



# The Bethesda View

Volume 2, Issue 1

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



We have just witnessed some of the most extraordinary natural disasters in history over the past year and although not having a significant direct impact on the workings of daily life at Bethesda, many of the staff, surgeons, patients and visitors have expressed their concern and feelings of helplessness as these dire circumstances have affected WA's near and distant neighbours. With so much tragedy as a result, it is hard

to imagine how life will go on, yet we already see individuals and communities strive ahead in the face of adversity.

These situations really impress upon me just how precious life is, something that can be taken away in an instant, leaving many years of grieving and sadness for loved ones.

As we experienced the Easter period, it was an ideal time to reflect on our experiences, our beliefs, our families and our connections with others that have an impact on lives. Easter has significant meaning in the Christian calendar and I know many of you had much planned to mark this religious occasion. I spoke to my management team this week and after reflecting on the ongoing success of the organisation with the help of their

department and teams of wonderful staff, who have worked so hard, with many sacrificing time at home with their loved ones. Notwithstanding that their effort have paid significant dividends, they were encouraged to reflect on their achievements and rest over the break. For our staff who are involved in shiftwork, they were diligently working so that the hospital continued to offer palliative care services for those in need.

*Easter Blessings.*

**Yasmin Naglazas**  
Chief Executive Officer

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## BETHESDA BOARD SET FOR BIG CHALLENGES IN 2011/2012

### BETHESDA EXPANDS IN RESPONSE TO DEMAND FOR CONSULTING SUITES



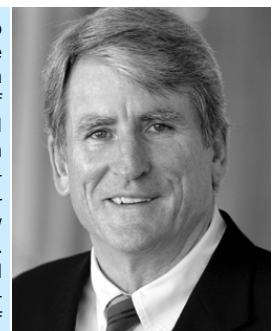
Above: Work coming to an end at Bethesda Hospital for new orthopaedic consulting suites.

There has been action-a-plenty at the hospital of late, with the refurbishment of the 7th operating theatre and the development of the consulting suite area next to the café. The commissioning of a 7th theatre is seen as a very positive step towards meeting the increasing demand for operating time from new and existing surgeons.

The development of consulting suites has been undertaken for newly-established orthopaedic group, Coastal Orthopaedics with surgeons Omar Korshid, Mark Hurworth, Matt Scadden and Toby Lees. The new area includes 6 consulting suites, a plaster room, a therapy/gym area with patient shower and a board room, all with an impressive view across Freshwater Bay. Coastal Orthopaedics will be joined by Bodylogic, who will undertake their work in collaboration with the orthopods in a custom-designed gym/therapy area within the new consulting suites. There has been much excitement as the new consulting suites take shape, adding an aesthetically-pleasing look to the cafe for all to enjoy. An official opening is planned for the middle of the year, with Coastal Orthopaedic surgeons already working in the operating theatres at Bethesda Hospital.

The Bethesda Hospital Board of Directors has recently agreed to review its five year strategic plan [2008 - 2013], being reflective of the significant change and challenges in health care before us. "Building on Margins for Mission" is the title of Bethesda's current strategic plan which has provided a framework for planning for future initiatives as well as for the hospital management team to set and reach for targets that assist in running our hospital business. Bethesda keeps a 'watching brief' on all activities associated with health in the community, and considers that it has the ability to contribute successfully to the health and well-being of not only the immediate Western Suburbs community, but in wider metropolitan WA. Dr Neale Fong, the hospital's Board Chairman cites strong partnerships and good working relationships with all key 'customers' as being integral to Bethesda's success. "The hospital's surgeons are a most important group for us, but we also work diligently on our relationship with health funds and the State Health Department - all contribute achieving the hospital's Mission. Our staff remain a top priority as does the ongoing satisfaction of our patients".

Bethesda Board is privileged to have Dom Bourke join as the newest Director. Dom has a long and distinguished career of practising in the commercial litigation field, specialising in medical defence work and insurance law. He has been enthusiastically welcomed by fellow Directors and senior staff alike. He is keen to become involved in the hospitals strategic planning, particularly in the area of ensuring high levels of clinical governance at Bethesda.



Above: New Bethesda Director Dominic Bourke.

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# BETHESDA'S MOBILE PALLIATIVE SERVICE GAINS MOMENTUM



Above: Glenys Thomas Clinical Nurse Manager, Palliative Care and Wendy Scott, Clinical Nurse Consultant, Palliative Ambulatory Service (North) are pleased with the increasing activity and progress of the mobile palliative program and look forward to its expansion as new team members are recruited.

Acknowledging that the service will continue to grow with the appointment of further team members, Wendy Scott, Clinical Nurse Consultant, Bethesda's Palliative Ambulatory Service (North) cites clear planning objectives, attention to achieving an agreed result and establishing superior relationships as being key success factors thus far. Wendy has been instrumental in undertaking the groundwork for the mobile program, based out of Bethesda Hospital. A great deal of planning was undertaken and in October 2010 the consultancy service was ready to take referrals. By the end of March 2011, over 200 different types of consultancy services were undertaken, inclusive of pain and other symptom management, psychosocial support of the patient and/or family member, terminal stage care and advanced care planning. Whilst the referral process was being established, Wendy and Dr Sarah Pickstock have been busy undertaking education sessions, which are seen as an integral part of raising the profile of the service as well as building capacity in the community. To date, 317 doctors, nurses, allied health and care staff have attended 15 education sessions.

## NEW LOOK FOR BETHESDA CAFÉ STAFF

Right:

Sam Champion, Loralie Bucknell and Megan Bickerdike show off the new uniforms.



A fabulous new look was unveiled recently for our energetic café staff. Following in the footsteps of the recent unveiling of the administration staff's new look, the café staff were keen to continue the theme of a more professional look that presented them better as a team. Consistently in the public eye, the café staff are in demand each day for their friendly chit chat, but more importantly, their famous coffee. (We hear that staff, surgeons and visitors go through 'withdrawals' when the café is closed, as it was over Easter!). It is a pleasure to have the smell of freshly brewed coffee and the bright smiles of Brigitte, Linda, Megan, Sam, Kristina, Jessica, Loralie and Louise. Irene and Sunita (chefs) provide the wonderful gourmet food each and every day.

The Bethesda Café continues to a very attractive proposition for all who visit and enjoy the wonderful ambience, spectacular view and very comfortable surrounds. With the refurbishment of the consulting suites now complete, the area on the western aspect of the hospital's ground floor remains inviting and enjoyable for all patrons.

## 6 WAYS TO EXCEL AT ANYTHING!

**Pursue what you love** - passion is an incredible motivator; it fuels focus, resilience and perseverance.

**Do the hardest work first** - take on the difficult work in the morning, when you have more energy and fewer distractions.

**Practise intensely** - Practise without interruption for short periods of no longer than 90 minutes and then take a break.

**Seek expert feedback** - The simple and more precise the feedback, the more equipped you are to make adjustments.

**Take regular renewal breaks** - Relaxing after intense effort provides an opportunity to rejuvenate.

**Ritualise practice** - Will and discipline, none of us have very much of it. Build rituals and do regularly.

## \*\*DIARY DATES\*\*

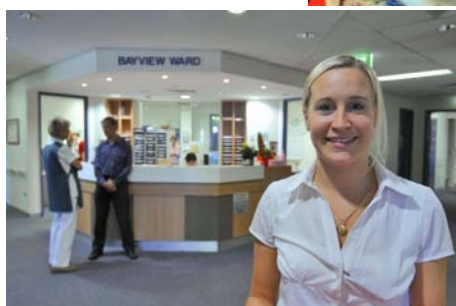


- May 10, 2011
- International Nurses Day @ Bethesda
- May 11, 2011
- Bethesda Code of Conduct Launch
- May 12, 2011
- International Volunteers Day @ Bethesda





## BETHESDA IN 'TOP 2' OF WA HOSPITALS ACCORDING TO HBF SURVEY



Bethesda has been consistent in achieving superior results in patient satisfaction. In November 2010, Medibank Private members voted Bethesda the top hospital in WA. The recent HBF results have reinforced that the hospital is becoming the 'hospital of choice' for many patients in WA.

The HBF survey of its members demonstrated very high levels of satisfaction in those patients who had a hospital stay at Bethesda in 2010. Overall, Bethesda was ranked 2<sup>nd</sup> out of the 15 WA private hospitals surveyed. The overall result for all WA private overnight hospitals in 2010 was a mean score of 82.6 (national benchmark mean of 83.3). Bethesda's 2010 result was 86.6.

Recognising that the greatest improvements in quality are made and sustained when patient feedback is incorporated into the strategic planning and daily business of hospitals, Jennifer Solitario, Benefits Management, offered Bethesda Hospital congratulations on behalf of HBF, referring to particular improvements made by Bethesda in the Admissions and Nursing Care categories.

Many of the initiatives that have been introduced over the past 2 years were now paying dividends. Like HBF, Bethesda relies on feedback so that we can improve. Also, feedback in the form of compliments has a significantly positive effect on staff morale and doctor satisfaction and we ensure this is shared. The hospital's website includes testimonials, with this patient feedback updated every few days.

The culture at Bethesda is strong on quality, and each and every staff member understands what they can do in their role on a day-to-day basis to contribute to the hospital's quest to be the premier hospital in Perth.

### HBF Members give Bethesda the 'tick of approval'

#### And what about complaints.....?

Yes, Bethesda Hospital does receive complaints and does encourage patients (and others) to tell when we have let them down. Each patient is given a feedback form titled "**We want you to receive very good care**" where there is an opportunity to both rate the care and services and provide comments. These forms are examined on a daily basis and those with negative feedback are attended to very promptly, and feedback given back to patient if required. Suggestions for improvements can also be put directly into Bethesda's website

<http://www.bethesda.asn.au/Feedback.aspx>

Remember, someone is **always** available to hear your complaint and we encourage you to come forward.

## CHAPLAIN'S EASTER MESSAGE



a hero, as we recognise in him a love that was willing to die so someone he loved could live.

Each one of us is loved with that sort of sacrificial love. Love that is prepared to die so we can live. Jesus wants to offer each of us life extending far beyond the life we currently know – eternal life in him and with him. He offers us eternal life freely. That is, it is free to us, but comes at great cost to him. At Easter, we remember the sacrifice Jesus made so that we can receive that gift of life.

*God so loved the world that he gave his one and only Son, that whoever believes in him shall not perish but have eternal life. (John 3:16)*

May you all know God's love and presence this Easter.

*Kerryn Monger*

Whenever disasters occur, we look for stories of heroes and heroism to renew our hope and shine light into the darkness. An amazing story of love and sacrifice came out of the flash flood in Toowoomba this year. Thirteen year old Jordan Rice was with his family when their car was engulfed by a wall of water. Despite his terror, Jordan insisted that rescuers took his ten year old brother to safety first. That decision cost Jordan his life as the water swept him away before the rescuers could return. He has rightly been hailed as

## MEDICATION MANAGEMENT BECOMES SAFER

The quality and safety of how we deliver medications to patients has come under the microscope in an effort to ensure the highest of standards. SMIC (Super Medication Improvement Committee) has been undertaking its work for over 2 years, with the aim of promoting and developing evidence-based best practice in the safe and effective management of medications. Medication-specific clinical indicators have been developed and include monitoring the number of errors and adverse events. Joan Sheppard, EM Clinical

& Corporate Services describes the work done by SMIC as a credit to the hospital, with reassuring results that demonstrate increasing levels of safety in the way that patient medication is managed. "There is very obvious benefit for patients".



## HILLS FIRE TRAGEDY HAS HAPPY ENDING

Bethesda staff became aware that the recent Perth hills bushfires had resulted in a heavily pregnant young mother being left with virtually nothing for her 'new arrival'. Staff rallied and brought together equipment, clothes and toys. We recently hear the happy news that a beautiful, healthy baby girl, Phoebe Lilly was born weighing in at 8 pound 12 ounces (3.6kg).



Above: The recent fires in the Perth hills left a young mum-to-be with nothing for the impending birth of her baby.



Above: Luke Pasotti and wife Rachel with a new addition to their family, Makayla, pictured in the Maternity Ward at Mercy Hospital.



## LUKE'S LITTLE BUNDLE OF JOY aka MAKAYLA!

We can't believe that Luke Pasotti, Bethesda's Manager, Business Development and Strategic Communications will find the time to take on his new role of father, following the birth of Makayla Joy Pasotti on Tuesday 18 January at almost midnight, weighing 3.37kg. As Luke dashed away from Bethesda after finalising some loose ends on the many projects he was currently involved with, there was an air of great excitement and anticipation as the 'first time dad' scurried off to have his wife Rachel ferried to the hospital. Early Wednesday morning, Luke sent the news of Mikayla's arrival and Rachel's good health uploaded via his mobile (as you do when you are such a IT expert as Luke is!).

## The Meaning of the Easter Egg

Exchanging Easter eggs with one another is a custom that goes back thousands of years. Long before its association with Easter, the egg was a symbol of rebirth. Many ancient cultures used the egg to symbolize both rebirth and the universe. Ancient peoples such as the Persians, the Egyptians, the Chinese, the Gauls, and the Romans all used the egg in their springtime celebrations. Thus the origin of the Easter egg predates the origin of Christianity. However, when Christianity spread to the lands of these ancient cultures, the exchanging of colored eggs became incorporated in the memorial celebration of Jesus' resurrection, the holy day that came to be known as Easter. These Easter eggs were colored and given as tokens to remind Christians of the tomb and Jesus' triumphant victory over death.



## UNDERCOVER BOSS

You may have heard of the TV series and now Bethesda is poised to experience something similar (but not quite the same!) Joan Sheppard, Executive Manager, Clinical & Corporate Services and Yasmin Naglazas, CEO will don their flat shoes and head for the 'floor' to work. Continuing an initiative that Joan started last year, they both see real value in working alongside managers and their staff to get a closer view of some of the daily challenges as well as the aspects of working at Bethesda that staff find most enjoyable. Although the hospital has traditionally been an environment that is easier to more involved (as opposed to sitting in an office all day) this is another way to communicate with you in areas such as theatres/CSSD, kitchen, laundry, wards, engineering, patient services, payroll, DPU, cleaning and stores.

## BABY ZOE ARRIVES



Annette Elliot and her husband Wayne were delighted with the arrival of Zoe. Annette works at Bethesda as a Clinical Nurse on night duty, which prepares her suitably for the night time feeding schedule! Gorgeous Zoe is pictured above.