procurement has recently concluded a comprehensive tender for a panel of Travel Management Companies (TMCs). Staff members involved in booking travel provided valuable input into the tender documents to identify the key services required by the University.

An Evaluation Panel has awarded the contracts to Voyager (reappointed) and Campus Travel. Campus Travel is a niche brand of Flight Centre dedicated to the academic sector, servicing universities, research organisations and schools. Benefits of the new contracts will include a simplified booking process, reduced transaction fees for domestic travel, revised service level agreements including improved turnaround times and the introduction of a discount global hotel program.

It is expected that the implementation of Campus Travel as one of the TMCs will take approximately two months. Bookings in the interim can continue to be made via either Voyager or HRG, and all bookings made via HRG will be honoured after the end of their contract term. HRG will no longer provide travel services to Monash after the implementation of Campus Travel. For further details please contact Damon Rapke, Category Manager – Travel, [damon.rapke@monash.edu](mailto:damon.rapke@monash.edu) or 990 56519.

### Update your First Aid Level 2 - Apply First Aid - Peninsula Campus

This two day course describes the skills and knowledge required to recognise and respond to life threatening emergencies using basic life support measures only. The focus of this program is to enable participants to obtain the skills and knowledge to carry out emergency first aid procedures, basic life support, management of the casualty(s), the incident and other first aiders, until the arrival of medical assistance.

Please note that all first aiders are required to renew their First Aid certificate every three years.

If you are interested to update your First Aid - Level 2 at the Peninsula Campus, Thursday 3 October & Friday 4 October, the above program has been scheduled. Staff & students can register on-line via <http://www.adm.monash.edu.au/staff-development/ws/ohs/first-aid-basiclevel2.html> by Friday 27th September.



### Pathway to Paramedicine Program

The Department of Community Emergency Health and Paramedic Practice (DCEHPP) is currently running a program designed to give secondary school students an insight into the Bachelor of Emergency Health (Paramedic) degree at Peninsula Campus. Twenty year 10-12 students from local and underrepresented schools attend the program for two hours every week, for ten weeks. The program, run by Linda Ross, is designed to provide a basic introduction to clinical theory and skills and offers the participants an opportunity to interact with, and learn from, current 2<sup>nd</sup> year paramedic students who act as mentors in the program. The students have already actively participated in sessions on the primary survey, taking vital signs, pain relief and cardiac monitoring. In the coming weeks, students will be viewing a heart dissection, learning about respiratory emergencies and participating in trauma scenarios.



### Improving health care in the UAE



Delegates from Monash University and the Fatima College of Health Sciences.

Interdisciplinary learning and practice in health care professions was the theme of a symposium held last month in the United Arab Emirates, further strengthening an agreement between Monash and Fatima College of Health Sciences (FCHS).

Ten delegates from Monash University, representing physiotherapy, radiography and pharmacy, participated in the event last month at FCHS in Abu Dhabi.

Monash delegates at the symposium said the University is seen as a key facilitator, integral to the development of allied health teaching in the UAE.

Under a six-year agreement, FCHS will gain access to Monash curricula for courses in physiotherapy, medical imaging, pharmacy and emergency health (paramedics) to meet the future healthcare workforce needs of Abu Dhabi.

At the recent symposium, keynote speakers from the UAE, including Dr Mohammed Hag-Ali, Director of FCHS, outlined the challenges in developing interprofessional learning and practice. Dr. Zahra Saeed Baalawi provided insight into medical education in the UAE while Mr Bengt Ternstrom, CEO of the Rashid Center for Diabetes and Research, gave a comprehensive assessment of how to develop interprofessional relationships.

Ongoing collaboration at such events is enabling FCHS to deliver quality programs while becoming recognised as a leader in health sciences education in the region.

### Learning and Teaching Travel Grants now open

The Faculty is pleased to announce the next round of the Learning & Teaching travel grants has been released. The scheme is designed to assist academic staff to attend and/or present papers at conferences that will develop their educational skills and teaching and learning research activity. The grants are allocated by the Office of the Deputy Dean (Education) on a competitive basis. It is anticipated that approximately 20 grants will be allocated in this round. The closing date for applications is 30 November 2013. Round 1, 2014 will cover attendance at conferences commencing between: 1 January 2014 and 30 June 2014. The guidelines and application form can be accessed via: <http://www.med.monash.edu.au/intranet/>

### New Date – SPHC Research and Teaching Festival

The next SPHC Research and Teaching Festival is scheduled for Tuesday 3 December 2013 at the Peninsula Campus. Please mark this day in your calendar. Further details to come.



### Monash Connect handling Student enquiries

You may have heard of the new Monash Connect service that has been successfully implemented across several Schools and Faculties within the university. The service provides the first point of contact (first Tier) for all future and current student enquiries and is a service that is already funded through the payment of Central Support Charges.

Monash Connect use advanced software which effectively tracks the number of Email & Telephone enquiries per campus and course, and the turnaround times for these enquiries; the type of enquiry category, e.g. Fees, Intermission, etc; and the number of enquiries that were required to be deferred to the School/Department (Tier 2) for resolution.

Monash Connect protocols and guidelines can be viewed at: <http://www.monash.edu.au/connect/service-commitment.html> <http://www.monash.edu.au/connect/>

As from November, all of the School's course enquiries from prospective and current students (via telephone and email), will be forwarded to Monash Connect. These particularly relate to the more common, generic questions. More complex and course specific questions will then be deferred to the School for resolution.

Lianne Gordon, Senior Administration Officer - Peninsula, will be coordinating the transition and will be liaising with key departmental professional staff to set up a list of Frequently Asked Questions. These FAQ's will be used by the Monash Connect team to answer common queries. Lianne will be meeting with Monash Connect staff on a weekly basis for the remainder of this year to ensure a smooth transition.

### Monash 10,000 Steps Challenge.

The [10,000 Steps Challenge](#) is coming to your office in October! Registrations open from 16th September, keep an eye out for more details. Step out for better health today, take the stairs instead of the lift, download [campus walking maps](#) or schedule a walking meeting today.

### Mastering Clinical Supervision: Effective Performance Feedback

An online short course for health professional clinicians of all disciplines, suitable for those with an interest in teaching, or currently undertaking supervisory roles.

Duration: 2 hours per week, for 4 weeks  
Date: Spring (October-November) 2013  
Cost: \$250 incl. GST  
See <http://hpeo.med.monash.edu.au> for more information and to register.

### Did you Know?

Monash Security have a web page with loads of really useful and important Security and Safety Tips. So why not check it out by selecting the link <http://intranet.fsd.monash.edu/security/tips>.

### SPHC education committee

The School's education committee consists of a small group of dedicated teachers from a range of departments across the School that meet on a regular bimonthly basis.

In 2012 the committee sponsored an initial review of teaching resources across the School by exploring the use and availability of the Equella database. Stephen Maloney from the School of Physiotherapy lead this review, which also explored some concerns and barriers that were preventing educators sharing their teaching resources. Fostering a spirit of cooperation and support for our teachers is an important imperative of the committee, so we will be working toward developing this important database further....so watch this space.

How might teachers meet and share their skills and expertise? There have been few opportunities to do this from within the School in the past few years as we have battled with the tyranny of three different campuses. Over the next 12 months a series of events will be promoted across the School to foster greater exchange of ideas and teaching techniques. If you have a topic or an idea for building greater collaboration amongst our School educators please communicate this with either Lyn Clearihan or Natalie Melder.

As many of you would be aware the Faculty has been reviewing its SETU data in comparison to other faculties across the University. This is a challenging statistic to use, to measure teacher quality and perhaps the Faculty's continual downward trend is a reflection of this. Exploring additional methods of teacher evaluation is an imperative from the Office of Teaching and Learning and one of the key struts that the Education committee of the School will be exploring in coming months to ensure that our teachers receive the recognition they deserve. This will also enable us to contribute to developing practical measures that demonstrate educational quality.

Please save the date: 3<sup>rd</sup> December for the School Festival on the impact of educational research on teaching practice. This will be held in conjunction with the Research committee and promises to be a stimulating and exciting day.



### Investigating sub-acute care of older patients

A Monash primary health care initiative will enable an investigation of older patients who are increasingly presenting at hospital emergency departments with complaints that could be managed by GPs.

Head of the Monash Department of General Practice, Professor Danielle Mazza, and her co-investigators have been awarded \$150,000 by the Australian Primary Health Care Research Institute to study the interaction between sub-acute care and primary health care to reduce the number of older patients seeking treatment at hospitals.

The study will identify where problems are occurring in the health system, and help inform the strategies and intervention points to reduce older patients' re-entry from the community to emergency departments and acute care.

The team will develop alternative models for non-emergency care outside the acute care sector through better understanding of the journey of older patients presenting unnecessarily to emergency departments.

The project also builds on the opportunities arising out of the Melbourne East Monash General Practice Database (MAGNET) research platform, a collaboration between Inner East Melbourne Medicare Local (IEMML) and Monash University.

MAGNET, a unique dataset from general practice, aims to develop a robust evidence base to support targeted and priority-driven strategic research in primary health care, which can inform primary care policy and practice.

Professor Mazza's collaborators include Associate Professor Christopher Pearce and Mrs Marianne Shearer from IEMML, and Professor Colette Browning, Dr Judy Lowthian, and Dr Bianca Brijnath from within Monash University.

#### A Free online learning opportunity for the development of clinical supervision skills

Many clinical supervisors teach and supervise without any support or formal education in how to work with students and juniors. ClinSSAC offers an opportunity to learn the fundamentals of education across professions and across contexts.

In the core module, clinical supervisors learn to facilitate student learning, the key features of effective feedback and how to work with underperforming students. A certificate will be awarded to those who complete this module.

ClinSSAC contains online modules on:

- Fundamentals of educational practice (core module)
- Clinical supervision in 15 separate professions
- Supervision in particular environments such as aged care, paediatrics, disability care.
- Specialised teaching techniques

ClinSSAC is freely available and is recommended for novice supervisors and for those who wish to refresh their educational practices.

<https://clinicalsuplicationsupport.org>

This project was possible due to funding made available by Health Workforce Australia and the Department of Health Victoria.

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### 4th Annual Urology in General Practice Symposium (UroGP) 2013

This forum will explore complex urology health issues relevant to General Practitioners (GPs), and also touches on the latest solutions available to patients and innovative new developments in the urology field.

The symposium is hosted by Department of Urology and University of Melbourne and the Department of Surgery, Austin Hospital, on Saturday 9 November 2013 at Grand Hyatt, Melbourne. See [www.urogp.com.au](http://www.urogp.com.au) for further details.



## Learning & Teaching travel grants

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The guidelines and application form can be accessed via: <http://www.med.monash.edu.au/intranet/education/>

PLEASE NOTE: completed applications will need to be sent to the DDE Applications email address: [FMNHS-DDE@monash.edu](mailto:FMNHS-DDE@monash.edu)



GLOBAL walk/run 9 Oct, 12.15pm

## Lunchtime GLOBAL 3km walk / 5km run – 9th October

All Monash staff are invited to take a break from the office for better health and participate in the Mental Health Week lunchtime 3km walk or 5km run event.

The eighth bi-annual GLOBAL walk/run coincides with Mental Health Week – aiming to increase the awareness and knowledge of mental health at Monash.

Date: Wednesday 9th October, 12.15pm-1pm. Light lunch provided  
 Campuses: Alfred, Bendigo, Berwick, Caulfield, Clayton, Gippsland, Parkville, and Peninsula. [Register online](#)

### UniSuper Seminar, Peninsula - Understanding Contributions & Caps

This seminar aims to take away the confusion and explain the different types of contributions to super. It is suitable for all members considering the types of contributions available and how they are taxed, the contribution caps that apply, incentives to contribute to super such as the spouse rebate, ways to manage your contributions, and special rules for some Defined Benefit Division members.

There is no cost to attend this seminar. However registration is essential. To register visit <http://www.unisuper.com.au/learning-centre/seminars-and-webinars>, select the seminar topic and under venue select Monash University and press the submit button. The relevant topic seminars will pop up then register your details to the seminar.

Time: From 1.00 pm to 2.00 pm

Date: Wednesday 16 October 2013

Venue: Building C, Board Room 1.02, Peninsula Campus

Registration closes on Tuesday 15 October 2013

### Interprofessional Learning (IPL) within the Faculty of Medicine, Nursing and Health Sciences.

As part of a FMNHS Teaching and Learning grant, the Faculty would like to gain an understanding of academic staff perceptions of Interprofessional Learning within the Faculty of Medicine, Nursing and Health Sciences. The study findings will reveal the baseline attitudes to IPL and be an important foundation to inform future Faculty IPL activities and staff development.

Academic staff are invited to take part in an online survey. Completing the survey will take less than 5 minutes. (Please note all responses will be anonymous).

If you would like to take part in this survey, please see [https://monashmnhns.qualtrics.com/SE/?SID=SV\\_5tZ96y0Kblh7bVj](https://monashmnhns.qualtrics.com/SE/?SID=SV_5tZ96y0Kblh7bVj)

If you want to find out more about this study, please contact Associate Professor Jennifer Newton on 9902 4570 or [jenny.newton@monash.edu](mailto:jenny.newton@monash.edu)

### Monash Technology Fair

As part of the Monash Technology Fair in October, information sessions will be held at specific locations across Clayton Campus. These sessions will include knowledgeable keynote speakers presenting on topics such as Teaching with Tablets, Google, Echo 360, Watson Project, and more.

The sessions will provide a large audience with the ability to learn more detailed information about specific applications, software and innovative projects that are on display at the Technology Fair.

To view the information session schedule and to register for a session, visit the [Monash Technology Fair website](#).



### Getting to know Jane Tracy

**Name:** Dr Jane Tracy

**Title:** Newly appointed Director of the Centre for Developmental Disability Health Victoria.

**Faculty/Division:** School of Primary Health Care, Medicine Nursing and Health Sciences at Notting Hill.

**How long have you worked at Monash?**

20 years! It's my home away from home. Sometimes I try and use my home key to get in the door of my office!

**Where did you work prior to starting at the University?**

At Queen Victoria Hospital, in general practice, Women's Health and Monash Medical Centre disability outpatient clinics.

**Why did you choose your current career path?**

My son was born with multiple disabilities. I have learnt a great deal through our journey together and have explored ways I could combine my medical qualification with what I have learnt through being a parent. I have been very fortunate to have a wonderful mentor and friend in Dr Philip Graves, who provided me with the initial opportunity of working with children with disabilities and their families at the Developmental Disability Clinic and Spina Bifida clinic at Monash Medical Centre. He has continued to inspire, challenge, encourage and support me as I have explored ways I could contribute to better health and lives for people with disabilities. In 1993 I started teaching in the Department of Paediatrics and later joined the Centre for Developmental Disability Health where the focus is on the health and healthcare of adults with disabilities.

**What do you like best about your role?**

I feel very privileged to be able to contribute to the advocacy for and the implementation of DisabilityCare Australia. This new national disability insurance scheme will transform the lives and opportunities of people with disabilities in Australia.

I also love teaching, both to undergraduates and health professionals! It's both energising and immensely satisfying to impart how interesting and rewarding it is to work in an area where we can make an enormous contribution to improving the health and quality of life of the people we see.

From a personal perspective I feel very fortunate to have the opportunity to work in an area where my personal experience informs my professional work, and vice versa.

I also feel very fortunate to work with such a fabulous group of people at the Centre for Developmental Disability Health Victoria. We share a passion for and commitment to improving the health and wellbeing for people with disabilities.

**What research/projects are you currently working on and what does it involve?**

My colleagues and I have just completed two projects. The first is the development and evaluation of a website aimed to help people with low literacy skills, including people with intellectual disabilities, understand the role of various health professional and how they can help them achieve the things they want to do in their lives. You can see it at the [Healthy Active Life website](#).

The other project is the development of a set of four online modules for staff working with people with intellectual disability who are ageing and focuses on how to identify the signs of cognitive decline, and how to support the people they care for if they develop dementia. We are currently in the evaluation phase of this project.

**What is your favourite place in the world and why?**

With my family. I cherish the time I spend with them. I am so very fortunate to have a close and supportive extended family.

**What is your favourite place to eat and why?**

There's a Mexican Restaurant in Waverley Road near where I live. The staff are so friendly and we always feel welcomed and valued when we go there. My son can be rather messy when he eats, loud when he is excited, and might fall off his chair when he laughs too much! But there is always someone to help, and nothing is ever difficult or too much trouble for them. They are truly delighted when we are all enjoying ourselves - I can really relax there.

**What is the best piece of advice you have received?**

Don't wait for others to do what needs to be done. Think instead, "What can I do about this?"



Editor: Lianne Gordon

If you would like to submit an article please email [lianne.gordon@monash.edu](mailto:lianne.gordon@monash.edu)

Content must be submitted in a word document, file attachments in PDF and images in JPG or GIF