

News from the Field



Volume 7, Issue 11– Nov 2018

Fairfield Hospital

Message From The GM

This is the last newsletter for 2018, it has been a fairly busy year. I thought I was coming to Fairfield for six weeks, but nearly nine months later I am still here.

This isn't a bad thing for me, I think we have put some changes into Fairfield that are starting to reap benefits.

Our workplace culture is starting to improve, as evidenced by increases in satisfaction surveys from staff and patients and visitors. We have a long way to go but working together is the way this can be achieved.

We have had over 100 staff attend the CORE chat education sessions and in the main the feedback has been really positive from staff so far.

Last week was the 30th Birthday of the hospital. Our celebration on Friday with the Ministers visit and awards ceremony was a great way to end the week and a great

way to say thank you to all our staff who work hard all year long to provide care for our community at Fairfield. Even the rain through that week couldn't dampen the spirits on the day very much. To those who attended, helped with the day, or won a recognition I thank you all very much. It was a great day! It doesn't matter what your job is in the hospital – all our jobs go to providing patient care experiences for our community.

With Christmas approaching we have an opportunity in the down time to maximise our staff numbers who can catch up on some well-deserved time off. We will be working with your managers to ensure that where we can we maximise annual leave during this time. It is a great time to be with family and recharge your batteries ready for 2019.

Our Emergency Department Redevelopment continues and is really starting to take shape. We will be in a position in the next week to further provide staff with some further update. There are going to be some changes of a temporary nature as we move to next phases in the redevelopment. It is important that if your work interacts with ED you will need to go up for a quick visit to see how these changes might affect your working relationship with the department.

To all the staff and volunteers, I wish you a very merry Christmas, please be safe and enjoy time with loved ones.

Inside this issue:

Act of Kindness	2
Antibiotic Awareness Week	2
Community Engagement	2
Open Day/Staff Recognition Awards/ 30th Anniversary	3
Transforming Your Experience – Admin Dept	4
The Bawaga Room	4

The South Western Sydney Local Health District held their **Annual Public Meeting** on Friday 23 November 2018.

It was an opportunity to reflect back on the achievements of the District over the past year and for the public to ask questions.

A significant part of the event was the recognition of “Golden Heart Charity” by the Board for their fundraising efforts this year for Fairfield Hospital.

Ms Tri Thanh Lam , Mr Duc Hung Bui , Mr Vinh Trang & Mr Vinh Binh Lieu accepted the award on behalf of the charity on the day.



EMERGENCY

Update

Nine stages have now being completed and commissioned with 2 stages remaining to be finished in 2019.

Stage one is MAU/ESSU and Stage eleven is Acute Emergency.

Remaining stages are on track with estimated completion date of April 2019.

Act of Kindness

The Pham family dropped off flowers on Monday 12 November for patients. They were leftover flowers from their daughters wedding which they made into small bunches.



Antibiotic Awareness Week

Antibiotic Awareness Week was held between 12 -18 November 2018. Fairfield Hospital Pharmacy Department sent out a quiz on Antibiotics to all staff. Over 50 responses were received back.

The winner was announced on 16 November 2018. Shivangli Sharma - Registered Nurse—Ward 1B.



Community Engagement

2018 may be coming to an end but Fairfield Hospital community engagement is only getting stronger.

A Hospital tour took place for a youth group organised by CORE Community Services.

The Community Participation Manager together with the Patient Liaison Manager presented at a Seniors Group that is part of The Parks Community Network.

Staff from Fairfield Hospital also participated in the “Expanding your Horizons”. This was a career development day for Cecil Hills High School students and staff participated in a panel discussion to encourage careers in many different disciplines within health.

A hospital tour took place for parents of a local Catholic School.



The Fairfield Consumer and Community Participation Network held their public meeting during the Open Day on the 30th November 2018. This was an opportunity for the community to learn about our Network, the Emergency Department redevelopment, our staff and our improvement projects.

It was also a very deserved win for The Fairfield Consumer & Community Participation Network who won the General Managers Unit Award as part of the staff recognition day. This team is composed of dedicated volunteers investing their own time as the team plays an integral role to help improve the services Fairfield Hospital provides. Members sit on key governance & safety committees providing consumer perspectives to ensure better outcomes for patient & carers.



Open Day/30th Anniversary/Staff Awards

Fairfield Hospital held its Open Day/30th year Anniversary/Staff Awards & Open Consumer/Community Participation Meeting on Friday 30 November 2018.

The Hon. Bard Hazzard MP Minister for Health and Medical Research came along on the day to participate in the celebrations and present the staff recognition awards which were aligned to focus on areas of Transforming your Experience (TYE) framework. Award winners were nominated by the peers, colleagues and teams for the various categories.

The Winners

Medical Division - Dr Lynette Rheinberger (Career Medical Officer, Ambulatory Care Medicine)

Corporate Services & Finance - Switchboard Team (Administrative Support, Administration)

Nursing & Midwifery - Ms Vicki Backwith (Clinical Midwifery Educator - Maternity Services)

General Manager's Unit & Allied Health - Community & Consumer Participation Network

Most Outstanding Individual of the Year - Maria Sequeira (Administrative Officer, Administration)

Most Outstanding Team of the Year - Renal Dialysis Unit (Ward 1D)

Most Outstanding Manager of the Year - Jolanta Swierczynski (Social Work Service Manager)

Most Outstanding Customer Service of the Year - Ljubica Aleksoska (Hospital Assistant, General Services)

There were over 20 health and community stalls on the day combined with a staff BBQ, catered lunch and a cake to celebrate the Hospital turning 30 years on its current site.

The Fairfield Consumer & Community Participation Network also handed out Fairfield Hospital show bags and assisted throughout the day making it a huge success!

A special thank you to all our sponsors on the day.



A major highlight of the day was the smoking ceremony by Uncle Billy and the Assyrian performance group.



Waiting Area/Education Space - Maternity Department

The Maternity Leadership Team made a conscious goal of working collaboratively towards improving breastfeeding rates at Fairfield Hospital over the 2018 period in the early months of this year.

Part of this goal was to initiate ideas and implement changes in practice with the support and guidance of our clinical expert, CMS 2 Lactation/Parent Education midwife, Heather Gale. It soon became apparent that a safe, quiet space enabling the provision of education to staff and mothers was not always possible within the busy maternity inpatient unit. It is for this reason that the idea to convert the waiting room to a combined waiting area and education space was born. With the addition of window frosting, door and power the room is now fully functioning as a quiet space that can be used for in-services, education drills and one on one counselling. To add context and relevance to the area, the Maternity Leadership Team sought out to name the room by engaging with our Aboriginal Liaison Officer Katrina Sing. In accordance with our local traditional owners, the Darug Nation the room will be named and referred to as **“The Bawaga Room”**. This means “Shelter” and was officially opened and celebrated with a multicultural lunch with maternity staff.



Fairfield Hospital said goodbye to Dr Bing and Dr Wagih . Thank you so much for all your years of service at Fairfield Hospital. You made many good memories and friends during your time at the Hospital. Wishing you all the very best moving forward in good health and spirit, and may you have many more happy memories ahead. Your Fairfield family will always be here and available if you need anything in the future.



transforming your experience

During 2018 the Fairfield Administration Department staff, have displayed enormous engagement and interest in the opportunities for change that have been enabled through the TYE program.

The activities in play during 2018 were:

- ⇒ Setting up expectations and goals in the TYE Workshop in June 2018
- ⇒ Engaging in Leadership rounding - You Said – We Did approach
- ⇒ Empowering our staff through CORE Chat in November 2018
“I really enjoyed CORE Chat as it made me think how my personal values affect the way I interact with patients and colleagues at work” Anupama Dey (Switchboard Operator)

Measurable Outcomes:

- ⇒ Improved communication and teamwork
- ⇒ Numerous ergonomical workplace adjustments made
- ⇒ Increased staff engagement and initiative

Upcoming initiatives:

- ⇒ Introduction of Buddy Week in December 2018 aimed at improving the workplace culture through daily positive gestures towards one another
- ⇒ Introduction of monthly Corporate Massages on site to improve wellbeing
- ⇒ Inform staff of the upcoming Admin Staff Professional Development Pathway and encourage enrolment

The vision for 2019

- ⇒ All administrative staff at Fairfield will feel content and happy in their roles, seeing themselves as part of a supportive multidisciplinary team that provides the very best safe quality care.

A big THANK YOU to the Administration team at Fairfield Hospital for being open to learning, to change and for doing a tremendous job each day.

