



The Bethesda View

Volume 2, Issue 2



June 2011

Inside this issue:

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

Bethesda Hospital has undergone many changes in the past 4 years, with some new and exciting initiatives occurring in the more recent past. Building development, including the addition of a 7th operating theatre and new consulting suites, has heralded a renewed interest in the hospital, following a period of financial uncertainty. I am pleased to advise that the hospital is well on track to be achieving its Mission, with plans for the next 10–15 years currently being considered by the Board of Directors.

With a very motivated and engaged management team and staff, it has been most sobering to experience the continued high level of commitment and support during times when rumours have been rife about the uncertain nature of Bethesda's future. I have observed much energy being directed at quashing rumours

and ensuring that the standard of patient care and overall customer satisfaction remained at superior levels.

Something that I have witnessed, that has been quite remarkable, is the overwhelming desire from many quarters to see Bethesda Hospital thrive and prosper, maintaining its significance in both the local community and the health care system in Western Australia. There is also the strong connection that exists with the Church of Christ in WA, with many members of that community having pledged support and prayer during Bethesda's challenges over the past four years.

I know that all involved in Bethesda have experienced a renewed energy, level of enthusiasm and excitement as the plans for the next decade unfold.



Yasmin Naglazas
Chief Executive Officer

Hand Hygiene Global Event	2
Bethesda Code of Conduct Launch	2
New Staff Arrangements	3
EPAC Information Sessions	3
Free Movie Tickets	3
L & D Coordinator Appointed	3
Chaplain's Message	3
Australia's Biggest Morning Tea	4
All Hands on Deck for Stock Take!	4
Upskilling in the Operating Theatre	4

'LEARNING HUB' ESTABLISHED WITH UWA & NOTRE DAME

An exciting initiative was announced recently that sees Bethesda becoming a base for a 'learning hub' for palliative care. The initiative, funded by a grant from the government body Health Workforce Australia, is a partnership between Bethesda Hospital, the University of Western Australian and Notre Dame. The initiative will help address clinical training and future health workforce issues, not only as there is an identified area of need for workforce in palliative care, but because health practitioners in all areas need to be competent and confident in addressing end of life issues.

Bethesda staff understand that it is quite a privilege to be part of this project, providing clinical placements for nursing, medical and social work students in both our Palliative Care Unit and the Palliative Ambulatory Service (North) which is based out of the hospital. The 'learning hub' will be established in the seminar room on the 1st floor and will be a dedicated area so that students can undertake small group work, reflective practice and de-briefing. It will also be an environment of 'virtual learning' where students can access the wide range of materials via the internet (including on line assessment capability) to stimulate research and collaborative discussion and building knowledge capacity.

Associate Professor Rosemary Saunders, Faculty of Medicine, Dentistry and Health Sciences at UWA, has been working closely with Glenys Thomas and Joan Sheppard to have the 'learning hub' operational by September 2011.



THANKING THOSE WHO CARE at BETHESDA

Above: Registered Nurses Marian Bowater, Daisy Wong, Sue Kim, Seena George, Marie Fitzgerald, Sonja Paterson and Sue Infante celebrate International Nurses Day.

International Nurses Day was celebrated at Bethesda Hospital this year in a slightly different style. Celebrations were held on each ward/unit with the Executive Team providing lunch and other goodies to the different departments. It was an opportunity to celebrate nurses, nursing services and nursing accomplishments around the world while commemorating the anniversary of Florence Nightingale's birth. As always, Bethesda Hospital encourages the involvement of other categories of staff who contribute to the total patient experience—patient care assistants, hotel services staff, administration and doctors are all part of the hospital team that has seen the results of recent patient satisfaction surveys continue to improve, presenting the Bethesda Hospital as a most sought after experience. Board Chairman Dr Neale Fong referred to the Bethesda team as a most professional and caring group, who have excelled to contribute to the superior reputation of the hospital.



Above: Luke Pasotti (far right) shows the design for the new learning hub for Palliative Care to Deb Hopkin, RN, PCU (left) and Alice Carter, Notre Dame University student RN.

The Bethesda View

BETHESDA PLEDGES GOOD HAND HYGIENE IN GLOBAL EVENT

It was with great enthusiasm that Bethesda confirmed the receipt of an email from Professor Didier Pittet, Infection Control Program and WHO collaborating Center on Patient Safety, University of Geneva Hospitals and Faculty of Medicine reminding the hospital of the global event "SAVE LIVES: Clean Your Hands" on the 5th May 2011. Bethesda Hospital has a long and dedicated commitment to initiatives such as this. The World Health Organization (WHO) "SAVE LIVES: Clean Your Hands" was launched in 2009. This global, annual campaign was developed as an extension of the WHO "Clean Care is Safer Care" program, targeted at healthcare facilities and has the aim of bringing people together to improve and sustain hand hygiene every 5th May. WHO's motivation is in response to the concerns over the global burden of disease due to healthcare-associated infections (HAI), both in developed and developing countries. Bethesda's representative from 3M Kate Williams was well and truly recognisable in bright pink in the front foyer of the hospital with a display for staff, patients and visitors. Helen Bucknell, Bethesda's Infection Control Coordinator, conducted the WHO hand hygiene hospital assessment, which reinforced Bethesda's superior reputation in infection prevention and control.



Above: Kate Williams 3M with the display in Bethesda Hospital front foyer. With her is hospital visitor Sandy O'Keeffe, who was one of the many people who stopped to see how the hospital was achieving such good results with hand hygiene.

BETHESDA HOSPITAL TO LAUNCH CODE OF CONDUCT

The Bethesda Hospital Board initiated a review of the hospital's Mission and Vision late in 2010. They were keen to see all levels of staff at the hospital involved in the review. Commencing with some strategic input from Directors, further work was undertaken and has included a group of very enthusiastic staff representing the various hospital departments.

The current Bethesda Hospital Mission was reinforced:

"Bethesda Hospital's Mission is to demonstrate God's love through the provision of high quality hospital and health care services in our community."

The Vision was altered slightly:

Vision (revised)

Bethesda Hospital's vision is to be the preferred choice of Doctors, Staff and patients, recognised for the provision of high quality, medium acuity surgical services and palliative care.

Vision (revised)

The Values were altered to include Teamwork and Excellence, and delete Empathy (considered similar to Compassion).

The next step was to establish a Code of Conduct, that is, to clearly articulate the expected behaviours that we

should see in the workplace and how these demonstrate the organisational Values.

Thursday 28 July 2011 is scheduled as the 'official' launch of the *Bethesda Hospital Code of Conduct*. A framed poster outlining the revised Values will be placed throughout the hospital and small booklets of the code will be distributed.

Above all, the project has seen a significant engagement of all levels of staff in the discussion around what Values mean and how they link to Bethesda's raison d'être.

DIARY DATE
Thursday 28 July 2011
CODE OF CONDUCT LAUNCH



"Linking with the Values, our Code of Conduct is intended to define the behaviours that we expect of all those who work at Bethesda Hospital."



Left : Members of the Code of Conduct Working Party Danielle Rigby, Penny Charleston, Michelle Olins, Brigitte Thielsch and Bev Broughton spent many hours enthusiastically contributing to the project. All working party members will be particularly acknowledged at the launch ceremony by the Bethesda Hospital's Board of Directors.

An outstanding effort!



Bethesda's Values

Teamwork + Respect + Integrity + Compassion + Excellence + Professionalism





NEW PLANS FOR BETHESDA STAFF UNFOLD IN AUGUST 2011

Sessions in July were conducted to inform staff of new arrangements that will see them coming back to the Bethesda Hospital payroll on August 1st, 2011. Received with some trepidation, staff were made aware of why the changes are to be viewed as very positive. As most staff will be aware, in 2008, the Bethanie Group Inc (formerly Churches of Christ Home and Community Services) undertook to become the employer of all Bethesda Hospital staff. At that point in time, all current hospital staff had their contracts of employment and entitlements transferred to the Bethanie Group which has been their employer from that date. In addition, all new hospital staff since that time have been employed under the same arrangement. Part of the arrangement provided for a Services Management Agreement (SMA) between the two groups which has been working effectively to ensure that the hospital is staffed to run smoothly on a daily basis and that it is able to maintain a high standard of health care. However, since that time, the Bethanie Group and Bethesda have been reviewing the best organisational and financial structure going forward for both operations. As a result of that review it has been decided that Bethesda Hospital not only continues to run as a separate business entity, but also has the employees transferred back to Bethesda with the hospital directly employing their own staff.

In effect, staff are being offered a "like to like" transfer from the Bethanie Group to Bethesda Hospital with all your current entitlements (LSL, Annual Leave, current job classification length of service, place of work and recognition of prior service etc) remaining the same. Staff were advised that they will not notice any difference in their role in the daily operation of the hospital, with Bethesda conducting business as usual. Unfortunately, there is a point of difference in the level of salary packaging now available to staff as the available level differs between the Bethanie Group and Bethesda Hospital. This is governed by the Fringe Benefit Tax Rules established by the Australian Taxation Office. The operations of the Bethanie Group is deemed to be a Public Benevolent Institution—Aged Care and therefore allowed to offer salary packaging up to a maximum \$16,050 per year. Whereas Bethesda Hospital is deemed to be a Private Hospital operated by a not-for-profit organisation and only allowed to offer salary packaging up to a maximum of \$9,095 per year. The Bethesda Board has signed off on a plan that ensures that staff are not disadvantaged financially. The information sessions were well attended, with many questions put forward.

Yasmin Naglazas and Joan Sheppard thanked staff for working with the organisation us on the plans and stated that it is quite a positive time for the hospital as the changes have resulted in long-term security for all of us who work at Bethesda, and a future, something that we have not had for the past 4 years.



Above: Staff at Bethesda staff attending an information session to hear about the new arrangements from Executive Manager, Clinical & Corporate Services, Joan Sheppard and Chief Executive Officer, Yasmin Naglazas on 6 July 2011.

Important
Dates

EPAC
Salary Solutions

Scheduled sessions for staff
Monday 11 July 2011 from 8am—midday
Wednesday 13 July 2011 from 8am—midday
Friday 15 July 2011 from 8am—midday
[in the staff dining room]

FREE MOVIE TICKETS

Staff are reminded to keep their ears out for the occasional free movie passes that are provided to the hospital and passed on to staff. It is a great way of treating yourself, friends and family to an evening of entertainment on Bethesda Hospital. As always,

first in, best dressed!



CHAPLAIN'S MESSAGE—Sue Wilkins

I am often asked the question "What is the significance of the name Bethesda?" Most of us know that it means "house of mercy" but possibly that's the extent of our knowledge. In Jerusalem during Biblical times, there was a Pool of Bethesda where those in need of healing would congregate, in the hope that they would be cured in the "miraculous waters." People come to our Bethesda Hospital for various reasons – surgery, palliation, for visiting family of friends in hospital, for coffee. The comments I hear are: "what a peaceful place, what a beautiful view. I wish we'd known about this place earlier!" A lot of time is spent by patients and families enjoying the river and appreciating its many moods. The river is our big "pool." So what about the Bethesda (mercy) bit? Mercy is defined as: *an act of kindness, compassion, or favour.* If Bethesda Hospital is a 'house



Above: The Pool of Bethesda in Jerusalem.

of mercy', and I believe it is, then those who come here experience the "healing" that comes through kindness and compassion. There is healing of bodies at Bethesda, and people die here, but if the care that is given is with kindness and compassion, then even when there is no cure, healing can still happen. Giving care that is not just physical but is "heart-to-heart" is greatly therapeutic. Bethesda is not just a hospital, but a hospital with a heart.

EXCITING PLANS AS NEW L & D COORDINATOR APPOINTED

The skills and experience of Marie Murphy have been welcomed by Bethesda as a wonderful addition to an already-strong management team. Marie has been involved in education for over 20 years, ranging from work in large teaching hospitals to smaller private hospitals similar to Bethesda. "My philosophy is to make education and training enjoyable, relevant and readily available to everyone", states Marie, who has several exciting projects planned for staff in the coming months. Joan Sheppard, Executive Manager, Clinical & Corporate Services, said she was delighted to have someone of the caliber of Marie as part of our team.

Welcome Marie!



Above: Marie Murphy has recently been appointed to the role of Learning & Development Coordinator, Bethesda and is keen to share her experience with staff.



Australia's Biggest Morning Tea Gets Even Bigger!

Australia's Biggest Morning Tea is one of Australia's most well-loved fundraising events, and plays a vital role in raising money towards Cancer Council's work in research, education, prevention and support. Bethesda has a very strong relationship with the Cancer Council of WA, fully supporting their activities and this year's fundraiser was no different. Dozens of very tempting home-made cakes, biscuits and slices were up for sale in the hospital foyer in June, with all proceeds going to the Cancer Council. Fundraising activities such as this one supported by Bethesda allows the Cancer Council to continue its work in funding cancer research and providing information and support for people affected by cancer. Observing the rate at which the morning tea offerings were being snapped up by staff and visitors, it was obvious that the fundraiser was a huge success. Well done to all involved!



Above: Bethesda Hospital volunteers Maddie, Sue, Minnie, Libby and Carole serve up a host of wonderful home-made treats at Australia's Biggest Morning Tea 2011 in support of the Cancer Council.

ALL HANDS ON DECK FOR ANNUAL STOCK-TAKE



Above left: Shane Higgins (Stores), Jo Mathers (Administration/Patient Accounts) and Don Hyde (Volunteer) hard at work in the Supply Department stocktaking.

Above Right: Sue Bazely and Penny Collin are surrounded by thousands of items in the operating theatre but are all smiles as they count, count, count.....

THEATRE STAFF UPSKILL TO MEET DEMAND



Registered Nurse Annie Burke (left) has been working in the Bethesda Hospital operating theatres for 3 years and during that time has gained proficiency in 3 roles—as a recovery room nurse, an anaesthetic nurse and most recently, as scrub/scout nurse. Staff development remains an important priority at Bethesda, and as more surgeons join the team in all specialty areas, there is an ongoing need to have highly competent theatre staff, inclusive of nurses, patient care assistants, orthopaedic technicians, anaesthetic nurses and administration staff.

Our staff surveys continue to reaffirm that training is at the top of the list for those who work at Bethesda, and many appear to relish the opportunity to gain a new set of skills—something that Helen Cooper, OR's Staff Development Nurse believes is easier to do in a hospital the size of Bethesda.

With Joan Sheppard and Yasmin Naglazas both undertaking an "uncover boss" exercise in the OR recently, it confirms that Bethesda's surgical business is a very important part of the future and is growing.

There was certainly action-a-plenty around the hospital as the annual stock take took place on the last day of the financial year, 30 June. This annual count verifies the quantities and condition of items held in our inventory as a basis for accurate audit and valuation. It is a big exercise, that relies on a big contingent of eager 'volunteers', who have an eye for detail and are not distracted easily! We hear that it was completed ahead of schedule (and without any major mishaps!).



We hear that there may be a Bethesda team being put together for 2012—we'll keep you posted!