The Pulse

The official newsletter of Western Sydney Local Health District

MAY 2014

www.wslhd.health.nsw.gov.au

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Western Sydney LHD

2014 QUALITY AWARDS

Submissions close July 4 2014

Don’t wait—it’s time to get your submission in—Page 4
Cheers from the CE, Danny O’Connor

The WSLHD Strategic Plan July 2013 – June 2016 (the Plan) was developed with the involvement of staff and stakeholders in 2013 and was finalised in November 2013.

The Plan identified six priority areas that address the diverse needs of our community, now and in the future: Culture; Integrated Care; Partnerships; Organisational Redesign; Research and Education; Financial stability and sustainability.

Significant progress has been made in achieving the actions in the Plan, with activity in all six priority areas (see below!)

In some areas, although we have improved, our ambitious timeframes have had to be revised, but we expect that all goals will still be achieved by June 2016.

To see the detail of actions and goals of the WSLHD Strategic Plan please visit the WSLHD Intranet.

For more information on the progress of the WSLHD Strategic Plan please contact Deanne Turner, Director Clinical Strategy & Redevelopment on 0419 980 071 or Deanne.Turner@health.nsw.gov.au

CULTURE

- Transfer of Care from Ambulance to ED within 30 minutes reached 80% YTD April 2014 (more than 10% improvement from YTD April 2013) and is on track to reach 90% by December 2014.
- Transfer of Mental Health patients from ED within 8 hours has improved by 16% from 48% YTD April 2013 to 64% YTD April 2014, with over 100 less patients staying in ED over 24 hours this year compared to last year (45 patients YTD April 2014 vs 148 patients YTD April 2013).
- The Clinical Excellence Commission reports Westmead Hospital ED is a leader in NSW in the management of sepsis, having met the benchmark for administration of antibiotics within 60 minutes unfailingly for the last 12 months. BMDH ED has consistently achieved the same benchmark since relaunching Sepsis Management Guidelines in mid-2013, with Auburn Hospital showing early signs of improvement following the re-launch their in 2014.

INTEGRATED CARE

- Forty HealthPathways have been developed and are ‘live’ on the web portal for GPs and other primary health care services to utilise.
- Clinical Services planning is underway at Westmead Hospital and BMDH, focusing on future models of care to provide better health to our communities from now to 2026.
- National Elective Surgery Targets have been met, with 99.5% of all elective surgery patients admitted within the clinically appropriate timeframe.

PARTNERSHIPS

- Working with Pathology West, we have reduced the average number of tests per patient admission by 4% and are on target to achieve a 5% reduction by the end of June 2014.

ORGANISATIONAL REDESIGN

- Implementation of the Antimicrobial Stewardship Program (MS Guidance) commenced in early 2014 and results to date are highly encouraging that we are improving our prescribing of antibiotics.
- Planning for the further expansion of BMDH, for the Westmead Precinct and for the redevelopment of Westmead Hospital is progressing, with the preparation of preliminary business cases for submission to Government in September 2014.

RESEARCH & EDUCATION

- Revised performance agreements of all senior staff now outline their commitment to research and teaching.
- Nursing and medical workforce profiles are being revised to reflect contemporary skill mix and increase overnight and weekend coverage.

District-wide strategies and frameworks have been developed in a number of areas including:

- Improving patient participation in their care through the Partnering with Patients Program.
- Implementation of the REACH Program to empower patient’s carers to seek assistance.
- Pressure Injury Prevention Program.
- Transforming the journey of emergency patients through the Whole of Hospital Program.
- Community & Consumer Engagement Framework to engage with our important stakeholders.
- Integrated Care Initiative to bring together the right people in the right place at the right time for patients with chronic and complex conditions.

FINANCIAL STABILITY & SUSTAINABILITY

- A web-based Reporting Portal has been created to increase access to regular financial and activity reports.
A memorable occasion for our Professor Stephen Leeder

The University of Sydney held a celebration to honour the remarkable career of Emeritus Professor Stephen Leeder AO on 1 May 2014. Stephen Leeder is Western Sydney Local Health District’s Chair of the Board.

At the special event, friends and colleagues, past and present, gathered to mark Professor Leeder’s retirement from the university.

A range of researchers, educators and health policy advocates heard presentations and discussions focused on the four themes of Stephen Leeder’s professional work: Chronic Disease, Medical Education, Public Health Education and Training for the 21st Century and Health Policy.

A cocktail reception concluded proceedings and included a tribute from Dr Michael Spence, Vice-Chancellor and Principal, University of Sydney.

“From the sentiments expressed by those in attendance, it is clear that Stephen has had an influence on many careers and is an ongoing source of inspiration to many in his field.”
- Medical Journal of Australia.

WSLHD congratulates Stephen Leeder on his remarkable career—we are certainly lucky to have him here at our District.


Message from the Board Chair, Stephen Leeder

Everyone will be aware of the federal budget with its wintry proposals for massive cuts to health.

The service tax on consulting a general practitioner who bulk-bills his or her patients of $7 a visit will cause difficulties for families in our district who are not well off.

The cuts to hospital funding that may be of the order of $10 million a year in our district would be hard to absorb and the NSW Ministry of Health is active in its efforts to see if these proposals can be modified.

In the meantime we can do little more than wait. But we have another agenda, and that will survive the ups and downs of federal budgets… it is to develop our services across the district with vision and enthusiasm for the future.

The wheel will turn and we will achieve our mission of providing the very best care to those who need it in our district! Spring is on the way!
Have you, or do you know a staff member who has gone above and beyond to provide quality healthcare?

If so, it’s time to make your project shine! Entries are now open for this year’s Western Sydney Local Health District Quality Awards.

Each year, the Quality Awards recognise our very own health innovators who have developed programs that benefit patients, carers and their families, staff and the community.

This year, awards will be accepted under the following categories:

- Community Choice Award
- WSLHD Chief Executive Award
- Chair of WSLHD Board Award for Innovation and Excellence
- Building Partnerships
- Patients as Partners
- Integrated Health Care

Winners of the WSLHD Quality Awards will be announced at the Annual Public Meeting on Tuesday October 14 2014.

Western Sydney Local Health District Chief Executive, Danny O’Connor, said, “Our Quality Awards recognise and empower staff who have gone above and beyond to provide quality healthcare and who strive to improve the care of patients and our community.

“I encourage staff to consider nominating their projects so that we can showcase the innovative work being done by Western Sydney Local Health District.”

To see your program in the running, you must submit your entry by close of business by July 4 2014 via the Quality Awards webpage on the Intranet which can be found here: http://wslhdintranet.wsaahs.nsw.gov.au/Clinical-Governance/Awards/Awards.

Entries are also open during this period for submission to the 2014 Premier's Awards for Public Service. Staff making a submission to the WSLHD Quality Awards are encouraged to also complete the template for the Premier's Awards.

To obtain support with your submission, contact Western Sydney Local Health District’s Patient Safety & Clinical Quality Officers, and Alison Starr, Manager Clinical Governance, on 9845 9924.
As the Executive Medical Director of WSLHD, Dr Kim Hill is overseeing a number of exciting initiatives that are setting the scene for our District into the future. She ensures that the care of our patients continues to develop in the areas of clinical redesign, research and education, clinical practice, healthcare evaluation and professional practice.

So what’s a day in Dr Hill’s life like? Find out below.…

7.30am Just arrived at the WSLHD Executive Office. Better phone our Chief Executive, Danny O’Connor, for a quick catch up. Today we talked about the progress of the Medical and Dental Engagement Initiative. This will look at ways to better involve medical and dental staff in clinical planning and decision-making, with a survey soon to be rolled out across WSLHD.

8am First meeting of the day is with Dr Lynleigh Evans, a Medical Advisor on my team. We are discussing research and medical education developments and the potential impact of Activity Based Funding.

9am Next session – it’s time for my monthly meeting with WSLHD Executive Medical Services Department Heads which includes the hospital Medical Directors. We had a great meeting - we saw a demonstration of the potential Westmead precinct development, and discussed the recent Senior Leadership Forum, health care evaluation and other operational matters. One of our services is Epidemiology, which has interests in population and health services evaluation, and it is great to have them around the table.

10.55am Time for super quick coffee and I’m already on the way to my next meeting. Convenient coffee can be the best coffee – thank you Zouki’s!

11am A quick meeting with Carla Edwards, Associate Director and Mandy Chung, our expert admin officer, to discuss routine correspondence from the Executive Support Unit. We are working on some workshops on WSLHD Strategic Directions for our team.

12pm Another meeting. It’s WSLHD Education Committee Meeting time! This is where the professional heads of Nursing, Medicine and Allied Health meet with the WSLHD Research and Education staff (Helene Abouyanni and Dr Ros Crampton), Professor Stephen Leeder, Helen Goulden, Head of Human Resources and Operations. We are planning the Western Sydney Education Workshop Day, which is going to be great! This will consider next priorities for education for our clinical and corporate staff.

1pm Time for a quick lunch! Ordinarily I’ll bring my lunch from home but today I’ll grab a Caesar Salad.

1.30pm Carla and I prepare for our budget review meeting.

2pm Is this my tenth meeting today? I’m off to meet with Professor Leeder, Ros Crampton and Helene Abouyanni, Professor Jill White from the University of Sydney, Executive Director Nursing and Midwifery Richard Chrystal and Westmead DON JoAnne Edwards about an academic centre for nursing. This could be an incredible opportunity to build for the future – and kudos to JoAnne and Richard!

3pm Quick check of my diary. Touch base with my Executive Assistant Marree and return some calls to SMADRU (Senior Medical and Dental Appointments Recruitment). Also quick check into Carrie Marr’s office (Executive Director Organisational Effectiveness) to talk about our partnership in the Clinical Improvement Agenda.

4pm Yes, you guessed it – another meeting. I met with Dr Michael Datyner and Deanne Turner regarding the next steps of our highly successful Transitional Care Workshop, which was a successful partnership with the Sydney Children’s Hospital Network. This initiative is about how to best design services for young adults living with chronic illness.

6.30pm Today I’m out the door at 6.30pm! Time to fight the traffic on the M2. When I get home I’m hoping to find some time to watch Jonathan Creek on the TV, have a cup of tea and perhaps phone a friend or two!
Improving mental health care and reducing pressure on ED

Every year in New South Wales, approximately 15 per cent of people who call Triple Zero (000) require mental health care - that's around 100,000 people per year. To enhance emergency mental health care, Western Sydney Local Health District is part of an Australian-first pilot program aimed at enhancing care.

Many of these patients require a combination of physical, psychosocial and psychiatric treatment – the last often requiring admission to a mental health facility in a general hospital.

For some, physical treatment in a general hospital is needed first, followed by care at a mental health facility. For others, direct admission to a mental health facility is the best option.

In a joint initiative with the Ministry of Health (MoH) and NSW Ambulance (Ambulance), Western Sydney Local Health District (WSLHD) is piloting a new program to improve care for people requiring emergency mental health care.

The Mental Health Acute Assessment Team (MHAAT) is a proof of concept project which allows mental health patients to access the most appropriate level of care in the quickest time possible.

The MHAAT model involves a multidisciplinary team consisting of a specialist paramedic and a mental health nurse being dispatched to specific mental health related Triple Zero (000) calls. This specialist team provides increased assessment and referral capabilities in the out-of-hospital setting, facilitating direct admission to mental health in-patient units and reducing unnecessary presentations to Emergency Departments.

The project commenced in December 2013 and is scheduled to end in June 2014, when an evaluation will take place to determine the impact on emergency care for mental health patients.

To date Ambulance NSW have referred around 390 calls to MHAAT. Results show that, of all patients transported by the MHAAT, 52% were taken directly to a mental health in-patient unit, 45% to an Emergency Department, and 3% to another destination, eg GP surgery.

**CASE STUDY: MHAAT IN ACTION**

The MHAAT team was dispatched to a 37-year-old female patient who was threatening suicide. The patient had a history of bipolar disorder and schizophrenia and had visited her GP that morning reporting symptoms of acute mental illness. She left the GP’s surgery without treatment and later contacted the Community Mental Health Nurse, but hung up before any treatment could be planned. She then called Triple Zero (000).

The Emergency Car Paramedic on the crew conducted a physical health assessment on the patient and treated some self-inflicted wounds. All other physical health observations were within normal limits. The patient was cooperative and showed no signs of intoxication. The mental health nurse on the crew conducted a mental health assessment and determined the patient could be transported directly to a mental health in-patient unit.

The patient was transported in the MHAAT vehicle to Bungarriebe House in Blacktown Hospital for further assessment by a psychiatrist, successfully avoiding an Emergency Department presentation.
Professor Stephen Leeder, Board Chair.

Sixteen staff complete leadership development program

Congratulations to sixteen WSLHD staff members who graduated from the 2013-14 Clinical Leadership Program!

A graduation presentation was held at Auburn Hospital on April 29 2014, to congratulate the staff who have now completed the 12-month program.

As part of the event, there were interactive demonstrations, videos, a range of presentations and a Poster Gallery display with a number of staff members talking about their projects displayed in the posters.

The Clinical Leadership Program is a well-established quality leadership development program.

The program aims to provide participants with the opportunity to develop competence and confidence as senior clinicians and leaders. It also encourages staff to develop a culture of person-centred care.

The Clinical Leadership Program consists of four modules - clinical leadership, self development, team development and project development. There are 10 face to face day workshops which participants are required to attend.

Executive Sponsor and Executive Director Medical Services, Dr Kim Hill, said, “It was a great pleasure to join the graduates of the 2013 Foundational Clinical Leadership Program, to celebrate their successful completion of the Program.”

“There was a special sense of achievement, camaraderie and energy in the room, and as each came forward to present their work to the group,” said Dr Hill.

WSLHD Chair of the Board, Stephen Leeder, said, “Leadership is a critical element in high-quality team performance and it is good to see opportunities for young, bright members of our organisation to acquire and develop skills.”

For more information about the Clinical Leadership Program, contact Carole DuBern, Program Manager, 9840 3626.
Western Sydney Local Health Health District has honoured our hard working nurses and midwives as part of week-long celebrations to mark International Nurses Day and International Midwives Day.

Nursing and Midwifery Excellence Awards events were held across the District, where achievements and dedication of our staff were recognised in front of consumers, nurse and midwifery staff and District Executive.

Auburn, Westmead, Blacktown Mount Druitt, Mental Health, Community Health and Drug Health all celebrated the day with lunches, cake bake-offs, videos and in some cases themed dress up parties.

Western Sydney Local Health District’s Executive Director of Nursing and Midwifery, Richard Chrystal, said, "Nurses and midwives play an important part in the delivery of healthcare in our community."

"I'm proud of all our nurses and midwives who work tirelessly to provide care and comfort to our patients."

“Congratulations to our award recipients for their contribution, dedication and commitment to delivering the best possible care to our patients across WSLHD”, said Mr Chrystal.

To view a full list of award recipients, and more photos, visit the WSLHD Intranet and go to ‘News’.
Community members learn about supportive care

Community members were invited to visit the Mount Druitt Supportive and Palliative Care information stall at Westfield Mount Druitt on Thursday May 29 as part of National Palliative Care Week.

Dr Philip Lee, Senior Staff Specialist, Supportive and Palliative Medicine Department, said: “Palliative care has expanded over the past 20 years and now it’s not just about end of life care – it’s about supporting people and their families with life-limiting illness.

“Supportive care is aims to optimise the comfort, function and social support of patients and their family at all stages of a life-limiting illness.”

“Many people assume that palliative care is only used when death is imminent.

“We want to change people’s minds and the way they think about palliative care. We hope people will visit the staff and ask questions to enhance their understanding of the services we provide.

“Engaging in these conversations as a community strengthens our capacity to deal with difficult times in our lives together,” Dr Lee said.

The Mount Druitt Palliative Care Unit was opened in 1998 and provided assessment and care for people with a terminal illness.

The palliative care service has since been enhanced and was renamed the Supportive and Palliative Medicine Department within Western Sydney Local Health District (WSLHD).

For more information about the Mount Druitt Supportive and Palliative Care Unit, phone 9881 1695.

Westmead Hospital Administration Awards

Westmead Hospital has awarded staff as part of an annual celebration to recognise the achievement and dedication of administrative staff.

Award recipients for 2014 included:

- Allison Seilpelt from the Neonatal Intensive Care Unit – Exceptional Service Delivery
- Postal and Uniform Department – Workplace Culture – ‘Role Model’ for other staff (pictured right).

Shaun Drummond, Westmead Hospital’s Executive Director of Operations, said: “It is important to acknowledge the continuous and valuable support our administrative staff provide on a daily basis.”
Night vision is on!

Laing O’Rourke’s Site Planner and Programmer, Jim Robertshaw, played paparazzi on the Clinical Services Building construction works in May, snapping this incredible pic from the tower crane at Blacktown Hospital.

Melaleuca blooms at Blacktown Hospital

Blacktown Hospital staff previewed the new sub-acute mental health unit at Blacktown Hospital this month!

Supporting personal recovery, understanding and treating illness, and promoting well-being, the unit will provide step-down care for consumers.

The new 20-bed unit is named after the melaleuca, or native myrtle, which in traditional medicine is known for its soothing and healing properties.

The welcoming, single-storey facility includes rooms with ensuites and garden views, plus activity rooms, a family room, kitchen, lounge and dining areas.

"The unit is designed to support a new model of care which is currently only available at Concord. Patients will be able to stay in their local area, close to family and friends, which will be of great benefit for our local community," said NUM Sumithira Joseph.

Get snapping - Photo competition now open!

Staff, patients, visitors and community members from Blacktown are invited to submit their photos depicting the themes of ‘nature’ or ‘caring’ to the 2014 BMDH Photo Competition.

Entry is open to any staff member who works at Blacktown Hospital, Mount Druitt Hospital or one of the BMDH community health centres. Staff members who live in the Blacktown-Mount Druitt area are also invited to enter, and to share this information with family or friends who might be interested in contributing to the project.

Selected images will be chosen for an exhibition later in the year, and some will be acquired for use in our new facilities. Up to five digital images can be submitted per person.
Miniature monitor captures heart of western Sydney patient

Blacktown Hospital cardiologist, Dr Ajita Kanthan, has implanted the world’s smallest cardiac monitor into the first-ever public hospital patient in Australia this month, giving hope to more than 400,000 heart arrhythmia sufferers across the country.

The monitor, capable of wirelessly monitoring irregular heartbeats, can detect a potential ‘ticking time bomb’ in patients living with undiagnosed heart conditions.

Patients with atrial fibrillation, the most common form of heart arrhythmia, as well as those suffering from recurrent heart palpitation and blackouts, can benefit from this new technology.

Quakers Hill patient James Jack, who is 41 years old, was treated at Blacktown Hospital yesterday. The procedure took a total of one minute and was done under local anaesthetic. James was able to return home an hour later and was back at work the following day.

“I had a heart attack six months ago and I’ve been getting pains and palpitations ever since,” said Mr Jack.

“I’ve been to hospital for a suspected heart attack almost ten times over last few months.

“This monitor has provided a huge relief and I won’t be worrying all the time anymore,” he said.

Dr Ajita Kanthan, Cardiologist and Electrophysiologist at Blacktown Hospital, said, “Through this new technology, we have the potential to prevent arrhythmia-related deaths in Australia. Patients with heart rhythm disorders can often experience symptoms including an irregular pulse, weakness, dizziness, fainting and/or seizures.

The device provides continuous monitoring for up to three years and information can be sent directly from the monitor directly to the patient’s doctor for fast and accurate diagnosis and treatment.

Dr Ajita said, “We look forward to offering this technology to other patients through Blacktown Hospital’s brand new Inherited Heart Disorders clinic, which will transform the hospital into a centre of excellence for cardiac care.”

More than 400,000 Australians are diagnosed with atrial fibrillation and a further 100,000 Australians are estimated to be living with the condition undiagnosed.

Anyone with heart rhythm disorders seeking more information about this monitor are urged to speak with their General Practitioner or Cardiologist to see if this device is suitable for them.

“Without appropriate diagnosis and treatment, the effects of undetected or misdiagnosed heart rhythm disorders can occur without warning and in some cases can be fatal.”

Dr Ajita said, “The heart monitor is one third of the size of a AAA battery and is inserted just under the skin, meaning a less intrusive procedure and more comfort for patients.”
Free makeovers for Westmead cancer patients

On Thursday May 22, the Look Good…Feel Better program marked 24 years of providing cancer patients with quality care during a special workshop for cancer patients at Westmead Hospital’s Crown Princess Mary Cancer Care Centre.

The first Australian pilot program was brought to Westmead Hospital in 1990 as a way to help women manage the appearance-related side-effects caused by cancer treatment.

Funded by the Australian cosmetic industry, the workshops include sessions on skin care, make-up, wigs and head coverings. Each participant receives a Confidence Kit, full of products generously donated by the industry, and has access to advice and assistance from trained volunteers.

To view a gallery of photos from the event, visit: www.parramattasun.com.au/story/2310648/gallery-free-makeovers-for-westmead-cancer-patients/?

Auburn Hospital reaches out to the community

Auburn Hospital once again participated in the Auburn Health Expo at the Auburn Centre for Community to showcase its programs and services.

Auburn City Council and the Commonwealth Government funded the Expo to improve health outcomes in the local community. Some 24 health information stalls and a range of health activities were on offer for more than 300 people who attended the Expo.

The Diabetes Awareness and Healthy Eating sessions, led by Shirley Koh and Bernadette Galing-Aquino and with assistance from the WSLHD Health Care Interpreter Service, were well attended by community members from a range of backgrounds, approximately 50 people in all. Arabic, Dari and Turkish interpreters were provided.

The hospital also had a stall which provided health information and activities. This included Blood Pressure checks, with Christine Smith and Debra Lopez performing 35 checks, several of which were referred to their GPs for follow up.

Information on Falls Prevention strategies was provided to over 40 people by Physiotherapy’s Ian Starkey. Fact Sheets on the Safe Use of Medicines, Diabetes, Maternity Care, Healthy Eating, information on availability of Female Doctors and provision of the Health Care Interpreter Service were promoted by Tamam Kipel, Irene Choo, Joyce Broughton and Bilingual Volunteer Eynas Malkhatavy.

Irene Choo from Multicultural Health, who coordinated the hospital event, said, ‘The engagement we provided to the community was valuable and essential in informing them of the importance of looking after their health and taking responsibility for it’.
Western Sydney Local Health District celebrated National Reconciliation Week at Westmead Hospital on Thursday, May 29 2014.

Cultural ambassador and Australia’s finest Indigenous comic entertainer Sean Choolburra performed on the day, and a flag raising ceremony was attended by local Aboriginal Elders and hospital patients and staff.

The celebration was organised by the Western Sydney Local Health District (WSLHD) Reconciliation Committee.

Manager of the WSLHD Aboriginal Health Unit, Josie Winsor, said, “It’s important to acknowledge and celebrate two significant milestones in the reconciliation journey – the anniversaries of the successful 1967 referendum and the High Court Mabo decision.

“I’m glad that this event allow us to celebrate our shared histories, cultures, achievements and explore how each of us can join the national reconciliation efforts.

“We were delighted to have Sean Choolburra at the event. He is an inspiration to Australian youth and is passionate about health; advocating for issues such as quitting smoking.

“Reconciliation week is an opportunity for all Australian’s to celebrate the land and cultures we share.”

“It’s also a time on the Australian calendar when we advocate to Close The Gap and disparity between Indigenous and non-Indigenous Australian’s in regard to quality of life and life expectancy,” said Ms Winsor.

To contact the WSLHD Reconciliation Committee phone 9851 6054.

For further information about Reconciliation Week visit http://www.reconciliation.org.au/nrw/
HealthPathways gets to the heart of it

Western Sydney Local Health District and Western Sydney Medicare Local is successfully continuing its collaboration to reach clinicians’ hearts.

The Cardiology HealthPathways Working Group, co-chaired by Professor Denniss, Head, Cardiology Department, Blacktown & Mount Druitt Hospitals and Dr Michael Crampton, Clinical Lead & General Practitioner, Western Sydney Medicare Local, met on April 10 2014.

The meeting successfully engaged a range of clinicians, including Heads of Cardiology from Westmead, BMDH and Auburn. There was high level of engagement and interest from Cardiologists, Nurses and GPs in reviewing the current Cardiology HealthPathways and developing additional Pathways.

Western Sydney HealthPathways creates opportunities for innovation and redesign to enhance the way care is delivered across Western Sydney. The recent work on the Cardiology HealthPathways identified an opportunity to improve the way patients and carers with Chronic Heart Failure are supported in primary, secondary and tertiary healthcare.

The Cardiology HealthPathways Working Group: Dr Michael Crampton, Clinical Director and Western Sydney HealthPathways Clinical Lead, WSML, Dr Meredith Nirui, Manager, Western Sydney HealthPathways, Innovation and Redesign, Executive Medical Western Sydney Local Health District, Professor Robert Denniss, Clinical Director, Cardiovascular Services, Blacktown Campus, A/Professor Richard Haber, Head of Department of Cardiology and General Medicine, Auburn Hospital, Dr Gabriella Legradi, Clinical Editor, Western Sydney HealthPathways, Western Sydney Medicare Local

CLINICIAN’S FEEDBACK

‘On behalf of the Auburn facility, I must congratulate the HealthPathways team on the successful meeting of the 10 April, as it showed a wonderful and positive collaborative spirit of all facilities in our local health district. I would like to specially thank Professor Robert Denniss of Blacktown Hospital, Dr Meredith Nirui, and Professor Glen Maberly, of Western Sydney HealthPathways (LHD) and Dr Michael Crampton of Western Sydney Medicare local for making Cardiology HealthPathways a success story.”
A/Professor Richard Haber, Department Head, Cardiology and General Medicine, Auburn Hospital.

New donors at festival

WOW! More than 260 people registered to become organ and tissue donors at the Lankharama Vihara Buddhist Temple’s ‘Vesak Sil Day’ festival in Schofields on Sunday!

Western Sydney Local Health District Organ & Tissue Coordinators were amongst colourful lanterns and meditation shrines as they chatted with the vibrant Sri Lankan community about organ and tissue donation.

Thanks to Western Sydney Local Health District and Pennant Hills / Cherrybrook Lions Club for working together to make this happen!
Recognising the great work of auxiliary members

What are our auxiliary members up to? Find out below…

BLACKTOWN HOSPITAL

Blacktown Hospital UHA Auxiliary President, Vera Barnes presented a $14,837.80 cheque to Surgical 2 Ward Nursing Unit Manager Irena Kwiatkowski on behalf of her wonderful Auxiliary members for the purchase of four Vital Sign Monitors.

The staff were so thrilled to receive the new equipment that they held a special afternoon tea for the members to show their appreciation.

The Auxiliary then followed up with yet another incredible donation of $11,025 to the Rehabilitation & Stroke Unit for the purchase of a much needed Maxi Move, a complete system with the flexibility to provide patient-specific solutions.

AUBURN HOSPITAL

Members of Auburn Hospital's Fundraising Auxiliary held yet another prize-filled Bingo Day with quite a few new faces from the local community experiencing our ladies' hospitality. Due to their never declining enthusiasm, the ladies not only raised in excess of $600 but also the profile of Auburn Hospital.

For the staff, the Fundraising Auxiliary held a special Mother's Day stall and BBQ, raising another $600 towards their next donation to the hospital for equipment purchases. It has now been suggested that a Father’s Day stall/BBQ be put on the agenda!

MOUNT DRUITT HOSPITAL

Mount Druitt Hospital UHA Auxiliary members (Gift Shop) had yet another outstandingly successful Easter with the sale of their popular handmade Easter Chicks and a giant Easter Egg raffle raising $1,268.

Well done to all the ladies who knitted the hundreds of cute little chicks and to all who purchased them!

It is through the support of this group that enables donations such as the recent $31,000 made available for the Paediatric Ward to cover the purchase of 10 stainless steel cots!
WSLHD-first: Dry July supports Crown Princess Mary Cancer Centre

For the first time, Dry July is supporting the Crown Princess Mary Cancer Centre, Westmead Hospital.

Dry July is the fundraiser that challenges you to go booze-free for a month to support adults living with cancer.

It is a great opportunity to focus on being healthy and achieve something for yourself, while at the same time raising funds for an important cause.

The Crown Princess Mary Cancer Centre offers a comprehensive cancer service to the population of over one million people in western Sydney with a multidisciplinary approach to the treatment of cancer, palliative care and haematology blood disorders.

Funds raised will go towards various projects which are aimed at making patients at the centre more comfortable. Some examples include complimentary therapies and patient area refurbishments / enhancements.

In the six Dry July campaigns to date, 65,000+ participants have collectively raised over $15 million, helping to support 37 different cancer services across Australia and New Zealand.

Let’s spread the word and ensure that the Crown Princess Mary Cancer Centre achieve a great sum of money that will in turn benefit our patients’ experience.

Blacktown and Mount Druitt hospitals have been congratulated by the Australian Council on Healthcare Standards (ACHS) on its continued accreditation as confirmed by a review on 15-18 October 2013.

The review process is part of the ACHS accreditation program, which encompasses Ten National Standards, and the ACHS standards. Periodic review is an assessment against national standards.

Blacktown & Mount Druitt Health General Manager said, “We are very proud of this achievement. This is a great recognition of the high quality of healthcare available at our hospitals. Congratulations to all staff on their hard work and effort that went into preparing for the review.”

This is the first accreditation for Blacktown Mount Druitt Health under the new National Standards, the second to go through the process after Cumberland Hospital.

The accreditation is a requirement of all public hospitals in Australia.

To sign up to Dry July or donate to the Crown Princess Mary Cancer Centre, visit [http://au.dryjuly.com/](http://au.dryjuly.com/)
Did you know? You can salary package your dining out bill?

Staff are entitled to apply to claim their meal and entertainment expenses or apply for a Meal Entrainment Card which provides fringe benefit tax concession available to LHD employees as an award entitlement.

Claims can be made for food and drink costing more than $15, purchased for two or more people at:

- a restaurant
- private gathering, or
- a catered function.


Small acts of kindness make all the difference

Small acts of kindness make all the difference for patients, families and carers, which is why the NSW Minister of Health’s Nursing and Midwifery Office has developed a short film for staff.

The film aims to encourage staff to reflect on their daily interactions in the workplace—with patients and each other.

It is designed to support wider change programs across NSW Health to enhance workplace culture and patient care.

The film supports kindness and compassion as an integral part of excellent contemporary clinical care.

It highlights that compassion, empathy and personal reflection are the cornerstones of providing world class healthcare.

Calvin brings Ralph Reader Prize back home

Congratulations to Dr Calvin Hsieh, from Westmead’ Hospitals Department of Cardiology, who has just brought the prestigious Ralph Reader prize of the Cardiac Society of Australia and New Zealand back to Westmead Hospital after 28 years.

Dr Calvin Hsieh was awarded the prize during the recent World Congress of Cardiology in Melbourne.

The Ralph Reader prize is the most prestigious young investigator award at the annual scientific meeting of the Cardiac Society of Australia and New Zealand.

John Uther, after winning the prize himself before coming to Westmead, set the bar high for Westmead with three of his PhD students winning it over three consecutive years (David Richards in 1981, Robert Dennis in 1982 and Lorraine Holley in 1983).

One PhD student of David Ross won the prize in 1986 (Mark Cooper) and another was a finalist in 1996 (Pramesh Kovoor).

There are others at Westmead Hospital who have been finalists (Clara Chow in 2006, while doing her PhD at RPAH and George Institute).

Recently, three PhD students of Pramesh Kovoor were finalists over 3 consecutive years (Sarah Zaman in 2012, Jim Poulipoulos in 2013 and Calvin Hsieh in 2014).

Congratulations to Calvin for finally bringing the prestigious prize back to Westmead!

Quality Patient Care: Faster than ever

Health Minister Jillian Skinner has congratulated the state’s public hospitals following a new report showing NSW continues to improve its emergency department performance – and Auburn Hospital has topped the list.

Mrs Skinner said the report, which measures performance at 112 of Australia’s emergency departments in 2012 and 2013, shows NSW is the only state with all facilities showing improvement year-on-year.

“At Auburn Hospital, 80 per cent of all patients were seen within four hours, a 13 percentage point improvement in its year-on-year performance.

“The improvements in emergency care are testament to the efforts of our hospital staff, who are adopting new models of care to meet increased demand and ensure patients are receiving timely, quality care.”

The report, Hospital Performance: Time Patients Spent in Emergency Departments in 2012 and 2013, measures the percentage of patients who, after attending an ED, are subsequently admitted to the hospital, referred to another hospital or discharged within four hours.
Dr Varshney supports hundreds in Solomon Islands flood crisis

Westmead Hospital’s Emergency Specialist, Dr Kavita Varshney, was one of just two Australians selected to join the 12-person Australian and New Zealand Medical Assistance Team to treat hundreds of patients during last month’s flood crisis in the Solomon Islands.

Seven weeks ago, the capital Honiara and the eastern plains of the island of Guadalcanal at the Solomon Islands, were devastated by floods that left 23 people dead. Almost 60,000 people were left homeless and almost 10,000 people in evacuation centres.

For a period of 13 days, Dr Varshney was deployed to treat hundreds of patients, including children, at the National Referral Hospital (NRH), suffering from water-borne and respiratory illnesses including measles, dengue and malaria.

Dr Varshney said, “It was an honour to be part of an Australian Medical Assistance Team and to assist the people of the Solomon Islands.

“As well as treating hundreds of patients, we sourced equipment and supplies for the emergency department and implemented a range of models to help support the National Referral Hospital.”

“It was a great opportunity to put my skills, training and experience into practice,” she said.

Western Sydney Local Health District’s Disaster Manager, Richard Chrystal, said that Dr Varshney was a great ambassador for Westmead Hospital.

“A very specific skill set is required for selection for these types of deployments incorporating a combination of strong resilience and the right personality; Dr Varshney was the right pick,” said Mr Chrystal.

Mr Shaun Drummond, Executive Director Operations, Western Sydney Local Health District said, “I’m extremely proud of Dr Varshney’s representation and efforts in the Solomon Islands. Her commitment and work ethic falls in-line with the tradition of providing a high level of care to the community that we serve.”

Dr Varshney has conducted a range of disaster management training courses and holds a European Masters of Disaster Medicine and an International Diploma of Humanitarian Assistance.

For more information about the Australian Medical Assistance Team, visit http://www.nationaltraumacentre.nt.gov.au/what-we-do/disaster-management/ausmat
STAFF RECOGNITION

Farewell, good luck and happy retirement Bob Keady!

After 37 years of dedicated service at various Western Sydney Mental Health facilities, Bob Keady, Nursing Unit Manager at Cumberland Hospital, has decided to commence a well-deserved retirement. His last working day was on Friday 23 May. Bob will be greatly missed for his friendly, calm manner, his dedication to work and many words of wisdom. An afternoon tea was held at Cumberland Hospital to farewell Bob and present him with a gift. All the best, Bob!

Jasmine dives into postgrad midwifery studies

This month, Registered Nurse, Jasmine Wannell, met with Health Minister Jillian Skinner and Aboriginal Affairs Minister Victor Dominello to mark the beginning of her postgraduate midwifery studies.

Jasmine is a midwifery student who has successfully applied for a position through MidStART (Midwifery Student Application Recruitment and Training), representing the largest number of indigenous registered nurses who have applied through this process since its commencement in 2010.

Jasmine Wannell is now based at Blacktown Hospital working with new mums and their babies. Good luck, Jasmine!
Wheelchair donation

THANK YOU: Buddha’s Light International Association Australia donated 10 wheelchairs to Westmead Hospital at the 2014 Buddha’s Birthday Festival. Matthew Noone, Director of Corporate Services, accepted the donation on behalf of Westmead Hospital (pictured above).

Mother’s Day raffle

The Mount Druitt Supportive and Palliative Care Unit held a Mother’s Day raffle this month! The raffle was organised in conjunction with the assistance of patients’ relatives and ward clerk Michelle Wasley. The prize was a pamper pack and crochet blankets!

REACH launched at Blacktown

The REACH program was launched at Blacktown Hospital this month!

REACH is a communication program which will help patients, families and carers to share concerns about their condition with hospital staff. The program lets patients and families know how to raise their concerns and encourages them to be partners in care.

To mark the launch of the program, an information stall was held in the front foyer of Blacktown Hospital (pictured above).

For more information about REACH, phone Kay de Riddder on 9845 9924.

Call for abstracts

Blacktown and Mount Druitt Health Nursing and Midwifery Research and Innovation Symposium

October 23 2014

Blacktown Mount Druitt Hospital Research and Innovation Symposium will be held on the 23rd October 2014 in the auditorium of the University of Western Sydney Clinical School (Located on the grounds of Blacktown Hospital).

The symposium, themed “Embracing New Beginnings”, enables nurses and midwives to showcase research endeavours and experiences. It also provides the opportunity to acknowledge and support the presenting researchers.

To find out more about the abstract requirements contact Michelle.Nehmer@health.nsw.gov.au. Submissions will be accepted until COB on the 8/8/2014. All successful applicants will be notified of their abstract submission outcome by the 22/8/2014.

For any questions regarding the symposium please contact Caroline O’Donnell 0422006786 or Michelle Nehmer 0439266642.
ACKNOWLEDGEMENTS

Thanks a bunch

Westmead Hospital
(Dialysis Unit)

To Dr Mirna,

For all you have done for me, including potentially saving my life—words can’t thank you enough.

For all of your professional service, especially for your kindness, thoughtfulness, compassion and attention beyond the call of duty, I hope you know how much you really are appreciated.

Westmead Hospital
(Switchboard)

I just spoke to Doris on your switchboard and she was friendly and efficient.

She gave me the direct numbers for your Eye Clinic, something I couldn’t find on your website to contact a doctor about a couple of patient referrals.

Thanks to her friendly help, I’ve saved a lot of time. Good one, Doris!

Westmead Hospital

I’d like to take this opportunity to thank ALL the staff who took care of me during my stay for the last 8 days at Westmead Hospital. From the professionalism of caring doctors down to the professionalism of a caring nurse who was on her first shift at the hospital. I have had quite a few experiences with hospitals and your Westmead Hospital is the first to have me sit down as soon as I got home to write of my experience. I have never seen so many employees enjoying their work environment as much as I have seen in your hospital. Keep up your good work and please ensure this gets to your staff.

Regards, Peter Miley

APM & Quality Awards
14 October 2014
Westmead Hospital

Mark your diary! More details to come. This event is Western Sydney Local Health District’s Annual Public Meeting and Quality Awards presentation. You will also receive a copy of the 2013/14 Year in Review. Staff and the community are all welcome to attend. Watch this space for more details.

Board Meet & Greet
10 June, 4—5pm
Mount Druitt Hospital—Staff Cafeteria

Come and mingle with your WSLHD Board at Mount Druitt Hospital! Light refreshments will be provided. RSVP to wslhd-bmdhexec@health.nsw.gov.au

Do you have a news story, event or staff achievement that you would like to share?

If you’ve got news worth sharing in The Pulse, the Media Team wants to hear from you!

You don’t have to write the story - we can do this for you.

Email your news to wslhd-media@health.nsw.gov.au or phone 9845 8257.

Note: Publication is at the discretion of the Editor and Chief Executive. Items may be edited for length, style and quality.