



Servionews

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June 2011

RPH involved in RAAF training exercise

Staff from various departments within the hospital were involved in an emergency medical exercise conducted by the Royal Australian Air Force (RAAF).

RAAF simulated a mid-air collision at the Pearce Airbase with casualties flown to RPH for treatment.

As per any actual emergency incident, Emergency Department staff and the trauma team escorted the patient to ED. The exercise included a formal handover process of the patient from RAAF medical team.

As the home of specialised services such as trauma and burns, it is vital for hospital staff to be experienced in managing such emergencies, particularly those that involve external agencies. These types of training exercises are a great way to ensure the hospital is fully prepared.



Maha Rajagopal

Greetings from the A/Executive Director

Winter has finally arrived. I feel sure that in the coming months we will experience the bite of winter as we receive

an influx people with flu and other winter illness through our Emergency Department. With extensive data at our fingertips it is easier for the hospital to predict what patients will arrive and when, and help us manage the demand.

The hospital's winter bed management plan –running until 16 October – has been designed to help meet an expected four per cent increase in emergency attendances during this period. This increased demand will

be managed within a 498 bed stock, and include strategies such as utilising external services such as Silver Chain, focusing on early discharge, and discharge planning.

Part of the next steps in the Four Hour Rule Program will also assist in helping the hospital during the winter period. As a hospital, we need to focus on significantly reducing a patient's length of stay, particularly those over 21 days. In reducing the length of stay, we free up beds, which helps us give timely care to the next patient.

On an individual level, there is much that each of us can do to help the hospital. It is important for all staff to have the annual free flu vaccination. This helps to reduce staff absenteeism, and thus assists

the hospital in maintaining a high level of care and service. If you haven't had your vaccination please call the Staff Occupational Health Unit, and remember if you have the flu, stay home to recuperate before returning to work.

We all also need to be vigilant with our hand hygiene practices. With many viruses widespread, this one simple and safe action helps the hospital prevent the spread of illness between patients. Hand hygiene is good clinical practice for all RPH staff.

In closing, I wish to thank all staff in advance for your support and focus on making improvements so that we can continue to provide a high level of care and service, even during the very busy time that winter is sure to be.



International focus on road safety

The launch of United Nation's Decade of Action for Road Safety in May aims to stabilise and reduce the number of road traffic fatalities by 2020. The trauma registry at Royal Perth Hospital is playing a key role in reducing road trauma not just in Western Australia, but also on an international level.

With the assistance and guidance from RPH Trauma Registry staff, United Arab Emirates (UAE) - where 18 per cent of the annual mortality is trauma related - has developed a national Trauma Registry.

State Director of Trauma Services, Dr Sudhakar Rao said trauma registries are databases that document trauma causes according to specific inclusion criteria.

"Professor Fikri Abu-Zidan from UAE trained at RPH and was impressed with the Trauma Registry. We supported his interest in setting up a

national trauma registry for the UAE by providing him access to our data collection documentation and forms," Dr Rao said

"The RPH Trauma Registry, which was established in 1994, collects information on all trauma patients who are admitted for at least 24 hours, or who die from their injuries.

"This is invaluable data as the information can be used for trauma-related activities, awareness and research."

The data clearly indicates that people continually need to be reminded of the importance of safety equipment as it can mean the difference between life and death.

"Trauma injuries have a significant impact on families and on the community but could easily be prevented a little effort such as wearing a seatbelt or helmet," Dr Rao said.

Thank you...

To Royal Perth Hospital staff

I would like to take this opportunity to thank RPH for the wonderful care and attention given to my wife's mother who was recently admitted to RPH through the Emergency Department.

Anna was transferred to Ward 5B for what turned out to be the last four days of her life. The level of care, understanding and compassion provided to Anna and our extended family was exemplary. You did all that you could, and more, to make her comfortable and treat her with dignity.

This was particularly so for the nursing staff, but also for the doctors and support staff.

Anna had private medical cover and through circumstances was admitted to RPH as opposed to a private hospital. I know that she could not have received a better standard of care at a private facility. The staff at RPH are a credit to our public health system.

Young patient's bravery recognised

Jessie Young, a 17 year-old RPH patient, was one of the recipients of the 17th Annual Fremantle Dockers Football Club Bravery Award.

Jessie, nominated by hospital staff, was applauded for his amazing strength and courage shown whilst undergoing treatment for lymphoma.

Jessie was working hard to complete his carpentry and joinery apprenticeship when he was diagnosed with cancer. After six weeks of intensive treatment, Jessie was discharged from hospital on a home treatment program, where nurses from RPH visited regularly to provide medication and check on his health.

According to Jessie's family, he has been incredibly strong since his diagnosis and has not complained once. He is also looking forward to completing his apprenticeship.

For his bravery Jessie received X-Box from major sponsor HBF, and tickets to a home game from the Fremantle Dockers Football Club. Supporting sponsors are Myer, Fremantle, and Hoyts.

The Bravery Awards celebrate the amazing strength, determination, and courage of special young people and their families. In 2011, 12 children were recognised for the bravery they show when patients at SMAHS hospitals.



Century Old building captured in painting

Geoff Hillier has captured the beauty and grandeur of Royal Perth Hospital's Kirkman House in a beautiful oil painting called 'Morning Glow'.

Geoff, RPH Equipment Store person and an avid painter, said it took three months to complete the painting.

"I have always had an interest in heritage buildings and architecture. So much of the hospital's history is associated with Kirkman House and the Moreton Bay fig tree: both are over a century old. It is one of the most iconic parts of the hospital."

As a former patient, Geoff said the painting is also a tribute to former and current nursing and medical staff.

"I was a patient at RPH for four months and the hospital staff saved my life. This is a small way of showing my appreciation."

The painting was on display as a part of RPH Heritage Society's week long display at Wellington Street Campus.



Geoff Hillier in front of Kirkman House with painting 'Morning Glow'

Long stay patients benefiting from new committee

Royal Perth Hospital patient Marg Bird is looking forward to going home permanently after an extended stay in hospital.

Marg sustained serious injuries in a car accident and due to associated complexities has been a long stay patient. She is one of the patients who has benefited from a new committee set up to assess the clinical needs and facilitate discharge planning of long stay patients at RPH.

The Long Stay Committee, with representation from senior allied health and executive leadership, reviews the cases of individuals who have been in hospital for an extended period. With the average length of stay being 4.4 days, some patients under review have been in hospital for over 60 days.

Dr Hannah Seymour, Four Hour Rule Clinical Lead and member of the committee, said it was set up to problem solve and address the issues that were preventing some patients from being discharged.

"In most cases, these patients are in hospital not only due to their complex and long term medical issues, but also some social factors that prevent them from being discharged," Dr Seymour said.

"The committee's focus is to address all of these issues and facilitate an appropriate discharge plan. Our aim is to discharge the patient back into the community with the appropriate support from the hospital, such as HITH, RITH, and external agencies such as Silver Chain."



Marg Bird with staff from Ward 5G

"In Marg's case, the team on Ward 5G, under the leadership of Clinical Nurse Specialist Sam Jenaway and Physiotherapist Hollie Ferrall, have worked tirelessly to ensure Marg is discharged with the appropriate level of support."

Marg said throughout her time at the hospital she has met some wonderful staff.

"The staff at RPH make the hospital what it is. They have given exceptional and high quality care from the very first moment I became a patient," Marg said.

"I will miss them. I would like to thank all staff at Wellington St and Shenton Park Campuses for everything. They have helped me enormously. I am now looking forward to spending some quality time with my family."

Employees of the month

March

Wellington Street Campus Carol Collins, Radiology Clerk

Carol is always looking to improve the services provided by the Radiology Department. She recently joined the MRI Lean Project Review Group and has made a significant contribution in rescheduling requirements to improve services and turn around times for patients.

Carol is exceptional in dealing with patients. She has an inherent knowledge that people who come to the hospital are unwell. As a result, she makes every effort to treat them with courtesy, kindness, and understanding. Carol takes the time to treat the individual as a person and not a customer.

When dealing with staff, Carol always has a pleasant demeanour and accommodates any inquiries fellow colleagues may have. Her can do attitude has earned the respect of her colleagues.

Carol is committed to RPH being portrayed as a professional and caring environment.



Shenton Park Campus Zoe Sturcke , Enrolled Nurse

Zoe is a dedicated nurse who always attends to patients' needs with a smile. She constantly goes above and beyond to make patients stay in Well-Tell as comfortable and enjoyable as possible.

Zoe takes into account every patients' situation and makes sure that every aspect of the patients' care and needs are always attended to.

She is well respected and liked by both staff and patients. Zoe's excellent communication skills mean that she can deal with colleagues from all different areas within the hospital with ease.



April

Wellington Street Campus Janet Olkowicz, Enrolled Nurse - Nuclear Medicine

Janet is a dedicated staff member who treats everyone equally, no matter their situation or status, and listens to their stories without judgement or prejudice. She always thinks the best of people, whether they are colleagues or patients.

When patients feel apprehensive and frightened about the tests they maybe undergoing, she makes them feel better and is often complimented by patients' relatives on how she has improved their experience.

Janet's nominators say that she is a joy to work with and gives 100 per cent everyday. Shenton Park Campus

Shenton Park Campus Brenda Quinn , Ward Clerk

Brenda is always friendly and courteous towards staff, patients, and their families. She treats everyone with respect, and goes above and beyond her duties to assist others.

She is the first person seen when entering Ward 1 and it is pleasure to be greeted with a friendly smile.

Not only does Brenda show a great level of respect to all staff, patients, and visitors, she also displays a great understanding of their feelings.

No
Photograph
Available



A special thanks goes to our valued sponsors - Police and Nurses Credit Society, Hesta Super Fund and Bunnings Warehouse - who provide prizes to the winners each month.

iSoBAR winners

Department of Geriatric Medicine are the winners the first iSoBAR audit with 60 per cent of patient notes meeting the correct format, making the documentation clear and easy to read.

iSoBAR format was introduced at the end of April to help implement clear, concise and standardised patient documentation, and to encourage the documentation of clear discharge plans.

Education sessions have been held in various departments and a notes audit was completed to assess the areas that were consistently using the iSoBAR standard.

Other areas that performed well were Acute Assessment Unit, and the Cancer and Neuroscience Division.



Congratulations to DGM staff

Business continuity and emergency procedures

What happens if the hospital is affected by events which significantly impact on its ability to deliver critical services? The updated Business Continuity Management Plan outlines the hospital's response to such major disruptions.

Launched in May, the new plan was developed by the RPH Risk Manager and the Emergency Management Unit, in conjunction with senior staff from all areas of the hospital.

The hospital has also launched the latest version of the Emergency Procedures Manual. An electronic version, which is easier to use and navigate, replaces the existing large red manual. All areas of the hospital have also received an updated Quick Reference Guide, found in the emergency procedures 'red box'.

Emergency Management Officer Daniel Forsdyke said the updated version is an evolution of the last manual, with the majority of changes including the learning from the last four years.

Both the Emergency Procedures Manual and the Business Continuity Plans are now available on Servio Online, by using the 'Emergency Procedures' button on the home page. Further information is available from the Emergency Management Unit.



Daniel Forsdyke, Octo Moniz, Julie Wild, Alana Roscoe, Robyn Kovac (QR Guide WSC, QR Guide SPC)

Patient outing encourages re-integration



Patients and staff from Spinal Unit at a recent outing in Fremantle

As most patients on the Spinal Unit at Shenton Park Campus are long-term patients, the chance to get out and about in Perth with the supervision of hospital staff is a welcomed treat.

Organised by the unit's Recreation Committee, which consists of allied health and nursing staff, the monthly outing is an important means for patients to commence their re-integration into the community after a spinal cord injury.

The activities also aim to:

- encourage patients to participate in recreation, leisure and sporting activities
- promote opportunities to increase experiences of different activities to which might be of interest to the patient
- offer activities that encourage socialisation and fun whilst an inpatient.

The outings are available to anybody on the ward with a spinal cord injury and their family members, as long as staff are confident of the patient's ability to manage away from a ward setting.

Raising money for a cause



Staff and patients on Ward 10A wearing purple bras to raise money for Breast Cancer Care WA

It's the only day you can wear a bra on the outside and get away with it.

Staff from various departments took part in this year's Purple Bra Day, raising much needed funds for Breast Cancer Care WA.

Breast Cancer Care WA provides support to women and their families affected by a diagnosis of breast cancer.

Caran Danskins, Staff Development Nurse from Ward 10A, said she was motivated to take part in the event as Breast Cancer Care WA provides invaluable support to many of the patients on ward.

"We see the impact the support provided by this organisation has on our patients and Purple Bra Day was a fun way for staff to help out," said Caran.

Berrie bids farewell

Royal Perth Hospital's Occupational Health Nurse has retired after 21 years of loyal service to the hospital.

Berrie Morrison commenced her first role as an Occupational Health Rehabilitation Officer. She later moved into the role of Occupational Health Nurse in 1997 where she has happily remained and seen through many organisational changes.

Over the years, Berrie has been instrumental in introducing and implementing a number of key initiatives, which have supported and played a significant part in raising awareness and educating staff. Her vast knowledge and experience has been invaluable to occupational health nurses throughout metropolitan health and country WA. Furthermore, Berrie has assisted in the inception and development of the current Department of Occupational Safety and Health.



Berrie (front, second from right) is retiring after 21 years at RPH

Berrie has been the point of contact for the Staff Occupational Health Unit for 21 years, and as she moves on to the golden path of retirement we would like to welcome Tracy Brown as her replacement. Tracy has extensive experience in the health sector and looks forward to leading the Staff Occupational Health Unit.

We wish Berrie all the best!

The RPH Executive Committee held a special staff thank-you BBQ lunch in celebration everyone's dedication and commitment to improving patient care and safety through the Four Hour Rule Program. The Minister for Health Dr Kim Hames and Department of Health Director General Kim Snowball also visited the hospital to thank key staff members who contributed to the success of the program.



Staff Forums

The next forums will be held in July.

Wellington Street Campus:

Tuesday, 19 July at 1.30pm
Bruce Hunt Lecture Theatre

Shenton Park Campus:

Thursday, 21 July at 1.00pm
Thorburn House Lecture Theatre

PARTY Program school holiday event

An opportunity for RPH staff and their relatives to experience the consequences of risk taking behaviour. The event is open to students aged 15 and above.

Date: Wednesday, 20 July 2011, during school holidays

Time: 9.00am – 3.15pm

Cost: \$30.00 non-refundable includes morning tea, and transfer to and from Shenton Park Campus

RSVP: Closing date for applications 11 July 2011 (limited places available)

To register or make enquiries contact Angela McDowall ext: 41429 or Nadeera ext: 42061 at the Trauma Registry, Level 1, North Block.

NAIDOC Week activities

National Aboriginal and Islanders Day Observance Committee (NAIDOC) Week, held from July 3-10, is an opportunity for Australians to recognise the contributions of Indigenous Australians to society, particularly those in health care. This is particularly important in RPH because of our large number of Aboriginal patients and our small but growing team of dedicated Aboriginal staff.

RPH will celebrate the week on **Tuesday, 5 July** with activities including:

Flag raising ceremony

North Block, Wellington St – 9.30am

Traditional food tasting

Bridge -12noon-2pm

Throughout the week there will also be a ward decorating competition and bridge displays by associated health organisations.

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Special introductory offer for Royal Perth Hospital employees

If you take out both a corporate hospital and extras cover by 31 July 2011, we'll waive the 2 & 6 month waiting periods on extras, so you can claim straight away on things like dental, optical items and more.#

Waiting periods apply including 12 months for pre-existing ailments and some dental services.

* Except if you're entitled to cover under third party arrangements (e.g state ambulance schemes etc).

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