

WESTSIDE STORY

Fourth Edition - April 2011



WESTERN
YOUR HOSPITAL THAT CARES

A WORD FROM THE CEO

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- Updates

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WELCOME to 2011! What an exciting time to be involved with Western Hospital. We have had some memorable achievements during 2010 not the least of which is the planned redevelopment of the hospital to accommodate specialist Orthopaedic Surgeons consulting rooms. Western Hospital will host this group of orthopaedic surgeons under the banner of "Western SportsOrtho" - more information regarding this service will be advertised in the near future.

This ground floor new redevelopment will include the relocation of our Western Sports Medicine and Young Family Practice (GP), the establishment of a community pharmacy - which has the license to dispense prescriptions to the general community - this will be an additional benefit to all consumers who visit Western. Part of this redevelopment will involve the upgrading of the car park and the café. The end result will see 5 Orthopaedic Consulting rooms, 4 GP Consulting rooms, new pharmacy and café and a waiting area for 80 people!



The IVF Clinic redevelopment on the first floor has been completed and we eagerly await the opening of the clinic in April 2011.

City Fertility Centre (CFC) is a highly respected fertility group which have partnered with Western Hospital to provide a fertility clinic in the western suburbs. Patients now have a choice as to whether they want to travel to the city for their routine and regular appointments. A great option and well located at Western Hospital.

New specialist consulting rooms have been established on the first floor to accommodate the extra requests for consulting on-site. These modern and well-appointed rooms have fabulous views and waiting areas which our doctors are enjoying.

Eight of our Enrolled Nurses have successfully completed the Diploma of Enrolled Nursing during 2010 - a fantastic achievement. Congratulations!

The Western Sports Medicine and Young Family Practice continues to grow. We welcome Dr. Jessica Floreani, Dr. Fazil Junejo and Dr. Graham Hughes to the practice and thank Dr. Mark Ralfe, Dr. Andrew Ramsay and Dr. Joanne Bested for their ongoing and unwavering support of the practice. The practice has enjoyed the expertise of a practice nurse (Trish Wallis) recruited during the year who has complemented the team and the clinic has been well supported by our admin team.

Western Hospital has concentrated on grass-roots marketing to our referring GPs along with strengthening our links to our Specialists. Jenny Read (Bookings Officer) has hit the road in a marketing role to ensure that our referrers are happy with our services and that our Specialists are receiving gold standard service. To date we have been heartened by the response of our GP referrers and Specialists.

A highlight from the year would have to be the "Practice Manager's Christmas in the Courtyard" - this was a great night to celebrate the relationships which have been forged over the year and to thank the Practice Managers for their ongoing support. It was a night to "put faces with names" and to have a chat over a glass of champagne.



Eighty of our staff were invited to celebrate their years of services at Western Hospital. 5 Year Service Medals (pictured above) were awarded for these staff and a "Thank you" afternoon tea was well attended with fantastic words from our Chairman of the Board, Lyndon Parnell.

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Western Hospital also celebrated being awarded second prize in the "Medibank Private Member Experience Survey" which surveyed a selection of Medibank Private Members on their hospital experience at Western. We were thrilled to be recognized as the second best hospital in SA and the third best in the country, given that the hospitals that ranked above us were specialist hospitals.

Western received higher results compared to our peers with:

- Information on hospital arrangements
- Understanding admission staff
- Explanation of hospital routines
- How well tests and medicines were explained
- Temperature of rooms
- Quality of meals
- Quietness, cleanliness and restfulness of rooms

Western excelled in the following:

- Understanding of admission staff
- Clinical skills and knowledge of doctors
- Helpfulness of admitting staff
- Privacy of room
- Cleanliness of room
- Privacy and Confidentiality

This is a **HUGE** effort and you are all to be congratulated!



We welcome Adelaide Pathology Partners (APP) to Western having been successful in their pursuit for the provision and lease of the blood collection centre and laboratory services.



APP, being wholly South Australian owned and managed aligns very well to our business and we encourage all medical staff and patients to enjoy the varied services and exemplary customer service being offered to all consumers.

In planning for the future, the Board and Management invite all doctors, staff and other friends and associates of the hospital to contact any member of the Board or management to offer suggestions as to ways in which we can make Western a centre of excellence.

Kind Regards,



Kathy Nagle MRCNA
Chief Executive Officer / Director of Nursing



Top: Kathy Nagle and Lyndon Parnell at the Medibank Private awards. **Bottom left:** (L-R) Coralie Vella, Saul Gilbert, Karyn Lavigne, Nicky Sinsbury, Jenny Read, Jennine Vine and Yvette Evans at the Medibank Private Awards. **Bottom Right:** Christmas in the Courtyard.

The Friends of Western

Extract from Chairman's Annual Report

The Friends of Western Hospital Association Inc. (FoW)

FoW's fundraising for 09/10 relied heavily on the activities within the Hospital, therefore rested largely on personal gifts made by individuals or community clubs, Bequeaths by families and friends of deceased members of our community, as well as the usual four Raffles conducted by the staff of Western Hospital throughout the year.

Membership numbers to FoW have stabilized and there has been increasing support for FoW through the Lions and Rotary Clubs within the area and other smaller local community groups.

Vote of Thanks to Consortium Owners and Western Staff

On behalf of FoW, I wish to acknowledge our appreciation and thanks to the owners of Western Hospital for their efforts towards ensuring the continued existence of the Western Hospital.

This year there has again been a steady expansion in the services provided at the Hospital, which is a credit to the owners and management.

We also express a very deep vote of thanks to both the nursing and administrative staff, who continue to provide the wonderful service to patients and their families at Western.

To Kathy Nagle, we particularly thank you for the close working relationship and the support you and your staff provide to FoW.

Representation at Board Level of FoW for 09/10

The following have served as Board members of FoW through to the end of October 2010:- Domenica Barbaro, Gordon Billows, Barry Burford, Angelo Piovesan, Tracey Reardon, Pam Smith, Terry Smith and George Turelli.

Fundraising

The FoW, in conjunction with the Little Heroes Foundation, are hosting a golf day on Friday 18th November 2011 at the Riverside Golf Club, Westlakes. For further details please contact Tracey Reardon on 81591105 or treardon@westernhospital.com.au

We are extremely grateful for the continued active support provided by the Lions Club of West Lakes / Seaton, the Lions Club of West Beach, the Rotary Club of Henley Beach, the Rotary Club of Charles Sturt / Grange, the Henley Community Aid Shop and the Western Hospital Volunteers who have all made Donations or purchased an item of Equipment over the last twelve months.

I would like to extend our thanks to our Treasurer, Terry Smith for his record keeping and management of our funds over the last year.

Honour Board

A new Honour Board has been erected in the Foyer of the Hospital, to raise the profile of the FoW and also to acknowledge the generous bequeaths and support of our local community.



FoW Board Members for 10/11

Welcome to the new Board Members Chris Glacken, Grace Glacken, Barry Gower, Neil Schier, Sue Schier, Ron Williams, Roger Watkins and former members Domenica Barbaro, Barry Burford, Angelo Piovesan, Jenny Read, Tracey Reardon, Pam Smith and Terry Smith.

Angelo Piovesan

Chairman, The Friends of Western Hospital Association Inc.





Western Sports Medicine and Young Family Practice

For appointments contact: 8353 6860

Thank you to all that have supported the Western Sports Medicine & Young Family Practice.

Finance at Western

The Finance team has had an extremely busy year in 2010, reflected in the successes of the hospital.

We have welcomed Michelle Capel and Jess Gibbons to our team who has taken the reigns as our Accounts Officer. Together these ladies are at the helm of a very skilled Finance Team. We have been extremely fortunate to have Vivian, a volunteer, working with the Finance Department.

The Cherry on Top of our year has been the successful implementation of our new Accounting software that has replaced the old and very tired IBA General Ledger. Trevor, Michelle, Lindley and Sarah Jane all worked tirelessly to ensure there were no disruptions as they seamlessly made the change over from old to new. It was a great opportunity to learn all the pitfalls of implementing new programs, especially as we have a new biometric payroll system coming on line in 2011.

With all the exciting new chapters about to commence here at Western, we know that 2011 is going to be an exciting time bringing with it much growth and rewards for all our staff and we look forward to growing our finance team in the New Year.

Donna Miller

Finance & Administration Manager

Social Club

Once again the social club has had a very busy year.

Just to mention a couple of events, we held a very successful Christmas in July. About 50 members attended and we had the traditional Christmas fare of Turkey, Ham and of course Christmas puddings.

In December we held our annual Christmas party. This year we changed venues to the Henley Football club, and the West Lakes Seaton Lions club cooked a barbeque for us. Father Christmas attended and all the children received presents. This event is a huge success each year and we had over 100 adults and 30 children.

Jenny Read
Bookings Officer



David Sillett and Donna Miller assist a mother Duck and her new ducklings back to the river after hatching in the courtyard.

Risk Management

Risk Management, encompassing Quality, Risk and OH&S, has had a busy and successful 2010.

Western Hospital's pride and commitment to providing safe, high quality care and services was acknowledged in the success of our on-site survey in August, resulting in ongoing ACHS Accreditation. The achievement of 7 out of 14 mandatory criteria being awarded an Extensive Achievement (EA) is a credit to all of our staff, for their championing of the quality improvement process.

In July an online learning program was introduced for mandatory Fire and Emergency Response training for all staff. The success of this program was evidenced by a 35% increase in timeframes for completion compliance by all staff and an 89% decrease in facilitation time required for training. Staff identified a 97% satisfaction with the online platform, citing quality of information and ease of access as the main reasons.

In OH&S we have continued to proactively approach workplace injury prevention, hazard identification and incident prevention through our robust risk management systems.

Looking forward to 2011 we plan to review our incident reporting systems, investigating potential for electronic based systems rather than current paper based systems.

Eugenie Valero
Risk Manager

City Fertility Centre Adelaide Opens at Western Hospital



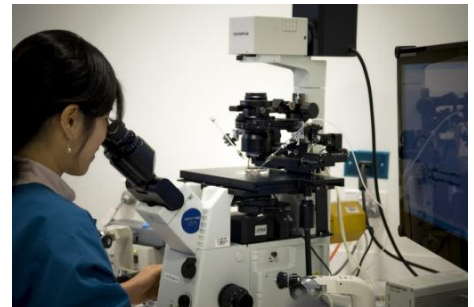
CITY FERTILITY CENTRE
ADELAIDE *your partners in life*



The number of people seeking fertility assistance is rapidly on the increase with an Australian Institute of Health and Welfare (AIHW) report confirming the birth rate of IVF babies has nearly doubled since 2004.

This increase in demand is putting pressure on fertility clinics around the nation. The opening of a City Fertility Centre Adelaide at Western Hospital may help ease the pain in South Australia.

City Fertility Centre which also has clinics in Melbourne, Brisbane and on the Gold Coast will be led by Medical Director Dr Marcin Stankiewicz and supported by an experienced team of staff.



Dr Stankiewicz has years of experience as a fertility specialist and holds a subspecialty Certificate in Reproductive Endocrinology and Infertility (CREI) – the highest qualification available in Australia for infertility specialty.

The Centre is committed to providing state-of-the-art fertility treatment in a confidential, compassionate and supportive environment. Personalised care is a major focus where treating every patient as an individual and not a number, runs through every aspect of their service. Be assured the same Specialist will treat each patient from the start to the end of their treatment journey.

There is a five-day appointment guarantee for new infertility patient referrals and after hours consultations if required. While the main clinic is at Western Hospital, Dr Stankiewicz is also available to meet with patients at Ashford Specialist Centre.

City Fertility Centre's national overall success rates in recent months have been significantly above the industry standard of 41.6% (clinical pregnancies per IVF cycle) – and have been as high as 55 per cent for clinical pregnancies per embryo transfer cycle across the board including all ages.

CFC Adelaide has been accredited by Reproductive Technology Accreditation Committee (RTAC) and National Association of Testing Authorities (NATA) and is just waiting on the South Australian government licence before opening its doors in early 2011.



City Fertility Centre Adelaide

Western Hospital, Suite 11, First Floor
168 Cudmore Terrace, Henley Beach, SA 5022
P: 1300 483 235
www.cityfertility.com.au

Western Facility Management Services



WESTERN FACILITY MANAGEMENT SERVICES

2010 has been a busy year for Western Facility Management Services (WFMS) with new exciting services coming and several great results from projects undertaken.

Here are a few highlights so far...

City Fertility Centre: Adelaide set to go

City Fertility Centre – Adelaide's IVF Clinic is set to commence operations, after an extensive renovation of the previous Day Procedure Unit on the first floor.

Western Facility Management Services managed the project along with the addition of three consulting suites and the repainting of the first floor corridor. The project was completed on time and within budget, and the results are quite impressive.



Catering is Expanding

After years of catering for special occasions, formal dinners and corporate functions within the Hospital community and networks, Catering is expanding. Catering now offers a great selection of gourmet foods to everyone. Let us cater your next function!

All food activities are still undertaken in our kitchen under strict accordance with the stringent requirements of FSANZ FSS 3.2.1 and is absolutely mouth-watering.

Keeping your Garden Green and Clean

The lifting of water restrictions is a great outcome for Adelaide's gardens who have long suffered under the dry spell of drought. Everyone should keep in mind that despite the inflow of floodwaters and the commencement of desalination at Pt Stanvac, we all need to do our bit to conserve water. Rain water tanks, drought resistant plants, recycling, grey water and not cutting your lawn too close are great ways that we can all help the environment.

We are pleased to now offer a senior's discount for all pension card holders for all of our garden care and maintenance services.

Keeping your Loved Ones Safe

The Home Safety Kit is still available and a thoughtful gift for family and friends that says you care. The kit costs \$84.30 and contains a 1kg fire extinguisher, 1m X 1m fire blanket and a St Johns' first aid kit. \$5.00 of every purchase is donated to the Friends of Western for the purchase of much needed equipment for Western Hospital. Order forms are available at reception or call 8159 1165.



For further information on services provided, please phone 8159 1165.

David Sillett

Manager, Western Facility Management Services



Adelaide Pathology Partners

PATIENT COLLECTION CENTRE AND LABORATORY SERVICES

Adelaide Pathology Partners is proud to announce the opening of our new facilities at Western Hospital.

- ❖ *South Australian*
- ❖ *Medically owned and operated*
- ❖ *Supporting the hospital and community*
- ❖ *Independent*

Collection Centre Hours

Monday to Friday: 8am - 6pm
Saturday: 8.30am - 12pm



"More than pathology... laboratory medicine for the future"

Western Sleep

Well done to the staff at Western Sleep who have worked so hard over the last 12 months.

We have introduced cephalometric and orthodontic images and analyses to our standard sleep study report to make them more informative to both ENTs and dentists. We have also presented some of our research at the Australasian Sleep Association Conference held in Christchurch during October. In this research, we found that Neck Circumference (greater than 37cm) can be used by GPs as a simple tool to help them identify which patients presenting with daytime tiredness would benefit from a sleep study.

Our website was completed at the beginning of 2010 (www.westernsleep.com.au) providing both patients and doctors with information about sleep disorders, a virtual tour of the unit, our referral pad and patient testimonials.

Earlier in 2010 we conducted a GP information session to educate local GPs about the role of a sleep laboratory as well as the identification of common sleep disorders and their treatment.

Finally, we have been carrying out an extensive marketing campaign in 2010, with Jenny Read visiting General Practices and educating the doctors, managers and practice nurses about sleep apnoea and other sleep disorders.

TIRED? SLEEP APNOEA? INSOMNIA?



Located in Western Hospital, Western Sleep is a full service provider in the area of sleep disorders. Our specialised service is equipped to diagnose and treat patients in the Western suburbs of Adelaide under the supervision of a Sleep Physician.

While primarily dealing with the diagnosis and treatment of Sleep Apnoea, we diagnose and treat a range of other sleep disorders and parasomnias such as Narcolepsy, Restless Legs Syndrome, Insomnia, REM movement disorder & Bruxism. We also can study children 12 years and older for sleep apnoea, narcolepsy and other parasomnias such as sleep walking or night terrors and our rooms can easily accommodate an additional bed for a parent to sleep over.

If you suspect that you, or someone you know, may need a sleep study, visit your GP to arrange for them to refer you to have a sleep study.

For more information, including frequently asked questions and a virtual tour of the Sleep Unit, please visit our website at www.westernsleep.com.au or call us on 8159 1168.

Saul Gilbert

Principal Sleep Analyst/Manager Western Sleep

Endoscopy Unit

In the past 12 months the Endoscopy unit has increased its patient numbers significantly, so the purchase of new equipment has certainly helped make our life much easier. One of the biggest and best was the purchase of a third Soluscope machine we named Harmony, to bring about a more settled atmosphere in the cleaning room (with some success).

With the purchase of a new processor we have been able to set up both Endoscopy rooms exactly the same offering staff and doctors consistency of set up and ease of procedure.

I would like to congratulate all the staff that work in the Endoscopy area their contributions and hard work during the last 12 months.

Chris Galler

Clinical Nurse, Endoscopy Suite

WESTERN SPORTS ORTHO COMING SOON...

Stay tuned!

Oncology Unit

What a busy year!

November was the busiest month for over 3 years with nearly 200 admissions through the Oncology Unit. This not only includes admissions for Chemotherapy treatments but also an increasing number of iron infusions and infusional treatments for rheumatology patients.

We had numerous very positive responses in our recent patient satisfaction survey which is testimony to the great care and service provided by our team. They are all to be congratulated for their hard work and dedication.

Unfortunately we farewell RN Louise Gilbert who is heading back to Melbourne after spending the last year with us.

Sue Spencer

Clinical Manager, Oncology



Left: Abbey Reardon looking good in theatre scrubs while on Year Eleven Work Experience from St Dominics Priory College.

Below: Jenny Read, with Carolyn from Kmart, giving Western's donations to the Wishing Tree.



Henley Ward

Nursing staff on Henley ward have achieved excellent results from the Discharge Documentation audit conducted during October with marked improvement from the previous audit in June.

Mary Tilley retired after 33 years of service at Western Hospital. A Farewell lunch was attended by nursing staff to celebrate her retirement. Sue Hill also retired after 14 years of service, commemorated with an afternoon tea.

Western Hospital has facilitated 9 students from Uni SA undertaking their Placement this year with a total of 27 students attending this hospital since July 2007.

Security Officer Evaluation of Performance was conducted during November with excellent feedback.

I attended Presentations for the Graduate Nurse Transition Program at The Repatriation Hospital. Kristy Jones has completed her Graduate Nurse Program and was presented with a certificate. Well done Kristy!

Rose Jones

After Hours Hospital Coordinator

New Courses for 2011

With our education partners Time P/L and Western Hospital, 2011 brings an exciting new selection of nationally recognised qualification courses:

- **HLT42007L:** CERTIFICATE IV IN OPERATING THEATRE TECHNICAL SUPPORT
- **HLT31107:** CERTIFICATE III IN STERILISATION SERVICES
- **HLTIN301B** COMPLY WITH INFECTION CONTROL POLICIES AND PROCEDURES
- **BSB41407:** CERTIFICATE IV IN OCCUPATIONAL HEALTH AND SAFETY
- **BSB40807:** CERTIFICATE IV IN FRONTLINE MANAGEMENT
- **TAE40110:** CERTIFICATE IV IN TRAINING AND ASSESSMENT

Some modules allow you to accrue points towards your Continued Professional Development requirements as part of your planned learning activities. You may be eligible for Government funding, phone 8159 1165 for further information.