



Servionews

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Bravery Award for young RPH patient

Royal Perth Hospital patient Taryn Clark got the best surprise when what she thought was a lovely day in Fremantle with her family ended with her being the RPH winner of the Annual Fremantle Dockers Bravery Award.

Taryn, a huge Fremantle Dockers fan and member for the past six years, was nominated for the award by the RPH doctors and nurses that cared for during her stay in hospital.

For most of us, a healthy heart and lungs are taken for granted. For Taryn it's a completely different story, having suffered from a genetic disease which resulted in her undergoing a life-saving heart and lung transplant.

RPH Lung Transplant Clinical Nurse Consultant Sharon Lawrence said that everyone that looked after Taryn was amazed by her determination and maturity.

"She has been through so much but we never once heard her complain. She has a great attitude and a bright future - she's an inspiration to everyone," Sharon said

Taryn said that she was surprised to have won this award.

"I had no idea, I'm very surprised. I thought we were just going to spend the day in Fremantle.

"I'm very happy that I got to meet players from the Dockers, my favourite team," Taryn said.

For Taryn the day continued to get better, with RPH staff surprising her with a signed Dockers jersey. Now in its 16th year, the awards recognise bravery and are held in admiration of these young people who,



RPH Bravery Award Winner Taryn Clark with Fremantle Dockers players Alex Silvagni and Anthony Morabito

for one reason or another, pass through the wards of hospitals within the South Metropolitan Area Health Service (SMAHS).



Paul Mark

Greetings from the A/Executive Director

I write this article after returning from a period of study in Melbourne where some of the strategies currently being introduced in

Western Australia have been in place for sometime. As in WA, the key focus is on improving patient care, managing resources and delivering quality. Quality is defined by Lord Darzi in the United Kingdom as safe, personalised and clinically effective care.

Staff at RPH have done a wonderful job in improving the patient experience for acute admissions under the 4 Hour Rule Program. I am grateful to Geraldine Carlton, Drs Frank Daly and Kevin Warr, Linda Brearley and other members of the Executive Group for maintaining the impetus from last year.

At this point of time it is appropriate to reflect on how our efforts are improving the patient experience and that of our staff. The whole purpose of the program is to add timeliness of care (and reduce the delays / cancellations) to the same quality, safe care for which RPH is renowned. The methods we use to achieve the timelines must ensure that patient safety is enhanced at every opportunity. This means that our solutions need to be proactive rather than reactive.

It is also the intention of the 4 Hour Rule to improve the working lives of our staff. Whilst there may be changes in many processes, there will be no interference with the clinical staff/patient relationship. Very often, it is a matter of adjusting our working days to give a higher priority to timeliness of care. In the end we aim to achieve a more predictable working environment.

Another dimension of quality is personalised care. So often our patients' perceptions are coloured by how we introduce ourselves, how well we explain what is happening, especially if there are delays and how well we involve them in decisions regarding their treatment.

To ensure quality, safety and timeliness of care integrated at every level, the executive responsibility for these functions now sits with Ms Carmel McCormack as the Acting Director of Operations. Carmel's role amongst other things is to ensure that all of the things we do go towards improving the patient's experience and the quality of their care.

76% of the hospital's bed days are occupied by patients following an unplanned admission which explains why the focus on improving timeliness of emergency care is so important. Whilst RPH is currently ahead of its elective surgery targets we must nevertheless

strive to ensure that we maintain the considerable progress we have made in elective waitlist over recent years.

As winter is now half over, we look forward to longer days and the coming change of season. On behalf of your

Executive team, I thank each and every member of staff for their contribution to your hospital over the last six months.

Your sincerely,

Dr Paul Mark
A/Executive Director, RPH.

The Hot Spot

The Health Environmental Awareness Team (HEAT) presented a 'sold out' Great Gardens lecture with Chris Ferreira last month. Staff enjoyed Chris's knowledge of native plants, garden designs, mulches and soils in order to create a sustainable garden specific to our Perth climate.

Feedback from the lecture was that staff could have stayed longer!! HEAT hopes to invite Chris back in September for more workshops at both the WSC and SPC sites.

Don't forget to nominate your ward or department for the quarterly SITA \$100 prize for Reducing Reusing and Recycling initiatives within RPH. See the HEAT website for more information www.rph.health.wa.gov.au/heat/

HEAT tip of the month :
With winter upon us it's a great time to install a water tank!

The allocation of two hours per month during work time has been endorsed for staff to develop and implement environmental initiatives. For more information on assisting HEAT projects, payroll deductions and upcoming events please contact Dayna Montgomery on email or 0404 894 133 or just come along to our next meeting Wednesday 3.30pm 28th July 2010 in the Bruce Hunt Seminar Room 4.

Policy Matters

Two new RPH policies were recently endorsed by The Executive Committee (TEC) and are to be implemented across the Hospital:

RPH - Safe Use of Medication Refrigerators

RPH - Use of Lamson™ Tube and Carriers.

They have been placed on Servio Online so that they are easily accessible to staff.

In addition to developing new policies SMAHS Governance, Policy and Legislative Compliance Unit (GPLCU) staff is continuing the review of a large number of SMAHS and RPH policies.

The following SMAHS policies are under development:

Health Records Release and Transport

Bariatric

Shared Care

Research and Research Governance.

Undertaking the review of an existing policy is a time consuming process and this may mean some policies may still be under review past their due review dates. To advise staff that a policy under review is still endorsed for use the GPLCU places a red endorsement stamp on the first page of the relevant policy.

All staff are encouraged to test their knowledge regarding SMAHS and RPH policies by participating in the online Policy of the Month Quizzes.

The Policy of the Month for July is the RPH Safe Use of Medication Refrigerators.

This interactive quiz may be accessed via the Policy of the Month Quiz folder located in the **Policy Education section of the RPH Policies and Procedures Manual on Servio Online** or by clicking onto the hyperlink above.

For more information about the Policy of the Month contact the SMAHS Governance, Policy Legislative Compliance Unit on 41952 or 43146.

Employees of the Month



Shenton Park Campus

Melena Hannebel is the Employee of the Month for Shenton Park Campus.

Melena is the Clerk for the Pain Medicine Centre. She is a dedicated staff member who is always willing to go out of her way to help patients, doctors and colleagues.

Mel is always the first to arrive and the last to leave. She works tirelessly to

ensure the smooth-running of the clinic.

The clinic deals with some very complex and difficult patients - Mel is very understanding and always takes time to talk to patients and listen to any problems they may have. She always does her best to assist the patients in anyway possible.

Having worked at the clinic for 8 years she has developed a great rapport with her colleagues. She is kind to everyone and treats all staff and patients with upmost respect.

Mel's nominators can't speak highly enough of her - they can't think of anyone that deserves this award more than her.



Wellington Street Campus.

Employee of the Month for Wellington Street Campus is Information Technologist for Imaging Services **Rob Long**.

Rob is an extremely well liked and respected team member. Rob's work with quickly responding to complex IT issues has allowed the Radiology Department to provide timely imaging reporting service essential to the medical care for the patients.

Rob has worked consistently to improve the information technology services for Radiology, Nuclear Medicine and the State-wide Neuro-Imaging Service. He has been particularly innovative in developing the Issue Tracker system, which has streamlined IT service calls.

Rob is an excellent supervisor and mentor for his junior IT colleagues. Rob's excellent people and communication skills means he can pass his IT knowledge and skill to staff who would otherwise find such activities threatening.

One of Rob's nominators states that Rob is an extremely innovative and dedicated staff member who has the potential to be a real leader in health IT.

Anna's constant compassion toward not only the patients but their families is a testament to her commitment to the nursing profession and its inherent service values.

One Lucky Bloke

A routine lung test for Ray Jones turned into a life-saving race against time after a RPH doctor noticed a previously unknown aneurism in his upper abdomen.

77 year-old Ray had driven down from Cape Burney, near Geraldton, to have a routine lung function test and was on his way back home, when he received a phone call telling him a problem had been discovered from his x-rays.

Dr Mike Must reviewed the x-rays and noticed something abnormal. He booked Ray into see visiting Vascular Specialist Dr Kishore Sieunarine in Geraldton the next day. The Dr's agreed Ray had a life-threatening aneurism and needed urgent surgery.

Ray headed back to RPH, was booked in for surgery and is now recovering well, although he's hardly had time to catch his breath.

"I'm a very lucky bloke,' Ray said. "I've been fixed and then looked after marvellously by everyone at RPH, especially staff on ward 6G and I've now got a second chance at life!"

Dr Mike Must agreed Ray was very lucky.

"If the abnormal image hadn't been noticed, Ray would have been a ticking time bomb and I'm glad he's had such a great outcome."

Well done to everybody!



Ray Jones with Dr Mike Musk and Clinical Nurse Therese Kenny.

Nuclear Medicine Gamma Cameras



Kathryn Linn and Geoff Roff with one of the new Gamma Cameras

Two state of the art Philips gamma cameras were recently installed in the RPH Nuclear Medicine department.

The Nuclear Medicine Gamma Cameras worth \$2million, are the first installation of these types of machines in Australia and replaced a pair of decade-old machines that had come to the end of their useful life.

The cameras work by scanning for previously administered radiation being admitted from the patient, allowing imaging of body systems and detection of varying pathologies eg: cancers, fractures and arthritis.

Chief Nuclear Medicine Geoff Roff says the machines have already made an

impact on the day-to-day operation of the department.

"We can now pick up far more detail with these machines than we previously could," Geoff said. "The ability of these machines with their added CT function provides more information and with quicker scanning times and increased information provided, patients definitely get a much better outcome."

The process to have the new machines installed took nearly two years but well worth the wait according to Geoff.

"We will also be training other Nuclear Medicine professionals from overseas and interstate as required on these cameras"

Sleep-out for homeless



Elizabeth Moore, Bernadette Sheehan and Julia Reany getting ready for the CEO Sleepout.

A cold winter night didn't discourage a few Royal Perth Hospital staff from taking part in the 2010 St Vincent de Paul CEO sleepout to raise money for the homeless.

SMAHs Mental Health Operations Manager Julia Reany, RPH Mental Health Nurse Director Bernadette Sheehan and Mental Health Executive Director Elizabeth Moore experienced homelessness first-hand for one night and gained a fresh insight on this serious issue.

"A big chunk of our patients are homeless and we wanted to see what it was like and hopefully raise some awareness about it," said Julia.

There were 99 CEO and managers that took part in the sleepout and raised \$460,000.

Julia said that she is looking forward to taking part in next year's sleepout with a few more people from WA Health.

RPH induction goes on-line

Royal Perth Hospital has just made the induction process a whole lot easier for its new employees.

The new Hospital Induction e-learning package was developed in an effort to increase flexibility and access for new staff to complete induction within six weeks of commencing employment.

RPH The induction e-learning package can be accessed via Servio Online at the Education and Training page and will take approximately 2 hours to complete.

Corporate Education and Development Coordinator Rachael Cappeau said it's envisaged that Managers will give their new staff member access to a computer in a quiet area to complete the full package ideally on their first day of employment.

"The staff member will be required to email through confirmation of their completion and also print off an

evaluation form, so any computer used must have access to speakers, email and be connected to a printer," said Rachael.

Managers are reminded that they must make their staff available to attend the monthly Hospital Induction held at Bruce Hunt Lecture Theatre or complete the Hospital Induction e-learning package within six weeks of commencement of their employment as per the Induction Policy

Further information on the Hospital Induction e-learning package is available from the Education Centre. Please phone ext 42112 if you have any queries and Rachel Cappeau is more than happy to meet with Managers and their Supervisors to run through the requirements of the package and answer any related questions.



The new e-learning package is making induction more accessible to new staff.

Staff Amenities Fund

WEEKEND AWAY TO ALBANY

Do you feel like you need to get away from the "Rat Race" for a Weekend?

How about a Weekend Away to Albany staying at the Banksia Gardens Resort Motel - Albany!

Friday 10th September 2010 - Sunday 12th September 2010

Leaving from Carpark 5 - Goderich Street at 2.30pm

1 Bedroom Suite (sleeps 2 people) \$120.00 per night (\$240.00 per couple per weekend)

Kitchen area features microwave, fridge, sink, crockery and cutlery.

There is a dining table and chairs, roomy lounge area, gas heater and a large colour TV with Foxtel and free in-house movies showing regularly. All units have air conditioning. The bedroom has a queen-size bed with electric blanket.

2 Bedroom /1 Bathroom Suite (sleeps 4 people) \$82.50 per couple per night (\$165.00 per couple per weekend)

Kitchen area features microwave, fridge, sink, crockery and cutlery, Cook top. In the main bedroom there is a queen-size bed with two single beds in the second bedroom. All beds have electric blankets.

Saturday Day Tour: \$75.00pp

- Albany Farmers Market
- Alkoomi Wine & Olive Oil
- Great Southern Distilling Company -
- The Gap & The Natural Bridge
- White Star Hotel - Tanglehead Brewery for a Three Course lunch. This also includes Beer tasting plus 1 Drink with lunch - either one of beers or soft drink

Entrée - Antipasto Plate to share

Chicken Breast wrapped in prosciutto on a fresh grape & walnut salad with Bocconcini & Balsamic.

OR

250g Black Angus Beef Sirloin cooked Medium with Thyme, roasted potatoes, summer greens & mustard Butter.

Dessert - Sticky Date pudding with butterscotch sauce & ice cream

Plus a fantastic surprise for the group has been organised for Sunday.....

MUST BOOK AND PAY ASAP AS NUMBERS ARE LIMITED.....

Outstanding Service Award Nominations

Each year, Royal Perth Hospital gives consideration to presenting Outstanding Service Awards to staff that consistently perform their duties above and beyond what is normally expected. We are calling for nominations for employees of Royal Perth Hospital who fulfil this category.

Written nominations should to be forwarded to the: Executive Director's Office, (Level 3, South Block), by the close of business Friday 20 August 2010 Attention Anna Gault

Nominations will be considered by the Executive following the closing date. The winners will be announced at the RPH Outstanding Service Awards Dinner scheduled for Friday 19 November 2010, then published in Servio News and on Servio on Line.

CRITERIA:

1. Both the nominee and the person nominating must be direct employees of Royal Perth Hospital.
2. Each nominee must receive **more than one** nomination.
3. Nominations must address the statements contained within the Nomination Form for Outstanding Service Award (*One nominee per form*).
4. Staff are only eligible to receive the award once.

PLEASE NOTE: Outstanding service is more than simply long and/or valued service.

RPH.PublicRelations@health.wa.gov.au - email subscription.

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