

# News from the Field



Volume 4, Issue 9– Sept 2015

## Fairfield Hospital

### Message From The GM



Inside this issue:

Many of you are aware of my firm belief that the Hospital is part of our community and the community is part of our Hospital – bearing this in mind I must let you know about one of the best days I have experienced since coming to Fairfield. The Multicultural Health Day that we held recently was just unbelievable for many reasons, not the least being the number of our Vietnamese Community that attended the Health Forum (in return for our participation in their Health Forum recently) and stayed and took part in our

Multicultural lunch and Hospital tour. It was just amazing to see the response from this community into our presentations to them which included a presentation by myself followed by our Community Participation Manager Robyn El-Khair with an overview of the Rights & Responsibilities. Senior Physiotherapist Min Pham then had the audience in an exercise routine to help prevent falls. Dr Harry Doan provided information about the Emergency Department. and responded to many questions.

There is more though – the Multicultural lunch cooked and served by the Executive was an unheralded success with food of all types cooked and presented from many ethnic groups and the amount of staff that attended and mingled with our Vietnamese guests was a joy to watch. Come to think about it – I didn't know we had that many staff at Fairfield!!!

Thank you to all those that helped with organisation and preparation, but also to all staff that attended

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### Countdown to Accreditation

Fairfield Hospital has a Periodic Review scheduled for the 27 – 28 October 2015.

All criteria leaders are busy preparing their evidence folders for the review

Staff information sessions will be scheduled in the coming weeks to further prepare staff for the Accreditation.

A daily countdown to Accreditation flyer is sent to staff to assist in ensuring that staff are current with their knowledge of issues that may arise during the Survey period.

If anyone has questions or

requires assistance, please call your Executive Director or Maria Pron- Quality and Accreditation Manager.

Remember this is a time for Fairfield to showcase all the good achievements of our departments.

*“It is our time to shine”*

Countdown to Periodic Review  
26 Days to go

Where do you find Fairfield Hospital's Risk assessment form?  
Does your Department have a Risk Register?  
Is it readily available to staff?

# Dementia Awareness Month

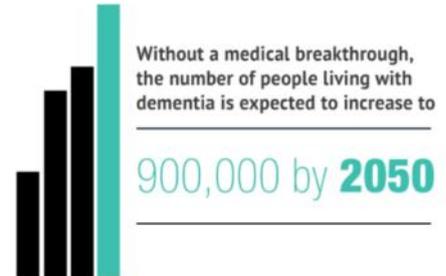
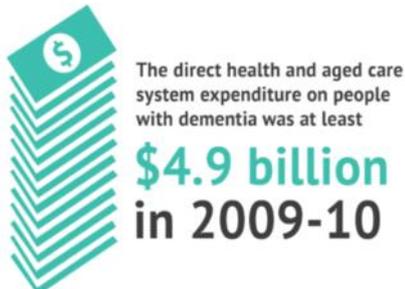
This year's Dementia Awareness Month theme is "creating a Dementia-Friendly Nation". World Alzheimer's day was on Monday 21 September 2015.

Alzheimer's Australia has called for a holistic plan to tackle dementia in Australia focusing on:

1. Greater Awareness of risk factors and risk reduction for dementia
2. The importance of dementia-friendly communities
3. The importance of timely diagnosis so symptoms can be treated before they progress to delay the onset, so people can live in a community for as long as possible (*living longer, living better*)
4. The need for more education and training for health care professionals who are on the front line of dementia care
5. better support and care for people living with dementia and their carers and families
6. Increased investment in dementia research

Alzheimer's Australia CEO Carol Bennett said action was needed on dementia now. Dementia is already the second leading cause of death of

## DID YOU KNOW?



Australians.

*"Creating a dementia-friendly nation starts with you. We all have a role to play in helping people with dementia sustain their independence, dignity and sense of purpose in our communities. By making small changes, we can make a big difference."*

Initiatives such as the CHOPS (Care of the confused hospitalised older persons) has been developed by the ACI,

to assist hospitals to create a safer and friendly place for patients with dementia and their carers. The National Dementia helpline is 1800 100 500 or [www.dementiadaily.org.au](http://www.dementiadaily.org.au) The SWSLHD Dementia/Delirium CNC Rozina Shekhar is based at Fairfield Hospital and can be referred to through powerchart (inpatient) or the Triple Hub (community).

## Community Participation

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](mailto:lynda.johnston@sswahs.nsw.gov.au)

**Health NSW** South Western Sydney Local Health District

**YOU ARE URMELY INVITED**

to attend our

**Annual Consumer & Community Participation Conference**

Having a Community Conversation

"Consumer & Carer Experiences – Improving Quality & Safety in Healthcare"

**WHEN** - 6<sup>th</sup> November 2015  
8.30am - 3.00pm

**WHERE** - Liverpool Catholic Club (Fountain area)

Consumer and Community Participation

Have your Say  
Be Involved

The Fairfield Network met on the 25 September. Sally Walker – Project Manager for Patient Journey Boards was this month's guest. Sally spoke about the implementation of the Patient Journey Boards across the District and they benefit in providing better patient care.

The Network this month also welcomed two new potential members; Nancy El-miski and Khoa Trinh. Both work and live local and speak a second language that can assist the Fairfield Community.

Network members will also be participating with the periodic review that will be happening at Fairfield Hospital during October. Community Members play an integral part of the hospital and will have an opportunity to display their involvement and value during the review.

If you are interested in joining this dynamic Network, contact Robyn El-Khair – Community Participation Manager on 9616 8830 or email: [robyn.el-khair@sswahs.nsw.gov.au](mailto:robyn.el-khair@sswahs.nsw.gov.au)



# Multicultural Health Day

What an amazing Multicultural Health Week Fairfield Hospital had this year!

The Hospital participated in two events as part of Multicultural Health Week which fell between the 7 - 13 September 2015. The theme this year was Rights & Responsibilities.

The first event was held by Fairfield Council and the Fairfield Resource Migrant Centre (FMRC) in partnership with Health Promotion. The event was directed at the Arabic speaking community. The General Manager Arnold Tammekand opened the event and the Hospital's Community Participation Manager, Robyn El-Khair gave a presentation about "Rights & Responsibilities" in Arabic to the group.

Paul Gergees from Health Promotion Services provided the following

Feedback: *" the presentation was excellent and understood by more than 90% of the audience."* Feedback from an attendee of the event was *" never seen a General Manager of a hospital talking to public in my country of origin, being in touch with such a person willing to talk to the general public makes you feel confidence when you approach them"*

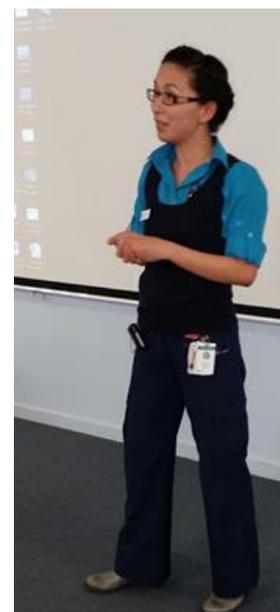
Another great result of the event was that two community members that work and live locally were interested in joining our network and attended the September meeting as observers.

The other event was held at the Hospital on the same day, Friday 11 September 2015 and was focused on the Vietnamese Community . The presentation was opened by the General Manager – Arnold Tammekand followed by the Community Participation Manager Robyn El-Khair that provided an overview of the Rights & Responsibilities . Senior Physiotherapist Min Pham then participated the audience in an exercise routine to help prevent falls and

then the forum ended with a presentation by A/ Director of Medical Services, Dr Harry Doan who provided information about the Emergency Department. Both Min and Dr Harry presented in Vietnamese whilst Hien Le from Multicultural health/Health Promotion Service translated for Arnold and Robyn.

The forum was followed up with a multicultural lunch with staff , served to all by the Executive team. The event concluded with a tour of the Hospital.

As a result of the success of the day, a fundraising committee has being formed by the Vietnamese community to raise funds for the Hospital to purchase equipment.



## Staff Notice

It was with great pleasure I wish to advise the following appointments:

Ms Binbin Yi has been appointed as the Nursing Unit Manager, Renal Dialysis Unit.

Ms Jeeba Sajith has been appointed as Nursing Unit Manager, Medical Assessment Unit.

Also Ms Barbara Flaherty has been seconded from Campbelltown Hospital to the Acting CSSD Manager for a three month period.



## Christmas Night is December

Following the very successful Christmas in July we will have a normal Christmas night out this December – The high quality food will be presented again (prawns, oysters, pork, ham, turkey and an incredible array of Christmas Delights).

If July was any indication then December when the Hospital has quietened down a fair bit should be a real hoot – don't miss out as numbers are somewhat limited.



**Book in Early and Don't Miss Out:**

To Sandra Lombardini, General Manager's Unit by close of business Friday 4 December 2015

**Grand Rounds** on Wednesday 9 September 2015 was presented by: Department of Obstetrics & Gynaecology on the topic of "Ectopic Pregnancy" by the O&G Team.

On Wednesday 23 September 2015 was presented by Department of Orthopaedics on the topic of "MRI of the knee" by Dr Wan Zhang, Orthopaedic Registrar.

**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, submissions are open til Friday 23 October.

**A - Always Greet your Patient**

**T - Treat Your Patient with Respect**

**T - Talk And Chat To Your Patient**

**I - Interact with Patients in a Relaxed Way**

**T - Turn up to Work with a Positive Attitude**

**U - Understand Your Patients Needs**

**D - Discover The Impact You Have Around Patients**

**E - Excite Your Patients About their Care**



## YourSay survey 2015

### Fairfield Hospital:

Earlier this year, NSW Health conducted the third and final state-wide workplace culture survey. 59 per cent of staff at Fairfield Hospital completed the survey, up from 22 per cent in 2013.

I'd like to thank staff who participated in the survey. It was encouraging to learn from this year's results that the measures taken to improve workplace culture and employee engagement across the District has paid off, with significant improvement shown in many areas.

Your feedback is vital and we now have a clearer picture of what areas are working well and have identified other areas where we can improve.

We'll continue to provide you with information on the results and what positive steps we'll be taking to continue to improve engagement and culture, following your feedback.

Amanda Larkin, SWSLHD Chief Executive

#### Engagement Index 72% - up by 16%

The Engagement Index is a measure of staff's commitment to the organisation they work for and is based on responses to questions about staff motivation, satisfaction, belonging, pride and recommending the organisation as a good place to work.

#### Workplace Culture Index 58% - up by 13%

The result is based on the eight characteristics of a respectful workplace including: patient focus, local decision making, communication, cooperation and support, valuing and investing in our people and caring and innovation.

AREAS TO CELEBRATE	AREAS WE CAN IMPROVE
Training and Development Opportunities- appropriate training and development.	Senior Managers – honesty, open and transparent in dealing with staff.
Service delivery – I am proud to be part of this workplace.	Communication – decisions made by senior managers.
Your job- Working here makes me want to do the best job I can do.	Work environment – relationships with managers.

Areas of most improvement:



Your workplace



Senior managers



Being valued

Additional survey results can be found at:  
<http://www.health.nsw.gov.au/workforce/yoursay/2015/Pages/default.aspx>

Hospital YourSay survey results