



# Servionews

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## RPH recognises its outstanding staff

The 2009 Royal Perth Hospital Outstanding Service Award winners are Colleen Elphick from the Linen Department, Clinical Immunologist Winthrop Professor Martyn French, and Ward 5H Clinical Nurse, Joseph Chu.

Joseph Chu joined RPH in 1990 as a Registered Nurse on Ward 4A and a few months later was transferred to Ward 5H where he has been committed for nearly 20 years.

He has worked in a variety of roles including Acting Staff Development Nurse and Acting Neck of Femur Nurse.

Joseph has maintained a high level of education which has allowed him to deliver an excellent standard of care to his patients. He has completed a Postgraduate Diploma in Orthopaedics and has been involved in the development of various Nursing Practice Standards.

Joseph is a very caring and compassionate Nurse and always answers patients' questions while maintaining a professional manner. He has a great sense of humour, an exceptional work ethic, and embraces new ideas. Joseph's work colleagues consider him to be "one of the best nurses that they have ever had the pleasure to work with".

Winthrop Professor Martyn French joined RPH in 1978 as a Registrar in the Department of Clinical Immunology. After six years in the UK, he returned to RPH in 1986.

He has since played a major role in developing the Department's clinical management of and research into immunodeficiency diseases - particularly antibody deficiency diseases and AIDS. These activities included the establishment of RPH as the State referral centre for patients with HIV/AIDS and the development of the Unit as a Clinical Trials Centre.

Martyn has been a Principal Investigator in over 30 national and international clinical trials of therapies for HIV infection and HIV diseases, and has made a significant contribution to the establishment of a national clinical trials program for Australian HIV infected patients. He established a rural and remote HIV Medicine Program, helped establish a multidisciplinary group to manage pregnant HIV patients, and has overseen the training and mentoring of junior physicians.

Colleen Elphick started her RPH career in 1968 as a Clerk Typist in the Laundry Department and when the onsite laundry was closed and the laundering of linen



*Congratulations to Martyn French, Colleen Elphick and Joseph Chu from RPH Executive and staff.*

and uniforms was sent externally in 1973, she became the Clerk Typist for both Linen Services and the Housekeeping Department. She later transferred to the Supply Services where she worked as a Clerk Typist.

In 1990 Colleen successfully applied for her current position of Linen Services Officer.

Over her forty year career at the Hospital, Colleen has been involved in many changes to the operation of Linen Room services including the closure of the onsite laundry, the transfer of laundry services to the Government Agency Hospital Laundry and later the outsourcing of laundry services to an external provider.



*A/Prof. Paul Mark*

## Greetings From the A/Executive Director

Following our highly successful Four Hour Rule super summit on 11th November we now head into the implementation phase of the

program. At this point it is important to focus on our goals - to improve the patient experience by adding timeliness and predictability to the quality, safety and brilliance of care for which Royal Perth Hospital is renown.

No less important, reducing hospital occupancy to 90% by accelerating patient

treatment and thereby shortening length of stay will improve our staff experience.

So what were the major conclusions of the super summit? Firstly the speed of assessment in the emergency department must increase. Indeed the ED owns the responsibility for discharging the 55% of attendances that do not require admission within four hours of triage. One major initiative already in place is team based care wherein a consultant or registrar sees every patient within 30 minutes of arrival. Another initiative is to make better use of the emergency medicine ward.

The responsibility for admitting within four hours the 45% of ED attendees who require inpatient care rests with inpatient teams not the ED. To do this requires a further focus on discharges first thing in the morning seven days a week. To be effective this must be accompanied by a reduction in length of stay not an increase. This means that we must focus on eliminating all unnecessary delays throughout the patient's admission.

Inpatient Divisions and specialties must have arrangements in place to ensure the rapid assessment of likely admissions so that there are no unnecessary delays.

# Plans for New RPH

RPH staff and visitors had a look at what RPH could look like in the future - thanks to a recent bridge display from UWA Architecture and Urban Design students.

Earlier this year, the students were invited by the Minister for Health, Dr Kim Hames, to consider possible outcomes for the redevelopment of RPH.

As part of their course, architecture students prepared concepts for the redevelopment of the hospital, while planning students created design concepts for the wider precinct. The design outcomes of 16 students were put on display on the bridge for two weeks.

Dr Hames visited RPH and awarded prizes to two students for the Most Promising Design for Planning and Architecture, as judged by the Royal Perth Precinct Committee.

Congratulations to Xia Chen who received the prize for Planning Design and Terrina Lo for winning the Architecture design award.



Executive Director Paul Mark with winners Xia Chen and Terrina Lo.

## Employees of the Month

### October



Jerry McSweeney

#### Wellington Street Campus

Wellington Street Campus Employee of the Month for October is Theatre Patient Care Assistant Jerry McSweeney.

Jerry's nominators describe him as friendly, passionate and polite, and a pleasure to work with.

Jerry always demonstrates an excellent rapport with patients and his kind and caring words reassure them during their journey through theatres.

No job is ever too much for Jerry and he always volunteers to help out in any way that he can; this is much appreciated by other members of staff.

Jerry contributes greatly to the efficiency and atmosphere of the department.



Christine McGregor

#### Shenton Park Campus

Resource Office Nurse Manager Christine McGregor is the winner of October Employee of the Month at Shenton Park.

Christine has the difficult job of managing staffing across the campus, ensuring each ward has an adequate mix of staff at all times to make sure the best service and care can be provided to patients.

Christine is a highly valued and respected member of the Shenton Park Campus nursing team and puts in 110% every day to achieve the best possible results.

She always strives to improve the services provided by her position and the campus as a whole.

She always appreciates and recognises the work of other staff members and thanks them for their efforts and she does everything with grace and sense of humour.

### November



Mary Hunt

#### Wellington Street Campus

The Wellington Street Employee of the Month for November is Senior Speech Pathologist Mary Hunt.

Mary has incredible dedication to improving the service of her own department and other departments throughout the hospital.

Mary constantly searched for opportunities to assist her colleagues and clients beyond her duties and strives to improve outcomes for all parties.

"There is just something about Mary!" said Mary's nominator.

"She always displays the utmost respect for others, and has an incredible clinical knowledge and an amazing work ethic."

It is these qualities, along with being caring and genuine, that makes her trusted by all.



Louise Waters

#### Shenton Park Campus

Inspirational, honest and open are just some words used to describe November's Shenton Park Campus Employee of the Month, Louise Waters.

Louise, Ward 9 Staff Development Nurse, is a great motivator who helps the staff grow - her nominators say she has excellent ideas and is an excellent leader with vision to improve education for nurses.

Her sense of humour is much appreciated by fellow staff members and can always put people at ease.

She always maintains high standards in accordance with SERVIO values and teaches her peers and staff to do so as well.

Special thanks to our sponsors: Police and Nurses Credit Society for their \$100 prize, Bunnings Warehouse for their \$50 gift card and HESTA Super Fund for their \$50 gift card.

# Greener Hospitals

Royal Perth Hospital is doing its fair share to encourage staff to live and work green.

The inaugural Greener Hospitals conference, organised by the RPH Health Environmental Action Team (HEAT), was held at Shenton Park Campus on 23rd of October 2009.

This conference was a unique opportunity for people across all health care services interested in the environment to get together and discuss making changes in their workplace.

The conference focused on the challenges facing government, policy makers and health care providers due to environmental change. It also demonstrated the impact healthcare is having on the environment and what actions can be taken to tackle these challenges.

For more information on HEAT please see the HEAT website [www.rph.health.wa.gov.au/heat/](http://www.rph.health.wa.gov.au/heat/) or contact Dayna Montgomery on 0404894133.



Jill Smith, Hayden Smith, Jim Thom, Sue Conlon, Dr Mohammad Ibrahim, Dayna Montgomery at the Greener Hospitals Conference.

## Four-Hour Rule Summit

The Four-hour Rule Solutions Summit held in the Old Vic Café on November 11 was a resounding success.

The event was attended by over 85 people from all hospital services. This included the Executive Director, Director of Nursing, and representation from Medical and Nursing Directors, Allied Health, Patient Support Services and the Chief Medical Officer.

A special thanks goes to those people who came in from annual leave to participate and those staff who facilitated the table sessions.

The summit was facilitated by staff from the Australian Institute of Management and UWA Business Alliance and ran for more than 7 hours.

Groups came up with the top 9 themes and then a brainstorming session worked out the 8 solutions needed to reach the stated goal of the Four-Hour rule.

The solution areas worked out are: Ward Based Teams, Ward Leadership, Discharge Planning, Senior Decision Maker in ED, Imaging/Investigations, Communication, Predictive Bed Management, Electronic Imaging Request with Electronic Diary, Reconfiguration of Surgery.

The nuts and bolts of implementing these solutions have already begun, to ensure they meet the deadline of April 14 next year when they're set to be introduced to Royal Perth Hospital.

The Four-Hour rule program board will work with the executive to prioritise phasing-in the solutions, bringing them on-line in a managed process.

Thanks to all those who gave such great input into the solutions summit and Royal Perth Hospital is on target to meet the Government's aim to improve the patient experience at all hospitals.

## Heritage Society AGM

The RPH Heritage Society held its annual general meeting last month to elect its new committee for 2010. The Annual Report was presented before discussion turned to the Heritage Precinct, fundraising functions and other heritage matters.

Fred Ordynski has retained his position as Chairperson and Ron Bodycoat remains Vice-Chairperson, with Mr Jeff Green as Secretary and Ann-Marie Gault as Treasurer.

Max Kay, Margaret Hubery, Jill O'Donnell, Sue Reid and Lorna White make up the committee.

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Achieving early discharge, timely ward care and immediate review of pending admissions will require a review of rosters so that staff assigned to undertake these activities do not have competing demands.

To assist them, each ward will have a dedicated clinical leader with protected time to coordinate patient care, deal with delays in that care, monitor and update the expected date of discharge, liaise with patients and their families, and focus on improving the patients' experience on their ward. In turn these senior nurses will play a pivotal role in determining which patients they accept onto their ward.

One of the most problematic issues within the hospital at present is the need for safari ward rounds - when teams have patients spread across multiple wards. A major recommendation of the super

summit was to allocate an appropriate number of beds per specialty and then devolve responsibility for managing them to the inpatient team. Work to make this happen is already under way. Focusing each team on a single or at most two wards will allow better working relationships to be built up amongst staff.

A new computer system called Cap Plan will shortly become operational and will provide a real time management tool for divisional, specialty and ward staff with the capacity to predict the likelihood of a specialty ward being over filled days in advance. Looking ahead and either expediting patient care so that discharges can be safely affected to allow new admissions or altering the pattern of elective admissions around the predictable emergency workload is the essence of predictive rather than reactive bed management.

In order to make these themes the new reality of 2010 we will need to carefully define roles and responsibilities, conduct staff education, develop business rules, define key performance indicators for every step and institute daily monitoring and appropriate escalation when difficulties arise.

This will become the way we do things at RPH and we must do whatever it takes to make it happen - safely and to the benefit of our patients and our staff.

2010 will be a challenging but innovative year. In the meantime I wish all staff, patients and friends of RPH a happy and peaceful festive season.

**Paul Mark**  
Clinical A/Professor

# Christmas Message

The Australian singer Paul Kelly and Aboriginal songwriter Kev Carmody co-wrote the song 'From little things, big things grow'. It isn't a Christmas carol, but you could probably write a good carol from it. It's about the birth of something that seemed too insignificant to ever amount to anything (the Aboriginal land rights movement).

When Jesus was born, in circumstances less auspicious than most, there was no particular reason to see that as a significant event for more than a handful

of people either. But 2000 years later we still remember and celebrate the story of that one birth ... a story that most of know better than the stories of our own births!

It would have been easy for Mary and Joseph to give up hope and despair of even surviving the week let alone ever making a creative contribution to the world. But sheltered in a shed in Nowheresville, squatting in the straw, Mary became the mother of God and Joseph became the trembling midwife

whose hands drew God-made-flesh squirming and gasping into the world. And we continue to celebrate the impact that one small baby has as people in every generation recognise him as the Prince of Peace and strive to live out that peace in the world.

I confess that I cringe a bit each time I hear the phrase 'the true meaning of Christmas'. But if you're looking for it, perhaps that's it... 'From little things, big things grow'! And I if you think you're too small to make a difference in the world around you then contemplate again the Christmas story.

The Revd Canon Tim Spencer, RPH Chaplain

## RPH Scholarship Winner

World-recognised trauma expert Dr Sudhakar Rao has won the inaugural RPH Perth Convention Bureau Scholarship.

The Perth Convention Bureau sponsored \$5000 scholarships for all major Perth hospitals to encourage health workers to attend a conference they wanted to attend. The Bureau then works with the winners from Fremantle, SCGH, Joondalup and Royal Perth hospitals to bring that conference to Perth in the coming years.

Dr Rao said he would donate the money to trauma staff to allow them to attend conferences and then work with the

Bureau to host the Australasian Trauma Society Annual Scientific Meeting in 2012.

Dr Rao said this was an opportunity to recognise the talented trauma staff we had at RPH.

"This is an opportunity for us to show other experts how we operate and why we are at the forefront of trauma care," he said.



Trauma Program Manager Maxine Burrell (centre) receives the RPH Perth Convention Bureau Scholarship, for trauma staff, from RPH A/Executive Director Paul Mark and PCB Managing Director, Christine McLean.

"Perth is certainly a beautiful city for visiting trauma experts to enjoy while we share our experiences and expertise."

## Staff Amenities

Christmas is only just around the corner and here are some ideas for presents:

### 2010 PERTH UBD

Not sure what to get that person that has everything but has a habit of getting lost!

Well look no further and buy them the new 2010 UBD.

Only \$19.50 each  
RRP \$34.95 **SAVE \$15.45!!**

To avoid disappointment order and pay for your UBD before they sell out! Once we have sold out we will not be able to get anymore until next year

### MOVIE TICKETS

We sell all movie tickets

Greater Union plus Gold Class, Hoyts plus La Premiere, Movie Masters, Grand Cinemas, Lunatics, Reading Adults only; Plus Fremantle Rottnest Tickets and Hillary Rottnest Tickets, The Perth Zoo, The Maze & Wanneroo Botanical Gardens & Mini Golf.

For all the Prices, go to the website and look under SERVICES: [www.rphstaff.com](http://www.rphstaff.com)

## BE IN IT to WIN IT!

Congratulations to the winners of the SMAHS (South Metropolitan Area Health Service) Safe Work Australia Week 'Spot the Hazard Competition'.

The Large Gift Hamper was won by Elli Baarda and Rachelle Roberts was the lucky winner of the \$100 Myer Gift Card - which will come in handy over the Christmas period.

Thank you to everyone who entered the competition.