



the royal victorian
eye and ear
hospital

Sight + Sound

NEWS | SUMMER 2016



Tim Williams

Sight saved

When Dr Tim Williams, an electron microscopist at Monash University, noticed a shadow across his vision in his right eye, he knew he needed to act quickly.

Tim had previously experienced a retinal detachment, and knew it could potentially lead to complete vision loss.

“If I became permanently blind in one eye, I could probably still do my job but it would make it very tedious. It would be really difficult for me to work in the lab, conducting the very fine work we need to do.”

Tim is also a private pilot and loves flying. “The first thing that went through my mind when I noticed something serious was happening to my vision was what if I’m not able to fly anymore?”

Tim went straight to see his local optometrist, who referred him to Ophthalmologist and retinal detachment specialist Dr Jonathan Yeoh.

Tim was diagnosed with a retinal detachment and was booked in for surgery at the Eye and Ear that same evening.

“Dr Yeoh was amazing from beginning to end. He was very thorough and there was no messing around about getting me booked in to surgery.

“All the staff I encountered exuded confidence, and were gentle and caring. I was made to feel as comfortable as possible about the procedure by Jonathan, the anaesthetist and nurses.

“When I was waiting to go in for surgery one of the nurses said to me ‘Are you bored?’ and then promptly arranged some mellow music for me to listen to before surgery.”

Tim said he felt perhaps a little too calm before the 45 minutes procedure – even though he knew he would be awake for the procedure.

“I had a lot of confidence in Dr Yeoh and team; everyone was so professional I wasn’t even too worried!”

Ten years ago, Tim had surgery for a retinal detachment while living in Japan, and said his experience at the Eye and Ear was smoother and less painful.

“In Japan I underwent a different type of procedure that left me with stitches in my eye that were itchy and irritating and I spent three days as an inpatient. At the Eye and Ear, there were no stitches and I was back home the next day.”

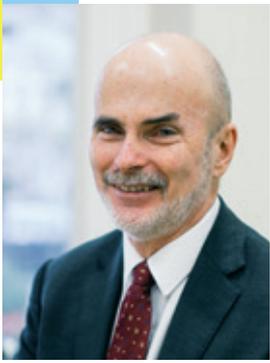
Tim said the first week post-surgery he had blurry, wobbly vision but just one month after the procedure his vision had returned to normal.

“I could wear contacts again, I could work, swim and go to the gym, even fly a plane. I was impressed at how speedy the recovery was.”

“I realised how much sight is taken for granted – even after being partially blind for just a week.”

Tim had weekly post-surgery check-ups with Dr Yeoh, and felt comforted knowing that Dr Yeoh would always respond promptly to any questions or concerns.

“From start to finish everyone at the hospital was attentive. The team was so kind, professional, gentle and careful about everything that took place and now the vision in my right eye is even better than my left!”



CEO message

Welcome to the Summer edition of Sight+Sound.

As the year draws to a close, it provides an opportunity to reflect on the achievements of the last 12 months.

Things are settling in well at our new site, Eye and Ear on the Park, and we are getting ready for the next stage of redevelopment with demolition work due to begin soon at our main site.

A special thanks to Dr Tim Williams for sharing his story of successful surgery on his detached retina at the Eye and Ear.

You can also read about the 2016 TREVERS and Staff Excellence Awards, held in November. It was great to see so many staff and family members come together to recognise the achievements of their colleagues.

I would like to thank all our supporters, donors, volunteers and committee members for your ongoing support of the hospital.

I wish you all a safe and happy festive season.

Best wishes,

Mark Petty

Redevelopment update

It's been a few months since we moved our outpatient clinics and day surgery services to Eye and Ear on the Park on St Andrews Place, and everything is settling in well.

The next major step in the redevelopment project is starting demolition of some of the infill building at the main hospital site. During the demolition period, you may notice some noise and disruption around the hospital — although every effort will be made to keep this to a minimum.

Also, a reminder that the Emergency Department has not moved to the new site and remains at our main hospital site, 32 Gisborne Street, East Melbourne.

Parliament station update

We have been advised that the lifts at Parliament Station are being upgraded and are expected to be unavailable for use from 27 December 2016 until March 2017.

Station staff have advised that they will be on hand to assist any commuters requiring support. However, if you come to the Eye and Ear by train and have mobility issues or need to use the lifts it may be best to look into alternative transport arrangements.

A reminder that there are pick up and drop off locations at the front entrance of both sites and parking is available to patients and visitors of both sites for just \$4 per hour at the Eye and Ear on the Park underground car park.



Quality Account

The 2015-16 Quality Account (formerly the Quality of Care report) is now available online and on 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.



ALS Manikin. Photo by Laerdal

Donor Story – life saving manikin

A generous donor, who wishes to remain anonymous, has donated \$5,000 towards a new Advanced Life Saving (ALS) Manikin for the Eye and Ear.

The manikin will be used to upskill nursing staff by providing realistic, scenario based clinical training, geared towards improving critical thinking and decision making around patient assessment, diagnosis and management of care.

The donor describes himself as a Chinese migrant from South East Asia and said in Chinese Buddhist culture, you are taught to show your gratitude for health care by donating when you are able to. Key causes are hospitals, aged care and child health. He donates to three hospitals in Melbourne and said he lives a healthy lifestyle and therefore can afford to donate to worthy causes.

The Eye and Ear is very grateful for this support.

Recognising our staff

On November 10, the Eye and Ear held the 2016 TREVERS, incorporating the Annual General Meeting and annual staff Excellence Awards.

The awards recognise staff who have made an outstanding contribution to the hospital. There are six award categories, acknowledging creative and original thinking that results in positive outcomes for our patients, an improved working environment or improved hospital systems.

Congratulations to all the very deserving winners of the Excellence Awards:

- Board Chair's Medal – Associate Professor Anne Brooks, Head of Special Eye Clinic 3
- CEO's Team Award – Day Surgery Facility
- Aubrey Bowen Medal – Dr Elsie Chan, Ophthalmologist
- Nursing Excellence Award - Pat Usher, Registered Nurse, Outpatients
- Allied Health Excellence Award - Cordelia Khoo, Audiologist, Cochlear Implant Clinic
- Administrative Excellence Award - Amanda Ritchie, Ward Clerk, Ward 8



Award winners with CEO Mark Petty and Board Chair Sherene Devanesen



Volunteer profile: Josie Hubbard

Josie Hubbard recently retired from volunteering after an impressive 20 years at the Eye and Ear.

Josie Hubbard began volunteering after she heard a radio advertisement. Since then, Josie has been a well-respected and hard-working member of the Eye and Ear Auxiliary team.

In her earlier years, Josie managed the hospital canteen and recently she has been a welcoming face at the gift shop. Josie was always willing to step in when extra help was needed and always had time for a chat.

Josie said "I thoroughly enjoyed my time here, it will be something I remember for life. Over the years, I met many long term patients who have remembered me and that I have developed friendships with. Everyone was always friendly and would stop for a chat. I'm still getting over leaving!"

The hospital thanks Josie for her service. Josie will be greatly missed, and we wish her all the best.

Interested in volunteering?

Please contact Betty Tellis on 03 9929 8658 or Betty.Tellis@eyeandear.org.au.

I see you, I hear you

Congratulations to Patricia McGarrity, Clinical Improvement Lead, who was one of the recipients of this quarter's peer nominated *I See You, I Hear You – Values in Action* award.

Tricia was nominated by three different colleagues for this award, who praised her leadership, work ethic and teamwork. Here are some excerpts from her nomination:

"Tricia is always willing to work with others to find the best solution and solve any number of problems and set-backs,"

"Tricia has shown true leadership and direction in coordinating the challenging job of co-locating our services to the Eye and Ear on the Park,"

"She is a humble, quiet achiever, with a tremendously strong work ethic and her diligence and attention to detail is second to none."

Tricia said she was honoured to receive the award.

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