



BETHESDA BRIEFING

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A quarterly newsletter to keep you informed about Bethesda Hospital

PATIENTS MAY FORGET WHAT YOU SAID.....

...but they never forget how you made them feel!

How appropriate is this adage in Bethesda's quest to have the highest levels of patient satisfaction? Much of the work that has been undertaken over the past months has really started to crystallize with an increase in patient compliments. So much so, that there has been a need to have a dedicated area for 'patient testimonials' on Bethesda's revamped website. Following the introduction of the small patient satisfaction cards, the hospital has been inundated with feedback about patients' hospital stay.

In support of the high standards of care and services

that patients are receiving at Bethesda Hospital, the first ever Private Hospital's week was launched by our peak body the Australian Private Hospitals Association (APHA) in April with many activities showcasing the great work that Australia's Private Hospitals do in saving lives and improving the quality of life of patients. Delivering this high quality of care and leaving the patient with an exceptionally positive experience during the hospital stay is something for which we all strive. The APHA "we do so much more" campaign encourages a community-based hospital such as Bethesda to voice our support Australian Private Hospitals at:

www.privatehospitals.org.au

The 'patient experience' relies on the partnerships Bethesda has with the surgeons and doctors and other allied health professionals—we are privileged to have many eminent professionals who work with us to provide the highest standard of care.

Yasmin Naglazas
Chief Executive Officer



STELLAR RESULTS IN PATIENT SATISFACTION AT BETHESDA

The results from the recent Press-Ganey Patient Satisfaction Survey were received with much enthusiasm by the team at Bethesda Hospital. In fact Joan Sheppard, our Executive Manager Clinical & Corporate Services describes it as the most remarkable shift she has seen in results of this kind. "The overall ranking for the hospital has gone from the **37th percentile to the 75th percentile**. There is an enormous shift in patient satisfaction and everyone

should be congratulated."

Areas of satisfaction that were rated highly by patients who were surveyed Bethesda over a 6-week period recently were:

- Being prepared for the hospital stay/admission;
- Information provided by admissions/nursing staff while in hospital;
- The actual care given during the hospital stay;
- The quality of the meals at Bethesda.

In Bethesda's usual style, these results have not meant that we will 'take our foot off the pedal' so to speak; it means that we now have a higher target for which to aim!

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Patients rated meals highly in the recent satisfaction survey.

BETHESDA BRIEFING

MILES OF SMILES—CELEBRATING INTERNATIONAL NURSES DAY AT BETHESDA

Everyone was a nurse for the day on the 12 May 2010! All Bethesda staff threw their weight behind the celebrations for International Nurses Day (IND).

International Nurses Day is celebrated around the world each year on 12 May, the anniversary of Florence Nightingale's birth. The IND theme for 2010 is *Delivering Quality, Serving Communities: Nurses Leading Chronic Care*. Though mainly planned around 12 May, IND activities continue for much of the year by nurses and others.

It was a wonderful opportunity to celebrate and say 'thank you' to the very best nurses in Perth—yes, those at Bethesda! There are many who believe this is actually the case, as Bethesda nurses continually demonstrate commitment over and above what you would normally expect, whether it be from our Recovery Room nurses, to those with special qualities in the Palliative Care Unit, the surgical ward and DPU—just to name a few areas.

Bethesda is rare in WA in that it has a nurse at every level—our CEO is a nurse and even on the Board we have Professor Jill Downie, Pro Vice Chancellor, Faculty of Health Sciences at Curtin University.

All staff working on the day were given a gift bag which included a watch (traditional fob or wrist) a thank-you card from the Executive Team and other goodies.

To our Nurses at Bethesda we say *Salute!*



People



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NEW BETHESDA WEBSITE TO BE LAUNCHED

It was with excitement that the new look of Bethesda's web site was quietly unveiled recently. The brief for the design style was clean, uncluttered, bright and fresh, modern and cutting edge, yet approachable and friendly. Seven criteria identified the image that Bethesda Hospital upholds and wishes to promote namely:

- Innovative/Creative
- Patient Focused
- Modern
- Exciting
- Stable
- Professional
- Point of difference

Primary and quick navigation functionality along with a showcase of key

areas and a focus on staff was included in the scope of the project that was led by Yasmin Naglazas, Luke Pasotti and Joan Sheppard. Input from staff was sought to populate information in key areas.

Take a look at www.bethesda.asn.au for yourself to witness the achievement and success of the project. The web site will not be static and will continue to undergo enhancements to keep

pace with changes in the business, industry and expectations of users.

We welcome your input, as staff are very much part of our marketing, our image and our 'brand'.

We look forward to you all 'spreading the word' on Bethesda's new website and assisting to promote the hospital as the 'premier hospital in Perth'!

TWO HANDS WASHING

Bethesda Hospital has registered with the Health Organisation (WHO) Global Campaign "Save Lives: Clean Your Hands." This is an international campaign to improve hand hygiene among health-care workers. It advocates the need to improve hand hygiene practices of health-care workers to help reduce the spread of potentially life-threatening infections in health-care facilities.

The WHO has set a target of 10,000 hospitals to join the campaign by May 2010 and are close to reaching this. Bethesda Hospital's involvement has been through hand hygiene workshops conducted by Kate Williams from 3M on 6 May, collecting and submitting data to the WHO on hand hygiene day and ongoing work by the Bethesda Team to promote the '5 moments of hand hygiene' concept. Bethesda has set a very high standard in terms of infection control and good hand hygiene is an integral part of this.



Above: 3M representative Kate Williams with Bethesda OR staff checking on hand hygiene.

DOING WHAT WE CAN - GROWING OUR OWN HERBS & RECYCLING

The Herb Garden concept emanated as a suggestion from the Environmental Committee and with profits from selling entertainment books put toward the purchase of two metal garden beds, the herb garden has come to fruition. Herbs grown will be used in the kitchen so that less will have to be bought from external suppliers. Garden clippings and appropriate vegetable matter from the kitchens are being used to establish the garden that will be maintained by the our gardener, Robert Sobott.

Staff are asked to donate herbs such as parsley, thyme, oregano, mint, and coriander, preferably in small pots. Any other herbs will be gratefully accepted.

Volunteers will be required during summer for manual watering and maintenance but what a great opportunity to get involved in something really enjoyable and worthwhile!

Contact either Roh Siriwardena or Don Kelly if you have the urge for herbs!



Above: The beginning of Bethesda's Herb Garden in June 2010

A WORD FROM THE CHAPLAIN Sue Wilkins, Bethesda Chaplain

Recently, I read a magazine article about a woman who decided she would take a photo a day of something for which she was thankful.. This simple daily exercise had a profound effect on her – previously she had often been discontent with life, but as the "experiment" progressed she found she was overflowing with gratefulness for all she had. The meaning of celebrating life, finding contentment and joy in what they had, became very clear to both her and her family. They discovered the truth that thankfulness/gratefulness leads to happiness and contentment.

I believe we are hard-wired to live this way – its part of our DNA. By practicing it, we fulfil what we were designed for. The Great Designer gave us this principle in Scripture when Paul wrote in Philipians:

6Do not be anxious about anything, but in everything, by prayer and petition, with thanksgiving, present your requests to God.

7And the peace of God, which transcends all understanding, will guard your hearts and your minds in Christ Jesus.

8Finally, brothers, whatever is true, whatever is

noble, whatever is right, whatever is pure, whatever is lovely, whatever is admirable—if anything is excellent or praiseworthy—think about such things. Philipians 4:6-8.

Pretty sound advice! May contentment and peace be yours.



COVERING UP

The slope near the back of the hospital by the river is being landscaped and in order to hold the soil, ground cover is needed.

We want to make the grounds of Bethesda Hospital the best on the foreshore!

Donations of cuttings will be gratefully accepted by Don Kelly, Engineering. Department (ext.315)



PACKAGE UP!



Permanent staff (full and part-time) are encouraged to make use of Bethesda's generous salary packaging. The premise of salary packaging is simple—it reduce your annual tax liabilities so that your disposable income is increased. Under the arrangement you pay income tax on the reduced value of salary of wage. The grossed up taxable value of the benefit, is capped at \$30,000. Potentially you could have access to \$ 16,050 in tax free earnings per annum.

You can package any regular debt or liability payments i.e. mortgage, rent, loans. EPAC offer a Salary Solutions card that may be packaged to use to pay everyday expenses, i.e. shopping, bills, groceries. A

Meal Entertainment card is also available.

Should you be thinking about purchasing a new or near new vehicle, you may wish to consider taking out a novated lease and package the vehicle. EPAC can obtain quotes that include fleet savings that may be passed onto you that you may not have been able to negotiate with your car dealer. Holiday accommodation and fuel savings are other salary packaging benefits available via EPAC.

If you are interested in an EPAC Customer Services Officer visiting you during lunch to discuss packaging with you, please contact Michelle Olins on EXT 364.

Michelle is also a 'full bottle' on the benefits and you can arrange a private appointment with her at a time that is convenient for you.

This is a great benefit for staff and should not be overlooked!



HR Coordinator Bethesda Hospital—Michelle Olins



EPAC is Bethesda Hospital's contracted salary packaging company and can be contacted by the employee direct on 1800 680 180 to discuss the various options available.

'ARE YOU BEING SERVED?'

Michelle Olins, our very experienced HR Coordinator, is available for all employees, should they feel they need further assistance beyond their immediate supervisor/manager. She reminds staff of the absolute importance of signing annual leave and sick leave forms (with medical certificate) as well as formally advising of extra hours worked and your availability to take on extra work.

"We want you to get you paid right and in a timely manner—our commitment to you as our valuable employees who continue to work in the best interests of Bethesda Hospital."

ROYAL COLLEGE OF NURSING AWARD FOR BETHESDA NURSE

Nurse Emma Brown was recently awarded the Gertrude Berger Award 2010 from the Royal College of Nursing. The Award is a memorial award given each year to a nurse who is making an outstanding contribution to professional excellence in their nursing practice and who is demonstrating a commitment to one or more professional organisations, including active participation in a leadership role. Emma is pictured (left) at the awards ceremony, receiving the Gertrude Berger Award from the Royal College of Nursing, Australia CEO Deborah Cerasa. Well done Emma!



APRIL EMPLOYEE OF THE MONTH



April's Employee of the Month was awarded to Chris Williams, RN PCU and Volunteer Coordinator. Those who nominated her describe her with qualities of empathy, compassion and professionalism. She approaches her work in a warm and friendly manner - congratulations Chris!

WELCOME 'NEW RECRUITS!'

We welcome the following staff to Bethesda Hospital:

Ruby Boerholt and **Gloria Cook** in Theatre. **Megan Bickerdike**, **Monica Godwin** and **Rupa Kekulawala**, in Hospitality Services. Joining the PCU team are **Tongai Dube**, **Mary McDonagh**, **Miriam Morris**, **Gillian Stott**, **Kate Thomas** and doctors **David Thorne** and **Larry Liew**. **Helen Holmes** became a member of Patient Services and **Rebecca Andrews** joined Allied Health Services. Reporting to the Executive Manager, Clinical Services are **Michelle Olins** (HR) and **Gail Stead** (L&D).

NOMINATIONS FOR OUR 'SUPER EMPLOYEES'

Di Bennett, Manager, Clerical Services (Nominations Coordinator) wants to know about our super employees whenever you get the urge to nominate! Go on, take the plunge!



CHRISTMAS ALREADY?

No, but be sure to note in your diary now for the

Bethesda Staff Christmas Party to be held at the Macedonian Hall, North Perth.

SATURDAY, 4 DECEMBER 2010

7 PM to 12PM



NAMING RIGHTS STILL AVAILABLE

Our aim is to have a new name on this newsletter before Christmas—we know there are a lot of creative people who hanker for some notoriety and stardom. Submit your suggestions to Michelle Olins by September 2010.

Prize for providing new name—movies tickets to the value \$100 !