

PUBLIC SERVICE MEDAL (PSM)

Mrs Vanessa Lee HOBAN, Banks ACT 2906

For outstanding public service to public health in the ACT's clinical response to COVID-19.

Mrs Vanessa Hoban is a Clinical Nurse Consultant at Canberra Health Services. Normally she manages one of Canberra Health Services general medical wards but when the COVID-19 pandemic started to affect Canberrans, she was the first to put her hand up to take a lead role in the clinical response. Her ward was then converted into a COVID-19 positive ward, where patients with significant disease were managed.

Mrs Hoban established and managed this ward, dedicating her time and effort to her patients as well as her team. Her ability to reassure staff and patients during the early days of the pandemic was remarkable. There were many unknowns, and the requirements for impeccable use of personal protective equipment (PPE) to prevent transmitting or catching the virus was intense. Mrs Hoban used humour, role modelling and a calm, pragmatic approach with both staff and patients.

Her dedication to her team's wellbeing resulted in a safe and rewarding environment. Her attention to patient care meant that, where possible, the needs and wishes of patients were met. Mrs Hoban epitomised the true nursing spirit. Her professionalism and commitment to exceptional service has had a long-lasting impact on those she cared for, but also for the staff she managed and the stakeholders she interacted with. Mrs Hoban ensured that the on-boarding, processes, feedback, and training for staff was at such a high level that the risks of transmission were well managed and controlled.