



The Bethesda View

Volume 2, Issue 3



A quarterly newsletter to keep you informed about Bethesda Hospital :)

Christmas is a time that reinforces our values – those of the organisation as well as those we hold personally. The Bethesda Hospital values underpin all that we do, and it is the very reason why our ‘customers’ come to us and why our staff and volunteers stay with us.

Strong values will prompt many of us to reach out to those less fortunate, lending a compassionate hand during a season that highlights the plight of those alone in the community. These types of efforts help us remember the true meaning of Christmas and the reason for the season, sharing this special time of joy, peace and love with all of those

around us, with whom we share life.

The Christmas period is also a time to reflect on the past and the year beginning. For many of us, it is a time to slow down, renew and refresh after a busy year that has seen many achievements at Bethesda Hospital. These achievements continue to reinforce the relevance of an independent private hospital such as Bethesda with nearly 70 years of serving Western Australia, with ambitious plans to continue to contribute to the health and well-being of the community. Blessings.....

Yasmin Naglazas
Chief Executive Officer



December 2011

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A Peaceful Christmas and a Prosperous New Year to each of our Staff, Doctors, Anaesthetists and Allied Personnel from the Board and Executive of Bethesda. Stay safe over the break.



Above: Registered Nurse Marian Bowater, Executive Manager Clinical & Corporate Services Joan Sheppard and Clinical Nurse Manager, Surgical Sally Winfield celebrating the ‘official’ launch of the Bethesda Code of Conduct and new set of values.

BETHESDA VOTED TOP PRIVATE HOSPITAL IN WA FOR THE SECOND CONSECUTIVE YEAR!

It was with great delight that Bethesda was advised that the hospital had once again been voted the number 1 hospital in WA. Australia’s biggest and most comprehensive survey of patient satisfaction is conducted by health fund Medibank Private, with 22,668 patients taking part in the Hospital Experience Survey. Bethesda scored an overall 92% patient satisfaction with their hospital stay compared to the benchmark of 89%. Moreover, there were areas that Bethesda scored ‘near perfect’ scores relating to patients being prepared for admission, caring and compassionate attitude shown by staff, respect for privacy, opportunity to ask about condition/treatment, cleanliness of room and meals. *However, we all understand that we can continue to improve and gain higher satisfaction from patients!*

Below: The Bethesda catering team with the ‘top hospital’ award.



CELEBRATING OUR VALUES

Teamwork
Respect
Integrity
Compassion
Excellence
Professionalism

Deputy Board Chairman Ric Leaver spoke highly of the staff who had contributed to redefining the values that underpin our organisation. He also confirmed the importance of a strong and universally-agreed Code of Conduct, one which defines the behaviours we expect of all of those who work and visit Bethesda Hospital. Ric was speaking at the official launch of the Code of Conduct, which was celebrated by staff from all areas and also attended by Members of Bethesda’s Board.



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NURTURING PALLIATIVE CARE SKILLS THROUGH PRECEPTORSHIP



The first rotation of nursing student clinical placement in Bethesda's Palliative Care Program has been completed. Assistant Professor Olivia Hill, Lecturer (Master of Nursing Science), School of Population Health, University of Western Australia was keen to congratulate personnel at Bethesda Hospital for their attention and support which has resulted in the initial success of the program.

The formal feedback from nursing students highlighted the value of a strong preceptorship framework, assisting to put the student's palliative and end-of-life theory into practice in a supportive environment. Nursing, medical and social work students from The University of Western Australia and the University of

Notre Dame Australia will undertake a clinical rotation in Bethesda's Palliative Care Program (in-patient and ambulatory services) as part of an initiative funded by a grant from the government body Health Workforce Australia. The collaborative partnership will help address clinical training and future health workforce issues, not only as there is an identified area of need for workforce in palliative care, but because health practitioners in all areas need to be competent and confident in addressing end of life issues. The capital works for a dedicated Learning Hub environment is due for completion in early 2012, and will comprise of a modern, engaging and truly functional educational environment at Bethesda, anticipated to contribute very positively to learning.



THE UNIVERSITY OF WESTERN AUSTRALIA
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BOARD CHAIRMAN PRAISES THE WORK OF VOLUNTEERS AT BETHESDA

National Volunteer Week is the largest celebration of volunteers and volunteerism in Australia and starts at the beginning of the Monday after Mother's Day each year. The occasion was marked at Bethesda on the 12 May with a beautiful spread of morning tea and an address from the hospital's Board Chairman, Dr Neale Fong. Dr Fong referred to our volunteers as extremely special and selfless individuals who give up their time freely to help make Bethesda the wonderful place it is. He also spoke about the particular qualities of the Bethesda volunteers which made them suitable for the specific roles of 'meet and greet', gardening/environment, chaplaincy support, palliative care (aromatherapy, afternoon drinks trolley, company for patient), assistance in stores and administration (preparing admission packs). It was acknowledged that all of the Bethesda volunteers had come from various walks of life and previous occupations and this resulted in a huge variety of skills and attributes.

Pictures from top right then clockwise: Volunteers Don and Paul; Board Chairman Dr Neale Fong enjoys morning tea with volunteers; volunteers Mandy, Sue and Joy; Volunteer Coordinator Deb Hopkins with Barbara (volunteer).



OFFICIAL LAUNCH OF COASTAL ORTHOPAEDICS AT BETHESDA

Many months of planning and building has resulted in a functional, modern and very comfortable environment for Coastal Orthopaedics at Bethesda Hospital. The official launch on 28 September 2011 marked the commencement of an exciting professional phase for the orthopaedic team, who have a commitment to a team approach for their patients, a

model that they believe will significantly improve the outcomes from the patient's experience. Citing solid research and genuine partnerships as the foundations for their model of care, their strong collaboration with Bodylogic Physiotherapy will ultimately pay dividends for the patient – getting patients to their optimum level, sooner.



Right (from left): Orthopaedic surgeons Mark Hurworth, Toby Leys and Omar Khorshid, Bethesda CEO Yasmin Naglazas and Bethesda Board Chairman Dr Neale Fong, and orthopaedic surgeon Matt Scadden at the official opening of Coastal Orthopaedics at Bethesda Hospital.



MEMORIAL SERVICES HELP TO EASE THE PAIN OF LOSS

As part of Bethesda Hospital's Bereavement Care program, the chaplaincy team holds memorial services three times a year, in the café on a Sunday afternoon. It's the perfect venue, overlooking beautiful Freshwater Bay, a place for family and friends to return to Bethesda and remember their loved one. Up to 60 people attend and staff and volunteers on the palliative care ward also join in. The ser-

vice is designed to provide a space for quiet reflection and remembering and always includes a ritual in which everyone can participate. Those who have attended have commented on the difficulty of coming back to Bethesda because of their painful loss; while also acknowledging how helpful it is to return here and remember. Although they may not know each other, those who come share the common experience of loss, so the conversation and sharing at the afternoon tea after the service is a helpful part of the experience.

*Sue Wilkins,
Chaplain, Bethesda*



LOGICAL STEP TO HAVE PHYSIO AS PART OF THE TEAM



Above: Physiotherapist Chris Perkins leads the team at the Bodylogic Physiotherapy practice recently established at Bethesda Hospital.

Whilst the strong partnership with Coastal Orthopaedics is a key to the success of their collaborative venture, having highly skilled and well-regarded members of the Bodylogic team is critical to best serving the needs of patients. Senior Bethesda personnel have been working closely with Professor Peter O'Sullivan, Dr Judith Thompson and Chris Perkins to assist in establishing Bodylogic on the Bethesda site. The group has a highly-credentialed contingent of staff and come with a strong research-based background with Peter holding the position as Professor of Musculoskeletal Physiotherapy at Curtin University, WA.

Below: Physiotherapist Nicole Robb with a patient in the beautiful new area inside Coastal Orthopaedics dedicated to the physio practice.



SIAN'S LITTLE BUNDLE OF JOY



There were lots of 'ooh' and 'aah' noises and many clucky individuals who gathered in the PCU corridor recently when Sian Dougan and her husband Dale brought 6 day old Kadon in for a visit. Kadon is the first child of Sian and Dale and the first little 'aussie' born into both families. Registered Nurse Sian was sponsored by Bethesda from the UK in 2009 and has become very much part of the palliative care team, and Bethesda Hospital.

Congratulations Sian and Dale!



I love my
Irish
Mommy!



Above: Sian and Dale with a gorgeous little bundle of joy, 6 day old Kadon visiting Bethesda.

REDUCING EXCESS=INXS!

Storeman Shane Higgins (above) won 2 VIP tickets to the INXS concert in Fremantle for his 'efficiency' idea in a recent hospital-wide competition. The exercise reinforced that asking those who work at the coal-face on a day-to-day basis was one of the best ways to elicit some fantastic ideas!

Here is the winning entry: "Institute a program to encourage all staff to use the basic warehousing rules, that is, selecting stock from the LEFT/TOP/Front of a shelf/drawer/container with the replacement being made from the RIGHT/BOTTOM/REAR. This is a practice that will significantly reduce the amount of expired stock found on shelves, which is a significant cost to the hospital."

Thank you to all those who entered—there are some great ideas that will make a difference to the hospital.



BREAKFAST ENJOYS COMMUNITY SUPPORT

This year's annual Pink Ribbon Breakfast, hosted by Bethesda Hospital was the best yet with strong support from hospital personnel and the local community. There was pink everywhere, with many people donning outfits that reflected their strong support of the cause, that is to raise money for research into the prevention and cure of breast cancer. A significant donation was made to the National Breast Cancer Foundation from the event.



Left: Unwavering commitment from Pink Ribbon supporter, Enrikas, attending the breakfast for yet another year, enjoying himself once again!

SPOTLIGHT ON PERIOPERATIVE POETS

Whilst skills in literary composition are not necessarily prerequisites for those who work in the operating theatres, registered nurses Lara Smith and Oly Adams (pictured right) have taken their creative pens to paper and written a poem about hand hygiene. It was during International Infection Prevention Week where all staff were encouraged (and rewarded) for their involvement in hospital activities that were designed to increase awareness of Bethesda's untiring commitment to infection prevention and control. Lara and Oly entered one of the competitions which requested a poem (consisting of 25 words or less) relating to infection prevention. They chose the topic of hand hygiene and they won!

"A poet can survive everything but a misprint." Oscar Wilde

