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*“Act justly,
love tenderly
& walk humbly
with God”*

Micah 6:8

2011 has been a year of change. St Vincent’s Health Australia moved to full ownership of St Vincents & Mercy Private Hospital (SVMPH), including the purchase of Mercy Private Hospital. SVMPH is now a wholly owned entity under the St Vincent’s Health Australia banner. The change will continue in 2012 with a rebranding of SVMPH to reflect its new ownership and renewed Mission statement and Values. It will be an exciting year.

In the midst of any change I believe it is important to be clear about what we stand for and what we hope in. It is a time for us to remember our fundamental Mission, to heal the sick and be compassionate to those in need.

Christmas is a special time for faith based health care to recognise that life is a precious gift held in trust. Recently I received a letter from a patient in appreciation of the care received at SVMPH and he wrote that the memory of the fantastic people who cared for him would remain with him forever. I regularly receive such letters of appreciation.

This has been a year in which we have all strived to provide the highest standard of care to our patients and I am very proud of the effort every staff member puts in every day throughout the year. I am grateful for your willing service and outstanding commitment. Thank you for making 2011 another great year in our hospital’s history.

For those of you working through the Christmas New Year period, thank you. For those taking a well earned break, enjoy the rest and return revitalized and enthusiastic for 2012.

My best wishes to you and those you love for a safe and Happy Christmas.

Martin Day
CEO

CARE First

As we reported in the last edition of Care News in August, staff from our theatre suites at Mercy, Vimy and St Vincents attended a workshop on 'Creating a Lean Operating Theatre'. The workshop explained how 'Lean Tools' can be used in a theatre setting to eliminate waste and wasteful practice, improve work flow, and increase effectiveness.

Our theatre teams have done some great work re-designing where and how equipment and supplies are stored within their departments. Staff worked together to identify opportunities for improvement and then split into groups to work with their own team members to take responsibility for implementing change in their own areas. Teams analysed staff movements, storage, quantities, locations and accessibility, and their interaction with patient flow pathways. This information was then used to develop a more productive workplace organisation and systems of work.

Lean thinking encourages teams to eliminate all forms of waste and create simple but effective systems using visual communication. Using creative thinking enables us to develop higher quality processes and services, more efficiently, using the same or fewer resources.

This work continues across all of our three hospitals. Detailed below is some of the work carried out at Mercy. Implementations at St Vincents and Vimy will be covered in future issues of Care News.

Mercy Theatres

To create more effective work areas teams implemented 5S and waste elimination techniques. The additional benefit gained from using visual management alongside these techniques is to reduce the potential for error, hence building higher quality systems of work.

In Post Anaesthetic Recovery rooms eliminating surplus items from the area, and organising and marking locations for necessary equipment has freed up additional patient bays.

Area Between Theatre 6 & 7

Technicians Room



Pre Lean Theatres



After Lean Theatres



Pre Lean Theatres



After Lean Theatres



Pre Lean Theatres



After Lean Theatres



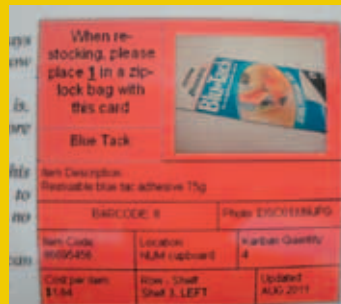
Pre Lean Theatres



After Lean Theatres

The team in PACU report that they had fun creating their new organised workspace. As Gillian Lyons said, "Once we got started it wasn't too difficult to do, and happened quickly"

To control stationery supplies Jess O'Dea has implemented a simple but very smart Kanban system. Kanban is the Japanese word for Visual (Kan) and Card (Ban). A card system is used to control the supply of materials 'Just in time' so that supplies never run out or become overstocked.



In the above photo, when all the marker pens have been used necessitating opening the plastic bag to obtain a pen, the kanban card is removed and this triggers placing an order for new stock. The Mercy Theatre team are proud of what they have achieved in a relatively short period. As Jill Coady says, "It's pleasing to recognise that all the changes we have implemented have been completed at minimal, or no cost." The team are continuing this work and developing their lean thinking to look at patient flow through the department.

5S in Sterile Store

Meanwhile Barry from our Supply Department has been working with the theatre team to 5S the sterile store. This work is ongoing, but in its initial stages an area within the store has been reorganised, and refurbished with metal bins that do not collect dust.

The introduction of standardised labelling helps with locating and identifying supplies.



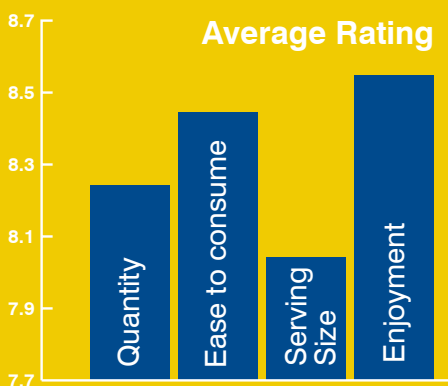
6th Floor St Vincents – Pioneers of New Menu

Through the Care First meeting earlier this year, the team from the 6th floor at St Vincents Private undertook a project to introduce a new menu to help patients experiencing temporary hand or arm impairment. The 6th floor worked in collaboration with the kitchen staff to introduce an admission menu for the first 24 hours of a patient's stay on 6th floor. The menu has been created to be simple, appetising, and easily consumed. The combined ward and kitchen team have looked at food content, how it is presented, and the packaging and accessibility of all the items provided on the meal trays including drinks, condiments and utensils. Patients admitted to the ward later in the day automatically have a special menu prepared and ready for them.

The new menu is a great success with both the ward and kitchen staff. The process is simple to operate, ward staff do not have to order meals for patients and the kitchen staff no longer receive calls from the ward requesting meals for patients that have arrived after the menu monitor has completed their rounds. Many doctors have also praised the new menu. However, the most important feedback is from our patients. The menu has been in place for a few weeks and patients have been invited to complete a short questionnaire. They have been asked to rate the new menu (Scale 0 = Poor – 10 = Excellent) against the following criteria:

- Food Quality
- Ease of Consumption
- Serving Size
- Enjoyment.

Results to date are as follows:



The menu has been very well received by our patients. Enjoyment of the food scored most consistently and most highly overall. The survey has provided the team with some excellent feedback on food presentation and packaging.

The team will continue to monitor the new menu and look for opportunities to expand or improve the system.

Pressure Ulcer Point Prevalence Audit

A Pressure Ulcer Point Prevalence Audit (PUPPA) was conducted at SVMPH during August 2011. The annual PUPPA Audit is an excellent opportunity for data collection and provides a snap shot of the current care being provided at SVMPH.

The results indicated that the hospital wide Pressure Ulcer Point Prevalence for 2011 at SVMPH was 12.3%. This is an improvement on the SVMPH prevalence for 2010 of 13.25% and 2009 of 21.7%. This result was further broken down to indicate that the prevalence for 'hospital-acquired' pressure ulcers was 7% for 2011.

Although this is a good indication of the high quality care we provide to our patients at SVMPH, there is always potential for

improvement in this area. Pressure ulcers are considered a preventable adverse event and in order to ensure that prevalence remains low, vigilance relating to pressure ulcer prevention is important. As a result of this audit, the current pressure ulcer prevention program will be reviewed in 2012 to ensure that it remains in-line with best practice.

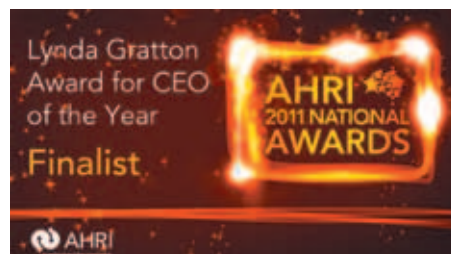
Additional information was gathered during this audit on documentation relating to pressure ulcer prevention, falls risk management, skin tear prevalence and patient perspective on pain and nausea management. This information will be used to review current processes and drive change to ensure that the principals of 'no harm' remain a leading foundation for the care provided at SVMPH.

National CEO of the Year Award

We were delighted to hear recently that our CEO Martin Day, was recognised as a finalist in the "Lynda Gratton CEO of the Year award", conducted by the Australian Human Resources Institute (AHRI). This award recognises leading CEOs who demonstrate excellence in people management practices and have made an outstanding and tangible contribution to the performance of their organisation.

At an awards ceremony held on Thursday 17 November Martin was awarded runner-up in this category, and acknowledged for his outstanding contribution to SVMPH since he stepped into the role in 2002. In one of the testimonials written about Martin, he was described as "...having instilled ... a clear focus on the Mission, Values and Behaviours that he expected to be demonstrated throughout the hospital (sic). His own behaviour demonstrated these within the organisation... Martin has been relentless in his attention to quality and safety ensuring the patient comes first."

We congratulate Martin on this award, which is well deserved.



Equal Employment Opportunity (EEO) Contact Officers

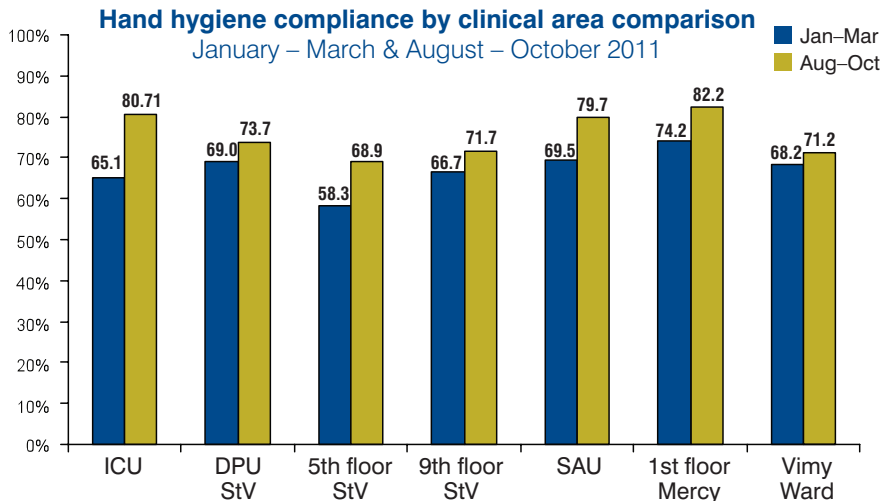
Do you require confidential and impartial information and support to help resolve discrimination, harassment, bullying or victimisation in the workplace? If so, please contact one of our Contact Officers listed below or the Human Resources department.

| | |
|---|-----------------|
| Elissa Bull (Registered Nurse, Education – STV) | Phone 9411 7331 |
| Kate Cozens (Coordinator, CAREfirst – STV) | Phone 9411 7155 |
| Sarah Luxton (Physiotherapist – STV) | Phone 9411 7546 |
| Nagwan Moghazy (Chef, Food Services – STV) | Phone 9411 7141 |
| Brendan Sabatino (Theatre Technician – STV) | Phone 9411 7245 |
| Louise Seymour (Registered Nurse, 7th floor – STV) | Phone 9411 7740 |
| Amanda Costa (Ward Clerk, 1st floor – Mercy) | Phone 9928 6865 |
| Prema Thomas (ANUM, 2nd floor – Mercy) | Phone 9928 6873 |

Hand Hygiene News

As a part of the National Hand Hygiene initiative, SVMPH has recently submitted Hand Hygiene (HH) data to Hand Hygiene Australia for the National Audit period 3, 2011.

Data collection involved capturing 350 Hand Hygiene moments in 7 clinical areas in our organisation. These 7 clinical areas (ICU, 9th floor, 5th floor, DPU, SAU, 1st floor and Vimy) were the same as those audited earlier this year, and we are very pleased to note that all areas have shown improvement in HH compliance.



Of particular note, we would like to commend the staff in ICU and 1st floor Mercy, who have both reached an overall Hand Hygiene compliance of above 80%.

Congratulations also to our nursing staff, who have reached a level of 81.1%, which is an improvement from earlier this year.

While these results are encouraging and it is pleasing to see that our overall compliance has increased, there is still room for improvement.

All staff are reminded to practice Hand Hygiene according to the '5 moments'.

Occupational Therapy Service

The Occupational Therapy service (OT) has been operating at the Mercy Rehabilitation Unit since opening in June 2010. The OT service provides education to acute patients at St Vincents Private, Mercy Private and Vimy Private where appropriate.

Occupational Therapists work to promote independence and safety in carrying out activities of daily living. This is important especially when the patient's abilities are reduced by disease, illness surgery or old age.

Occupational Therapy assists people in:

- Achieving their goals
- Functioning at the highest possible level
- Concentrating on what matters most to them
- Maintaining or rebuilding their independence
- Participating in the everyday activities that they need to do or that simply make life worth living.

At the Rehabilitation Unit, Occupational Therapists work with patients to help encourage their independence in bed mobility, self care and light domestic tasks. The Occupational Therapist educate patients on completing their self care and kitchen tasks independently while adhering to their orthopaedic rehabilitation program. The Occupational Therapist also ensures that patients manage well after discharge from hospital by prescribing assistive equipment and completing home assessments and referrals



Assisting patients to rebuild their independence.

to external services such as personal carers and home help assistance. Home assessments are an excellent way of ensuring that the patient's home environment is safe and conducive to support the patients' independence following surgery.

If you have a patient who is having difficulties managing daily living tasks and/or there is a concern re how they will manage on discharge then it may be appropriate to refer to OT. An OT referral can be accepted from a NUM or Physician where appropriate.

Please call Gill on 9928 6048 or Celine on 9928 6595 to discuss potential referrals and then fax patient details to 9928 6888.

Social Media Update

Our social media presence continues to grow and we have 180 followers on twitter and 125 people currently following us on Facebook.

We have been able to share information covering a wide range of topics including breastfeeding, infection prevention and control, St Vincents Private hospital in the media, including the Herald Sun and Channel 7 news and supported other organisations with posts during post natal depression week.

Our facebook and twitter followers are also sharing our messages with their own followers by retweeting our messages.

Staff that would like to follow us in social media can do so on twitter at @StVincentsPriv or on facebook at www.facebook.com/stvincentsprivate

If you are using social media yourself, please also remember to take a look at the new Social Media Policy for staff which is now located on the intranet site.

ride to work day 2011



SVMPH participated in the 2011 Ride to Work Day on 12th October 2011.

To celebrate the day a BBQ breakfast was held at the Mary Mackillop Garden with participants from St Vincents Private and Public Hospital, St Vincent's Institute, St Vincents Institute of Medical Research, St Vincent's Academic Centre.



JOIN THE COMMUTER REVOLUTION



Global Corporate Challenge Results

On 3rd October 2011 SVMPH were awarded a trophy for our participation in the Global Corporate Challenge (GCC). SVMPH was Australia's 2nd Most Active Organisation in the Healthcare and Medical Industry. Further to this SVMPH was Australia's Most Active Hospital.

The winning team from St Vincents Private (Adrenaline) was presented with medals from the GCC, certificates and a gift from the hospital for their efforts. The Adrenaline team consisted of Kelli Wain, Kirsten Reilly, Natasha De Jong, Lauren Maurer, Celeste Paget, Kim Goon and Alena Trochova. Natasha De Jong accepted the awards on behalf of her team members.

From the 19th May our employees walked, cycled and swam an unbelievable distance. Our performance was as follows:

| | |
|----------------------|--------------------|
| Walked Steps | 527,540,131 |
| Bike Steps | 8,309,345 |
| Swim Steps | 1,587,294 |
| Steps | 537,436,770 |
| Distance (km) | 343,960. |

This equates to walking around the world 8.6 times.



From left: Louise Seber (GCC), Martin Day (CEO), Marita Alexander (OHS), and Natasha DeJong (Representing the winning Team – Adrenaline).

The Australian Publishers Association Award



Associate Professor Karen-Leigh Edward has won an award from the Australian Publishers Association for the best tertiary textbook in Australia.

The Mental Health Nursing – Dimensions of Praxis was coedited by the Associate Professor of Nursing Research at ACU and other medical professionals. The text received praise for its usefulness for students.

The judging panel said they were impressed with the very strong treatment of forensic mental health.

"This publication makes an important contribution in a topic area that is regarded by students as difficult. The publication includes impressive case studies and student learning tasks and exercises that are of are high quality." A big congratulations to Karen-Leigh.

Vimy Today

Since joining the group in June 2008, Vimy Private has undergone many changes. Four new operating theatres, a bright purpose built day surgery unit, a new CSSD, kitchen and recently renovated ward. Add to this, new VMP's, increased operating sessions, staffing changes, graduates, Division 2 graduates and trainees; we have a great little hospital nestled in Kew.

We are pleased to announce that we have recently renewed the contract for Hawthorn Physiotherapy to provide physiotherapy services to patients at Vimy until June 2014. We look forward to continuing to work with Charlie and his team.

The recent renovations to the rooms at Vimy have made a huge difference to the look and feel of the ward. Both staff and patients are enjoying the new facilities and look forward to the final stage of works which will be completed late 2012. The renovation to the nurse's station and drug room is currently in progress.

Well done to Jade Stilo and Natalie Mitchell, who are completing their Divison 1 courses and commencing their Graduate programmes at SVMPH next year. Both Jade and Natalie have been working as Division 2 staff at Vimy for a number of years now. It is very pleasing to see staff further their education and development within the organisation.



Charlie Schall-Riaucour from Hawthorn Physiotherapy with Cathy Sullivan.

In the Footsteps of Mary Aikenhead

One of the high priorities for the Trustees of Mary Aikenhead Ministries is to bring alive the person of Mary Aikenhead, the Foundress of the Sisters of Charity, so that those who lead the health and education ministries can continue her tradition of courageous leadership. One of the best ways to inspire and affirm the leaders of the ministries has been through a pilgrimage to Ireland where Mary Aikenhead was born and where she established her work in caring for and visiting the sick and poor. Three leaders from SVMPH were invited by the Trustees to join this year's pilgrimage to Dublin and Cork.

Sr Pat Walker, Pastoral Care, Kevin Dalton, Director of Services and Development, and Gerard Smith, Director of Mission, joined

the group of 19 pilgrims in September to explore the life and times of Mary Aikenhead and to follow in her footsteps. The pilgrimage began in Dublin where the founding story is remembered and kept alive at the Sisters of Charity Heritage Centre and concluded in Cork after a week of workshops and visits to schools, hospitals and welfare services. The presence of two Sisters of Charity, Sr Pat and Sr Leone Wittmack, was a special part of the pilgrimage and gave the participants a sense of continuity with the ministries.

"It is a real privilege to know that you are continuing such a fantastic tradition of service", said Kevin Dalton. The opportunity to see where Mary Aikenhead established the Sisters of Charity and to learn more about



From left: Gerard, Kevin and Sr Pat at Glendalough, a 6th C monastery founded by St Kevin.

the history and circumstances of those times as well as to see how the ministries have developed in Ireland was inspirational.

Gerard Smith
Director of Mission

Pastoral Care News

Recently the Pastoral Care team celebrated International Pastoral Care Week.

This recognition of the role of Pastoral Care in hospitals is an annual event during which we at SVMPH try to engage in an informal way with hospital staff.

We're delighted with the response to the Word Find competition and we congratulate the winners:

St Vincents Private

Margaret Burton (DPU) and Susie Muftarov (7F)

Mercy Private

Sindy Maltezos (Business Office) and Amandeep Singh (Security)

Vimy Private

Cathy Sullivan (DON) and Jenny Joyce (Nursing).

Our Pastoral Care team Includes:

St Vincents Private:

Sr Pat Walker, Judy Bourke, Sr Catherine Tay, Margaret Rhodes and Moira O'Shannnessy.

Mercy Private:

Sharron Kotz, John Adamsons, Margaret Flynn and Geraldine Woodhatch.

Vimy Private:

Sharron works at VIMY on Mondays and Wednesdays.

Our bank staff are Dexter Rogers and Josephine Barnes.

Our current CAREFirst initiatives include revising the brochure we hand to mothers on the Maternity floors, and establishing a greater working relationship with Pastoral Care at St Vincent's Public. This is becoming increasingly beneficial to both hospitals because there is a strong focus on the development of Pastoral Care competencies and KPI's at the National Level.



Interested in leading safety improvements at SVMPH?

If so, we are looking for passionate and motivated individuals to be part of a workplace health & safety development and implementation team. For further details, contact Corey Innes, Workplace Health & Safety Coordinator on 9411 7682 or email corey.innes@stvmph.org.au

Staff Service Awards

Staff were recently recognised on reaching a milestone in their careers at SVMPH. Service Awards were held on Monday 21 November for 15 years of service, Thursday 24 November for 20 years of service, and Tuesday 29 November for 25, 30 and 35 + years of service.

Staff that have achieved 5 and 10 years of service, will be acknowledged during December 2011 within their departments.



Awards and gifts



35 year recipient – Sophie Yannapoulos pictured with (L to R) Gerard Smith, Gavin Young and Martin Day



30 year recipients



25 year recipients



20 year recipients



Cristina Shannon (20 year recipient) – Chrissie was born at St Vincents Private, trained a St Vincents, had 9 of her 10 children here and has just completed 20 years of permanent service.



Mother and daughter receive their 25 year Service Award, pictured L to R, Nancy Neralic, Gavin Young and Katerina Herc.



15 year recipients