

13 March 2018

A community hospital with cutting edge innovation

Bankstown-Lidcombe Hospital's new General Manager, Karen Edwards, has big plans for the future.

After taking over the top job in October 2017, Ms Edwards has had time to assess the best way forward for the hospital.

"This hospital has an enormous amount of potential," she said.

"I think Bankstown is interesting in that it's got a community hospital responsibility and I think it will always retain a community hospital responsibility."

"But Bankstown also has a wider role for some of its specialty services and the role it plays more broadly as part of integrated service delivery in South Western Sydney."

Ms Edwards listed the increasing capacity of the newly launched Cardiac Interventional Unit and the establishment of an Interventional Radiology Unit planned for the next financial year as some of Bankstown Hospital's key goals.

She said the future of Bankstown's integrated aged care, stroke and rehabilitation services was also one of the hospital's strengths, now and into the future.

"Unlike a lot of acute hospitals we have all those services together on the one site," she said.

"We are working to link these with community-based services, with primary healthcare, with aged care services and also look at the continuity of care around complex chronic disease and aged care; that is a particular focus for us at Bankstown."

Ms Edwards, who has worked in NSW, Canberra and Singapore in nursing, quality improvement and management roles, said there was also significant work underway to improve patient flow through the Emergency Department.

She said this included having more multidisciplinary staff, like physiotherapists, within the ED to provide targeted care more quickly.

"We need to change our resourcing to meet what's coming in the front door," she said.

"We already stream patients based on their needs to a certain extent, but are now looking at how we might go that bit further to make sure that those patients that need to be seen quickly and by senior staff go one way and those people who come in with less critical needs we can stream another way."

"For those patients we know need to be admitted we can fast track admission through the hospital."

Ms Edwards said she was keen to see Bankstown Hospital continue to build on its strengths as an acute health facility, while also forming a relationship with the community that allows staff to shine a light on the quality service they provide.

"One of the things that I would love is for this community to feel that this hospital is their hospital, that they have confidence in us that they believe we provide a high quality, safe place for them and their loved ones" she said.

"We've got an amazing group of staff here. One of the things I've been absolutely blown away by is just how welcoming and truly made to feel at home I've been at Bankstown and how much our staff are so proud of this hospital.

"They really want to have the opportunity to showcase that and I want to give them that opportunity."