



the royal victorian  
eye and ear  
hospital

# Sight + Sound

NEWS | SUMMER 2015



*Robert urges the use of eye protection*

## Protect your sight

**“If I had my safety goggles on, I wouldn’t have gone through this trauma.”**

In May this year, Robert was helping a friend build a fence when his world turned upside-down.

“I hit a roofing screw into a timber post, and the screw rebounded off a knot in the wood and hit me straight in the eye — splitting my eye ball open,” Robert recalls.

“Instantly I couldn’t see out of it. There was no pain, it just felt really watery.”

Robert rushed to his local optometrist who immediately referred him on to the Eye and Ear, knowing he would receive specialist care.

Due to the jagged nature of the laceration, Robert required three different operations. His eyesight has improved, however Robert needs to wear glasses for 20-20 vision.

The 2014-15 Quality of Care report is now available online and on the stands throughout the hospital. The publication showcases the systems and processes that the Eye and Ear has in place to monitor and improve quality services.



Emergency Department Director Dr Carmel Crock says eye safety is imperative when undertaking any form of DIY activity.

“Robert was very lucky; it could have been much more serious,” Dr Crock says.

**“We need to convince people to think about their eye care the same way they think about seatbelts. There is no way you would get in a car without putting your seatbelt on, similarly when we are doing DIY work around the house — anything involving chemicals, power tools or garden tools — we need to put our safety goggles on straight away, every single time.”**

Robert is extremely grateful for the care he received at the Eye and Ear.

“All of the surgeons and doctors gave me a lot of strength, the way talked to me and the way they dealt with my injury — both sympathetically and by having a positive outlook — was really encouraging,” Robert says.

Robert urges everyone to use the appropriate eye protection.

“If I had my goggles on my eyes instead of where I had them on my head, this all would have been prevented. For that split second I thought ‘nah I’ll be OK’ it has cost me a great deal — my health, financially and emotionally.

“The importance of wearing safety goggles is 100 per cent, it has to be all the time and every time you are working with any dangerous materials.”



## CEO message

Welcome to the Summer and Christmas 2015 edition of Sight+Sound.

As 2015 draws to a close, it is a great opportunity to reflect on some of the achievements over the past 12 months.

I have thoroughly enjoyed my first five months at the Eye and Ear. I continue to be impressed by the high standard of patient care provided at the hospital and the commitment from staff and volunteers.

As you will read more about on this page, the hospital celebrated the 80th birthday of Professor Graeme Clark AC and his 50 year association with the Eye and Ear. It was a wonderful evening and a proud moment to be able to formally thank Professor Clark for his ground-breaking research, dedication and innovation.

You can also read more about the 2015 TREVERS – the Eye and Ear’s staff night of nights – which was held at the Park Hyatt in October. The evening was enjoyed by all and it was wonderful to see over 120 guests and recipients come along to recognise their colleagues and family members.

I would like to thank the hospital’s donors, supporters, volunteers and committee members for your ongoing dedication and support to the hospital. I wish you all a wonderful and prosperous festive season.

Best wishes,

Mark Petty



Professor Graeme Clark AC and wife Margaret with children and teachers from Mount View Primary School

## Happy 80th birthday Graeme Clark

The Eye and Ear held a special event to celebrate the 80th birthday of Professor Graeme Clark AC, and his long association with the hospital.

It was at the Eye and Ear that Professor Clark carried out the world’s first cochlear implant operation on Rod Saunders in 1978, and that successful operation was the catalyst for the development of the bionic ear. Subsequently the Eye and Ear opened the first publicly-funded Cochlear Implant Clinic, with a team of surgeons, audiologists and speech pathologists.

The highlight of the evening was a children’s choir from Mount View Primary School singing a special version of happy birthday.

## Donor profile

Community generosity is alive and well

Community fundraising is vital for a specialist hospital like the Eye and Ear. We are very privileged to have the support of two wonderful Chinese community groups — the Lions Club of Melbourne Chinese and the Charity and Multi Art Association. Both organisations raised almost \$15,000 to purchase new and dedicated equipment for our Emergency Department, including a highly specialised binocular visual aid which allows our ear, nose and throat surgeons to see into narrow cavities. They also funded a state-of-the-art examination bed for our new Emergency Department.

“We are most grateful for their support,” said Ramil Tranquilino, Nurse Unit Manager of the Emergency Department.

Ramil (fourth from left) accepting a \$10,000 cheque from the Charity and Multi Art Association





Mark Petty with 35 year recipients William McIlroy and Robert Webb and 40 year recipient Louise Muscat

## Recognising our staff

In October, the Eye and Ear presented the annual staff Excellence Awards and the Staff Service Awards at a special award ceremony — the TREVERS.

The Excellence Awards acknowledge individuals and teams across six categories, who have contributed to positive outcomes for our patients, improved working environment or improved hospital systems. The Staff Service Awards recognise the milestone anniversaries of our staff members who have shown an ongoing commitment to the Eye and Ear. The awards recognise those who have worked at the hospital for 10, 15, 20, 25, 30, 35 and even 40 years.

### Congratulations to all our incredibly worthy winners of the Excellence Awards:

- **Administrative Excellence** – Kathryn Day (Outpatients Bookings Coordinator)
- **Allied Health** – Valerie Judge (Manager of Social Services)
- **Nursing Excellence** – Elizabeth Wilson (NUM, Inpatient Ward)
- **Aubrey Bowen Medal** – Mr David Marty (Head of Rhinology and Chairman of the Drugs and Therapeutics Committee)
- **CEO's Team Award** – Surgical Ophthalmology Clinical Leads: Dr John Manolopoulos, Dr Peter Meagher, Dr Christine Tangas, Dr Anton van Heerden and Associate Professor Diane Webster
- **Board Chair's Medal** – Associate Professor Michael Coote (VMO, Senior Medical Staff, Ophthalmology).

On the night the longest serving staff member recognised was Louise (Lou) Muscat, who was recognised for 40 years of service at the Eye and Ear. Now working in Health Information Services, Lou has been a fixture of the admissions department, admitting patients or helping to calm their nerves.



Ricardo Vasquez at the Eye and Ear

## Thankful for the partnership

Ricardo Vasquez has been a patient at the Eye and Ear for many years; he was in his early thirties when he was diagnosed with Retinitis Pigmentosa and Glaucoma.

By 2003, his eyesight had deteriorated so much that he only had around 30% of his vision. Ricardo says the years between 2003 and 2010 were very difficult and it was by chance that a family friend heard about a free orientation and mobility services that Guide Dogs Victoria provided to support people with vision impairment.

Ricardo was surprised to hear Guide Dogs Victoria provided services that didn't involve getting a guide dog, so he set up an appointment with the adult mobility team straight away.

Ricardo is thankful for the services Guide Dogs Victoria and the Eye and Ear have provided.

## Redevelopment update

The Eye and Ear's five-year redevelopment project continues to progress. Works are almost complete on our new state-of-the-art Emergency Department. All hospital staff, volunteers and patients are looking forward to the new ED, which will have more space and natural light.

In August, the Medical Photography Imaging Centre (Medpic) successfully relocated from level 1 to level 4 Smorgon Family Wing. Although a temporary move, it is the first Outpatient Clinic area to relocate as part of the redevelopment.

For more in-depth information about the redevelopment project you can pick-up a copy of the Redevelopment Newsletter on the stands throughout the hospital, on the Eye and Ear website or via email [redvelopment@eyeandear.org.au](mailto:redvelopment@eyeandear.org.au).



The Eye and Ear Christmas cards are on sale at the hospital's Auxiliary desk and selected charity shops. All proceeds go to the Eye and Ear.



## Volunteer profile: Victoria

Joining the volunteer program earlier this year, Victoria Ahmadzai is an active member of the Eye and Ear, helping out various departments across the hospital.

As well as volunteering on the Concierge desk and in the Outpatient Clinics, Victoria has taken on the lead role in organising the Eye and Ear's charity Christmas cards.

Victoria says volunteering is a chance to be able to give back to the community as well as learn more about the health sector.

"I enjoy the interaction with patients and the friendly nature of the hospital," Victoria says.

"I look forward to each shift being a different experience and learning something new, walking out of the hospital knowing that I have either made someone smile or was able to make someone's day easier."

### Interested in volunteering?

Please contact Betty Tellis on 03 9929 8658 or [Betty.Tellis@eyeandear.org.au](mailto:Betty.Tellis@eyeandear.org.au).

## Congratulations Glenda Prewett

Contracts and Procurement Manager, Glenda Prewett, won last quarter's *I See You, I Hear You – Values in Action* staff award.

"I was overwhelmed and honoured to receive this award, especially considering that I work in the back of house and there were so many great people nominated, this means a lot to me," Glenda says.

Glenda has been at the Eye and Ear for over six years.

"To be recognised makes me feel how important the work is that I do every day and recognises the importance of all the roles in healthcare," she says.

**"I thoroughly enjoy working at the Eye and Ear and the work I do, I have a great team to work with and great people around me. It's very obvious that everyone cares about what they do."**

"To sum up, let's look up an acronym for GREAT – Gratitude, Responsibility, Enthusiasm, Attitude and Teamwork. I believe this sums up how I enjoy working at the Eye and Ear with such a great team of people."

**Disclaimer** The Royal Victorian Eye and Ear Hospital respects your privacy and does not disclose details to third parties. All information is treated in confidence. If you do not wish to receive further mailings, please phone 1800 808 137. Sight+Sound is published quarterly. © The Royal Victorian Eye and Ear Hospital November 2015. ABN 81 863 814 677 Phone: 03 9929 8689 Email: [info@eyeandear.org.au](mailto:info@eyeandear.org.au)

## Yes, I want to change the lives of Australians living with sensory disorders

### Please accept my gift

- Please charge my credit card  
*Fill in the form on the right*
- Enclosed is my cheque/ money order  
*Payable to The Royal Victorian Eye and Ear Hospital*

*All donations over \$2 are tax deductible. Thank you.*

### Please debit my

- Mastercard
- Visa
- Amex

### Card number

<input type="text"/>														
----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------

Amount \$ \_\_\_\_\_ Name on card \_\_\_\_\_

Signature \_\_\_\_\_ Expiry \_\_\_\_\_ / \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

Postcode \_\_\_\_\_

Phone \_\_\_\_\_

- Please send me information on making a bequest in my Will
- Please remove me from your mailing list

### Please return this coupon to:

The Royal Victorian Eye and Ear Hospital  
Reply Paid 71947, East Melbourne Vic 3002



ABN 81 863 814 677

**Privacy statement** The Royal Victorian Eye and Ear Hospital respects your privacy and does not disclose details to third parties. All information is treated in confidence.

Donate by phone 1800 808 137 or online at [www.eyeandear.org.au](http://www.eyeandear.org.au)