

News From The Field

Volume1, Issue 8

Fairfield Hospital



Message From The GM

I am delighted to announce that Fairfield Hospital scooped up two awards in the Patient Safety Quality Awards this month. Both awards won were in Category Two : *“Improving Access to Timely Quality Health Care”* . The winner was – **Improving access to joint replacement surgery** (Whitlam Joint Replacement Centre Fairfield Hospital). Highly Commended went to – **Connecting Care for Chronic Disease** (SWSLHD – Connecting Care Program). Congratulations to all staff for your hard work and innovative clinical practice and a special thanks to Susan Dietsch, Danella Hackett and Katrina Stott for writing the submissions. More detailed information is provided on pages 4 and 5.

The benefit of the fourth Medical Team commencing at Fairfield Hospital was welcomed by staff as improvements have already been felt due to better capacity management.

This winter was extremely busy with 631 Ambulance presented at Fairfield together with 687 Admissions from the Emergency Department to Wards in July. I would like to take this opportunity to thank staff for their hard work and dedication.

Work is continuing on the National Emergency Access Targets (NEAT) and the innovative COWS (computers on wheels) recently introduced into the Emergency Department are

improving treatment rates and reducing the need for duplication of documentation.

A facility committee has been established for Activity Based Funding (ABF) and regular news letters are being released to provide information to clinicians as we all progress in understanding the benefits and challenges with its implementation.

Regular meetings with nursing homes has been re-established with the objective of improving communication and reducing representations to the hospital where care can effectively be provided in the home.

Inside this issue:

Community & Consumer Update	2
Measles Update	2
New On-Line Pay Query	3
Breastfeeding Week	3
Patient Quality Awards	4-5
Respecting The Difference Training	6
Compliments – Ward 1C	6

FairSAB Project

FairSab is a Staphylococcus aureus bacteraemia project undertaken at Fairfield Hospital. Staphylococcus aureus bacteraemia (SAB) is a serious and often preventable complication of healthcare associated with infection. The FairSab project began in September 2012 and focuses on improving clinical practices by linking adverse outcomes (SABs) in patients to poor practice. The FairSAB team investigates each SAB

detected in a Fairfield Hospital Patient in real time to determine contributing factors and feeds the information back to attributable Nursing Unit Managers (NUM). The project team have investigated over 20 SABs cases and it is pleasing to note that most haven't been associated with the care provided at Fairfield Hospital. Many device related SABs are preventable with optimal insertion, maintenance and removal practice.

Every quarter the FairSAB team releases a newsletter and sends ward reports to see how each ward is performing .

If you have any questions about FairSAB, please contact the FairSAB team: Dr. Michael Maley (Microbiology and Infectious Diseases on 9828 5163), Cora Izon (Infection Control, Fairfield on 96168290) and Dr. Heather-Marie Schmidt (Microbiology and Infectious Diseases on 9828 5158).



Language Services



Interpreters from across the District celebrated the 35th anniversary of interpreter services in health care. The service was launched in 1977 with a hand full of languages covered, but today more than 60 language interpreters are available to patients and the community.

Director of Health Language Service Katina Varelis said interpreters are a vital part of delivering equitable health care to the community. "health Language Services is a 24-hour multilingual and sign interpreter service provided to public patients at all South Western Sydney Local Health Districts facilities.

Interpreter services can be booked by calling: 9828 6088

Patients and staff can also visit the Multicultural Health and Communication Service web site which provides information to non English speaking communities. <http://www.mhcs.health.nsw.gov.au>

Community

The Fairfield Community Participation network met on Friday 31 August. The network was excited to have two students from Prairiewood High School attend as guests with the anticipation of later forming a Youth Network for the area with their help.

Congratulations to Carmen Lazer (CP Member) who was nominated and voted as Deputy Chair for the Network on the day.

The Annual Consumer and Community Participation Conference is being held on 28 September 2012 from 9.30 - 3.00pm at Campbelltown Catholic Club. Staff, District Networks, Local Agencies and interested guests are invited to attend. This year the theme is "Hot Topics" which will include a variety of guest speakers and opportunities for workshops so people can explore the wide range of reforms, projects and activities happening within the Health Service and within our Community. For more information, please contact Lynda Johnston on 0408 969 127.

Measles Update



Fever and red spots!!! **THINK OF MEASLES**—put mask and isolate. There have been 53 cases of measles in South Western Sydney since June 2012. Four of these cases presented to the Emergency Department at Fairfield hospital. Measles is a highly infectious disease and by just being in the same room as someone with measles can result in infection.

People born after 1965 who have not had the measles and never had two doses of MMR are at risk. Measles is a vaccine preventable disease— so get immunised!

There is an Infection Control Vaccination Clinic in the General Practice unit on Tuesday 0830—12.00 hours and Thursday 1300 -1600 hours. Appointments can also be made by contacting Cora Izon, Infection Control Consultant on 9616 8290.

Thank you to all the staff who helped with the warning signage and contact tracing. Also to the staff who attended to those potentially exposed people and the follow up.

City Connect

Why not get around with the new free City Connect bus service for residents across the Fairfield city? This bus service aims to help meet the Community needs for public transport , alleviate congestion across Fairfield city and free up existing parking. The service includes four free council bus services, two express commuter buses and two hail and ride community buses. Take advantage of the six month trial period. For more information or time table details, contact council on: 9725 0222 or visit the web page:

www.fairfieldcity.nsw.gov.au



The Cancer Council would like to raise awareness in the Arabic speaking communities with information about prevention, diagnosis and support services for cancer.

They are asking for assistance to help understand the best ways to approach communities and their needs.

A forum will be run on Monday 10 September from 10 - 11.30am at the Cancer Council Community Hub Casula.

To register your interest, contact Kamal on 0406 258 082 or email:

kamalh@nswcc.org.au

New on-line pay query service

A new on-line system has been established to help staff in Local Health Districts receive quick, convenient and accurate responses to their questions about pay. The new, blue PAY Query button on the front page of Health Support Services (HSS) intranet takes staff members to an online form that submits all their details and their question to the Employee and Transactional Services service desk.

“We guarantee staff will receive a response to their query within one business day,” said Phil Pogson, Statewide Customer Service Desk Operations Manager. The usual points of contact remain available, including the phone line for the Parramatta Statewide Service Centre on 1300 428 283. “The new system provides fast and efficient answers to pay queries, and should allow us to assign more resources to providing this

important information to staff”, Phil said. Find the Pay Query button at <http://intranet.hss.health.nsw.gov.au>

Employee and Transactional Services



Submit questions about your pay - answers in one business day.

Breastfeeding Week

This year marks the 20th anniversary of celebrating World Breastfeeding Week (3-7 August). The theme for this year's World Breastfeeding Week was “The Road to Lifelong health begins with Breastfeeding”. Fairfield Maternity Unit showcased a display and information table in the hospital foyer. “For it's true that nothing comes close to nature's perfect recipe for babies like breastmilk”.

Maternity Nurse, Pam Avis said. Fairfield Hospital is a Breastfeeding friendly workplace which supports staff returning from maternity leave to continue breast feeding their babies in our onsite facility. An afternoon tea was organised to thank the midwives for their vital role in supporting and promoting Breastfeeding at Fairfield. Thank you also to Johnson and Johnson who generously donated a basket of skin

care products for the winner of the Breastfeeding quiz.



“ Nothing comes close to nature's perfect recipe for babies like breast milk ”

Education / Research

Grand Rounds

Grand rounds on Wednesday 11 July 2012 was presented by Quality and Accreditation on the topic of “National Standards” by Maria Pron, Quality and Accreditation Manager.



Library

The August issue of ' *I didn't know that* ' includes articles on diabetes and hypertension, maintaining professional boundaries, rehabilitation for stroke and physician/patient perceptions of quality.

Contact library for a free copy or access via CIAP online journals.



Retirement Planning

The State Super Financial Services Australia (SSFS) conducted a special workplace seminar on Tuesday 14 August at the Whitlam Joint Replacement Education Centre. The seminars looked at important Superannuation and Retirement Planning for staff. Issues addressed included; budget changes, better Super Rules, contributions limits and Taxation. For more information, contact Lucky Bardis on 0409322373



Patient Safety Awards—Winner

(Category 2—Improving Access to Timely Quality health Care)

WINNER

Improving access to joint replacement surgery

Whitlam Joint Replacement Centre Fairfield Hospital

Aim

To reduce the number of patients waiting greater than 12 months for surgery and improve client access to clinicians and earlier surgery where required through a standardised detailed assessment process



Fairfield Hospital embarked on a new model of care (MOC) for the management of elective joint replacement patients to assist with surgical demand and enable client's access to health care professionals while awaiting surgery.



Clients now have an improved journey through the creation of a client centred clinical review process involving collaboration between surgeons, nursing and allied health. The new MOC has resulted in improved access for clients who require prioritisation. This service allows for earlier identification and management of chronic diseases resulting in fewer cancellations at pre-admission.



For further information contact:

Danella Hackett (Danella.Hackett@sswahs.nsw.gov.au) or

Susan Dietsch (Susan.Dietsch@sswahs.nsw.gov.au)



Patient Safety Award—Highly Commended

(Category 2—Improving Access to Timely Quality health Care)

HIGHLY
COMMENDED

Connecting Care for Chronic Disease Management

SWSLHD Connecting Care Program



Aim

To reduce the number of avoidable hospital presentations / admissions for patients identified with an eligible Chronic Disease to the Connecting Care Program by providing individualised, care co-ordination

The SWSLHD Connecting Care Program provides care co-ordination for identified patients with Diabetes, COPD, CCF, Coronary Artery Disease or Hypertension who have had frequent hospital admissions / presentations. Our model focuses on building alliances between the patient, carer, General Practitioners, acute and primary care services. Data of enrolled patients has been analysed using CERNER-Powerchart.

The number of admissions and bed days for the 18 months prior to and post enrolment into the program have been analysed to determine whether there is an improvement in the average Length of Stay and number of admissions to Hospital.

The provision of integrated, patient focussed, holistic and co-ordinated care has resulted in a reduction in the overall number of hospital admissions and bed days.

Appointments

The Director General was pleased to announce the appointment of Susan Pearce to the position of Chief Nursing and Midwifery Officer.

Ronda Greene commenced with the Occupational Therapy team in August but is currently relieving in Maternity until December. Rhonda's main areas of practice will be working with Orthopaedics and the FOHK's program.

Compliments

During August, Ward 1 C (Paediatrics) received three thank you cards. Two from appreciative parents and one from a University student completing placement.

These compliments remind us of the valuable work staff do at Fairfield.

Compliments can be forwarded to the Patient Liaison Officer – Erin Riley.

Email: erin.riley@sswahs.nsw.gov.au

Or by post: PO BOX 4, Fairfield NSW 1860

WH&S

In August Fairfield Hospital re sent to staff the "Statement of Commitment to Work Health and Safety". The statement confirms Fairfield Hospital's commitment to securing and promoting the health, safety and welfare of people at work, as far as reasonably practicable to do so, without risk of harm to staff, patients, visitors and others. The Hospital will take reasonable steps to promote and foster a culture of "taking Care at Work".

Fairfield Hospital is also in the process of appointing a new Work Health and Safety Manager after Theresa Tran resigned last month to pursue family commitments. We would like to thank Theresa for her hard work and wish her well.

Congratulations to Cindy Retamales A nurse in maternity who is the winner of our August Stockland Mall gift voucher.

Cindy received a letter from a mother who gave birth my emergency ceaseran and was transferred from Liverpool Hospital to Fairfield. The Patient describes Cindy as "extraordinary and exceeded my expectations, and the expectations of my husband, family and friends" due to her helpful, caring and reassuring attitude throughout the whole hospital stay process.



Respecting the difference

It was noted during August Human Resource Committee meeting that some staff are still experiencing difficulties in completing the online course. Ms Amanda Larkin, Chief Executive encourages all staff to complete the on-line training to help increase awareness of Aboriginal Culture so together we can improve health outcomes of our large Aboriginal community. The online training can be "Respecting the Difference" is available for staff at: <http://intranet.sswahs.nsw.gov.au/CEWD>

Please note you need to complete all components of the course that are listed in the content list which includes all the resources and reference links. The course take about two hours to complete.

Jeans For Jeans Day

Nursing Administration supported the "Jeans for Genes Day" during the month of August. Merchandise was sold at three different areas of the hospital including Nursing Administration, Front Foyer and the Maternity Unit. On Friday 3 August, staff were encouraged to wear jeans to work and make a gold coin donation to raise extra funds. Thanks to the great effort of Nursing Administration, a total of \$439.00 was raised. Fantastic effort by all.



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