



Servionews

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Task Tracker improving patient care

Royal Perth Hospital has become the first hospital in WA to introduce a new technology based system to help Junior Medical Officers in their role to track, prioritise, re-assign and pick up non-urgent, non-clinical tasks while on night duty.

As a part of the Four Hour Rule Program, Junior Medical Officers (JMO) have been assigned iPads, which are configured to receive regular wireless updates of information entered on the Task Tracker system by nursing staff. This access to information is helping to deliver quality care that is safe, effective, personal and timely.

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Dr Justin Teng (front) with the new iPads



Dr. Frank Daly

Greetings from the A/Executive Director

The recent visits to Royal Perth Hospital's two campuses by SMAHS Chief Executive Nicole Feely

was an opportunity for staff to learn more about the reconfiguration of all the hospitals within the area and the clinical services planning required to prepare for the opening of Fiona Stanley Hospital (FSH) in 2014.

During the presentations, Ms Feely affirmed the continuation of RPH Wellington St Campus as a major contributor to health services in the south metropolitan area and the state after the opening of the FSH.

The Wellington St Campus will become a 410-bed tertiary hospital providing major trauma and highly specialised surgical services including cardiothoracic surgery and heart-lung transplantation. There will also be tertiary mental health services, specialist medical services and a broad range of same day and clinical support services at the hospital.

The Hon. Kim Hames, Minister for Health also visited the hospital recently. Both he and Ms Feely, during their respective visits, acknowledged the hospital's efforts in working towards the 85% Four Hour access target. On touring the Emergency Department, the Minister for Health thanked staff for their hard work during one of the busiest periods – Christmas and New Year.

The drive by staff to meet the April target is certainly apparent throughout the hospital. RPH is progressively improving each week, and this steady approach provides confidence that we will reach the 85 per cent target while providing optimum safe and effective care for every single one of our patients. However, once April passes, we cannot take our 'foot of the accelerator'. It will be vitally important to remain focused and determined to provide the best quality patient care.

Royal Perth Hospital will have to meet multiple challenges in the future. These will include improving patient access within four hours, timely elective surgery and streamlined ambulatory services.

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Anaesthetist to Author

Anaesthetist **Richard Riley's** work is receiving attention from unimaginable areas with the recent translation of his book **Manual of Simulation in Healthcare** into Korean.

Dr Riley, an RPH employee for over 20 years, recognised a need for a practical manual about the use of simulation in a medical setting.

"Medical simulation and scenario training is a relatively new science and is being used more extensively to enhance the educational experience and emulate 'real life' crises," Dr Riley said.

Dr Riley said Theatre Registered Nurse **Inhee Jung** translated the inscription of the Korean version back into English so he could understand what was written.

It took 41 members of the Korean Society of Medical Simulation over 9 months to translate the 352 pages.

"It was unbelievable that it took so many people so many months, each responsible for one section, to translate the book."

With the help of Department of Foreign Affairs and Trade, the book is also on its way to North Korea.

"The Korean Society of Medical Simulation is based in South Korea and can access the book easily.

As I received several complimentary copies of the book, I decided to offer a copy to their northern neighbours," Dr Riley said.

The English edition took over three years to write and was published in 2008.

"The book has assisted in educating medical response teams, surgeons, anaesthetists, obstetricians and even military paramedics," Dr Riley said.



Dr Richard Riley with Inhee Jung

Employees of the month

Wellington Street Campus

Lung Transplant Team Registrar **Dr Mohamed Ibrahim** is February Employee of the Month for Wellington Street Campus.

Dr Ibrahim, nominated for the award during his time in RITH, has strong work ethics and constantly goes above and beyond his duties to assist his colleagues and patients.



He is an excellent listener and values opinions and clinical observations of other staff members. He is efficient, conscientious and provides good feedback to staff.

He takes the time to call patient to follow up on their status and improvements. Dr Ibrahim demonstrates immense tolerance and patience.

Dr Ibrahim is an active member of HEAT. He attends regular meetings to promote sustainable practices throughout the hospital.

His nominators say that Dr Ibrahim is a real asset to the hospital.

Shenton Park Campus

After-Hours Nurse Manager **Margaret Murray** is February Employee of the Month for Shenton Park Campus.

Maggie is very thorough in her patient assessments and follows up on patients who are unwell. She ensures that medical officers are aware of patient conditions. Her broad knowledge enables her to confidently manage patient problems in a timely manner.

She supports her colleagues at all times and is never too busy to talk to staff whether it is a personal or work issue. She is always treats senior and junior staff members with respect.

Magie is a strong team leader. She knows her staff and their capabilities allowing them to feel confident when contacting her with a problem.

Maggie is always keen to improve her knowledge by attending courses and seminars, and shares any new information with staff.



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.

Task Tracker improving patient care

“Our goal in successfully implementing the Four Hour Rule Program is not just to reduce waiting times in the Emergency Department, but also to improve the way Royal Perth Hospital functions and to provide a high quality of care to our patients,” A/Executive Director Dr Frank Daly said.

The roll out of the technology commenced on the February 23 following a successful trial, conducted from 16 to 20 February within the hospital’s medical and surgical cover teams.

During each night shift there are 6 iPads in use – one each for Medical,

Surgical, Medical Specialities, Surgical Specialities, and Medical and Surgical Night Ward Cover.

Dr Justin Teng, JMO representative for the implementation of the project, said there is an increase in efficiency for both nursing and medical staff as a result of the Task Tracker.

“Prior to introduction of Task Tracker medical staff were paged throughout their on-call shift, on occasion in the middle on procedures or medical reviews. Not only was this a disruption to workflow, but the nurses on the other end would have to wait for a reply to the page and there was no way of

confirming the message had been received. “

“The new system allows for on-call doctors to check for jobs when required while nursing staff no longer have to wait for a reply and instead can track progress of jobs.”

With Task Tracker there can also be some measure of how busy each speciality is after-hours and this assists in allocating appropriate ward covers.

Other WA tertiary hospitals will implement the technology following a successful roll out at RPH.

New standard in patient documentation

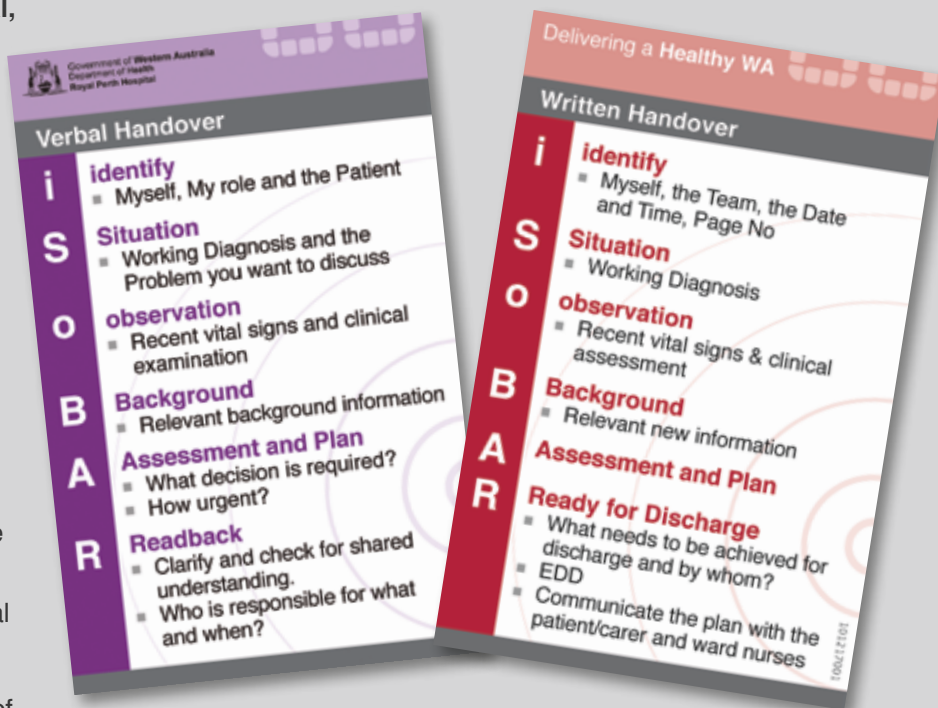
Improving patient handover between clinical, nursing and allied health staff is important as it helps us to increase patient safety, reduce adverse outcomes and ensure timely discharge.

iSoBar is to become the new documentation method for Royal Perth Hospital that aims to help implement clear, concise and standardised patient handover.

Already trialled in a number of areas within the hospital including Geriatric Medicine and Orthopaedics, the process has received positive feedback with staff agreeing that the new tool provides ‘a good, concise summary’.

A number of education sessions with clinical, nursing and allied health staff will be held in the coming weeks.

This new practise was previously trialled in rural areas as a means of providing efficient and effective verbal handover, and has since been adapted as a guide for written communication of patient details and discharge plans.



Greetings from the A/Executive Director continued from page 1 >

To achieve this we will need to build on the work we have done so far and strengthen our relationships between departments and professions. Everything we do impacts on the patient journey; it is vital that each of us understands the importance of our contribution and the myriad effects our individual actions have on the work of others. Teamwork is essential.

Without doubt, the hospital’s recent and future successes can in part be attributed to Paul Mark’s leadership. Dr Mark, during his tenure as the Acting Executive Director, RPH achieved outstanding accreditation results and vast improvements in access for patients. Access block dropped from 50% in mid 2008 to

less than 10 per cent in early 2011. On behalf of all RPH staff, I take this opportunity to wish Dr Mark all the very best in his new role as Area Director of Clinical Services for SMAHS.

Dr Frank Daly
A/Executive Director

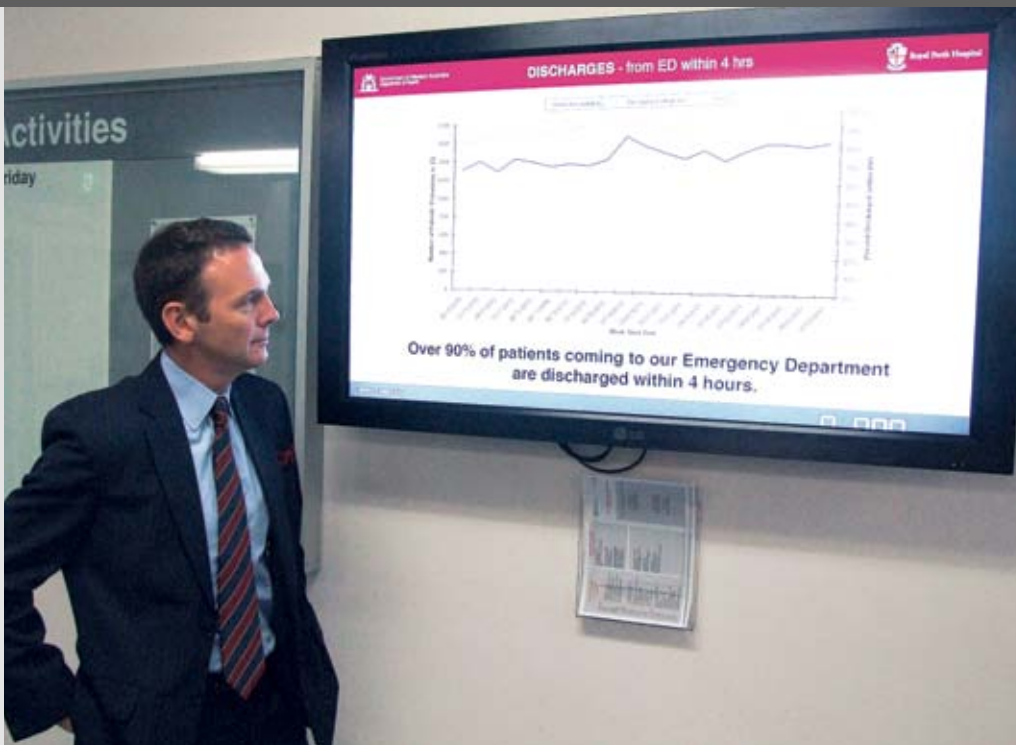
Quality data on public display

In a first, patients and visitors are able to see hard evidence of Royal Perth Hospital's quality and safety performance when they cross over the hospital's very busy thoroughfare on level 3.

Two large monitors, on 24/7, display quality and safety data and graphs in a very interesting and eye catching way, which is intended to encourage prolonged viewing. Data and graphs include:

- Emergency attendances by tertiary hospitals
- Percentage of attendances in the Emergency Department with a length of stay equal to/or less than four hours
- Percentage of discharges from Emergency and admissions to hospital from Emergency within the four hours
- Statewide waitlist - % urgent categories 1,2 & 3 over boundary
- Ambulance ramping
- Hand Hygiene compliance by group as well as overall compliance
- Influenza notifications.

According to Dr Frank Daly, A/Executive Director at RPH, the open display of information is beneficial to both the public and staff.



RPH A/Executive Director Dr Frank Daly with one of the new display monitors

“By displaying the information in an open manner we telling the public and staff that quality and safe patient care is important to the hospital and we need to take all necessary actions to ensure that we deliver an excellent level of care,” Dr Daly said.

“The data is an encouragement to staff to keep improving, and shows the public that we have improved and will continue to do so.”

The monitors are also used to display information on the hospital's discharge before 10am program, and health messages on hand hygiene and encouraging influenza vaccinations.

Overtime, it will also include data on MRSA rates, re-attendance rates for both the Emergency Department and hospital, and surgical site infection rates.

The presentation is updated weekly with the very latest information.

Patients benefit from generous fundraiser

Patients on Ward 10C now have a very comfortable and stylish patient and family day room thanks to the generous fundraising efforts of Club West.

The \$10,000 donation went towards the purchase of new leather couches, coffee table, reading lamp and bookcase, along with new crockery. Patients also had the benefit of a new drier, washing machine and wheelchair.

Samantha Morgan, Clinical Nurse Specialist on Ward 10C, said these new items allowed that little bit of luxury to be available to patients and visitors.

“Being able to get away to relax in lovely surroundings whilst reading a book or having a visit from family members is as important as undergoing medical treatment,” Sam said.

“The furniture purchased through the support of Club West will help many patients.”

The fund-raising charity group Club West started in 1990 to raise funds for HIV-related charities. Over the years the group has given money to Silver Chain, WA Aids Council Sir Charles Gardiner Hospital (Tree of Life) and the Immuno-deficiency Foundation, to name only a few.

Misprint

In February SERVIO news article ‘New hope for high blood pressure suffers’ Dr Sharad Shetty was misquoted as saying “Catheter-based renal denervation lowers the risk of heart attacks and strokes”.

As there is no definite clinical evidence to suggest this outcome, the article should have stated that high risk patients with uncontrolled Hypertension are otherwise at an increased risk of suffering a heart attack or stroke.

Helping burns victims of Laos

Two staff members from Royal Perth Hospital plastics team are off to Laos with hopes of providing a better life for patients with burns and trauma injuries.

Clinical Nurse Consultant **Beth Sperring** and Plastic Surgeon **Dr James Savundra** are part of a group of seven clinical and nursing volunteers from across Australia who will be volunteering with Interplast, an aid organisation who provide plastic and reconstructive surgery to the developing world.

Dr James Savundra, who has visited Laos three times, said the missions he had been on in recent times were different to those in the past.

“During our earlier visits, we saw a huge need for plastic and reconstructive surgery. On this return trip, we’ll be working with local medical

and nursing teams to treat patients with burns and trauma injuries,” Dr Savundra said.

Beth, who will be going to Laos for the first time, said she was inspired by Dr Savundra’s enthusiasm for his work. Her role will be to provide post-operative wound care on the ward.

“This will be an experience completely different to what we are used to here in Australia. We’ll be working 12 hour days, with no running water and basic medical equipment. I see this as a great opportunity to impart skills and knowledge about wound care to local nurses,” Beth said.

“The trip will be a challenge, but certainly one that I am relishing.

I am sure to return home with new understandings and insights.”



Heading to Laos - CNC Beth Sperring.

Beth and James will be joined by Gillian Bathgate, a nurse from Bethesda and St John of God Hospital.

Unique solution to treating an ageing population

Royal Perth Hospital is leading the way in caring for patient over the age of 65 years. To help manage treatment of an ageing population, RPH has set up Australia’s first major hospital ward dedicated to treating the complex medical issues associated with old-age.

Established in January 2010, Ward 9/B was developed as part of Ward Based Teams concept that brings patients presenting with similar conditions together to allow the consolidation of skilled staff in that specialty to deliver the best and most appropriate care.

Ward Clinical Nurse Specialist Dave Hughes said the hospital identified that there was an increasing demand on the hospital to address the medical, social and post-hospital needs of patients over the age of 65 years.

“Sixty eight percent of patients seen in Ward 9A/B are over 80 years of age. These patients are unique and far more complex than the standard medical patient is. Their medical issues are commonly related to social, economic and/or physical factors,” Dave said.

“The ward is therefore providing a holistic level of treatment rather just fixing the medical issue and discharging the patient.”

Staff in this area are as highly skilled as any other specialty nurse, i.e. ICU, Cardiology or operating theatres, as there



Ward 9A/B multidisciplinary team

are a whole set of acquired skills needed to assist patients in their journey home.

Areas of focus include falls management, prevention and undiagnosed delirium.

“Delirium in patients over 65 years old is often undiagnosed in up to 70% of patients. Staff on Ward 9A/B are currently being trained to identify behavioural traits and know the difference between dementia and delirium,” Dave said.

Lean thinking

Thinking 'lean' is the latest way Royal Perth Hospital is ensuring high quality, personal and timely care to patients.

Lean thinking enhances the quality of healthcare by improving flow in the patient journey, eliminating waste and maximising the use of available resources.

A two-day course was held late last year to up-skill staff in the principles of lean thinking, and since 15 'pods', with staff from all disciplines, have been set up throughout the hospital to identify ways of improving the patient journey and work practices.

Each pod has developed value maps, which allows the team to eliminate or restructure any unnecessary and resource intensive steps.

Staff interested in becoming involved in lean thinking initiatives are encouraged to contact Kate Fatovich or Kate Brockman via global email.



Lean thinking pods for ED and AAU

Riding for WA's Youth

Royal Perth Hospital Head of Physiotherapy and Allied Health, **Prof John Buchanan** will be donning his riding gear to raise money and awareness for a good cause.

John will be one of 48 riders taking part in 2011 Hawaiian Ride for Youth (R4Y) to raise funds for Youth Focus, a non-profit organisation working with 12-18 year

olds who are showing early signs associated with suicide, depression and self-harm. Funds raised, enables over 250 teenagers and their families to access necessary services for a year.

John said that over four and a half days, from 29 March to 2 April, the riders will cover over 650kms from Albany via the southwest to Perth.

"Throughout the journey, some of the riders will give presentations at local schools and country associations



Prof John Buchanan with one of his R4Y team members

about issues relating to youth mental health," John said.

Youth suicide, depression and self-harm are significant issues in our society and I am pleased to be supporting such a great cause."

To prepare for these journey, John has been training with his team since October 2010. This involves three early morning sessions during the week and about 150km ride on the weekend.

Hot Spot

There are an inspiring number of initiatives globally that focus on health care and sustainability.

For example, WA Health's Health and Climate Change Steering Group formed to support, and where relevant, coordinate WA Health policy and develop procedures that will lead to improved sustainability within the health system.

The main target areas for hospital workers are:

- reduced **energy** consumption
- reduced **water** consumption
- encourage staff, patients and visitors to use sustainable **transport**
- increase **recycling** and **reduce waste**
- **purchase** environmentally preferred products

The group's intranet site <http://greeninghealth/> contains lots of information and some excellent links. The Greener Times newsletter, the first issue released in January, is available to download via the site. The newsletter has an interesting mix of local, national and international sustainability news.

The intranet site also includes links to the new sustainable procurement guidelines issued by the Department of Treasury and Finance late last year; the report of the Climate Change and Healthcare conference recently held in Sydney; and a hospital in Queensland that will be powered almost entirely by photovoltaic cells. On the international front there is a story from Europe about massive health savings that could be realised with a 30% reduction in CO2 emissions.

The Greening WA Health intranet and newsletter are highly recommended.

HEAT tip of the month:
Switch off at night.

Under the Microscope

A group of investigators from the Burns Unit are looking for accurate and non-invasive means of measuring swelling and reducing scarring in patients with burn injuries.

Burns cause significant tissue swelling due to fluid leaks from affected blood vessels. The medical management of fluid leakage, which can last up to five days post-injury, involves fluid replacement, occasionally supplied directly into the bloodstream via an IV drip.

Senior Physiotherapist and Chief Investigator, **Dr Dale Edgar** said adjustment of fluid resuscitation

requires close monitoring in order to prevent complications and under or over replacement.

“When treating larger wounds, clinicians tread a fine line between excess tissues swelling which slows wound healing and increases the risk of scarring; and the prevention of renal failure, shock and possibly death.”

In 2009, researchers at the RPH Burn Unit demonstrated the usefulness of a non-invasive technique, known as bioimpedance spectroscopy (BIS) for measuring fluid changes after burns.

“BIS is based on the principle that impedance to the flow of an electric current through the body is directly related to the amount of water in the body. In this study the measurement of impedance in the body and the limbs will be used to estimate the amount of water and obtain a measure of swelling volume.”

BIS presently requires the standardised placement of electrodes on intact skin. Thus procedure can't be



BIS researchers Vidya Finlay, Kendall Sharpe, Sue Gordon, Associate Professor Leigh Ward and Dr. Dale Edgar

used to measure fluid shifts with open and large wounds due to the inability to place the electrodes to use the standard BIS algorithms.

This study aims to address these issues by testing different configurations for electrode placements and design new BIS algorithms for measurement of burn patient fluid shifts regardless of wound location.

This research has been funded by RPH Medical Research Foundation and UWA-University of Queensland Bilateral Collaborative Research Award. This has facilitated the inclusion of researchers from University of Queensland and James Cook University.

PARTY in Bunbury

An extension of Royal Perth Hospital's PARTY Program has commenced at Bunbury Regional Hospital, providing an opportunity for youth in regional areas to participate in this renowned program.

PARTY - Prevention of Alcohol and Risk Related Trauma in Youth - has been operational at RPH since 2006 with over 4500 high school students participating in the program so far.

The monthly program at Bunbury Hospital will provide an opportunity for 15 to 17 year-old school students to get an insight into the seriousness of the injuries that can be caused by risky behaviour.

As per the program at RPH, students will be allowed access to areas of the hospital such as Emergency Department and the High Dependency Unit – areas they would not be in unless as a patient.

RPH PARTY Coordinator Angela McDowall said the program will bring together groups within the hospital, external agencies and victims of previous injuries.

“This program directly exposes youth to the potential physical and psychological impact that results from traumatic injury,” Angela said.

Easter Message

Easter is almost upon us and when it arrives some of us will still be struggling to get past that gloomy Good Friday feeling. Like Mary Magdalene, we may be grieving over some profound loss or, like the other women with Mary at the tomb, we may be afraid, confused or uncertain about the future. Or like Peter we are hurting because of a broken relationship.

You just can't 'get over' some of life's painful experiences. We're not made that way. We have to give ourselves time to heal. The joy of Easter will come to us in its own good time and its own way. Like a sunrise, it most often comes slowly, gradually; bringing its light into the darkness of our Good Fridays.

Robert Louis Stevenson recalls looking out of his window one evening watching the town lamplighter. As he lit the street lamps, one after another, Stevenson was impressed at the sight. He wrote about the lamplighter who went along “punching holes in the darkness”.

Easter does come to our gloomy Good Friday worlds, for we too have a lamplighter, a bearer of such great light, that not even the darkness of death can extinguish it. Even now in the midst of our Good Friday's, He is waiting to punch holes of wondrous light into the darkness of our lives!

**The Revd Canon Tim Spencer
A/Coordinator of Pastoral Care**

Isn't it time for you to have your flu jab too?



A/Executive Director Dr Frank Daly is encouraging staff to get the flu vaccine

With the winter months just around the corner it's time to protect yourself against the flu.

A/Executive Director Dr Frank Daly said the flu vaccine is one of the most effective ways to help fight the spread of flu in the community.

“By protecting yourself against the flu, you will be reducing the chances of the virus spreading to your family, colleagues and patients at the hospital,” Dr Daly said.

The 2011 vaccine protects against the three strains of flu virus. The vaccination is recommended in autumn to allow time for immunity to develop before the flu season starts.

“As the flu virus is constantly changing, it is necessary to get vaccinated every year,” Dr Daly said.

FREE Flu vaccinations available for staff

Wellington Street Campus

- 1. On the Bridge** (level 3 overpass)
Monday-Friday 06:30 - 08:30
11:00 - 14:00
- 2. Mobile Trolley** (visiting all areas weekdays and weekends)
- 3. Staff Occupational Health Unit** during normal opening hours

Shenton Park Campus

Monday	07:30 - 15:00
Tuesday	06:00 - 14:30
Wednesday	07:30 - 15:00

For Shenton Park Campus, to book a time for your ward, visit the SPC Nursing Resource Office.

Any questions call the Staff Occupational Health Unit on ext: 42350.

Snippets

Farewell

Long serving staff member **Brian McCreddin** was farewelled after more than two decades of service to RPH. Brian first started at the hospital on the February 1989 as an Orderly and then became a Transport Office in November 1998. Brian was well liked by his colleagues and genuinely cared for the patients he served. We wish Brian all the best in his retirement.

Thinking about volunteering overseas?

The Minister for Health has announced a new community service leave provision allowing up to 50 WA Health staff, including doctors, nurses, and allied health professionals, to receive financial support of up to 10 days at their base rate of pay.

Funding is available to staff participating in aid programs recognised by the Department of Health or accredited by the Federal Government.

To check eligibility, or to apply for funding assistance, visit <http://www.nursing.health.wa.gov.au> or telephone 9222 2308.

Safety Matters

If you are interested in becoming actively involved in safety and health in your work place, talk to your manager about nominating as your division's Safety and Health Representative.

Nominations open **Monday 11 April** and close **Friday 15 April**.

Place your completed nomination form in the ballot box located at:

The Bridge - Wellington Street Campus and Between Wards 1 and 2 - Shenton Park Campus

Alternatively, send your nomination to the OSH Department, Level 3 Ferguson Block.

Further information on what this role involves visit: **OSH** on SERVIO On-line.

Staff Forum

The April Staff Forums at both campuses have been cancelled. The next forums are:

Wellington Street - Tuesday, 24 May
Shenton Park - Thursday, 26 May

Quiz Night

Test your knowledge at the Heart and Lung Transplant Foundation's Quiz Night on Wednesday, 25 May at Subiaco Football Club. Tickets are \$10 per person (eight per table).

To reserve your team's table call Connie Clarke on 0434 547 845.

All proceeds will go towards medical research and support of patients needing a heart or lung transplant and their families.

A fit start to the year

An interactive display providing staff, patients and visitors with tips on improving mental and physical fitness was held at Royal Perth Hospital in March.

Representatives from City of Perth, Department of Transport and Heart Foundation provided staff with information on health, nutrition and benefits of becoming physically active.

The display was a success with lots of giveaways, a raffle and activities for staff.