



The Bethesda View

Volume 3, Issue 1



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

March 2012

Engagement the key....

This edition of The Bethesda View commences with a report on the hospital's safety activities; the achievements that have been made and the culture that has developed has been most satisfying. I am constantly reminded of how much more we can achieve when we have strong staff engagement and a willingness to be involved in hospital activities that improve our working environs.

I recently read an article entitled

“What Top Healthcare Performance Looks Like” and I was not at all surprised at the reference to staff and doctor morale, citing organisations with the ‘right’ culture and engagement with staff and doctors thriving even in times of significant challenges. The article went on to confirm that health care delivery is hard work, but fortunately health care attracts wonderful people who are dedicated to the care of patients and the Mission.

Our daily work at Bethesda is made so much more rewarding and enjoyable by being alongside people who you respect and with whom you actually enjoy working. Common goals along with professional interdisciplinary collaboration go a long way to making a ‘good’ working environment ‘great’, with the patient reaping the rewards!

Yasmin Naglazas
Chief Executive Officer



Below (from left): Glenys Thomas (CNM Palliative Care Unit) watches as members of the OSH Committee Winston Dsylva, Tuyen Nguyen and Melody Miles safely move ‘patient’ Marie Murphy on the new Hovermatt air transfer system, predicted to substantially decrease the likelihood of staff injury whilst moving patients.



Besides being required by law, a commitment to safety in the workplace is actually good hospital business practice. Bethesda has recently appointed an Occupational Safety and Health (OSH) Manager, Melody Miles to assist in taking workplace safety to new heights.

BETHESDA'S SAFETY COMES UNDER THE SPOTLIGHT

BETHESDA'S SAFETY SCORECARD

- ✓ No Lost Time Injuries since June 2011
- ✓ 100% safety reps training completed
- ✓ 100% compliance with OSH Act
- ✓ 100% increase in hazard reporting
- ✓ Implementation of the Manual Tasks Management System
- ✓ Establishment of a Manual Tasks Assessor's Group
- ✓ Organisation-wide adoption of a 'No Lift' approach to work



Above: Melody Miles, Bethesda's OSH Manager is passionate about safety. She not only brings a wealth of experience to the role, but also understands how to achieve high engagement from staff at all levels.

Melody's experience, and her delightful approach, has been welcomed by all, particularly the OSH & Environment Committee, with overall enthusiasm at an all time high level amongst representatives from the various clinical and non-clinical areas. OSH reps are actively involved in workplace inspections, including equipment audits, as well as the review of OSH statistics at their meetings at their 2nd monthly meetings, but most importantly, they all enthusiastically promote the staff's role in ensuring the workplace is safe and that hazards are identified and rectified. The newly formed Manual Tasks Assessors Group sees targeted support and assessment of manual tasks from staff who work in the area and have been trained.



The Bethesda View

FOR THE RECORD...



Above: The wall art may depict a place that they may be dreaming they were, but Clinical Coder Grace Gatchalian (left) and Health Information Manager Maria Pasich enthusiastically undertake the big task of archiving old records on a regular basis.



Although certain functions at the hospital are moving to being 'paperless', looking after 'hard copies' of old clinical files is an important job. All records at Bethesda Hospital are afforded a high degree of confidentiality as they are packed away and stored for the necessary period to meet legal requirements. Archiving is a comprehensive process and it relies on staff with a fastidious attention to detail. Step forward Maria Pasich, Health Information Manager, and Grace Gatchalian who can be seen ensconced in the Medical Records Department, often surrounded by paperwork.

The ability to locate an archived record is made easier by the process that has been tested on many occasions. The records are catalogued and the relevant boxes labeled and then the storage can occur. Maria even has what she calls a 'mud map' of where the archived boxes are being stored, contributing further to their swift retrieval.

BETHESDA STAFF CHOOSE A HEALTHY ALTERNATIVE

MAKING LIFE EASIER WITH EMPLOYEE BENEFITS THROUGH EPAC

EPAC Salary Solutions is offering Bethesda staff a very comprehensive member benefits packages Although some conditions apply, here is a summary:

- » Up to 50% off hotel rates.
 - » 20% of the bill at selected restaurants (up to \$25).
 - » Purchase Coles Gift Cards through Frequent Values™ to save 5% on all groceries at Coles.
 - » EPAC's own Fleet Company, Carfleet, can provide huge savings on new car prices.
 - » Discounted window tinting, car protection products and in-car electronics like GPS, stereo systems and DVD players.
- Use it to pay for your petrol and approved vehicle expenses at the register of any Shell Coles Express or Shell service station nationwide. EPAC will automatically deduct the amount from your bank account on the day after your payday. Best of all, you can track and manage your expenses in our online system. With EPAC's Shell Card, you'll also save 4c per litre on Diesel and main grade petrol – that's Unleaded 91, Unleaded 95 and Unleaded E10 – and 2.2c per litre on Shell V-Power and Shell AutoGas.



Above: Executive Manager Clinical & Corporate Services, Joan Sheppard, samples the mangoes, one of the delicious fruits that made their way into the fruit hampers to wish Bethesda staff a happy Christmas.

There were no arguments from staff on the floor when a suggestion was made to dispense with the usual Christmas ritual of chocolate and sweet baskets last year. Boxes of delicious fruit, including some wonderful seasonal mangoes were delivered to all clinical and non-clinical areas as the management team thanked staff for a busy, rewarding and successful year. Joan Sheppard confirmed that significant work had been undertaken to allow for higher acuity patients to have their surgery at Bethesda, and that this had meant a total commitment from staff. The fruit baskets were just a small way appreciation can be shown, at a time when 'giving' forms part of the tradition of Christmas.

Bethesda, like many other workplaces, is keen to see that their staff are fit, healthy and energetic—this Christmas initiative went a long way to reinforce the message that healthy eating can even be achieved during festive seasons such as Christmas!

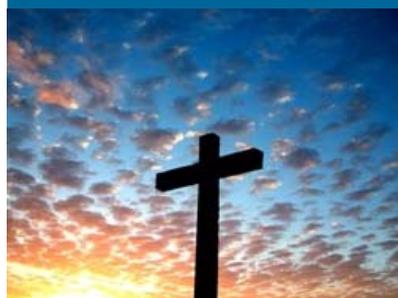
BETHESDA'S SCORECARD AND STRATEGIC PLAN

Right: Luke Pasotti, Business Development showing Colin Chester, CFO, the important elements of the new strategic reporting format which gives a better view of progress of the hospital's Strategic Plan.



A new Strategic Plan for the hospital (right) has prompted the implementation of an improved reporting format, that allows Board Directors and Senior Staff to be provided with a high level 'scorecard' as well as the capacity to 'drill down' for further information. With the need to review so much information, there is the potential for senior hospital personnel to be overwhelmed, spending time sifting through a myriad of reports to satisfy their key personnel duties and governance roles. By providing this scorecard reporting tool (which has the added benefit of directly linked to real time information) monitoring results is much clearer. Strategic targets can be set, those targets uploaded and then the scorecard reports on progress. *Monitoring our hospital business has never been easier!*

CHAPLAIN'S EASTER MESSAGE



At Bethesda Hospital we hear a lot about holistic treatment. We are concerned about the physical, mental, emotional and spiritual aspects of a person's life. Easter is a special time of year. We can treat it as a public holiday time or use it to reflect upon one of the key events in religious tradition. We think holistically about our care of patients; we need to think the same way about Easter. Some people focus on Friday and the time Jesus died,

others think of Sunday and his resurrection. By thinking holistically, we keep the two of them together. This Easter, take a work principle home by looking at the season in a new light. Think holistically about what the death and the resurrection means together and Easter will mean a lot more to you
John Caporn, Bethesda Chaplain

Easter Blessings
to all from the Board and
Executive Team of
Bethesda



BETHESDA HOSPITAL STRATEGIC PLAN 2012 – 2015

GOAL 1

Ensure Bethesda Hospital remains true to its reason for being.

Key Strategies will focus on:

Our central purpose; conducting our business consistent with our Mission, Vision and Values.

GOAL 2

Bethesda Hospital will provide patient care that is safe and of the highest quality, within a culture that truly values customer service.

Key Strategies will focus on:

Our unrelenting commitment to safety and quality; exceeding patient expectations; placing patients at the centre of everything we do.

GOAL 3

Achieve financial strength and long-term viability for Bethesda Hospital.

Key Strategies will focus on:

Responsible stewardship of all resources; accountable governance.

GOAL 4

Bethesda Hospital will establish and invest in partnerships that produce mutually beneficial outcomes

Key Strategies will focus on:

Strong relations with doctors; collaborating with funders to constantly add value to the programs we run.

GOAL 5

Be the hospital of choice in Perth for doctors, staff and volunteers.

Key Strategies will focus on:

Striving to provide an enjoyable and professionally rewarding work environment; actively recognising the contribution of staff, doctors and volunteers; supporting the health and well being of our staff.

GOAL 6

Bethesda Hospital will be a 'learning organisation' that has the ability to maintain its relevance and thrive.

Key Strategies will focus on:

Establishing high-calibre education programs and research activities that result in both improved care outcomes and make a contribution to the future health workforce.



Photo courtesy of "Guidelines for Home-Based Palliative care Services" by the Indian Association of Palliative Care and CanSupport, new Delhi, 2007.

BETHESDA DONATION HELPS WITH CARE OF DYING IN INDIA

Bethesda recently received a letter of appreciation from Dr Luxford of Palliative Care Australia (PCA) thanking the hospital on behalf of the Asia Pacific Hospice Palliative Care Network (APHN) for the offer to donate syringe drivers to palliative care services in the Asia Pacific region. Bethesda's donation was 'matched' with a hospital who had a need for this equipment and did not have the ability to purchase. The hospital, Sudharsana Palliative Care Hospital in Tamilnadu in India has received

Bethesda's 'old' syringe drivers through the program, with the care services in the Asia Pacific region being extremely grateful. The syringe drivers will assist in giving medications subcutaneously over a long period, with the method being suitable for those palliative patients with increasing weakness, decreasing consciousness and profound nausea and vomiting. The donated equipment will assist in ensuring that medication is symptom specific and comfort oriented.



Above: Aleece Bond, usually seen with her team in theatre, with children and carers from the Hosanna Orphanage in Burma. She describes her experience as 'life changing'.

ALEECE BONDS WITH ORPHANAGE

On Aleece Bond's first visit to Burma, she spent 3 weeks living in the poorer parts of the country and namely at an orphanage. Hosanna Orphanage was established in 2008 with many children having lost parents in the tsunami, or from malaria or HIV. The experience for her was 'life changing' and since 2009 Aleece and her father support the orphanage which results in food, water, shelter, education and health care for 26 children and 2 carers! The aim is to be able to care for 36 children by the end of 2012 as the demand is growing daily. Aleece visits regularly with her last visit being in September 2011. Her colleagues in the operating theatre suite have been most generous with their individual donations.

Aleece's uncle is know to many of us—he is Dr John Bond, the Senior Minister at Lifestreams Christian Church, South Perth.

MICHAEL HAS A 'SPARK' IN HIS RIDE FOR CHARITY



Bethesda Hospital's electrician extraordinaire Michael Du Plessis was one of 120 cyclists with a group called Lifecycle, who recently embarked on a riding challenge that lasted 3 days. The event was for the sole purpose of raising funds for CanTeen, a national support organisation for young people living with cancer. Last year over \$100,000 was raised.

The cycle started in Bassendean and ended in Busselton and the total distance that Michael did was 388km over three days on the 10, 11 and 12 March. Michael slept in Pinjarra the first night. On day 2 he peddled through Waroona and onto Harvey for lunch and then a sleepover at Brunswick Junction. The third day was spent cycling through Donnybrook over the hills into Capel for lunch then onto the finish in Busselton. The Toyota 4-Wheel Drive Club provided backup, ensuring all cyclists were safe on the road. Temperatures climbed into the high 30s and at some places the road temp was 49 degrees! At the sleepover stops and lunch breaks the Lions Club were on hand to feed the cyclists. Thanks to some very nutritious and enjoyable vittles, Michael came back a couple of kgs heavier. *How does that happen with so much exercise?*

Check out the Can Teen website. www.canteen.org.au