



The Bethesda View

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A quarterly newsletter to keep you informed about Bethesda Hospital

FUNDRAISER A HUGE SUCCESS FOR BETHESDA HOSPITAL

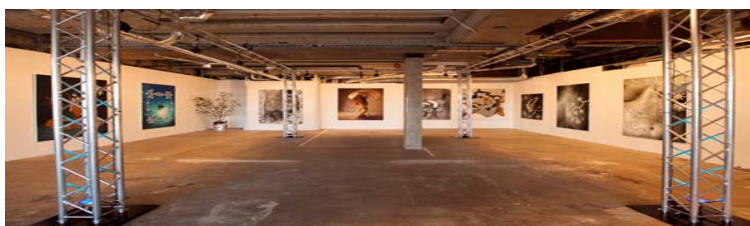
The night had it all. An outstanding art show featuring international artists, a fashion icon who had heard about Bethesda's palliative care services and was keen to share her endeavours from her foundation in New York, indigenous music and artists who had a connection with the Church of Christ ministry work in Looma, North West WA, and a crowd who were keen to hear of the hospital's history and future plans. A major donation from the Rhonda Wyllie Foundation was acknowledged on the evening with funds already committed to a beautiful refurbishment of the palliative care day room for patients. The unused space next to the Bethesda Café was transformed into an amazing art gallery, showcasing the Nomad Two Worlds art by international Perth-born and New York-based photographer

Russell James and indigenous artists. Over 200 guests enjoyed an evening of music, art and fundraising activities for Bethesda's Palliative Care Unit. Clifton Bieundury sang with fellow artists Nathan Mundraby, Danny Swayn and Paul Boon as part of the evening's entertainment, highlighting the essence of the Nomads Two Worlds art collection, which was exclusively on show at Bethesda for the event. Incidentally, Clifton's parents Olive and Jimmy Knight



Above:
Bethesda Board Chairman,
Dr Neale Fong and
CEO Yasmin Naglazas
welcome guests to Bethesda
to raise funds for palliative
care.

Left: The Bethesda 'Art Gallery'



Above: Joan Sheppard organises gift baskets for staff.



Above: The crowd were in awe. Against a most spectacular backdrop of the sun setting over Freshwater Bay, artists perform at the Bethesda Palliative Care Unit fundraiser.

Right: American fashion icon Donna Karan addresses the crowd at the fundraising evening.

in the past worked with the Church of Christ mission in the Kimberly, with Dr Neale Fong remembering Clifton as a young boy in his address to guests on the night.

Rhonda Wyllie was presented with a plaque acknowledging her generous donation. Donna Karan shared her personal experiences with cancer and palliative care to an audience who were 'taken' by her presence. With donations of five door prizes (including a specially-made jewellery piece by Alan Linney) as well as an impromptu 'auction' of a Donna Karan Urban Zen cashmere, the night was a resounding success.



PALLIATIVE CARE STAFF MEET WITH DONNA KARAN

On 16 November 2010, the Palliative Care Team at Bethesda met with international fashion designer and philanthropist Donna Karan to discuss how her Urban Zen Foundation in New York has funded an integrated therapy model in palliative care at the Beth Israel Hospital (NYC). Donna was immediately impressed with our PCU and commented that Bethesda had already made significant progress with care regimes. An important relationship with Donna Karan was established which will see the sharing of experiences, with the potential to introduce some new approaches.

In typical Joan style, there was action a plenty inside the Executive Manager's office as baskets full of delicious Christmas treats were being put together for each department Bethesda. It is another way of thanking all at Bethesda for a very successful year.

Joan has been particularly grateful for the diligent work that has been done by staff in developing a Bethesda Code of Conduct. "I have been very impressed by those who have contributed and it shows that the staff are committed to Bethesda's reason for being. Our Code of Conduct will guide us in how our everyday behaviours really reflect the Bethesda Mission."

Our values have been reviewed by staff to better reflect our beliefs, and are now described as Team, Professionalism, Integrity, Respect, Compassion and Excellence.

The Bethesda View

WE REFLECT ON OUR ACHIEVEMENTS IN 2010

A lot happens in a busy and progressive hospital such as ours over the duration of a year. We have asked various managers and staff to give us a snapshot of their highlights.

Di Bennett, Manager Clerical Services & Supply

"I have been so proud of my staff's willingness to examine new ways of working that has resulted in huge shifts in the satisfaction of all our 'customers'..."



"Top WA hospital" - Medibank Private

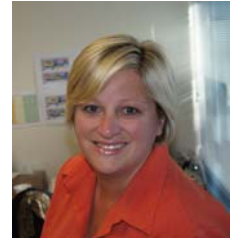
"My department's timely provision of monthly reports to Managers assisted them to achieve a stellar budget outcome for the year. All targets were exceeded..."

Colin Chester, Chief Financial Officer



"A successful implementation of the new Meridian Payroll system is already paying dividends - we have much more assurance that our staff get paid on time and accurately..."

Yvette Feasey, Payroll Manager



Bethesda Hospital has achieved and maintained the highest level of Accreditation by the Australian Council of Healthcare Standards (ACHS).

TEAMWORK has underpinned Bethesda Hospital's success in 2010.

"New options for a more streamlined orientation for staff as well as the management and review of over 1,200 policies has kept us busy..."

Gail Stead, Learning and Development Coordinator



"Setting ambitious targets in terms of invoicing and achieving better hospital revenue did not phase my team this year - not only were the targets met, but they were exceeded..."

Danielle Rigby, Manager Patient Accounts Team



"The year has seen Bethesda's profile and reputation reach new heights. The CSSD renovation and new equipment have been well received..."

Deborah Bell, Perioperative Services Manager



"The personalised care and attention to detail in the Hotel Services area has continued to represent a 'point of difference' for Bethesda. Meals continued to rate highly with patients..."



Roh Siriwardena, Manager Hotel Services



"Supporting business decisions with accurate data has continued to ensure we make the right call, every time..."

Luke Pasotti, IT and Business Development

"Infection Prevention and Control continued to receive deserved attention at Bethesda with the ACHS surveyors validating the higher rating of 'Extensive Achievement'..."

Helen Bucknell, Infection Control Coordinator



"Results from the Press Ganey Patient Satisfaction Survey showing a significant improvement has to be Bethesda's highlight for the 2010, and a pleasure to talk about as the Quality Manager..."

Christine Phillips, Safety and Quality Manager



"Although I am new to the role, I look forward to being part of the Bethesda Team. Archiving of old records has consumed me for the first few months..."



Maria Pasich, HIM Coordinator

OUR VOLUNTEERS DO BETHESDA HOSPITAL PROUD



Above: Volunteers enjoy the Annual Christmas Celebration in the Bethesda Café.

With literally thousands of hours clocked up annually, our volunteers continue to be a most important asset to the team at Bethesda in 2010. Endless energy, tireless work, with wonderful smiles and a gracious attitude, we think our 'vollies' are pretty special. The Annual Volunteers Christmas Breakfast is always a fabulous affair, and an occasion to honour these special people. Chris Williams, co-hosted the breakfast, with it being her last as the Volunteers Coordinator. Chris is joining her husband who has taken up a transfer interstate.

We all wish you well Chris and Bon Voyage!



Above: Two of our very special volunteers Graham and Val Underhill - they are very dear to all at Bethesda; they keep our important connection with the Church of Christ community.

CONGRATULATIONS TO OUR STAFF

Two ceremonies were held recently to recognise the service to Bethesda from long standing and dedicated staff and volunteers.

Management and friends celebrated with Lucy Jeffery who attained 25 years service; Susie James, and Judith Lunny who achieved 15 years service; Fiona Bowler, Janet Simper, Keryl Gough, Jos Radosevich and Colleen Harris who have achieved 10 years of service. All staff commented on how quickly and enjoyable the time has passed and that they are looking to continuing the positive relationship they have with the hospital management and colleagues. Judith Lunny spoke of the changes that she has seen and experienced at Bethesda over her 25 years and was most complimentary of the leadership and direction given to staff from Joan Sheppard and Yasmin Naglazas. Yasmin spoke of the special qualities that set Bethesda staff apart from others and the sense of 'community' they all helped to create at the hospital.

Recognising service was again celebrated when "friends of Bethesda" were awarded service recognition for volunteering. Betty Gee (15 years of service) Mary Azzopardi (10 years) and for 5 years of service Rob Baxter, Penny Brown, Shelagh Devenish, Margaret Hegerty, Libby Howe, Stevie Steketee, Diane Tabert, Graham Underhill and Val Underhill.

Left: Keryl Gough, Susie James, Colleen Harris, Joan Sheppard, Judith Lunny, Yasmin Naglazas, Lucy Jeffery and Janet Simper take time out from the celebrations to pose for a photo.



CHAPLAIN'S CHRISTMAS MESSAGE

There is a song that is sung every year at the Carols by Candlelight service at the Myer Music Bowl. It begins, "So this is Christmas." Christmas is always different for every person.

Ask a person to describe what Christmas means to them and you will get answers like money, busyness, family, shopping, presents, giving, receiving, church, Christ's birthday, happiness, holidays and many more descriptions.

But ask some people and the answer would be loneliness or loss. This is likely to be the answer for many of the families who have lost a loved one at Bethesda during the year and facing a difficult Christmas. There will be a vacant place at the Christmas table.

God knows what it's like to have a loved one die. He felt the grief of loss and separation. So even as we remember the birth of the Christ child in whatever way your customs allow, keep in the back



of your mind that if Christmas means grief or loneliness, his name Emmanuel means, "God with us".

"They shall call His name Emmanuel, which being interpreted is, God with us."- Matthew 1:23.

*A Blessed Christmas to all
at Bethesda
from Chaplains
John, Sue, Daniel and
Kerryn and Paul.*

SHOWCASING BETHESDA AT THE STREET CARNIVAL

The Claremont Christmas Carnival is in its 14th year and is a significant community event on the local calendar. It was a fantastic opportunity to continue the strong connection with our local community as well as showcase the hospital and staff. The team donned 'theatre blues' and very much looked the part as they took time to explain to onlookers the importance of regular health checks and hand washing.



Above: Registered Nurse Daisy Wong and Infection Control Coordinator Helen Bucknell talk to the carnival participants about how our hospital works.



STAFF CHRISTMAS CELEBRATIONS

It was a great day with much fun had by all. A sumptuous barbeque lunch, cooked and served by the Management Team for the staff was followed in the early evening by a 'cocktail' party. There was no doubt that there was a wonderful feel amongst all those who partook of the end-of-year celebration.

Our staff remain our most valuable asset. The year has seen a huge effort by many, with hours of extra work being undertaken to ensure Bethesda Hospital continues to provide care to the highest standard. The Executive appreciate everything you do to contribute to the hospital's success.

A Peaceful Christmas and a Prosperous New Year to each and every one of our Staff from the Board and Executive of Bethesda. Stay safe over the break.



Left top: Theatre and CSSD staff enjoy the Christmas lunch shaded under an umbrella on a beautiful day.

Left middle: Sonja Paterson and Sue Hillaby, join other staff in the line for the buffet.



Left bottom: Winston Dsyla 'hams' it up for the camera!

Right: Roh Siriwardena and Sally Winfield are kept on their toes as 'guests' arrive for the buffet lunch. In the background are Don Kelly and Deborah Bell who were the 'master chefs' for the day.



WELCOME TO BETHESDA HOSPITAL'S 'NEW RECRUITS'!

The August recruitment record was surpassed with 16 enthusiastic people joining the staff at Bethesda this quarter.

New to theatre are: Shannon Adams, Fiona Clarke and Fiona Feyt. Joining Hospital Services are Catalina Barradas, Samantha Champion, Kyungin Hong, Yen-Ju Hsu and Chee yen Wong. Maria Pasich is our new Health Information Manager. DPU welcomed Felicity Keogh and Tara Raei. Wendy Scott was the first staff member to join the Palliative Ambulatory Services (North) team. Karen Perkins, Dianne Prout and Margaret Walsh became members of our Palliative Care Unit.

The Meaning of the Christmas Tree...

The Christmas Tree is one of the most popular and cherished customs. There are some gorgeous Christmas Trees, but what is their real meaning and do they have any place in religion? Some Christians feel that since "Christmas Trees" are not biblically ordained, they should not be used. However, the Christmas Tree was adopted many years ago as a symbol for Christmas, initially starting out as a pagan custom which had nothing to do with Christianity, but because a tree is so beautiful when it is decorated, the custom stuck.

The earliest of an evergreen tree being used and decorated for Christmas is in 1521 in the German region of Alsace. The first Christmas Trees did not have lights; they did not appear until the 17th century.

Traditionally, Christmas Trees were not brought in and decorated until Christmas eve and then removed the day after the 12th night (6th January); to have a tree up before or after these dates was considered bad luck. Modern commercialisation has resulted in trees going into shops as early as late October!

However you view the Christmas Tree, enjoy their qualities.



Christmas Spirit

Edna Ferber, the American Novelist, once said "Christmas isn't a season, it's a feeling". The Christmas spirit once again was felt by many who work and visit Bethesda. It was a time where the real camaraderie between staff shines through, and this is no doubt what underpins much of the 'team successes' that we have seen in 2010. Many staff, patients and visitors have taken the opportunity to spend a few quiet moments in the hospital chapel in the lead up to the Christmas.



Above: Emma Brown and Gail Stead from Learning and Development spread Christmas cheer to all departments at Bethesda Hospital. Love those earrings Emma!