



The Bethesda View

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Inside this issue:

A quarterly newsletter to keep you informed about Bethesda Hospital

BETHESDA'S CULTURE DRIVING THE HOSPITAL'S SUCCESS

Being a 'successful' hospital relies on many things, but nothing can be as important as culture. Our recent success in the ACHS Accreditation periodic review, the Medibank Private survey of its members that ranked Bethesda as 'top' in WA and the achievement of being a finalist in the Press-Ganey Success Story contest demonstrate some exceptional team achievements. Bethesda's success is underpinned by its culture and none of the above achievements could have been made unless the culture was 'ideal'.

Recently in Perth, world-renowned corporate culture and leadership expert Carolyn Taylor spoke of WA businesses compromising performance if they didn't take time to consider the culture.

She refers to organisations with great corporate cultures, such as Google, all having people who championed culture rather than relying exclusively on outside help.

Bethesda's culture remains strong because of the many 'champions' we have at all levels of staff. Our culture sits well with our organisational values of professionalism, respect, integrity, compassion and empathy (PRICE), something we strive to demonstrate each and every day. Culture and values underpin our 'reason for being'.

That reason for being or purpose has recently been reviewed by the Bethesda Board of Directors. The Board took the opportunity to reaffirm:

Bethesda's Mission -

"To demonstrate God's love through the provision of high quality hospital and health care services in our community".

And Bethesda's Vision:

"To be the preferred choice of doctors, staff and patients, and be recognised for the provision of high quality, medium acuity surgical services and palliative care".

Our overall 'success' is the achievement of our Mission, guided by our Vision and driven by the enthusiasm generated by our culture. Congratulations on your continued efforts towards Bethesda's ongoing success.

Yasmin Naglazas
Chief Executive Officer
Bethesda Hospital

BETHESDA VOTED 'TOP' HOSPITAL

Received with great excitement was the latest Medibank Private patient survey, published in *The West Australian* recently, ranking Bethesda as the best private hospital in Western Australia. It is a testament to the amount of work that has been done in the quest to provide the best care. The hospital's Quality and Safety Committee along with Quality Manager Christine Phillips have assisted to ensure that a culture of improvement permeates throughout.

Christine describes the award as being something that has already had a very positive impact on patients, visitors and staff alike. "News such as this really motivates the staff and encourages them to celebrate their hard work and success".



Above: Russell James poses in front of one of his pieces of artwork, currently on exhibition at the Bethesda Café.



Above: Operating Room staff go through their paces on a 'typical' morning in the Theatre Suite, Bethesda Hospital.

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WHAT'S IN A NAME?

Congratulations to DPU Nurse Leonie Davidson, who is the winner of the competition to find a name for this newsletter, aptly named 'The Bethesda View'. Leonie, known for her 'eye' for detail, wins movie tickets and the notoriety that goes along with such a prestigious award!

Well done Leonie!

INTERNATIONAL PHOTOGRAPHER VISITS BETHESDA HOSPITAL

The Café was buzzing when Russell James visited recently to see 3 of his 'art pieces' on show. The pieces are from his Nomad Two Worlds collection and represents a theme of reconciliation between indigenous and non-indigenous Australians. Russell collaborated with many people on the project, namely Clifton Bieundurry, founding Aboriginal artist from the Walma-jarri people. Whilst Russell is Perth born and bred, he is an international photographer based in New York. He was in Perth as the International Ambassador for Perth Fashion Week, as well as to catch up with family and friends and of course, sip our famous Bethesda Café coffee!

THE BETHESDA VIEW

NEW PALLIATIVE SERVICE AT BETHESDA LAUNCHED BY PREMIER

It was a veritable 'who's who' of the palliative care fraternity in WA, coming together to support and congratulate Bethesda Hospital's new ambulatory palliative program. There was great excitement as well as a passionate spirit as the work of the last 12 months of planning culminated in the launch of the much-needed service. The Premier, Colin Barnett, reinforced the special nature of the program in his speech by suggesting that the community deserved to have the good 'end-of-life' care. He praised Bethesda for its wonderful reputation in the care they offer.

Named the Palliative Ambulatory Service (North), the community-based program will be conducted from Bethesda Hospital and funded by the Department of Health WA, servicing the north metropolitan area of Perth. The team consists of medical and nursing specialists, allied health and administration support.

Board Chairman, Dr Neale Fong, congratulated the hospital team and reinforced the Premier's sentiment about the high standard of care that Bethesda provides, confirming the profile that the hospital had developed in its collaborative approach to service delivery, continually seeking new models that deliver improved outcomes.

Dr Anil Tandon, Clinical lead, WA Cancer & Palliative Care Network provided the audience with a moving and passionate speech as he referred to the history of the program.

The team at Bethesda are often heard talking about the 'value adding' for which the hospital is striving, keen to respond to the increasing demand for this type of care as WA's population ages and those with cancer and related illnesses are living longer.

"Bethesda Hospital is proud to be the first hospital to offer this much needed consultancy service to the community, particularly aged care homes, and we look forward to complimenting, not duplicating, the invaluable care of other service providers such as the Silver Chain, says Yasmin.

Glenys Thomas, Clinical Nurse Manager, Palliative Care at Bethesda announced that Wendy Scott and Dr Sarah Pickstock will lead the nursing and medical component of the team, stating that "Bethesda is delighted to have attracted such high caliber staff to the program".

Right: Assoc. Professor Rosemary Saunders, School of Population Health, UWA; Dr Ashwini Davray, Palliative Care Consultant, Bethesda; Dr Erica Davison, Manager Professional Development, Cancer Council WA and Dr Michael Thompson, Palliative Care Consultant, Bethesda.



Above: Dr Neale Fong, Bethesda Board Chairman and Yasmin Naglazas, CEO, Bethesda with Colin Barnett, Premier of Western Australia.



Above: Glenys Thomas, Clinical Nurse Manager, Palliative Care at Bethesda and Professor Samar Aoun, WA Centre for Cancer & Palliative Nursing, School of Nursing & Midwifery, Curtin University.



DOWNLOADING YOUR REQUEST FOR COMPUTER TRAINING!



In response to staff requests for more training on the Micro Soft Office suite of products (and to ensure that we have the most computer savvy employees!) you can now access on-line training modules through the Bethesda Intranet.

Once logged on, go to the left hand side of the screen, under the main heading of "HELP" is the sub heading

of "ON-LINE TRAINING". Click onto your preferred training module which includes Word, Excel and Outlook, with a variety of different levels for the different needs. It is hoped that this support will extend your understanding and increase your ability to apply your new found knowledge and skills!

Enjoy!



KEEP AN EYE OUT FOR STRANGERS...

A gentle reminder to all staff to be on alert for people coming into the hospital who do not appear to be visiting for the right reasons. We rely on our staff to continue to ask "can I help you" when visitors seem to be lost or the reason they are at Bethesda is not clear. Alert your supervisor if you are concerned.

TRAINING REMAINS AT TOP OF LIST FOR STAFF



Above: Angela Vaca-Villa from Hotel Services has undertaken training associated with Foodsafe to ensure she is well equipped to carry out her role in Bethesda's food services area.

Our recent survey of what staff believe constitutes an appealing 'reward and recognition' program listed additional training and further development opportunities at the top of the list. Although not a complete surprise, it was very encouraging to see that many were keen to enhance their skills and knowledge even further.

All staff undertake a set of mandatory competencies which include manual handling, infection control, fire and safety and

OSH. Further opportunities are offered specific to the area of work such as Foodsafe, medication management, palliative care and operating room specific training.

Staff will be encouraged to continue to provide feedback on what other training will enhance the skills, knowledge and confidence in the work environment. In our ongoing quest to continually improve what we do, training and self development remains a key element of Bethesda Hospital's workforce strategy.

PINK RIBBON DAY

Staff and friends are invited to join in a "Healthy Breakfast" to raise awareness of breast cancer.

Where: Bethesda Café

When: 25 October 2010

Time: 8am

Cost: \$10

The menu will be buffet style with fruit, cereal, yogurt, coffee and tea.

Pink Ribbon merchandise will be available for sale.

This is a most worthwhile initiative and we look forward to the support that everyone can offer in the quest to raise the profile of the plight of breast cancer.

CHRISTMAS CARNIVAL IS CALLING

Bethesda Hospital is most excited about being invited to take part in this year's City of Claremont Christmas Carnival to be held Thursday 25 November 2010. "We are part of the community and wish to build on our positive reputation and image within it" stated Joan Sheppard, Bethesda's Executive Manager Clinical Services.

To participate on the day you will need a WWC check, however staff can still assist with preparation and set up if you do not have one. It should be a most enjoyable day and a chance to 'showcase' Bethesda.

Staff and volunteers interested can contact Joan Sheppard, Executive Manager, Clinical & Corporate Services.

BLOOMING MARVELLOUS!



Above: Volunteers and 'green thumbs' Libby and Di planted some potted colour that has resulted in beautiful spring flowers in the Bethesda Hospital western courtyard.

CHAPLAIN'S CORNER - DANIEL VILJOEN

Last weekend was dedicated to some spring cleaning in the Viljoen family. All the old growth in the garden was pruned, weeds removed and some fresh mulch was scattered to prepare the soil for the hot summer months.

There is an excitement about spring that fills the air with new energy and life – with warmer days, we look forward to picnics in the park, camping, days at the beach, late nights around the BBQ catching up with friends and loved ones. There is a 'freshness' in the air.

Spring is also the time to remove the unwanted (not to mention those unwanted kilos) and to prepare for new growth. You may also experi-

ence the same in your spiritual life, looking back at the winters of your life with an urge to reaching for secateurs for some serious pruning.

The good news is that God is ready to help you with this 'pruning' and his promise in 2 Corinthians 5:17: "Therefore, if anyone is in Christ, he is a new creation; the old has gone, the new has come!" (Holy Bible - New International Version).

May this Spring be a time of removing the unwanted, but also a time of new growth in your Spiritual life!

God Bless.

**Daniel Viljoen and the
Bethesda Chaplains**



How wonderful is the combination of dedicated volunteers, experienced 'green thumbs', loads of enthusiasm and a real dedication to making the hospital grounds look relaxing and enjoyable for patients, visitors and staff alike?

Such is 2 of our volunteers, Libby and Di, who we know also have 'weaved their magic' in other parts of the hospital including the front entrance pots. They work tirelessly alongside our resident gardener, Robert Sodot (June's Employee of the Month) to enhance the environs for patient, visitor and staff comfort and pleasure.

SUGGEST AWAY!

Thank you to all staff who provided feedback on how best the hospital can meet your needs and keep you highly motivated and 'connected' with the Bethesda team. Now, the Staff Suggestion Box will become a regular feature in the Staff Dining Room. Staff are welcome to submit ideas, and suggestions for change that address aspects of working at Bethesda with a view to improvement.

Suggestions will be collected on a regular basis and reviewed. We consider all your suggestions to be valid, some more than others, and all effort will go towards implementing. Your input goes a long way to making Bethesda a fantastic place to work, and we are keen to ensure that all staff are well equipped to take on the challenges ahead.

WOW! NEW LOOK, NEW FEEL, NEW STYLE

There seemed to be months of fittings and almost 'clandestine' meetings amongst the Patient Services staff before the final product was unveiled! But it was certainly worth the wait!

In Di Bennett's quest to have superior levels of performance in her 'front-of-house' staff, the plan to update and refresh the look of her team was most welcome. Although Patient Services staff has always presented well, a coordinated set of uniform options that portrayed an even more professional approach was the order of the day.

The base colours of the new range of corporate attire are charcoal, rust and beige. The clothing items are such to suit all preferences and are easy to maintain.

Di Bennett, Administration Services Manager was delighted with the outcome of the initiative. "The feedback from patients and their families has been very positive, with a view that it is easier to identify Bethesda staff and that a more professional approach comes through" states Di.

Absolutely fabulous is the verdict!

And comments from the staff who have now become used to wearing the new corporate uniform:



Above: Helen Holmes, Bev Broughton, Kerry Jones, Cathy Rogers, Di Bennett and Tammy Lee, pictured against the wall in the front reception of Bethesda and looking proud to be sporting the new look.

"It makes us feel more like a team."

"We look a lot more professional".

"It's easy to mix and match the pieces to feel like your are wearing something a little different each day".

"Patients and their family members and visitors seem to react more positively when they arrive at the front counter".

I have never worn this colour before, but I think it really suits me as it does for the others. I feel more confident".

Di Bennett believes it has already had a very positive effect on the culture of the team. "The staff have worked really hard to improve both the processes and the customer relations aspects of their roles. This has been another incremental step towards the front-line staff presenting themselves as even more confident, professional, well-informed and with a genuine keenness to assist."

STAFF NEWS

WELCOME 'NEW RECRUITS'!

August was a record month for recruitment to the hospital with 12 new starters!

We welcome the following staff to Bethesda and hope that their time with us is rewarding:

Stephen Bullock, Jacob Murphy, Carol Briody, Christine Zagari, Olympic Adams, Simon Starling, Megan Massey and Julia Fitzroy are new to the Theatre team. Joining PCU are Gillian Stott, Paula Moffat, Hayley Madams and Franziske Merz, Adam Tucker, Tanguil Ilaf and Chee-Yen Wong have joined Hotel Services. Julia Crawley and Tara Raei are now part of DPU. Supply have a new storeperson, Paul Melot and Lauren Hoey has the Patient Services team.



JOAN SHEPPARD CHOSEN TO SURVEY AUSTRALIA'S PRIVATE HOSPITALS

Congratulations to our Executive Manager, Clinical & Corporate Services who has been inducted as an ACHS (Australian Council on Healthcare Standards) surveyor, resulting in her travelling to all corners of the nation to assess the quality of Australia's private hospitals. Although always 'time-poor' Joan finds time to schedule in a survey every 2nd month as it is a passion of hers and assists in gaining new and better ways of doing things.

STOP PRESS! NEW PAYROLL SYSTEM

Bethesda Hospital has invested in a new payroll system. The upgraded version, Meridian, offers greater flexibility and ease of use, improved reporting and efficiencies. 'Parallel runs' between the new and the old system have already demonstrated greater accuracy of the new Meridian version. The new system will be operational in October. The look of the payslips will be the same. Should staff have any queries in relation to their pay, they need to speak with their manager. Assistance from payroll will then be sought from the manager as required.

CHRISTMAS PARTY

(CHANGE OF VENUE & DATE)

Please note in your diary now
for the

Bethesda Staff Christmas Party

to be held at Bethesda.

FRIDAY, 3 DECEMBER 2010

5 PM to 8PM

Drinks, nibbles, door prizes!



Come along—it's going to be fun!