

News from the Field



Volume 4, Issue 8- Aug 2015

Fairfield Hospital



Message From The GM

Inside this issue:

Is it September and spring already – where does the year fly to!! Given our record number of Emergency Department presentations, the very sick nature of those presentations, I'm sure everyone is extremely happy to say goodbye to winter

I must once again state the incredible and immense pride I have in our wonderful, professional and extremely hard working staff that have managed to see through a record winter and still manage to care for our patients in a very timely

manner – thank you so much of behalf of our patients and community.

To that end, please come and enjoy an end to winter BBQ and Multicultural lunch on Friday the 11 Sept. (more details below) - this is just a small token of appreciation for all your hard work and it also gives us an opportunity to welcome our Vietnamese community to join us here at the Hospital.

Unbelievable you may say, but we now have 2 toilets for patients in our ED –

hooray for that!!

I'm in the process of sending around a new 'catch cry – slogan' for Fairfield – I know we use 'we care' (and we do) a lot, I've been thinking of something different and outside the box (so to speak) so I'm proposing and asking for all staff and community who get this newsletter their thoughts on the following for us at Fairfield – "Every Patient is the Only Patient" - please let me know what you think about this idea or even propose another for everyone's consideration.

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Consumer Reps Assisting with Surveys

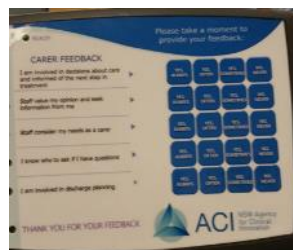
The Patient Experience Tracker (PETs) has been used as part of the Care of Confused Hospitalised Older Persons programme (CHOPs). We at Fairfield hospital are continuously trying to improve standards of our service to all our consumers and rely on feedback to implement improvements.

PETs have been used to find out views about the care provided at Fairfield Hospital. The information collected will then be used to improve our services to carers and patients in our care.

The PETs ask five questions

about how care is being delivered and is answered by pressing the button next to the response that most closely represents their choice to the question. All responses are entirely confidential and anonymous. Our staff always welcome the opportunity to discuss specific suggestions on how to improve our care for you as carers and patients. The CHOPs project would like to thank our consumer representatives Janette Hannaford and Linda

Smith for their assistance over a four week period in conducting the surveys.



CBORD and Menu Changes

Why are these changes happening?

We are transitioning to Health Share CBORD database as required by NSW Health. The new 2 weeks menu cycle will continue to provide diets that meet the Agency for Clinical Innovation (ACI) Nutrition Standards. We are also revising our diet order names to bring them in line with the ACI Diet Specifications for adults and paediatric patients.

When are these changes happening?

The project is happening in 2 stages 26 August and 22 September is the Go-Live Date.

What will we need to do about it?

The Ward Dietitian will be training Nursing staff and Ward Clerks about the changes to diet names and the new menu. Training of nursing will be rolled out in September. All Dietetic staff will need to attend training with Health Share on the new CBORD database. Training dates in September are being organised.

New WiFi technology for meal ordering

After Go-Live, as WiFi becomes available we will change from using

paper menu or palm pilot to WiFi tablets. This means the meal selection will be downloaded from patient's bedside to the CBORD database straight away.

Pre-Package Meals

We will be using pre-package meals for texture modified diet. These will help improve the variety of texture modified diet including more vegetarian options. However, they still can't self-select their meals at the moment.

New Food Items

There have been new food items added to our menu over the past months to try and help minimise changes where possible for Go-Live. For example: Omelette, Falafel, Nuggets, Salmon Patties etc..

We will also be adding some new kid-friendly foods to our paediatric menu although that is still to be confirmed. Parents of patients above 1 year of age will be able to select the meals for their child once we Go-Live.

What has happened since 26 August

There was some minor name changes mostly with paediatric diet codes.

These include changing in the age brackets to make our diets more in line with ACI guidelines.

HealthShare Food Services Show and Tell will be conducted in September 2015. Showcased will be a selection of menu items that are currently on the patient menu as well as other items that are soon to be introduced.

The Consumer and Community Participation network also had the opportunity to taste some items from the new menu during their August meeting, more information in the below article.

Community Participation

The Fairfield Consumer and Community Participation Network August meeting took place on Friday 28 August 2015. The Network during the meeting had the opportunity to meet Fairfield's new Graduate Health Management Trainee Benjamin Kalmar, who will be with us for a period of 3 months before moving onto District Human Resources. Special guest this month was Victoria Knol – Patient Safety Manager. Ms Knol provided the Network with an overview of her role which is essentially patient safety and how the Integrated Incident Management System (IIMS) works. She advised the Network that everyone has access to IIMS and any incident that occurs on Hospital grounds needs to be reported in IIMS, investigated and monitored until an outcome or conclusion is reached. General Manager Arnold Tammekand also provided an extensive update about the hospital and concluded with an invitation to a Christmas Party in early

December at Smithfield RSL Club. The Annual Consumer & Community Participation Conference will be held on Friday 6 November 2015 at the Liverpool Catholic Club.



To RSVP, email Lynda Johnston on: lynda.johnston@sswahs.nsw.gov.au

The Network this month also had the opportunity to food taste some of the new menu items. A huge thank you to Sandra Heafey – Food & Patient Services for organising the food at short notice. Network members each noted their feedback about the meals.



Quality Awards

The 2015 South Western Sydney Local Health District (SWSLHD) Patient Safety Seminar was held at Liverpool Hospital on Thursday 13 August 2015.

At the seminar, the quality awards were announced.

Congratulations to the Fairfield General Practice (GP) Unit who were the winners of Category 5 – Integrated Health Care.

Their project titled “Improved Integration of Cancer Services and GP’s” was aimed to improve communication between Specialists and GPs by reducing the time to produce a specialist letter from an average of 19 days to less than 7 days.

The project aimed to make cancer care more seamless in South Western Sydney by improving communication to GPs. A rigorous qualitative research project

interviewed 22 GPs to explore ways to make cancer care more seamless. From the issues identified, a letter delay was worked on. An expert group processed mapped letter production, set aims, chose measures and identified change ideas. Rapid cycles implemented by a micro team reduced the delay in writing letters from an average 19 days to under 7 days. The joint governance of the project between the Fairfield GP Unit, The SWS Primary Health Care Network, SWSLHD Cancer Services and the Ingham Institute model a way forward for integrated quality improvement in the local health system.

The effective improvement cycle has been incorporated into the process systematising the improvements. The measure (dictation to approval) is being systematised and is becoming one of the suite measures used to monitor quality is SWS Cancer Services.

These improvements are getting implemented in the Liverpool Cancer Treatment Centre with spread to other LHD treatment



Centres beginning.

Breastfeeding Week



Fairfield Hospital Celebrated World Breastfeeding Week!

Between 1-7 August, 175 countries celebrated World Breastfeeding Week (WBW).

This year the theme is BREASTFEEDING “the Winning Goal for Life” to acknowledge the contribution of breastfeeding has demonstrated to be the single most effective way of improving the health for women and babies. Plus there is no ongoing financial burden for families.

Breastfeeding “plays a major role in children’s health and development and significantly benefits for the health of the mother” stated Dr. Savage Chairperson for WABA.

Midwives play an important role in helping women and babies achieve breastfeeding success. It’s a team effort. The team also involves the Child & Family Nurses as well.

On 5 August Fairfield celebrated the occasion by having a Find a Word Puzzle, won by Gillian Baird from Occupational Therapy (her department showed great enthusiasm for the competition) - Second prize went to Ngan Nguyen. There was also a cake competition which was won by Sophea Ly for her beautiful cake. The event was completed with an Afternoon Tea in Maternity to thank all the Midwives for their great effort supporting, promoting and protecting breastfeeding. Fairfield Hospital also has a designated room for staff to breastfeed. The key is located in Ward 2D.



Proud new mum Sarah Portelli together with her midwife promoting breastfeeding as part of Breastfeeding Week. New mums on 5 August also received a gift as part of the activities of the day.



Can the Community Health Nursing team help with winter discharges?

Procedures which can be safely done at home include:

- Up to twice daily IV medications
- INR monitoring
- Wound care management and Review
- Clinical monitoring

Also available to assist you and your patient:

- A Community Nurse Practitioner who can review patients at home or in the Residential Aged Care Facility with a view of keeping them out of hospital.
- An After Hours Nurse Unit Manager who can assist with discharge planning
- A Wound Specialist Team to consult, assess and manage wounds

Examples of Clinical Conditions suitable for Community Treatment:

Cellulitis, Upper Respiratory Infections, Urinary Tract Infections, Uncomplicated Pneumonia, Septic Arthritis... or contact us for other conditions that we may be able to support.

Procedures managed in Community include: SPC/IDC changing, NPWT, Trial of voids, Surgical Drain management

Key Contact Numbers:

HITH & Wound Specialist Team (M-F 0800—1630)

Nurse Practitioner (M-F 0800—1630)

A/H NUM (M-F 1330—2200, S-S 0830—1600)

Triple I (M-F 0830—2130, S-S 0830—1600)

Ph: 1800455511

Ph: 0438 733 884

Ph: 0422008987

Ph: 1800 455 511



Health
South Western Sydney
Local Health District

Staff Notice

As of Monday 24 August 2015 Sandra Heafey is the A/Site Manager for Food Services here at Fairfield. Sandra is the supervisor at present so her transition into role will be effortless.

Sandra's details are as follows:

9616 8152

Sandra.heafey@health.nsw.gov.au

Fairfield Hospital would like to wish Kerry Garufi for her efforts whilst she was A/Site Manager and wish her all the best as she embarks on her new role with new Food Services deliver model.

Grand Rounds on Wednesday 12 August 2015

was presented by: Geriatrics & Rehabilitation on the Topic of "Capacity Assessment in Older Person" by Dr Seema Radhakrishnan, Staff specialist.

Staff awards are going to be announced in November 2015. The Annual Staff Recognition Awards attract well deserved nominations and awardees. To give sufficient time for everyone to consider and submit nominations, nominations are open til Friday 16 October.

FAIRFIELD HOSPITAL

MULTICULTURAL WEEK & END OF WINTER (HELLO SPRING!) BBQ

IN APPRECIATION AND THANKS FOR EVERYONE'S HARD WORK THROUGHOUT WINTER AND TO CELEBRATE THE DIVERSITY OF CULTURES WITHIN OUR SOCIETY, STAFF AND GUESTS ARE INVITED TO A MULTICULTURAL LUNCH

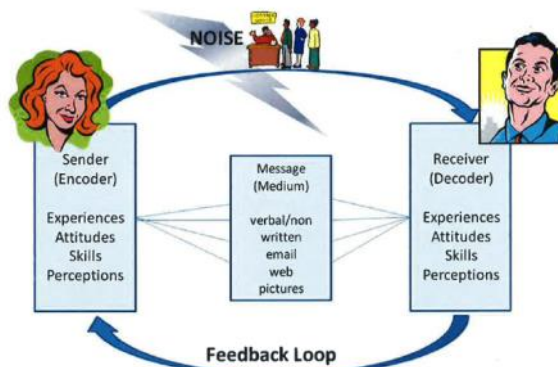
TO BE HELD IN THE HOSPITAL CAFETERIA

FRIDAY 11 SEPTEMBER 2015
12.00PM — 1.30PM

Arnold Tammekand, General Manager, along with other members of staff, will provide a special presentation to members of the Community from 11.00am—12.00pm in the Whitlam Joint Replacement Centre

WHAT IS EFFECTIVE COMMUNICATION

The imparting or exchanging of information by speaking, writing, or using some other medium



The Communication Process

A huge thank you to Jodie from Bunnings Villawood and the staff and clients from Therapy & Recovery Service, Liverpool/Fairfield Mental Health situated at Carramar for their effort and time to rejuvenate our courtyard garden.

