



the royal victorian  
eye and ear  
hospital

# Sight + Sound

NEWS | SUMMER 2020



Emergency Patient  
James Glindemann

## Magpies – friend or foe?

You may have seen or read the news coverage recently on the magpie swooping attacks that took place in Eastern Victoria. Swooping season typically begins in Spring but can run through to Summer. Unfortunately this also means the potential for eye injuries increases as was the case for James Glindemann.

James was eating his lunch outside a shopping mall in Sale, when he was swooped by a magpie.

“I sat down at a bench and the magpie came up and I started talking to it because I like them,” he said.

“And it looked at me and I didn’t give it any food, so it just attacked me...First it struck my left eye and when it landed back on the ground, and I didn’t drop my food it attacked me again in the right eye.”

After James called triple zero, paramedics arrived and they took him to the local hospital. The decision was made to fly him to the Royal Victorian Eye and Ear Hospital to undergo the specialist surgery required to repair his penetrated left cornea.

Although James’s ordeal was frightening, he is now on the road to recovery. “My left eye still isn’t 100% but I’m able to drive again. I feel pretty good now. I have a hangar and am keen to get back to a project of mine – building an aeroplane! I’ve spent the last ten years building it, and I’m looking forward to be able to work on it for many more years.”

**Dr Tom Campbell who performed James’s surgery said: “Being swooped by a bird is not just an unpleasant experience – they can cause real harm if they strike your eyes...We have around 60 patients a year present to the hospital reporting bird-related eye injuries.”**

Dr Campbell advises being careful around birds and following the recommendations from the Department of Environment, Land, Water and Planning (DELWP) to reduce the risk of injury.

The DELWP also provides advice on what to do if you do pass through a swooping bird’s territory which includes:

- protect your head and eyes
- carry a stick or umbrella above your head and;
- move quickly, but do not run through the area.

To view the top tips and access the Magpie Map, visit: <https://www.wildlife.vic.gov.au/managing-wildlife/swooping-birds>



## CEO Welcome

Welcome to the summer edition of Sight+Sound.

As this challenging year continues to evolve, I am pleased to share with you some exciting new changes. Early in November, our Ward 4 department moved to their state-of-the-art home in our new Perioperative Suite. We envisage the benefits of this new space will be considerable for both our patients and staff.

In this edition of Sight + Sound we find out about James Glindemann, a patient who was recently admitted to our Emergency Department due to a magpie swooping injury. Mr Glindemann was flown from the Sale Hospital to the Eye and Ear for surgery after sustaining significant damage to both eyes.

In this edition we also hear from:

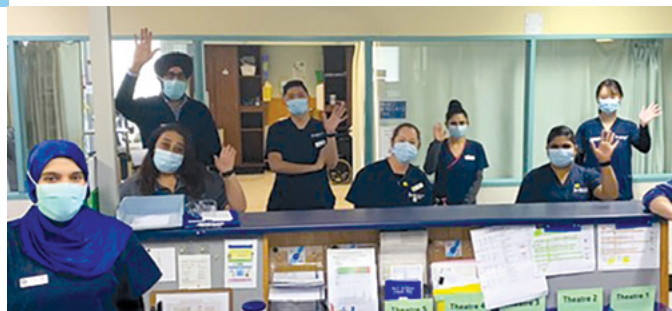
- Stephanie, our Eye and Ear consumer representative who recently joined our Community Advisory Committee.
- Eye and Ear Emergency Department Director Associate Professor Carmel Crook, the recent recipient of an internationally recognised award for her work in diagnostic quality and safety.

With the upcoming holiday season, I hope that we are all able to enjoy the sunshine, and safely catch up with friends and family in line with the current Government advice.

Thank you for your continued support of the hospital.

Best wishes,

  
Brendon Gardner



Ward 4 say farewell to their old home

## Hospital Updates

There have been some exciting new changes at the Hospital. The redevelopment project continues to progress rapidly.

As outlined in the CEO welcome, Ward 4 has already been relocated, with many more departments to follow. The hospital has also introduced new thermal scanners to assist with the COVID-19 screening of all staff, patients and visitors who enter.

The Ward 4 team said farewell to their old home on Friday 6 November, and were back at full capacity by Monday 9 November in a seamless transition from the old to the new. This newly finished area is known as the Peri-operative (Peri-Op) Suite.

The Peri-Op Suite, located on Level 2 at Gisborne Street, will eventually accommodate Surgical Admissions and Recovery, Theatres and will also have short stay beds. This is a very exciting milestone in the redevelopment project and the first step in helping us achieve a significantly improved patient flow. The team welcomed their first patients in November.



New thermal scanner at the Morrison Place main site entrance

**EMERGENCY** →



*Eye and Ear Emergency Department Director,  
Associate Professor Carmel Crock*

## Eye and Ear Emergency Director wins prestigious international award

In October this year, our Director of the Emergency Department, Associate Professor Carmel Crock, was named as the recipient of the prestigious Mark L. Graber Diagnostic Quality Award. The award, provided by the Society to Improve Diagnosis in Medicine was presented at the Diagnostic Error in Medicine 13th Annual International Conference.

Dr Crock is an Associate Professor at the University of Melbourne and Chair of the Australasian College for Emergency Medicine Quality and Patient Safety Committee. Her education and research interests include preventing diagnostic error, improving healthcare culture and communication, and exploring the relationship between physician wellbeing and patient safety.

More than 70 people were nominated for the honour. The Award Review Committee selected Carmel for her research, advocacy and leadership in the field as well as her efforts to expand the field of diagnostic quality and safety internationally.

Congratulations to Carmel, and a big thank you also to the Fundraising and Communications teams who worked together to support her application.



*2020 National NAIDOC logo*

**Always Was,  
Always Will Be.**

**8-15 NOV 2020**

## NAIDOC Week 2020

NAIDOC Week has been one of many events postponed this year due to the COVID-19 pandemic. Traditionally occurring in July, this year we celebrated the event in November. The Week is a great opportunity to honour the rich history, culture and achievements of Aboriginal and Torres Strait Islander peoples.

The NAIDOC week theme for 2020 is "Always Was, Always Will Be" which acknowledges First Nations people and their occupation and care of this continent for over 65,000 years.

This year the Eye and Ear Aboriginal Health Unit took the name "Mirring ba Wirring". Literally translated it means "eyes and ears" in at least 3 of the 5 languages of the Kulin Nations, the lands on which the Eye and Ear is located. The team organised many virtual events to mark the occasion— including a Wayapa Wurruuk (Aboriginal yoga) session and a cooking demonstration using indigenous ingredients by an Aboriginal catering group Murnong Mammias.

Aboriginal Health Liaison Officers Carleen and Nat spoke to community radio station Joy.94.9 about supporting Aboriginal and Torres Strait Islanders through the hospital's services as well as some of the health issues faced by First Nations communities.

As a hospital we were glad to be able to acknowledge this very important occasion.

## Trusts & Foundations and Bequests Update

We are fortunate that the Hospital has such generous people and organisations supporting our work. Costs continue to rise and technology needs are changing, exacerbated in some respects by the COVID-19 pandemic. Being able to provide the level of outstanding patient care we strive for means we need to keep pace with advances in treatment and equipment so we can provide our patients with the best care.

Trusts & Foundations and Bequests funding helps us to do that. We are grateful for all the support we receive, especially in a time when this global pandemic has seen a trend of declining donations. We have been fortunate that a Philanthropic Trust (that wishes to remain anonymous) gave us a large sum which enabled us to make an important upgrade to equipment used in cataract surgery, which is used to detect eye pressure.

Another donation from The Joe White Bequest allowed us to purchase two diagnostic microscopes for use within the Ear Nose and Throat (ENT) areas of the Eye and Ear's Specialist Clinics.

When someone remembers us in their Will it is known as a bequest. It is such a privilege to be honoured in this way. These donations are sometimes unexpected, and other times, we know the person well. Either way we are always touched by this heartfelt generosity. A bequest can have a huge impact and provide care for future generations. After you have remembered your loved ones, would you consider leaving a bequest? A bequest can be a set amount, or a percentage of your Estate.

**For more information, you can email [bequests@eyeandear.org.au](mailto:bequests@eyeandear.org.au) or call Jacqui Church our Bequests Officer on 9929 8141.**



*The 'ACTIVE SENTRY Handpiece' used in cataract surgery to detect eye pressure*

## Consumer Story – Stephanie Thow-Tapp

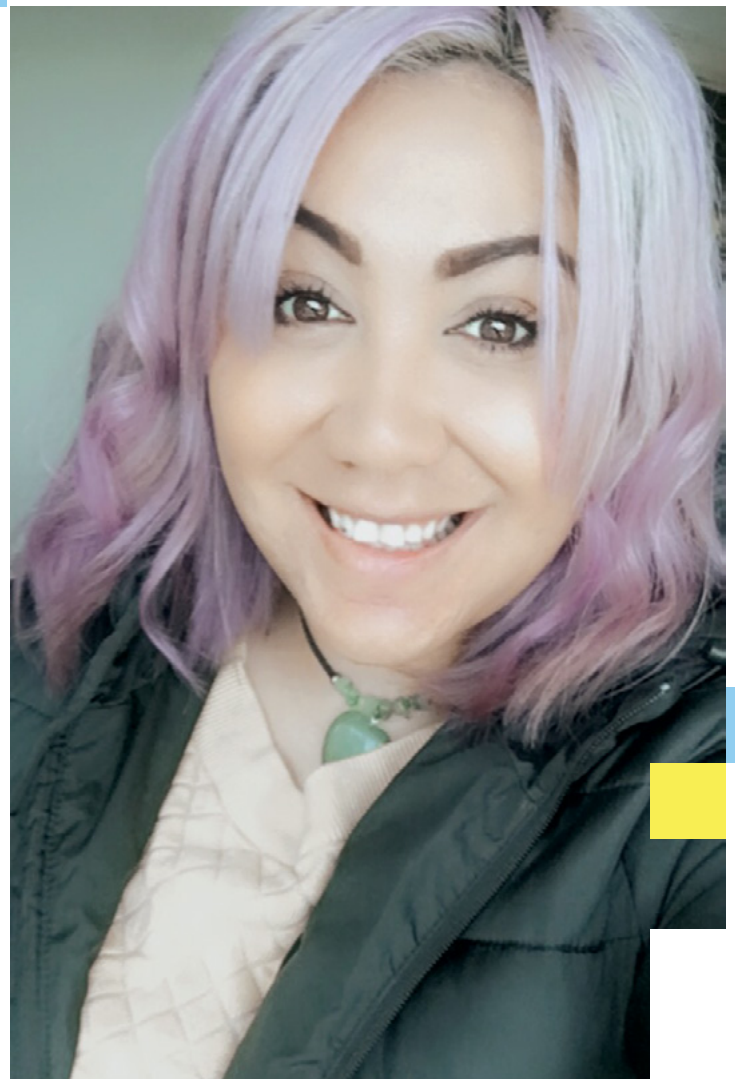
We are very pleased to welcome Stephanie (Steph) to the Eye and Ear family as a Consumer Representative on our Community Advisory Committee. This Committee provides advice to the Board on consumer and community participation related to many different aspects of our operations.

Steph is a proud Pennemuker (North West Tasmania) woman and grew up in Bairnsdale. She joined the committee in February after encouragement by our Aboriginal Liaison Officer, Carleen Miller, a former colleague. Steph previously worked at the Gippsland and East Gippsland Aboriginal Co-operative (GEGAC) as a Senior Aboriginal Health worker. There she coordinated the Healthy Ears program and also looked after Elders with chronic diseases including diabetic retinopathy. That role saw Steph liaise with the Eye and Ear, along with The University of Melbourne and The Victorian College of Optometry which developed her passion for being involved in this area.

Two years ago, Steph moved to Melbourne with her 2 sons, now aged 12 and 13. She works at Dental Health Services Victoria leading the development and implementation of the Service's first Reconciliation Action Plan. During Melbourne's lockdown, Steph has been experimenting with some amazing hair colours! Her other interests are playing netball and finding bargains at the local op shop.

**Steph said that she was interested in the consumer representative position because she wanted to give back to the community. Asked what she brings to the Committee, Steph noted a fresh perspective and experience as an Aboriginal person who has worked in community health.**

Steph also likes to think that having grown up in the country, she can provide insight on some of the issues faced by people from regional Victoria when accessing services.



*Consumer Representative Stephanie Thow-Tapp*

Steph's hospital and Committee orientation has been online due to the challenges of the COVID pandemic. Currently Committee meetings are held virtually, but Steph is looking forward to meeting everyone face to face when it is safe to do so.

Interested in finding out more about volunteering or joining our consumer register? Please contact Betty Tellis on 9929 8658 or [Betty.Tellis@eyeandear.org.au](mailto:Betty.Tellis@eyeandear.org.au).

**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.

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