

# News from the Field



Volume 5, Issue 08– Aug 2016

## Fairfield Hospital



## Message From The GM

The annual Staff Recognition Awards have been replaced by the Love Your Work Awards – this better reflects our work place and Team work (see article below)

It is with the greatest of pleasures that I inform everyone that Dr Harry Doan has been appointed as Fairfield Hospital Director of Medical Services. Harry has had significant experience in covering that position yet still provides not only the Medical Teams with very consultative leadership, but also all other divisions. Harry has achieved a great deal within the Hospital's

performance in providing timely and high quality care and improve the patient's journey through the Hospital – congratulations Harry and welcome to the Executive Team.

Spring is at hand and whilst we still aren't out of the 'woods' with high acuity sick patients all our staff need to be congratulated on how you all have managed the peak winter time and got patients back home where they should be. I continue to be amazed at how all the staff at Fairfield continue to find new ways to manage heavy work loads and provide an extremely

high quality service – thank you from a very grateful boss.

I am really looking forward to this weeks multicultural day with a large contingent of our Spanish community coming along to join us for lunch. If it is half as successful as last years day – it will still be a resounding success.

I must take this opportunity to thank our good friends at Club Marconi who are supplying the courtesy bus to bring people to and from the Hospital – this is just another example of working in partnership with our corporate communities as well as our community in general.

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## Grill'd Wetherill Park Donation

Fairfield Hospital is very grateful for the \$300 received from Grill'd Wetherill Park.

The donation will go towards purchasing Orientation Clocks to assist with our Dementia patients.

Manager – Shavar Kanniappen is very supportive of the Hospital and has committed to continue to support our Hospital throughout the year with donations.

Fairfield Hospital prides itself with its commitment and

partnership with the community and local businesses.

For further information on how to support our Hospital, please contact:

Robyn El-Khair  
Community Participation  
Manager

9616 -8830 or email:  
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# In Safe Hands

## What is 'In Safe Hands'?

The 'In Safe Hands' program is a Clinical Excellence Commission initiative. It provides a platform for building and sustaining effective and efficient healthcare teams within a complex healthcare environment.

The program includes guidelines for conducting Structured Interdisciplinary Bedside Rounding (SIBR), allowing teams to address the daily challenges of patient care. Good care depends on good decisions, and good decisions depend on having the right information at the right time. Coming together as a team, at the patient's bedside, empowers clinicians to make good decisions based on understanding the full scope of the patients care.

'In Safe Hands' places the **patient** at the centre of their care with the multidisciplinary clinical team uniting around them to provide optimal care and achieve the best outcomes possible. Units and Wards that have implemented In Safe Hands have shown:

- \* Improvements in teamwork and communication.
- \* Reduced length of stay

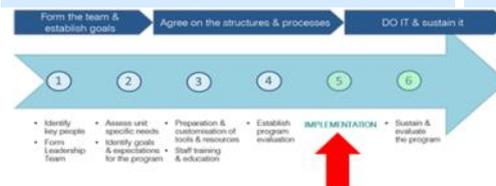
- \* Improved patient and staff satisfaction
  - \* Fewer adverse events. In Safe Hands is being progressively rolled out across South Western Sydney Local Health District
- 'In Safe Hands' at Fairfield.**

**The Paediatric Unit at Fairfield Hospital is now an 'In Safe Hands' unit.**

With the full support of the Hospital Executive team, the paediatric nursing and medical team have developed an education package. Staff across all disciplines on the Paediatric Ward have been educated on the program principles and guidelines.

Visitors, relatives and carers of the patients will be provided education on how the program operates on the ward and how it will change the way we care for Children and Young People at Fairfield.

The 'In Safe Hands' program supports facilities to meet the National Safety and Quality Health Service Standards 1,3,4,6,9 and 10



Ten years of quality and safety



A better way to care



# Community Participation & Engagement

JobQuest is a company which runs programs to support newly arrived migrant students within Western Sydney. Working with Prairiewood High School, eight students participated in an event called SALAD (Services & Local Agencies Discovery) Day in which students were given the opportunity to engage with the wider community and become aware of the local services available to them. As part of this program, students came in for a Hospital tour with exclusive talks and entry to our Emergency Department, Oral Health Clinic and the GP Unit. "My feedback on the Hospital visit is that it was detailed, informative and most of all interesting. Not just a trip through the Hospital, but a focus on jobs that are done in a Hospital and jobs that might interest students in the future, department by department." said Susan – Teacher from Prairiewood High School.

Organiser Meaghan added " Thanks for your great planning and tour guide today! It was a great excursion and the kids got so much out of it".



The Fairfield Consumer and Community Participation Network had their meeting on Friday 26 August 2016. Members wore purple to support young people who was ever bullied for just being who they are.



## Entry One: Clinical

**Engagement** – The Bridge Between Activity Based Funding and Clinical Outcomes.

*AIM: To support clinical engagement and collaboration with clinical coders to facilitate increased understanding of the interactions between ABF and clinical/patient factors.*

One of the many challenges of Activity Based Funding is to ensure that all aspects of the clinical activity are appropriately documented and coded. In view of the many contributors to this process, an excellent system of communication and collaboration between all parties involved is required. In response to identified issues regarding clinical documentation and coding, Fairfield Hospital established a Clinical Quality Committee which aims to review, monitor and advise clinical quality issues.

The Committee has since accomplished significant achievements; including increased cooperative work with front line clinicians to gain better understanding of long stay outliers; reviews of “unwarranted” admissions.

Found that each of the admissions were medically justified; Clinical coders have confidence in the process and they appreciate the ownership of the process by clinicians, and; the information gained from this process is integrated to the discussions with the Local Health District and the Ministry of Health in funding/activity allocations and requests for a review of factors influencing funding and activity calculations where appropriate. These improvements illustrate how a collaborative approach between the Clinical information Department (COD) and clinicians can result in a better understanding of the interactions between ABF and clinical / patient factors.

For further information, contact :

Dr Harry Doan

Director Medical Services

[harry.doan@sswahs.nsw.gov.au](mailto:harry.doan@sswahs.nsw.gov.au)



Save the date

Friday 16  
September 2016

SWSLHD 6th Annual  
Patient Safety Seminar

Date  
Friday 16 September 2016

Time  
8.30am to 1.30pm

Venue  
Thomas & Rachel Moore Education Centre  
Liverpool Hospital

Register  
[sherlin.shankar@sswahs.nsw.gov.au](mailto:sherlin.shankar@sswahs.nsw.gov.au)

Morning tea and lunch will be provided.

## 6th Annual Patient Safety Seminar - 2016

## Entry Two: Equal Access For The Culturally And Linguistically Diverse Community – Whitlam Joint Replacement Centre, Fairfield Hospital

*AIM: To achieve an equitable time to access an initial FOHKS appointment for patients from CALD community compared with the English speaking population.*

Within FOHKS it was identified that disparity existed in the time to access the service for patients from the CALD community compared to the remainder of the population. A project team was established to analyse the booking process and explore possible solutions to the heterogeneity in access. Changes were made to the booking process to decrease the complexity for the CALD community.

Clients from the CALD community are now able to access an initial appointment in a similar time frame to the English speaking population. Following implementation of the process this improved to 45% (from 35%) for English speaking patients and 40% (from 5%) for CALD community. Through a collaborative team approach, we have bridged the gap in access for CALD patients.

For more information contact: Danella Hackett – Senior Physiotherapist, Musculoskeletal coordinator FOHKS  
[danella.hackett@sswahs.nsw.gov.au](mailto:danella.hackett@sswahs.nsw.gov.au)



## Staff Recognition Awards



There has been decision taken to rename the above awards to “Love Your Work” Staff Awards which much better reflects what the incredible staff at Fairfield Hospital do day in day out—it is a better way (more Work Family oriented) for the Hospital Executive to say what we really think about your work and what you achieve for our patients.

There will be no change to the various categories, similar excellent prizes will be available (iPad's, iPod's etc), a formal staff lunch in November and will still be coordinated by our HR Department. More information coming out in the weeks ahead, so start thinking about who or what Team you may wish to nominate.



Fairfield Child & Family Health Nursing celebrated **World Breastfeeding week** the first week in August with all staff asked to complete a Word find. The clues

related to the benefits of breastfeeding for infants, children, and the family and the community as a whole. This includes reduced risk of diabetes, obesity and some cancers for women and reduced likelihood of childhood infections & obesity as well as better outcomes for their long term health. Margaret De Sa was welcomed to the Fairfield Nursing Team, she will be working 3 days a week, visiting families in the Sustaining Home Visiting Program for up to 2 years of age. The team also celebrated a milestone with Amelia Scott celebrating her 70th birthday.



Fairfield Hospital will be celebrating Multicultural Health Week on Wednesday 7 September 2016 with a special presentation to the Spanish community.

The day will include lunch, entertainment and a Hospital tour.

Guess the  
**Jelly Beans**  
in the Jar



Closest entry wins the full jar of Yummy Jelly Beans.  
To enter – come to our office in Ward 1A or enter on 14<sup>th</sup> Sept.  
Cost: 1 guess - \$1 OR 3 guess - \$2

## Innovation on Show

Ground breaking research and exciting new innovations will be unveiled at the Health Beyond Research and Innovation Showcase being held at the Liverpool Catholic Club on 18 and 19 October.

There's still time to register for the free event!

The Showcase will be emceed by comedian Jean Kittson and feature international speaker Dr Stephen Pandol, Director of Basic and Translational Pancreatic Research at Cedars Sinai Medical Center.

There will also be a free innovation workshop, trade stands, TED talks, a debate and Rush Hour, a speed research networking event.

For more information, to register for Health Beyond, or to purchase your ticket to the Ingham Institute Awards Dinner visit [www.inghaminstitute.org.au](http://www.inghaminstitute.org.au)

The Showcase is free to attend, or you can buy a ticket and join the Institute at an Awards Dinner, and meet the research stars of the future



Looking for a night of fun and friendly competition?

Well save the date for Fairfield Hospital's

**TRIVIA  
NIGHT**

Friday 4 November 2016 from 6.30pm  
at Smithfield RSL

Professional trivia master, prizes, plus much more.

All funds raised will be used to benefit our Special Care Nursery.

Further details will be advertised in the coming weeks!