



St John Ambulance Australia **sharing best practise**

St John Ophthalmic Week begins!

Dr Nitin Verma, Hospitalier

St John Ophthalmic 'Week' has now arrived and across the States and Territories the *month* of October will be a month of dinners, trivia nights, presentations and activities, all in support and celebration of St John ophthalmic activities.

Check your State or Territory media to see what is planned to locally to support Ophthalmic Week.

The National Office and St John ACT will hosting an inaugural trivia night on the 30 October to help raise funds for the Ophthalmic branch as well as raise awareness in the ACT community. There will be a range of silent auction items and prizes on the night. If you are interested in attending, please contact Kylie Seidel for more information (enquires@stjohn.org.au).

Issue 9 **September 2015**

Inside this issue

St John Ophthalmic Week begins!
Welcome home Team Timor-Leste
Khaled Zuaiter —
Ophthalmic nurse and Outreach
manager
Leadership update
Event Health Services Gazette

St John Eye Hospital

Our Chancellor, Professor Mark Compton has recently visited the St John Eye Hospital and commented on the high levels of efficiency and effectiveness of the team. Professor Compton writes, 'The hospital and its team continue to impress me with the level of activity (130,000 patient contacts per year); its reach, especially the very successful outreach program of which Australia is a proud supporter; its high quality of care as evidenced by patient feedback and of course JCI accreditation—a very high bar indeed.

'I was very pleased to spend time with Nasrallah (head of the Sir Stephen Miller Nurses' School) to learn more about the ophthalmic nurse program. It is clearly a well-structured program of high quality. The Priory in Australia has undertaken to sponsor the senior education team and clearly our money is well placed'.

The St John Eye Hospital in Jerusalem welcomes visitors from Australia. If you are travelling to Jerusalem and interested in seeing the hospital please contact Amanda Power (ceo@stjohn.org.au)

Become an Australian Friend of the St John Eye Hospital

St John Ambulance across Australia have been strong supporters of the St John Eye Hospital and the National Office with assistance of some States and Territories support a funding of the nurse to staff the mobile outreach team. In 2016 St John are increasing their support to the Hospital by funding a senior lecturer practitioner and a lecturer practitioner as the hospitals school of nursing. To help raise funds St John is starting an 'Australian Friends of the St John Eye Hospital group. All members of this group will receive a thank you certificate from the Hospitalier and Chancellor, a bookmark, as well as quarterly emails and an annual update from the St John Eye Hospital.

The cost of membership of this group is \$50 annually and may be paid by credit card, cheque or direct debit. By becoming a friend of the hospital, your financial support will help St John Ambulance Australia to aid the Hospital in achieving its goals of Saving Sight, Changing Lives. To find out more information please contact Kylie Seidel (enquires@stjohn.org.au).



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Welcome home Team Timor-Leste

Between 24 August and 5 September, a small team of dedicated St John volunteers travelled to Timor-Leste as part of the annual Timor-Leste Community Health Project 2015.

Collaborating with the Royal Australasian College of Surgeons (RACS) to deliver vision saving and restoring ophthalmic care, the St John Team provided the RACS specialist ophthalmology team with general assistance and facilitated basic first aid awareness training to community groups in both the small, geographically isolated town of Oecussi, and Dili, the capitol of Timor-Leste. During the Project, the RACS Team conducted 332 consultations and 53 operations, with the Team treating an array of cases including cataract removal, pterygia, diabetic retinopathy, retinal detachment and glaucoma, amongst many others.



In Oecussi, 115 people were trained in basic first aid including those from orphanages, the local police force and youth group. Learning was tailored to meet the needs of each group with topics including the St John DRSABCD Action Plan, eye and ear health, wounds and bleeding, burns, motor vehicle accidents, nutrition and personal hygiene. In addition, the team also undertook a basic needs analysis of the Oecussi community with respect to health care and first aid training needs, including talking to the sole local ambulance officer for the remote area.

2015 was the first year that St John has offered first aid awareness training to community organisations in Dili, and part of the team's role was to undertake a scoping activity in order to determine if a need for such training was present. While in Dili, the team trained 307 members of the community, including staff of a local health clinic using a train the trainer model, plus university students. The Team was also fortunate enough to spend time at the Bairo Pite Clinic, which is staffed by Australian and UK health professionals. This experience allowed team members to witness first-hand and better understand the health status, conditions and high degree of morbidity experienced by this community.



St John Ambulance Australia thanks the 2015 Timor-Leste Team, including Sarah McLaughlin of St John (NT) (Team Leader), Nigel Bondfield (St John TAS), Nicholas Kafer (St John NSW) and Casey McDermott (St John QLD) for their outstanding efforts, dedication to carrying out the humanitarian mission of St John, and making a difference in the lives of many.

Belinda Ding
National Policy Manager





Khaled providing some of the much-needed ophthalmic care in Jerusalem and the West Bank.

Khaled Zuaiter — Ophthalmic nurse and Outreach manager

Khaled Zuaiter is an Ophthalmic nurse and Outreach manager, sponsored by the Priory of Australia. He completed his training to be a nurse at the St John of Jerusalem Eye Hospital in 1996. Since then he has been providing care to our patients in both Jerusalem and the West Bank. Khaled has been married for nine years and has three children; two daughters and a son.

After specialising his training towards ophthalmology, Khaled became a nurse practitioner in the outpatient department. Soon, he received the responsibility for managing two of our Outreach teams. These teams venture into remote villages and Bedouin camps to offer free treatment for patients where health care is scarce, and so health problems are often neglected. It is crucial that we reach out to these communities to provide them with the expert care that they vitally need. Khaled ensures that our Outreach visits are planned well in advance, so that all those who need treatment know when and where they will be able to seek it.

During one of our Outreach visits to the Jordan Valley, Khaled met Hadia, a Bedouin lady who had suffered from diabetes for fifteen years. Hadia was complaining of poor vision in both of her eyes. She had never been seen by an ophthalmologist before, despite her diabetes leaving her with a higher risk of developing an eye condition.

During her examination, it was discovered that Hadia needed urgent care as she had severe diabetic retinopathy, a disease which commonly occurs in those who have suffered from diabetes for as long as Hadia has. If left untreated, this could have led to Hadia going blind. Without Khaled's dedication to our Outreach teams, Hadia would not have been able to receive expert eye care for her vision problems.

Thankfully, Hadia could receive treatment, with our Outreach team referring her immediately to our Hospital in Hebron.

According to Khaled's manager, Ahmad Ma'ali (Nursing Director), Khaled is one of our most dedicated and committed senior nurses. Khaled's management of our Mobile Outreach Programme remains extremely efficient, even under challenging conditions. It is because of this that Ahmad is confident Khaled will exceed in his nurse management skills and continue to develop his already superior clinical and managerial skills.

This year, Khaled was promoted from Outreach Co-ordinator to Outreach Manager. The decision was made to promote him because of his experience, expertise and dedication to his job. Khaled would like to thank the Priory of Australia for their continued sponsorship and for supporting him in his new promoted role.

Got a St John story to tell that demonstrates best practise?

Share it with your fellow members through *Spotlite*. All articles for *Spotlite* are due on the 15th of each month, and will be reviewed by the National CEO and published at his discretion.

Leadership update

Provides information and tips for leaders and managers in St John.

Encourage a strengths-based culture on your team

If you're trying to increase your team members' engagement—typically defined as being involved in and enthusiastic about their work—focus on building team members' strengths rather than fixating on their weaknesses. A strengths-based culture is one in which team members learn their roles more quickly, produce more and significantly better work, stay with the organisation longer, and are more engaged. The most powerful thing a team leader can do for team members is to place them in jobs that allow them to use the best of their natural talents, adding skills and knowledge to develop and apply their strengths.

Let go of a bad mood

Many leaders struggle to shift from a negative state of mind to a positive one. If you're in a bad mood, and it's hurting your performance at work, how do you get out of it? First, breathe. Breathing can help you achieve a physiological condition called 'coherence', which leads to improved mental clarity, focus, emotional stability, and decision-making. Second, activate a positive feeling by quietly focusing on a person, place, or thing you are grateful for. Third, ask yourself a few questions to reframe your thoughts: What else is possible here? What really matters right now? What could I learn in this moment? What does my gut say? What is a more useful/constructive/positive approach? What is the most desirable outcome? This will help you reengage with a new attitude and course of action.

Ask the right questions to put problems in context

Being too immersed in a problem makes it harder for you to see the overall context behind it, which can lead to you feeling stuck. To expand your view of the problem, try asking elevating questions. These types of questions raise broader issues and highlight the bigger picture. For example, you can ask, 'Taking a step back, what are the larger issues?' or 'Are we even addressing the right issue?' Using this approach, a discussion on issues like margin decline and decreasing customer satisfaction could turn into a broader discussion of corporate strategy through an elevating question like, 'Instead of talking about these issues separately, what are the larger trends we should be concerned about? How do they all tie together?' These questions take you to a higher playing field where you can better see connections between individual problems.

Don't let your default reactions get the best of you

We all have default behaviours. And the way we handle these automatic reflexes during meetings, conversations, negotiations, conflicts, etc, can be the difference between success and failure. Say you butt heads with a co-worker over a project's next steps. If you jump to defend your position, you might fail to hear the other person's side, ending up in an erratic, emotional dispute. How do you override automatic reactions like these? First, know what triggers your emotional or competitive side. Then make a list of your default behaviours, like interrupting, becoming aggressive or passive, taking ownership of ideas, micromanaging, or judging too quickly. Then anticipate them. If careful listening is your goal—but frequent interruption is your default—rehearse a plan for better listening before your high-conflict meeting. And don't schedule these conversations for times when your self-control is low, such as right before lunch or at the end of the day.

Peter LeCornu

Event Health Services Gazette

Officer appointments and relinquishments are now published by State/Territory jurisdictions, as is the production of certificates for Warrants of Appointment. *Spotlite* continues to gazette Grand Prior Awards, Special Service Certificates, Divisional Registrations and Divisional Jubilees.

Awards

Congratulations to the members listed below. Each has shown real commitment to building our community through their volunteer work and to excellence in delivering our services. The awards are a small token of our appreciation for your dedication. Thank you.

Grand Prior's Awards

Queensland

Katherine Anson, Ipswich Division

Imogen Kerr, St Lucia Division

Mitchell Riggs, JCU Division

Victoria

Michael Anandan, Greater Dandenong Combined Division

Anthony Dask, St Monica's College Division

Skye Godfrey, Maroondah Division

Zoey Godfrey, Maroondah Division

Paige Hiney, Maroondah Division

Sandun Jayasinghe, St Monica's College Division

Clare McGary, Maroondah Division

Dillon Perera, Greater Dandenong Combined Division

Breeanne Shannon, Knox Combined Division

Yvana Stankovska, St Monica's College Division

Torin Troy, East Gippsland Combined Division

Nathan Um, St Monica's College Division

Xavier Um, St Monica's College Division