

**Joan Kirner Women's and Children's (JKWC)  
Division of Women's and Children's Services  
Gynaecology Services  
Model of Care**

Version 3.0 - FINAL

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# Gynaecology Services

## Model of Care

### Document Control

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## Abbreviations and Acronyms

<b>ADT</b>	Admission, Discharge, Transfer
<b>AH&amp;CS</b>	Allied Health and Community Services
<b>AHA</b>	After Hours Administrator
<b>ASPIRE</b>	Allied Health and Community Services Planning, Innovation, Research and Education Unit
<b>CALD</b>	Culturally and Linguistically Diverse
<b>CPIS</b>	Clinical Practice Improvement Specialist
<b>CSCF</b>	Clinical Services Capability Framework
<b>CSSD</b>	Central Sterile Services Department
<b>D&amp;C</b>	Dilatation and Curettage
<b>DHHS</b>	Department of Health and Human Services
<b>DONM</b>	Director of Nursing and Midwifery
<b>ED</b>	Emergency Department
<b>EDOG</b>	Emergency Department Obstetric Gynaecology Registrar
<b>EPAS</b>	Early Pregnancy Assessment Service
<b>FTE</b>	Full Time Equivalent
<b>GP</b>	General Practitioner
<b>HDU</b>	High Dependency Unit
<b>ICT</b>	Information and Communication Technology
<b>ICU</b>	Intensive Care Unit
<b>IUD</b>	Intra Uterine Device
<b>JKWC</b>	Joan Kirner Women's and Children's
<b>JMS</b>	Junior Medical Staff
<b>M&amp;M</b>	Morbidity and Mortality
<b>MDT</b>	Multidisciplinary Team
<b>MTOP</b>	Medical Termination of Pregnancy
<b>O&amp;G</b>	Obstetrics and Gynaecology
<b>OASIS</b>	Obstetric Anal Sphincter Injury Service
<b>OHS</b>	Occupational Health and Safety
<b>P&amp;CC</b>	Perioperative and Critical Care
<b>PPG</b>	Policy, Procedure, Guideline
<b>PSA</b>	Patient Services Assistant
<b>RANZCOG</b>	Royal Australian and New Zealand College of Obstetricians and Gynaecologists
<b>SDH</b>	Sunbury Day Hospital
<b>SH</b>	Sunshine Hospital
<b>W&amp;C</b>	Women's and Children's

<b>WCHRE</b>	Western Centre for Health Research and Education
<b>WH</b>	Western Health
<b>WHMI</b>	Western Health Medical Imaging

## 1. Introduction

### 1.1 Purpose

The purpose of this Model of Care is to detail the model of care for Gynaecology Services that will support clinical operation in the Joan Kirner Women’s and Children’s (JKWC).

The Model of Care details how a service is provided at a conceptual level, articulating the component clinical and non-clinical services and exploring the relationships that occur with interfacing departments across the organisation. It informs the development of service operating guidelines, operational plans, and policies, procedures and clinical practice guidelines and links this detail to the higher-level principles of service delivery across the health service.

### 1.2 Intended Audience

This Model of Care is intended for the following audience:

Who	Utilisation
<ul style="list-style-type: none"> <li>Western Health Executive &amp; Senior Leadership Team</li> </ul>	<ul style="list-style-type: none"> <li>To provide an overview of the model of care and service delivery for Gynaecology Services.</li> </ul>
<ul style="list-style-type: none"> <li>W&amp;C Leadership &amp; Management Team</li> <li>W&amp;C Services Operational Projects Team</li> <li>AH&amp;CS Leadership &amp; Management Team</li> </ul>	<ul style="list-style-type: none"> <li>To be used as a baseline plan and overall tool to define the model of care for Gynaecology Services.</li> </ul>
<ul style="list-style-type: none"> <li>Frontline staff</li> </ul>	<ul style="list-style-type: none"> <li>To provide frontline staff, particularly those who are new to the service, with a detailed understanding of the model of care for Gynaecology Services. This Model of Care will be used ongoing for new staff to within the Gynaecology Services at Western Health</li> </ul>

Table 1: Intended audience

### 1.3 Related Documents

This document forms part of a suite of documentation outlining the provision of gynaecology service delivery across various phases of care at Western Health (WH).

As such, it should be considered in conjunction with the following:

- *Early Pregnancy and Gynaecology Inpatient Service Operating (EPAG) Guideline (2019)*
- *Early Pregnancy Assessment Service (EPAS) Operating Guideline (2019)*
- *Gynaecology Specialist Clinics Operating Guideline (2019)*
- *Gynaecology Surgical Services Operating Guideline (2019)*

## 2. Service Context

The majority of Gynaecology Services at WH are provided by the Division of Women’s and Children’s (W&C) Services, with the exception of Gynaecology Surgical Services which are provided jointly by the Division of W&C Services and the Division of Perioperative and Critical Care (P&CC) Services.

## 2.1 Division of Women's and Children's Services

The Division of W&C Services is responsible for the provision of inpatient, ambulatory and community care across maternity, gynaecology, neonatal and paediatric services. The division provides both elective and emergency care services. W&C services at WH continue to expand and develop to meet the region's population growth, care complexities, service innovation requirements, model of care changes and demand.

W&C provides services across a number of sites within the WH catchment, predominantly at Sunshine Hospital (SH), but also at Sunbury Day Hospital and within the community. The service collaborates across a number of divisions within WH and partners with external health services and community services to ensure the delivery of Best Care. The budget for the division is approximately \$87.5 million supporting a staffing profile of 579.1 FTE.

A Divisional Director, in partnership with a Clinical Services Director and Director of Nursing & Midwifery (DONM), provides leadership across the service. Each speciality program is led by a medical service Head of Unit who works in partnership with Operations and Unit Managers to provide leadership within the inpatient and ambulatory environments.

Professional leadership is provided to the division by roles including the Nursing and Midwifery Executive, the DONM, the Chief Medical Officer, and the divisional Clinical Practice Improvement Specialists (CPIS).

## 2.2 Division of Perioperative and Critical Care Services

The Division of P&CC Services incorporates the Surgery, Cardiology and Intensive Care Programs. This Model of Care document focuses on the Surgery Program, in particular Surgical Services provided for W&C Services.

The Division of P&CC Services provides services across WH's three acute public hospitals (Footscray, Sunshine and Williamstown), and also at Sunbury Day Hospital. The budget for the Division of P&CC Services is approximately \$184 million supporting a staffing profile of more than 1030 FTE.

A Divisional Director, in partnership with a Clinical Services Director and DONM, provides leadership across the service. Each speciality program is led by a Clinical Director. Each specialty has a Head of Unit who works in partnership with Operations and Nurse Unit Managers to provide clinical leadership. Professional leadership is provided to the division by roles including the Nursing and Midwifery Executive, the DONM and Anaesthetic Special Interest Groups.

Surgical Services at WH are responsible for the provision of both elective and emergency surgical procedures, including multi-day stay and same-day procedures, across Footscray, Sunshine, Williamstown and Sunbury Campuses and incorporates both adult and paediatric case mix. Central Sterile Services Departments (CSSD) are also managed across all campuses and service both WH and external clients. Clinical Nurse Consultants are aligned to the service and provide organisational support across clinical specialties. Within the perioperative program, the Department of Anaesthetics provides services to all areas of the organisation and incorporates the acute and chronic pain service.

### 2.3 Women's and Children's Service Profile

Services within the Division of W&C are categorised in two ways:

1. Patient type (gynaecology, maternity, neonatal, paediatric)
2. Care setting (ambulatory, community, emergency, inpatient)

	Neonates	Paediatrics	Maternity	Gynaecology
<b>Emergency Care</b>	<ul style="list-style-type: none"> <li>• Paediatric ED*</li> </ul>	<ul style="list-style-type: none"> <li>• Paediatric ED* (including Advanced Practice Physiotherapy and Social Work SWIFT Service)</li> </ul>	<ul style="list-style-type: none"> <li>• Maternity Assessment Centre</li> <li>• Adult ED*</li> </ul>	<ul style="list-style-type: none"> <li>• Adult ED*</li> <li>• Adult Emergency Surgery*</li> </ul>
<b>Ambulatory Care</b>	<ul style="list-style-type: none"> <li>• Neonatal Medicine Clinics</li> <li>• Neonatal Allied Health Clinics*</li> </ul>	<ul style="list-style-type: none"> <li>• Paediatric General Medicine Specialist Clinics</li> <li>• Paediatric Sub-Specialty Medicine Specialist Clinics</li> <li>• Paediatric General Surgery Specialist Clinics*</li> <li>• Paediatric Sub-Specialty Surgery Specialist Clinics*</li> <li>• Paediatric Allied Health Clinics*</li> <li>• Preadmission Clinic*</li> </ul>	<ul style="list-style-type: none"> <li>• Maternity Specialist Clinics</li> <li>• Midwifery Group Practice</li> <li>• Shared Maternity Care</li> <li>• Immunisation Service</li> <li>• Maternal Fetal Medicine</li> <li>• Maternity Assessment Centre</li> <li>• Women's Allied Health Outpatients*</li> <li>• Preadmission Clinic*</li> </ul>	<ul style="list-style-type: none"> <li>• Gynaecology Specialist Clinics</li> <li>• Early Pregnancy Assessment Service (EPAS)</li> <li>• Women's Health Allied Health Clinics*</li> <li>• Preadmission Clinic*</li> </ul>
<b>Inpatient Care</b>	<ul style="list-style-type: none"> <li>• Newborn Services</li> <li>• Children's Ward</li> <li>• Birthing</li> <li>• Maternity Wards</li> </ul>	<ul style="list-style-type: none"> <li>• Children's Ward</li> <li>• Paediatric Surgery*</li> <li>• Adult ICU*</li> </ul>	<ul style="list-style-type: none"> <li>• Maternity Assessment Centre</li> <li>• Birthing</li> <li>• Maternity Wards</li> <li>• Domiciliary Service</li> <li>• Maternity Surgery*</li> </ul>	<ul style="list-style-type: none"> <li>• Gynaecology Inpatients</li> <li>• Gynaecology Surgery*</li> </ul>
<b>Community Care</b>	<ul style="list-style-type: none"> <li>• Neonatal Hospital in the Home</li> <li>• Domiciliary</li> </ul>	<ul style="list-style-type: none"> <li>• Paediatric Hospital Admission Risk Program*</li> </ul>		<ul style="list-style-type: none"> <li>• Western Continence Service*</li> </ul>

Table 2: Women's and Children's Service Profile

\* indicates services provided by departments/units external to the Division of W&C

### 3. Service Key Principles

The principles that underpin the provision of care within Gynaecology Services are detailed within the [WH Framework for Quality, Safety and the Patient Experience](#), which describes a vision for 'Best Care' for all patients and sets out the behaviours, strategies and systems needed to achieve this.

The four 'Dimensions of Best Care' that guide provision of Gynaecology Services are:

- Co-ordinated Care: I receive help, treatment and information when I need it and in a co-ordinated way
- Person-Centred Care: I am seen and treated as a person
- Right Care: I receive care that makes me feel better
- Safe Care: I feel safe

The model of care also aims to reflect the standards set out in the [National Safety and Quality Health Service Standards](#):

- **Clinical Governance**, which describes the clinical governance, and safety and quality systems that are required to maintain and improve the reliability, safety and quality of health care, and improve health outcomes for patients.
- **Partnering with Consumers**, which describes the systems and strategies to create a person-centred health system by including patients in shared decision making, to ensure that patients are partners in their own care, and that consumers are involved in the development and design of quality health care.
- **Preventing and Controlling Healthcare- Associated Infection**, which describes the systems and strategies to prevent infection, to manage infections effectively when they occur, and to limit the development of antimicrobial resistance through prudent use of antimicrobials, as part of effective antimicrobial stewardship.
- **Medication Safety**, which describes the systems and strategies to ensure that clinicians safely prescribe, dispense and administer appropriate medicines to informed patients, and monitor use of the medicines.
- **Comprehensive Care**, which describes the integrated screening, assessment and risk identification, processes for developing an individualised care plan, to prevent and minimise the risks of harm in identified areas.
- **Communicating for Safety**, which describes the systems and strategies for effective communication between patients, carers and families, multidisciplinary teams and clinicians, and across the health service organisation.
- **Blood Management**, which describes the systems and strategies for the safe, appropriate, efficient and effective care of patients' own blood, as well as other supplies of blood and blood products.
- **Recognising and Responding to Acute Deterioration**, which describes the systems and processes to respond effectively to patients when their physical, mental or cognitive condition deteriorates.

## 4. Service Overview

Gynaecology Services at WH provide comprehensive elective and emergency ambulatory, surgical and inpatient gynaecology services for women across the lifespan.

Services provided include review of women in the emergency department (ED), an Early Pregnancy Assessment Service (EPAS), general and sub-speciality gynaecology specialist clinics, same day and multiday gynaecology surgery, and an early pregnancy and gynaecology (EPAG) inpatient service.

### 4.1 Patient Profile

Gynaecology Services are provided to women across the life span, with the exception of dedicated paediatric or adolescent services, with these patients referred to specialised services at the Royal Children's Hospital.

There are no geographical boundaries for referral to Gynaecology Services. The majority of women referred to the service reside within WH's catchment area (cities of Brimbank, Hobson's Bay, Maribyrnong, Melton, Moonee Valley, Moorabool, Hume and Wyndham), however referrals are also accepted from outside the WH catchment area.

Given that only lower complexity gynaecology services are available at nearby Werribee Mercy Hospital and Djerriwarrh Health Services, many women who live in suburbs surrounding these health services are referred to WH for gynaecology care. This includes women with a high body mass index and a range of other comorbidities which do not meet the service criteria for Werribee Mercy and Djerriwarrh Health Services.

### 4.2 Complexity of Care

The current service level capacity of Gynaecology Services has been defined using the [Queensland Health Clinical Services Capability Framework \(CSCF\) v.3.2](#). This Framework outlines the minimum service requirements, staffing, support services and considerations for both public and licensed private health services to ensure safe and appropriately supported clinical service delivery.

WH currently provides dedicated moderate to high complexity Level 5 services for women with gynaecological conditions. Level 5 services are defined as "those which provide moderate to high complexity inpatient and ambulatory care services".

Women may be referred in to SH from surrounding lower complexity services including Werribee Mercy and Djerriwarrh Health Services.

Women who require high complexity CSCF Level 6 specialist services are referred out to the Royal Women's Hospital (RWH) or other tertiary hospitals across Victoria as appropriate.

### 4.3 Location of Services

The majority of gynaecology services at WH are provided at the SH site, with the exception of one weekly specialist clinic which is provided at the Sunbury Day Hospital and one monthly combined Urology/Urogynaecology surgical list which is provided at the Williamstown Hospital. Table 3 lists the location of gynaecology services provided by WH.

Service	Site	Location
ED	SH	Ground Floor
EPAS	SH	JKWC, Level One, Women's Clinic B
Gynaecology Specialist Clinics	SH	JKWC, Level One, Women's Clinic A
	SDH	Ground Floor, Specialist Clinics
Gynaecology Surgical Services	SH	JKWC, Level Two, Operating Theatres
	WTN	Ground Floor, Operating Theatres
Early Pregnancy & Gynaecology Inpatient Services	SH	JKWC, Level Seven, Women's Ward 7

Table 3: Location of Gynaecology Services

Location maps and hours of operation for each gynaecology service can be found in the individual gynaecology service Operating Guidelines.

## 5. Service Description

### 5.1 Emergency Services

Women with acute gynaecological conditions, including those less than sixteen weeks gestation with early pregnancy related symptoms present to the SH ED for emergency care. Care provided in the ED focuses on clinical triage and initial assessment and management of undifferentiated conditions.

To support the provision of Best Care in the SH ED, a Gynaecology Registrar is rostered to work in the ED between 08:00 – 22:00 Monday to Friday and 10:00 – 20:00 Saturday and Sunday. Outside these hours, a consultative service is provided to the ED by the on-call obstetrics and gynaecology team.

### 5.2 Ambulatory Services

Gynaecology Specialist Clinics provide a comprehensive range of standalone medical and integrated multidisciplinary team clinics. The multidisciplinary team clinics involve the provision of concurrent consultations across a range of disciplines including medical and allied health.

Separate to the Gynaecology Specialist Clinics, the EPAS provides an ambulatory service for stable women presenting with early pregnancy complications in the first sixteen completed weeks of pregnancy.

Table 4 provides an overview of the range of ambulatory gynaecology services provided at WH. Full details of the services can be found in the Gynaecology Specialist Clinics Operating Guideline and the EPAS Operating Guideline.

Service	Description
<b>Colposcopy</b>	<ul style="list-style-type: none"> <li>Assessment of cervix and vulval conditions using a colposcope.</li> <li>Assessment of abnormal cervical screening test results and post-coital bleeding</li> </ul>
<b>Early Pregnancy Assessment Service (EPAS)</b>	<ul style="list-style-type: none"> <li>Ambulatory service for women with pain and/or bleeding in the first 16 completed weeks of pregnancy: <ul style="list-style-type: none"> <li>Early pregnancy ultrasound</li> <li>Diagnostic testing</li> <li>Counselling</li> <li>Management planning</li> </ul> </li> </ul>

Service	Description
<b>General Gynaecology</b>	<ul style="list-style-type: none"> <li>Assessment and management of general gynaecological conditions</li> </ul>
<b>Gynaecology Oncology (including Medical Oncology)</b>	<ul style="list-style-type: none"> <li>Pre- and post-operative care for women with gynaecological cancers</li> <li>Pre- and post-chemotherapy care for women with gynaecological cancers</li> </ul>
<b>Infertility</b>	<ul style="list-style-type: none"> <li>Review of infertility for women unable to conceive a pregnancy after twelve months of unprotected intercourse</li> </ul>
<b>Obstetric anal sphincter injury service (OASIS)</b>	<ul style="list-style-type: none"> <li>Review of third and fourth degree perineal tears obtained during childbirth</li> <li>Review of mode of delivery for subsequent birth</li> </ul>
<b>Trial of Void</b>	<ul style="list-style-type: none"> <li>Service for women who are discharged home with an indwelling catheter or those who are having trouble emptying their bladder completely, either following a gynaecological procedure or postpartum.</li> </ul>
<b>Urogynaecology &amp; Urodynamics</b>	<ul style="list-style-type: none"> <li>Assessment and management of urinary incontinence, overactive bladder and pelvic organ prolapse</li> </ul>
<b>Well Women's Clinic</b>	<ul style="list-style-type: none"> <li>A confidential health service for women offering the following services: <ul style="list-style-type: none"> <li>Routine, review or difficult pap smears</li> <li>IUD removals</li> <li>Post IUD insertion follow ups</li> <li>Family Planning advice</li> <li>Fertility information</li> <li>Basic sexually transmitted infections, breast and continence assessments</li> </ul> </li> </ul>
<b>Women's Health Physiotherapy</b>	Advanced practice physiotherapy-led service providing management of continence, pelvic pain and prolapse.

Table 4: Overview of gynaecology ambulatory services provided at WH

### 5.3 Inpatient Services

The EPAG Inpatient Service provides elective and emergency medical and surgical gynaecology services for women, with the majority of admissions for elective gynaecological surgery. Services provided by the EPAG Inpatient Service include:

- Advanced laparoscopy
- General gynaecology
- Gynaecology Oncology
- Ovarian hyper stimulation syndrome
- Surgical termination of pregnancy (TOP)\*
- Urogynaecology
- Management of complications arising in early pregnancy (<16 weeks gestation) that require an inpatient stay:
  - Complications from surgical or medical management of miscarriage

- Early pregnancy Loss
- Ectopic Pregnancy
- Endometritis
- Hyperemesis gravidarum
- Medical and surgical management of miscarriage or retained products of conception
- Medical termination of pregnancy
- Post cervical cerclage
- Post dilation and curettage for miscarriage

\*A surgical TOP may be provided for women with confirmed fetal anomalies, genetic abnormalities or severe maternal medical disease following consultation and referral from the MFM service.

#### 5.4 Services Not Provided

- Care of pregnant women greater than 16 weeks gestation
- Adolescent gynaecology services
- Social termination of pregnancy
- Gender reassignment
- Tubal reanastomosis
- Vulval cancer surgery

Full details of the inpatient service can be found in the *Early Pregnancy and Gynaecology (EPAG) Inpatient Service Operating Guideline (2019)* and full details of the gynaecology surgical service can be found in the *Gynaecology Surgical Services Operating Guideline (2019)*.

#### 5.5 Community Services

The Division of W&C Services does not currently provide any gynaecology community services.

The Western Continence Service, provided by the Directorate of Community Integration, Allied Health and Service Planning, provides a nursing, physiotherapy and urologist led continence service, offering continence assessment, uroflowmetry and simple bladder ultrasonography, urodynamic investigation, conservative management, assessment for continence aids & appliances, surgical and other specialist referral for both women and men. Gynaecology Services have an informal relationship with the Western Continence Service, with referrals made between the two services.

## 6. Service Delivery

### 6.1 Care Delivery Systems

While Gynaecology Services are delivered in different ways across the various care settings, every patient journey will contain the following stages of care delivery: referral, admission, service provision, discharge and follow-up. Figure 1 provides an overview of these stages, with detailed information on the processes for each stage provided in the individual Operating Guidelines.



Figure 1: Patient journey stages for Gynaecology Services

## 6.2 Diagnostic Services

Gynaecology Services are supported by a range of medical imaging and pathology diagnostic services as detailed in Table 5.

Service	Division/ Directorate	Description	Location	Operating Hours	Ambulatory	Emergency	Inpatient	Community
<b>Medical Imaging</b>	Division of Clinical Support & Specialist Clinics	<p>Western Health Medical Imaging (WHMI) provides bulk-billing services for women attending the Gynaecology Specialist Clinics, as well as services for the ED and the inpatient service. Services available include CT, fluoroscopy, MRI, bone scans, nuclear medicine, ultrasound, x-ray and angiogram.</p> <p>Ultrasound and x-ray services for the Gynaecology Specialist Clinics and EPAS are provided in the JKWC, while ultrasound and x-ray services for gynaecology inpatients and patients in the ED are provided in the main SH medical imaging department.</p> <p>Radiologists can also attend and contribute to multidisciplinary team meetings for case reviews.</p>	<p>SH Main Medical Imaging Ground Level Building B/B+</p> <p>JKWC Ultrasound, Level One JKWC</p> <p>JKWC X-Ray, Ground Floor JKWC</p>	<p>Ambulatory: 08:00 – 17:00 Mon – Fri</p> <p>ED &amp; Inpatients: 24-hours 7 days/week</p>	✓	✓	✓	✗
<b>Pathology</b>	Division of Clinical Support & Specialist Clinics	<p>The Pathology Service is contracted through Dorevitch and provides ambulatory testing in addition the following emergency and inpatient services:</p> <ul style="list-style-type: none"> <li>• Haematology and Transfusion Services</li> <li>• Biochemistry and Microbiology</li> <li>• Histopathology and Cytology</li> <li>• Anatomical Pathology</li> </ul> <p>Pathologists can also attend and contribute to multidisciplinary team meetings for case reviews.</p>	JKWC Ground Floor (or collected from inpatients on the ward)	<p>Ambulatory: 08:30 – 19:00 Mon – Fri</p> <p>ED &amp; Inpatients: 24-hours/7 days</p>	✓	✓	✓	✗

Table 5: Diagnostic services supporting Gynaecology Services

### 6.3 Clinical Support Services

Gynaecology Services are supported by a range of clinical support services as detailed in Table 6.

Service	Division/ Directorate	Description	Location	Operating Hours	Ambulatory	Emergency	Inpatient	Community
<b>Access Coordinator &amp; After Hours Administrator (AHA)</b>	Emergency Medicine and Cancer	<p>The Access Coordinator /AHA is responsible for the co-ordination of patient flow within their site of operation and across WH to facilitate timely patient access and discharge to meet organisational key performance indicators.</p> <p>Additionally, the AHA is the hospital administrative representative responsible for the co-ordination, supervision and operation of the hospital during the after-hours period.</p>	SH, Level One	24 hours/7 days	✘	✓	✓	✘
<b>Allied Health</b>	Community Integration, Allied Health & Service Planning	<p>Allied Health undertakes comprehensive assessment, intervention, risk management for vulnerable infants and care planning to optimise the function and wellbeing of patients.</p> <p>Provides the following services for Gynaecology patients as capacity allows:</p> <ul style="list-style-type: none"> <li>• Nutrition and Dietetics</li> <li>• Occupational Therapy</li> <li>• Physiotherapy</li> <li>• Pastoral Care</li> <li>• Social Work</li> <li>• Psychology</li> </ul>	JKWC, Clinical Directorate Relevant Clinical Service Area (Service Delivery)	08:30 – 16:30 Mon – Fri	✓	✓	✓	✓



Service	Division/ Directorate	Description	Location	Operating Hours	Ambulatory	Emergency	Inpatient	Community
<b>Anaesthesia &amp; Pain Medicine</b>	Division of P&CC Services	The Department of Anaesthesia and Pain Medicine provides a full range of anaesthetic and perioperative services including post-operative pain management and review.	SH, Level One JKWC, Level Two	24 hours/7 days	✓	✓	✓	✗
<b>Consultation-Liaison Psychiatry</b>	Partnership between Mid-West Area Mental Health (Melbourne Health) and WH	Consultation-Liaison (CL) Psychiatry provides consultant psychiatrist and mental health nurse consultation about inpatients for: <ul style="list-style-type: none"> <li>• Assessment of the capacity of a patient to consent to treatment</li> <li>• Distress related to medical problems</li> <li>• Medical conditions that result in psychiatric or behavioural symptoms, such as delirium</li> <li>• Mental disorders when admitted for the treatment of medical problems</li> <li>• Suicide or self-harm attempts</li> </ul>	Relevant Clinical Service Area (Service Delivery)	ED 24 hours/7 days Inpatient 09:00 – 17:00 Mon – Fri	✗	✓	✓	✗
<b>Drug Health Services</b>	Medical Services Directorate	Provides a range of programs and interventions for individuals and families who are affected by drug and alcohol related problems. Includes: <ul style="list-style-type: none"> <li>• Addiction Medicine team, a multidisciplinary team with membership from Medicine, Psychiatry, Psychology, and Nursing</li> <li>• Ambulatory Drug Treatment Team</li> <li>• Community Residential Withdrawal Unit</li> <li>• Specialist Pharmacotherapy Program when there are associated complex medical, psychiatric or psychological problems</li> </ul>	Footscray Hospital	Ambulatory 09:00 – 17:00 Mon – Fri  Inpatient Withdrawal 24hours/7 days	✓	✗	✓	✗



Service	Division/ Directorate	Description	Location	Operating Hours	Ambulatory	Emergency	Inpatient	Community
<b>Elective Surgery Booking Office</b>	Division of P&CC Services	The Elective Surgery Booking Office at WH manages all elective patient bookings across Footscray, Sunshine, Williamstown and Sunbury Hospitals.	Footscray Hospital	08:30 – 17:00 Mon – Fri	x	x	✓	x
<b>Family Violence Legal Clinic</b>	Partnership service with Brimbank Melton Community Legal Centre	Weekly clinic that provides free legal advice to patients or staff experiencing family violence. The service also extends to legal problems that relate to family violence including: <ul style="list-style-type: none"> <li>• Child protection</li> <li>• Debt matters</li> <li>• Elder abuse</li> <li>• Family law disputes</li> <li>• Victims of crime</li> </ul>	JKWC, Level One	09:00 – 13:00 Fridays	✓	x	x	x
<b>Health Equity Advisor</b>	Community Integration, Allied Health & Service Planning	The Health Equity Advisors support and assist staff and volunteers to recognise the signs of family violence, sensitively inquire and respond to patients experiencing family violence, enhance safety, and to provide appropriate support and referral options. They also assist to build staff capacity to respond to violence against women through reflective practice and case review at relevant staff, team and clinical meetings. Support is available to staff across all sites. Health Equity is funded until December 2019.	SH Portables  Clinical Service Area (Service Delivery)	08:00 – 16:30 hours Mon – Fri	✓	✓	✓	✓
<b>Infection Prevention</b>	Nursing & Midwifery Directorate	Infection Prevention Services at WH focus on the implementation of measures to reduce the risk of hospital acquired infections to patients and to protect the health care worker, visitors and others.	SH, Ground Floor	08:30 – 17:00 Mon – Fri	✓	✓	✓	x



Service	Division/ Directorate	Description	Location	Operating Hours	Ambulatory	Emergency	Inpatient	Community
		Responsibilities include: <ul style="list-style-type: none"> <li>Acting as a source of specialist advice for healthcare workers on best practice</li> <li>Carrying out surveillance activities, such as the monitoring of central vascular access devices, monitoring of patients colonised with antibiotic resistant organisms, and monitoring of surgical wound infections</li> <li>Daily review of patients with infection related issues</li> <li>Managing outbreaks of infection</li> <li>Supporting local LINK nurse to undertake regular infection prevention related audits to measure compliance against National Standards</li> </ul>						
<b>Intensive Care Unit</b>	Division of P&CC Services	The 14 bed Intensive Care Unit (ICU) at SH provides a range of supportive therapies to critically ill patients 24 hours a day, seven days a week. The unit incorporates high dependency beds which are utilised as either HDU or ICU depending on the demand. This service covers both Sunshine and JKWC.	SH Level 1	24 hours/7 days	x	x	✓	x
<b>Perinatal Loss</b>	Division of W&C Services	The Perinatal Loss Support Service provides clinical care and counselling support for families who have experienced perinatal loss, including: <ul style="list-style-type: none"> <li>neonatal death (death within 28 days of birth of a live born infant who shows signs of life, regardless of gestation)</li> </ul>	JKWC, Clinical Directorate	08:15 – 17:00 Mon – Wed	✓	✓	✓	✓



Service	Division/ Directorate	Description	Location	Operating Hours	Ambulatory	Emergency	Inpatient	Community
		<ul style="list-style-type: none"> <li>stillbirth (birth of an infant who shows no signs of life after birth, having been born at &gt;20 weeks gestation)</li> <li>miscarriage (birth of an infant who shows no signs of life after birth, having been born &lt; 20 weeks gestation)</li> </ul>						
<b>Pharmacy</b>	Division of Clinical Support & Specialist Clinics	<p>WH Pharmacy provides dispensing, clinical pharmacy and quality use of medicines services to inpatients as well as providing medicine prescribed in WH Specialist Clinics. Additional responsibilities include:</p> <ul style="list-style-type: none"> <li>Advice to optimise medications</li> <li>Collaborate to support the development of policies, procedures, guidelines and processes. Pharmacy is a mandatory stakeholder if medications are involved.</li> <li>Information and advice on drugs and drug therapy</li> <li>Procurement and distribution of medications</li> <li>Safe, rational and cost effective use of medicines</li> <li>Support for education and research</li> </ul>	SH, Ground Floor JKWC, Ground Floor	<p>08:15 – 17:00 Mon – Fri</p> <p>08:30 – 12:30 Weekends (medication supply only, no clinical ward services)</p>	✓	✓	✓	✗
<b>Theatre</b>	Division of P&CC Services	The JKWC theatres provide both elective and emergency gynaecology surgical procedures.	JKWC, Level Two	24 hours/7 days	✗	✓	✓	✗

Table 6: Clinical support services supporting Gynaecology Services

## 6.4 Non-Clinical Support Services

Gynaecology Services are supported by a range of non-clinical support services as detailed in Table 7.

Service	Division/ Directorate	Description	Location	Operating Hours	Ambulatory	Emergency	Inpatient	Community
<b>Aboriginal Health Unit</b>	Nursing & Midwifery Directorate	The Aboriginal Health Unit provides emotional, social and cultural support to patients who identify as being Aboriginal or Torres Strait Islander.	SH, Ground Floor	08:30 – 17:00 Mon – Fri	✓	✓	✓	✓
<b>Biomedical Engineering</b>	Division of Health Support Services	Biomedical Engineering Services' core business is to support WH in its delivery of quality patient care by ensuring safe and effective management of biomedical equipment through: <ul style="list-style-type: none"> <li>• Scheduled preventative maintenance</li> <li>• Technical advice and consulting</li> <li>• Testing and documentation</li> <li>• Timely repair of faulty equipment</li> </ul> Biomedical equipment can be defined as all equipment used for physiological monitoring, treatment or investigation of patients.	SH, Basement (Management Office) Relevant Clinical Service Area (Service Delivery)	08:00 – 16:30 Mon – Fri Urgent after hours requests: 16:30 – 08:00 Mon – Fri 24 hours Weekends	✓	✓	✓	✓
<b>Central Sterile Services Department (CSSD)</b>	Division of PO&CC Services	The CSSD provides vital sterilising services to support the operating theatres through the cleaning, disinfecting and sterilising of reusable medical and surgical instruments. They also store and distribute single use medical devices and reusable linen to hospital departments.	SH, Level One JKWC, Level Two	24 hours Mon – Fri 07:00 – 23:00 Weekends	✓	✓	✓	✗



Service	Division/ Directorate	Description	Location	Operating Hours	Ambulatory	Emergency	Inpatient	Community
<b>Clerical Support</b>	Division of Health Support Services	<p>Clerical Support Services manage the clerical workforce supporting the ED (ADT Clerk), the inpatient wards (Ward Clerks), and the main reception and switchboard. Specialist Clinics and Community Services provide their own clerical and administrative services.</p> <p>The Ward Clerk is responsible for clerical and receptionist duties of the ward, coordinating the telecommunication and administrative traffic throughout the area and being responsible for clerical aspects of a patient stay.</p> <p>Daily tasks include:</p> <ul style="list-style-type: none"> <li>• Any activity in iPM including registering patients and completing admissions/discharges/transfers</li> <li>• Organising pathology, radiology, other internal appointments and transport for patients</li> <li>• Paper filing and faxing</li> <li>• Preparation of documents for medical records</li> <li>• Responding to phone enquires</li> <li>• Welcoming staff/patients/visitors to the ward</li> </ul>	<p>SH, Basement (Management Office)</p> <p>Relevant Clinical Service Area (Service Delivery)</p>	<p>Hours of operation for each gynaecology service can be found in the individual gynaecology service Operating Guidelines</p>	x	✓	✓	x
<b>Engineering &amp; Infrastructure</b>	Division of Health Support Services	<p>WH's Engineering and Infrastructure Services Department is responsible for:</p> <ul style="list-style-type: none"> <li>• Delivery of reactive maintenance requirements</li> <li>• Risk management of infrastructure and infrastructure related equipment</li> <li>• Development and delivery of Asset Management Plans to ensure maximum utility is enjoyed from existing infrastructure, supporting patient and staff satisfaction</li> <li>• Management of preventative maintenance</li> </ul>	<p>SH, Basement (Management Office)</p> <p>Relevant Clinical Service Area (Service Delivery)</p>	<p>07:30 – 16:00 Mon – Fri</p> <p>Urgent After Hours Services available via the AHA</p>	✓	✓	✓	✓



Service	Division/ Directorate	Description	Location	Operating Hours	Ambulatory	Emergency	Inpatient	Community
		<ul style="list-style-type: none"> <li>Management of regulatory and statutory compliance issues</li> </ul> <p>Engineering and Infrastructure Services are supported by specialist external contractors who perform maintenance and service repairs to specialised equipment across WH.</p>						
<b>Environmental Services</b>	Division of Health Support Services	<p>The Environmental Services Team includes the Patient Services Assistants (PSA) and Cleaners</p> <p>PSAs are allocated to each ward to support the cleaning of patient areas, provide assistance with patient transport and respond to emergency codes.</p> <p>Cleaners are responsible for waste management and the cleaning of non-clinical areas including walls/windows/floors and staff/general public bathrooms.</p>	<p>SH, Basement (Management Office)</p> <p>Relevant Clinical Service Area (Service Delivery)</p>	Hours of operation for each gynaecology service can be found in the individual gynaecology service Operating Guidelines	✓	✓	✓	✓
<b>Food Services</b>	Division of Health Support Services	<p>The Food Services Team provides safe, appealing and nutritionally appropriate meal service to patients on the inpatient wards.</p> <p>A standalone pantry on each floor supports patient meal requirements for the ward.</p> <p>Patients are offered a selection of cold and hot meals for lunch and dinner from a range of 15-20 items. A continental breakfast is provided in the dining room on wards 7 and 8.</p> <p>Meals are cooked by external providers and frozen for delivery. Food Services staff is responsible for plating, heating and serving the requested menu items.</p>	<p>SH Basement (kitchen)</p> <p>(Management Office)</p> <p>Ward Based Pantries (Service Delivery)</p>	<p>06:30 – 20:00</p> <p>7 days per week</p>	✗	✓	✓	✗



Service	Division/ Directorate	Description	Location	Operating Hours	Ambulatory	Emergency	Inpatient	Community
<b>GP Integration</b>	Community Integration, Allied Health & Service Planning Directorate	<p>The GP integration unit is the main point of contact for GPs and is responsible for delivering activities to support and strengthen the interface between WH and GPs, including:</p> <ul style="list-style-type: none"> <li>• Developing resources for GPs</li> <li>• Helping to find a GP for patients</li> <li>• Organising education for GPs</li> <li>• Providing advice about working with GPs</li> <li>• Communicating about new WH services/programs via the GP Integration newsletter &amp; website</li> <li>• Providing advice regarding GP details in iPM</li> <li>• Working with community organisations such as Medicare Locals to improve integration with GPs</li> </ul>	SH, Portables	08:30 – 17:00 Mon – Fri	✓	✓	✓	✓
<b>Information &amp; Communication Technology (ICT)</b>	Health Information & Performance	<p>ICT functions at WH include:</p> <ul style="list-style-type: none"> <li>• An ICT Service Desk which is responsible for logging, triaging, tracking, reporting and resolving incidents encountered by staff, IT queries and service requests.</li> <li>• ICT Leadership &amp; management</li> <li>• Operations management</li> <li>• Project and change management</li> <li>• Systems and software solutions management</li> </ul>	SH, Basement Footscray Hospital	07:00 – 19:00 7 days	✓	✓	✓	✓
<b>Language Services</b>	Community Integration, Allied Health & Service Planning Directorate	<p>The WH Language Services Department enables communication to take place between patients from Culturally and Linguistically Diverse (CALD) backgrounds and healthcare professionals.</p> <p>In-house languages provided by WH interpreters include:</p>	SH, Level One (Staff Office) Relevant Clinical Service Area (Service Delivery)	08:30 – 17:00 Mon – Fri (in-house interpreters)	✓	✓	✓	✓



Service	Division/ Directorate	Description	Location	Operating Hours	Ambulatory	Emergency	Inpatient	Community
		<ul style="list-style-type: none"> <li>• Arabic</li> <li>• Assyrian</li> <li>• Burmese</li> <li>• Cantonese</li> <li>• Mandarin</li> <li>• Dinka</li> <li>• Greek</li> <li>• Vietnamese</li> <li>• Italian</li> <li>• Serbian</li> <li>• Croatian</li> <li>• Spanish</li> <li>• Macedonian</li> </ul> <p>All other languages are sourced from external agencies. Bookings for external agencies are made through the Western Health Language Services Booking Office. Bookings for MBS clinics are made directly through the Translating and Interpreting Services (TIS).</p>						
<b>Linen Services</b>	Division of Health Support Services	Linen is provided to all clinical areas of WH via an external contract with Spotless.	Delivery via the SH loading dock	7 days	✓	✓	✓	✓
<b>Medical Record Service</b>	Health Information & Performance	The Medical Record Service facilitates the clinical paper documentation and paper based medical record components of the patient clinical record.	SH, Ground Floor	07:00 – 24:00 7 days	✓	✓	✓	✓
<b>Medical Workforce Unit</b>	Medical Services Directorate	The Medical Workforce Unit is responsible for the recruitment of Junior Medical Staff and, once employed, to provide them with employee services functions. The Medical Workforce Unit is also responsible for preparing and managing junior medical staff rosters and rotations.	Footscray Hospital	08:00 – 16:30 Mon – Fri	✓	✓	✓	✗



Service	Division/ Directorate	Description	Location	Operating Hours	Ambulatory	Emergency	Inpatient	Community
<b>Occupational Health &amp; Safety (OHS), Wellbeing &amp; Emergency Management</b>	People, Culture & Communications Directorate	<p>The OHS, Wellbeing and Emergency Management Unit provides a range of services to support staff and management across all areas of WH. Services include OHS management, risk management, WorkCover management, rehabilitation/return to work programs, health and wellbeing programs and strategic coordination of emergency/disaster management.</p> <p>The OHS, Wellbeing and Emergency Management team are committed to working as a partner with management to help achieve WH's goals and objectives and to support staff to deliver 'Best Care' and a positive workplace culture.</p>	SH, Ground Floor	06:30 – 18:00 Mon – Fri Urgent after-hours and weekend advice via phone	✓	✓	✓	✓
<b>People &amp; Culture</b>	People, Culture and Communications Directorate	Part of the People, Culture and Communications Division that aims to promote best patient care by providing employment services, advice and tools to help managers effectively resource, develop and support their employees and enable effective working relationships.	SH, Portables Footscray Hospital	08:30 – 17:00 Mon – Fri	✓	✓	✓	✓
<b>Quality, Safety &amp; Patient Experience</b>	Medical Services Directorate	<p>The Quality, Safety and Patient Experience Team, which includes a Quality Improvement Partner who is allocated specifically to W&amp;C Services, is responsible for coordinating the continual monitoring, assessment and improvement of care and services across WH.</p> <p>The Improvement Team provides coaching and support for problem solving, data analysis and use of A3 Quality Improvement templates and RiskMan Q.</p>	SH, Ground Floor	08:00 – 17:00 Mon – Fri	✓	✓	✓	✓



Service	Division/ Directorate	Description	Location	Operating Hours	Ambulatory	Emergency	Inpatient	Community
<b>Security</b>	Division of Health Support Services	<p>The WH Security Department offers proactive and effective Security Management solutions that provide a stable, predictable environment in which staff may confidently deliver health services and treatment to the community and may do so without harm and fear of disturbance or injury. This is achieved through:</p> <ul style="list-style-type: none"> <li>Ensuring a safe and secure environment for staff, patients and visitors</li> <li>Preventing and detecting offences</li> <li>Providing the highest level of customer service</li> <li>Safe guarding WH assets and preventing loss of property</li> </ul>	<p>SH, Ground Floor Relevant Clinical Service Area (Service Delivery) In JKWC, ground floor adjacent the front door.</p>	<p>24 hours 7 days</p>	✓	✓	✓	✓
<b>Transcription Service</b>	Health Information and Performance	The Transcription Service is responsible for typing ambulatory dictation into letters for delivery to referrers such as GPs or internal clinicians.	SH, Ground Floor	09:00 – 17:00 Mon – Fri	✓	✗	✗	✓
<b>Volunteers</b>	People, Culture and Communications Directorate	<p>WH's Volunteer Program focuses on engaging with the local community, offering relevant and worthwhile volunteering opportunities. Direct patient contact roles include:</p> <ul style="list-style-type: none"> <li>Patient feedback gathering</li> <li>Patient support trolley &amp; library trolley</li> <li>Social support (inpatient/ambulatory)</li> <li>Visitor guide/way finding</li> </ul> <p>The program utilises a long term volunteering opportunity model with an expectation of at least 12 months of commitment from volunteers.</p>	<p>SH, Portables (Management Office) SH, Volunteer Desk (Front Reception) Relevant Clinical Service Area (Service Delivery)</p>	<p>Visitor Guide: 08:00 – 16:00 7 days/week Social Support: (inpatients) 10:00 – 12:00 Mon – Fri Specialist Clinics 09:30 – 16:00 2 days/week Patient Support/ Library Trolley: 10:00 – 16:00 7 /week</p>	✓	✓	✓	✓



Service	Division/ Directorate	Description	Location	Operating Hours	Ambulatory	Emergency	Inpatient	Community
		WH is committed to community engagement through the provision of a volunteer program that offers opportunities for personal development, connectedness, student and school participation.		Auxiliary (retail): 09:30 – 16:00 6 days/week Health Information Centre: 09:30 – 16:00 6 days/week				

Table 7: Non-clinical support services supporting Gynaecology Services

## 6.5 Service Links

To facilitate and integrate the management of gynaecology patients across health services, WH has established a number of links with surrounding services regarding the consultation, referral and transfer of patients. The [Hospital Patient Transfers Policy](#) provides guidelines for staff when transferring a patient to another hospital/health service.

Gynaecology Services have established consultation, referral and patient transfer links with the following lower capability health services:

- Werribee Mercy Hospital – Mercy Health
- Djerriwarrh Health Services

Gynaecology Services have established consultation, referral and patient transfer links with the following higher capability health services:

- The Royal Women’s Hospital

## 7. Workforce

Clinical care within Gynaecology Services is delivered by a multidisciplinary workforce that is staffed from both within and external to the Division of W&C Services. Each individual gynaecology service Operating Guideline details the clinical workforce roles specific to that service.

### 7.1 Leadership and Management Model

Table 8 details the leadership and management model within Gynaecology Services.

Management Model	Functions	Position/s
Stewardship	Responsible for sustainable development of the division and the actions that affect performance – both financial and clinical	<ul style="list-style-type: none"> <li>• Clinical Services Director</li> <li>• Divisional Director</li> <li>• Director of Nursing &amp; Midwifery</li> </ul>
Corporate Leadership	Responsible for the leadership of portfolios that have whole of service and division impact and interface with organisation-wide priorities	<ul style="list-style-type: none"> <li>• Operations Manager – Neonates, Paediatrics &amp; Gynaecology</li> <li>• W&amp;C Ambulatory Services Operations Manager</li> <li>• Operational Support Manager</li> <li>• Director of Nursing &amp; Midwifery</li> <li>• Clinical Practice Improvement Specialist (CPIS) – Maternity &amp; Gynaecology</li> </ul>
Clinical Leadership – Medical	Responsible for the provision of high quality clinical care and for the supervision and training of senior and junior medical staff	<ul style="list-style-type: none"> <li>• Head of Unit – Gynaecology</li> <li>• Divisional Clinical Safety &amp; Quality Lead</li> <li>• Chief O&amp;G Registrar</li> </ul>

Management Model	Functions	Position/s
Clinical Leadership – Nursing and Midwifery	Responsible for the provision of high quality clinical care and the supervision and training of senior nursing and midwifery staff	<ul style="list-style-type: none"> <li>• Operations Manager – Neonates, Paediatrics &amp; Gynaecology</li> <li>• W&amp;C Ambulatory Services Operations Manager</li> <li>• W&amp;C Outpatients Manager</li> <li>• Gynaecology Clinic Coordinator</li> </ul>
Professional Leadership – Nursing and Midwifery	Responsible for professional leadership, credentialing and competency of the nursing and midwifery workforce. Provides professional expertise, leadership, vision and strategic direction to the nursing and midwifery workforce.	<ul style="list-style-type: none"> <li>• Executive Director of Nursing &amp; Midwifery</li> <li>• Director of Nursing &amp; Midwifery</li> </ul>
Unit Management	Responsible for the day to day operational management of the unit or service	<ul style="list-style-type: none"> <li>• Nurse Unit Managers</li> <li>• Gynaecology Clinical Coordinator</li> <li>• W&amp;C Outpatients Manager</li> <li>• W&amp;C's Administration Development Manager</li> </ul>
Clinical and Professional Leadership – Allied Health	Responsible for the provision of high quality clinical care and for the supervision and training of senior and junior allied health staff	<ul style="list-style-type: none"> <li>• Director Allied Health</li> <li>• Discipline Managers</li> <li>• Senior Clinicians</li> </ul>

Table 8: Gynaecology Services leadership and management model

## 8. Education and Research

### 8.1 Training and Education

Training and education for staff working within Gynaecology Services is facilitated by a number of dedicated clinical education and operational leadership roles within the Division of W&C Services, in addition to the Education and Learning Department. The clinical resource and education roles that are relevant to Gynaecology Services are listed in Table 8.

The Education and Learning Department plays a pivotal role in the provision of coordination, teaching, training and professional development for all employees, consumers and volunteers and comprises the following business units:

- Accredited training/registered training organisation
- Educational projects
- Library Services
- Post graduate education and resuscitation
- Simulation and WeLearn
- Western Centre for Health Research and Education (WCHRE)
- Undergraduate and early graduate discovery programs

The majority of formal education is recorded within the WeLearn Learning Management System, with all online education and mandatory training being delivered through this platform. Other education is organised by individual services through team meetings, observation and formal education sessions, as detailed in each of the individual service Operating Guidelines.

The Junior Medical Staff (JMS) working in Gynaecology Services receive specialist education through the Division of W&C Services. A minimum of one formal education session is held daily, in addition to a range of informal teaching opportunities and unit led educational activities, such as medical imaging meetings, multidisciplinary team meetings and journal clubs.

Role	Responsibilities
Clinical Practice Improvement Specialist- Maternity & Gynaecology	<ul style="list-style-type: none"> <li>• Clinical facilitator who provides assistance and oversight in the planning, delivery, implementation and evaluation of clinical improvement strategies</li> <li>• Coordinates and delivers clinical practice guideline/policy/procedure development to ensure Best Care</li> <li>• Works collaboratively across W&amp;C service teams to ensure agreed clinical improvement deliverables are achieved in an effective and efficient manner</li> </ul>
W&C Education Coordinator & Graduate Midwife Coordinator	<ul style="list-style-type: none"> <li>• Clinical Responsibility within Education Department</li> <li>• Coordinator of Midwifery Graduate Program and Combined Nursing/Midwifery Program Clinical responsibility within Maternity Services</li> <li>• Manages the W&amp;C Clinical Resource Team</li> </ul>

Table 9: Gynaecology Services clinical resource and education roles

### 8.2 Medical Workforce Unit / Medical Education Unit

The JMS working in Gynaecology Services are supported by the Medical Workforce Unit (part of the Medical Services Division). The Medical Workforce Unit provides orientation, weekly education, fortnightly practical sessions and ongoing support, including pastoral care and assistance with career development, for interns.

Western Health is a RANZCOG accredited training site for both core (years 1-4) and advanced (years 5-6) specialist vocational training in obstetrics and gynaecology. WH is not currently a RANZCOG accredited provider for subspecialty training in gynaecology.

### 8.3 Allied Health and Community Services Planning, Innovation, Research and Education Unit

The ASPIRE Unit contributes to best care for patients through discipline and operational managers co-ordinate and support professional development, mandatory training and clinical research relevant to their Allied Health and Community Services staff. Education is provided across multiple formal and informal domains including internal in services, external expert networks, peer supervision and mentoring.

In addition, the ASPIRE (Allied Health and Community Services Planning, Innovation, Research and Education) Unit leads the development, implementation and evaluation of professional entry, graduate and staff education across Allied Health and the organisation. The Unit engages with Allied Health and other relevant WH staff in clinical education activities, continuing professional development and implementation of the WH Best Care Framework.

The ASPIRE unit manages the non-discipline specific professional development program and establish appropriate infrastructure supports for Allied Health staff, clinical supervisors and students at WH. Through effective collaboration with colleagues in allied health, nursing, medicine and other clinical disciplines, the ASPIRE unit strives to develop staff and/or student education programs in and act as a resource for all matters relating to education.

#### 8.4 Office for Research

The WH Office for Research oversees and coordinates research activities within WH. By providing a high level of guidance to investigators and staff in the conduct of research, the Office for Research seeks to enhance the excellence, scope and efficiency of these research efforts. It does this by facilitating and integrating all required regulatory steps and by fostering clinical research activities throughout the institution.

Western Health Research Week is an annual event led by the Office for Research that aims to highlight and showcase research across WH and its partners. There are dedicated sessions within Research Week for Women's and Children's Services, which provides staff within the divisions an opportunity to:

- Consider undertaking research as part of the course of their employment
- Present their research to other staff
- Support research that is being undertaken by other staff

#### 8.5 Research within Gynaecology Services

There is currently no dedicated research or academic roles within Gynaecology Services. Research is primarily opportunistic, in collaboration with existing research groups, and is generally undertaken by staff with a dual role within an associated university or an external health service.

## 9. Clinical Governance

The WH Best Care strategic framework for quality, safety and the patient experience is supported by organisation-wide governance systems that are brought together under the headings of leadership, culture, standards and improvement.

Quality and safety is monitored, and priority actions identified, via business plans, clinical indicators, audits (which are governed by the clinical audit framework), external expert committees, risk profiles and reviews against external standards and performance data.

Activities and actions that are taken to improve quality and safety in Gynaecology Services include:

- Auditing
- Consumer Feedback
- Gynaecology Databases
- Incident Management
- Performance Monitoring
- Risk Management

Development and implementation of improvement initiatives are driven by the W&C Leadership Team and the Gynaecology Management Team, and are supported by a dedicated Quality Improvement Partner within the Quality, Safety and Patient Experience Team.

In addition to the development and implementation of improvement initiatives, the Division of W&C Services is also responsible for monitoring performance and achievement of key deliverables through a defined governance framework. This framework includes the following meetings:

- Monthly Performance Meetings which form the basis of monitoring the balanced score card and reporting on compliance with the Australian Council on Healthcare Standards Evaluation and Quality Improvement Program (EQUIP)
- Monthly Divisional Performance, Operations, Planning & Strategy (POPS) Meetings which provide oversight and monitoring for all areas of the business including activity, finance, access, workforce, quality and safety in line with the divisional business plan
- Monthly Nursing and Midwifery Leadership Team Meetings which provide oversight and monitoring for all areas of the business including activity, finance, access, workforce, quality and safety in line with the divisional business plan.
- Monthly Safety & Quality Meetings which provide leadership in safe systems to ensure optimal patients outcomes

Meetings specific to the Gynaecology service include:

- Fortnightly Gynaecology Morbidity and Mortality (M&M) Meeting
- Fortnightly Gynaecology Pre-Operative Planning Meeting
- Fortnightly Gynaecology Oncology MDT Meeting
- Monthly Colposcopy Discordance Audit and Pathology Review Meeting

### 9.1 Policies, Procedures and Guidelines (PPGs)

Western Health has a wide range of PPGs which set and regulate the organisation's expectations, boundaries and practices. A list of the PPGs specific to each clinical service area can be found in the individual gynaecology service Operating Guidelines.

The [Policies, Procedures and Forms](#) page of the WH intranet contains a complete list and access to all WH PPGs.

### 9.2 Competency / Credentialing

All Gynaecology Services employees who are new to WH are required to complete an online orientation program upon commencement of employment. All staff are required to undertake annual mandatory training as outlined in the [Mandatory Training Procedure](#) and detailed in each of the individual gynaecology service Operating Guidelines.

Credentialing and Scope of Practice Committees are also in place for Senior Medical, Nursing and Midwifery and Allied Health employees to ensure that all employees are credentialed to work in their role.

## 10. Infrastructure

Gynaecology Services are provided across a range of ambulatory and inpatient settings in environments that aim to promote Best Care. Details of the infrastructure that supports each of the clinical services can be found in the individual gynaecology service Operating Guidelines.

## 11. Appendix 1 – Stakeholders Consulted

Stakeholder Name	Title	v1.0 Feedback	v2.0 Feedback
Adele Mollo	Divisional Director, W&C Services	Yes	Yes
Andrew Jeffreys	Clinical Services Director, P&CC Services	No	No
Angus Campbell	Allied Health JKWC Project Officer	Yes	Yes
Bronwyn Sundblom	Gynaecology Clinical Coordinator	Yes	Yes
Bronwyn Menadue	Perioperative Services Manager	No	No
Claire Culley	Divisional Director, P&CC Services	No	No
Clare Myers	Acting Head of Unit, Gynaecology Services	Yes	Yes
Erin Casey	JKWC Operational Support Manager, W&C Services	Yes	Yes
Erin Turnbull	EMR, SME W&C Services	No	No
Eleanore Ryan	Unit Manager, Ward 1B	Yes	No
Glyn Teale	Clinical Services Director, W&C Services	Yes	Yes
Jo Said	Head of Unit, MFM	Yes	Yes
Julia Blackshaw	Director, Allied Health	No	Yes
Julia Firth	Operations Manager, Medical Imaging & Pathology Contract	Yes	Yes
Kasia Michalak	O&G Registrar	No	No
Kath MacDonald	Chief Radiographer, Sunshine Hospital	Yes	Yes
Kellie Core	W&C Administration Development Manager	Yes	Yes
Krystal Penese	EPAS/Gynaecology Nurse	No	No
Lauren DeLuca	Consultant O&G/Divisional Clinical Safety & Quality Lead, W&C Services	Yes	Yes
Lisa Smith	Operations Manager, Maternity Services	No	No
Maree Comeadow	Operations Manager, Gynaecology, Paediatrics & Neonates	Yes	Yes
Midia Alias	Consultant O&G	No	No
Mel Shackell	Manager, Physiotherapy	No	Yes
Nicole Keogh	Quality Improvement Partner, W&C Services	No	No
Oliver Daly	Consultant Urogynaecologist & Obstetrician	Yes	No
Phuong Nguyen	Pharmacy JKWC Project Officer	Yes	Yes
Jennifer Patterson	Women's Ambulatory Services Unit Manager	Yes	Yes
Samuel Matthew	Consultant O&G	No	No
Samantha Francis	EPAS/Gynaecology Nurse	No	No



Suzie Ristevski	W&C Ambulatory Services Operations Manager	No	No
Tim Henderson	JKWC Logistics Support Manager, Health Support Services	No	Yes
Val Dibella	W&C Education Manager	No	No
Wendy Watson	Director of Nursing & Midwifery, Sunshine Hospital	Yes	Yes
Yvonne Chan	Maternity & Gynaecology Clinical Practice Improvement Specialist	Yes	Yes