

Celebrating Our Central Auxiliary Stars!

Actions speak louder than words and the action of sandwich and coffee making has resulted in a massive donation from the Central Auxiliary to the hospital.

The Central Auxiliary recently purchased a new \$175,000 Hi Power 180w GreenLight laser for the Urology Department and Dr Fadi Nuwayhid, Head of Department and Dr Frank Redwig were delighted to meet with members to explain the benefits of this latest technology laser.

Dr Nuwayhid thanked the Auxiliary for purchasing the laser. "This is a very significant piece of equipment which will benefit many people, especially as the population is getting older and more males will experience bladder outlet obstruction," he said. "We are incredibly grateful to the Central Auxiliary for their hard work which has made this purchase possible."

The 180 watt Hi Power GreenLight laser is the first in Tasmania and in fact there is only one other in Australia in Sydney. Dr Nuwayhid described the laser as "exceptional" and advised that it had been in use for the past 4 weeks, after staff completed training, with 10 patients undergoing procedures.

The high power laser provides a superior solution for the safe, effective and efficient treatment of enlarged prostates and other urologic conditions. The laser is equally effective as the trans urethral resection of the prostate (TURP) procedure currently being performed at the RHH and has many additional advantages.

Some of the advantages are; patients experience fewer complications; most patients experience a very rapid relief of symptoms and a dramatic improvement in urine flow; it is virtually a bloodless procedure which reduces the need for transfusion; there is a decreased impotence rate; patients can remain on anti-platelet or anti-coagulant medication thereby reducing cardiovascular complications; and most importantly the recovery period is several days to a maximum of two weeks compared with 4 to 6 weeks for TURP.

These advantages will help our patients return to good health and enjoy their normal activities as quickly as possible after treatment. The contribution of Auxiliary members is invaluable in helping us to assist our patients – and we thank them for the many volunteer hours they dedicate to the RHH.



Paul Yard hands Drs Redwig and Nuwayhid a very large cheque!!

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Better Patient Experiences



An Affair to Remember – A Night to Remember!

Months of preparation and planning reached a crescendo for the hospital's Community Relations Unit on the evening of 19 March, when 400 guests converged at Wrest Point for the biannual ball themed *An Affair to Remember*.

The Wrest Point foyer was filled with ooohs and aaaahs aplenty as guests descended upon the event, dressed lavishly in 50s attire, or reminiscent of their favourite old Hollywood stars. Special mention needs to go to Amanda-Sue Markham who won the prize for best dressed on the evening for her stunning fuchsia dress and resemblance to Marilyn Monroe in *Gentleman Prefer Blondes*.

For those who had their autograph books close by, there were many other celebrities to be spotted with numerous Marilyn's accompanied by Audrey Hepburn, Elizabeth Taylor, Groucho Marks, Zsa Zsa Gabor and a myriad of other "famous faces" working the red carpet.

Elaborate old Hollywood décor welcomed guests to *An Affair to Remember*, and the room, swathed in red, black and silver, created a memorable evening for all. Each table was named after a suitable famous film or celebrity from the 'old Hollywood' era (Andrew Wilkie's table was aptly named 'High Noon!')

Throughout the evening, guests were serenaded, entertained and amused by the sensational 'Red Hot Cols' who emceed the event with health-themed entertainment, making mention of some of the hospitals most infamous characters throughout their songs such as "It will be paradise when they put up a parking lot" in reference to the building works being undertaken at the Wellington Centre.

Uncertainty reigned over whether or not the Premier was in attendance, as late in the evening the 'Premier' came onstage with the emcees to



announce she had the cheque for the RHH redevelopment that she was taking down to the gaming room and was going to double the money by 'putting it all on red!' Turns out this Lara-lookalike wasn't the Premier after all, but she certainly had the crowd in the palm of her hand due to her uncanny resemblance to Lara Giddings!

The live auction encouraged outrageous antics from enthusiastic bidders keen to win their desired items. Lunch dates with former ANZ chief economist Saul Eslake, Premier Lara Giddings and Leader of the Opposition Will Hodgman went under the hammer to assist with generating funds toward the evening's fundraising total.

Some magnificent items were sold in the silent auction, including a beautiful archival Peter Dombrovskis photo. Fierce competition ensued as colleagues went head-to-head in a bidding frenzy to secure the valuable items that were available.

Better Patient Experiences



Guests were quick to take advantage of the dance floor and the music from 'Basil the Rat' who once again proved a hit with the crowd. With the dancefloor overflowing with enthusiastic dancers, guests could have easily danced long into the night.

Local businessman Emmanuel Kalis was in attendance, and in an act of generosity, pledged to bring the final fundraising tally up to the nearest ten thousand. A final tally of \$50,000 was raised which will go toward the Ipswich Hospital Foundation to assist those most severely affected by the recent devastating Queensland floods. This money is going to be matched by the Central Auxiliary who operate the kiosk, and will go toward our own ICU to purchase some much needed items and equipment.

No one went home empty handed with themed goody bags encouraging all guests to step back in time to the 50s through the provision of popular

50s items such as Pez dispensers, Tupperware items and slinkys, as well as lucky seat prizes.

The RHH has been hosting a biannual ball since 2007 with each event raising funds for a different area within the hospital. Since inception the event has grown in size and stature, with this year's event attracting many prominent members of the Tasmanian business and political communities.

It was a fantastic night for the RHH, and the Community Relations Unit has been inundated with queries from enthusiastic guests about when the next event will be held!

Thanks again to our wonderful sponsors, Zouki, Hesta Super, Aequis, CBA and Gray Matters Advertising.



Easter Goodwill

The community never forgets the RHH on special occasions and this Easter was no exception with lots of visitors, some very unusual!

It's not every day that you see a tiger and his Optus penguin friend visiting the Paediatric Unit accompanied by Hobart Football Club players Cameron Day, Jake Briggs and Matthew Cleary.

The players, and their large friends, visited to chat with young fans and hand out Easter eggs, soft toys, yo-yos and caps. The children and their parents were excited to meet their heroes and there was much discussion about the team's prospects for the next game. Ryan Woulleman, age 4, was a little bit surprised to see a tiger and a penguin at his bedside but he cheered up when he received an Easter egg.

Visiting as part of their Community Service Program Cameron said that all the players were keen to give back to the community in any way they could. "It's great to see the smiles on the children's faces," Cameron said. "If our visit helps breaks the routine for the kids it's great."



■ Ryan with Matthew Cleary and his giant friends.

Fabulous staff at AAMI

For the second time the fabulous staff at AAMI collected donations for children in hospital at Easter.

AAMI employees Skye and Grace arrived at the hospital carrying a huge tub filled with overflowing with Easter eggs and soft toys. "The staff wanted Easter to be special for children in hospital," Skye said. "They were all really happy to donate."



■ Grace and Skye visit Chelsea with her mum Rebecca.

Our young patients, and teenagers, absolutely loved the Easter eggs and the soft toys. In fact one patient took great care in choosing a very special bunny which he immediately gave it to his girlfriend who was visiting.

The visit had extra meaning for Skye and Grace as they met up with their work colleague Rebecca Mayne, whose daughter Chelsea was a patient. They were able to send staff best wishes for a speedy recovery for Chelsea.



■ Stella's dream came true when she met the Easter Bunny.

Cadbury Easter Bunny

The Cadbury Great bunny hopped into the hospital at 10am on Easter Sunday to present a giant basket of chocolate goodies to the first baby born on Easter Sunday. Unbelievably, for the second year in a row, no baby had been born and there were no mums to be in labour! A baby girl was eventually born at 4.28pm and mum was very happy to receive an extra reward for her hard work!

Undeterred the bunny and his helper Alice in Wonderland, visited the babies and their families on the Maternity Unit and handed out Easter eggs. The babies were oblivious to their first visit from the Easter bunny but brothers and sisters were very excited by his unexpected entrance and he received many hugs and kisses. One little boy who was visiting his new brother could not believe his eyes when he walked onto the ward and saw the Easter bunny.

After lots of bunny hugs he said that he just knew that the Easter bunny would visit his brother.

The bunny then visited the Paediatric Unit and NPICU. Four year old Stella Herbert, who was eagerly awaiting his visit, could not contain her excitement any longer and jumped out of bed to meet him in the corridor.

Stella's dad Callum said "Stella Loves Easter and she's very excited to actually meet the bunny." Stella received a big cuddle from the bunny and in return she gave him lots of smiles, hugs and high fives before he visited the other children.

Because of the generosity of Cadbury we were able to give our patients an Easter surprise on their breakfast tray and our Diversional Therapy Assistant gave patients eggs when she visited wards with Ian and Max, two very special bunnies from the Bridgewater School Farm.

Our Orthopaedic Ward Responds to Community Needs

Violet Bevis, 91 years young, recently fell, fractured her hip, dislocated her shoulder and was admitted to one of the new Post Operative Delirium rooms (POD's) on the Orthopaedic Ward.

Ward staff had recognised their older patients have a high incidence of developing, and displaying, the signs and symptoms of delirium. Research shows that the incidence of postoperative delirium (a sudden onset of altered behaviour and mental status – disorientation, decreased ability to focus and pay attention, perceptual disturbances, impaired cognition) in older patients is highest after orthopaedic procedures.

After extensive consultations with colleagues, including the Nell Williams Unit, two POD's have been established to provide appropriate care for patients experiencing delirium.

Delirium can be frightening for both patients and their families, can delay a patient's progress, increase their length of stay and add to the work load of nursing staff. The ward is providing education to the family and friends of patients experiencing acute delirium on how they are best able to help. Their involvement in the care of people experiencing delirium is very important as they provide reassurance to the person when everything else around them is unfamiliar and frightening.

The PODs have been painted in warm, soothing colours and safety features such as black strips on the edges of floors to differentiate between floor and wall, large print signs, and red shower rails and toilet seats to make them more visible. Large air comfort deluxe bed chairs have been purchased to enable patients to safely and comfortably sit out of bed, reducing the risk of falls or the need to use restraints.

To decrease agitation, boredom and associated restlessness and to keep patients occupied with familiar things, therefore decreasing their anxiety and the severity of their symptoms, fiddle boxes and bags are available



■ Violet who was trialling the chair and room said it was "very comfortable".

along with a large screen TV at eye level, DVDs, transistor radios, CD players, lifelike cats, and a baby doll all of which can calm agitated, confused patients.

The RHH is committed to providing our patients with the best possible care and the implementation of PODs will help improve outcomes for patients with cognitive impairment to recover quicker in an environment in which they feel safe and comfortable.

Thank you to Seven Mile Beach Auxillary who supported the purchase of the chairs.

Saying Thank You on Florence's Birthday!

Once again, we joined forces with ANF Tasmania to celebrate International Nurses Day (and Florence Nightingale's birthday!) by saying thank you to our nursing colleagues.

Each year, International Nurses Day provides a great opportunity for both health professionals and the general community to reflect on the varied work nurses undertake, not just here at the RHH but at our community health care centres and all the areas in between.

This year's theme was titled 'Closing the Gap' and focussed on the inclusion of access and equity considerations in the nursing role. Representatives from the ANF joined our EDON, Susan Price, for the important hospital walk around, to spread the message of celebration while also highlighting the serious message of working together to achieve even better outcomes for our patients.

The commitment of our nurses to their profession is reflected in the recent DHHS Innovation in Practice Awards with nurses from both



■ Staff celebrate with ANF representative.

the RHH and primary health sector being acknowledged for their commitment to the pursuit of quality care. Nurses from the Central Highlands Community Health Centre, Clarence Community Health Service, Palliative and Nutrition Services as well as RHH Ambulatory Care Unit, Practice Development Unit, Safety & Quality Unit and Pathology and Oncology Services received awards.

Thank you to our nursing staff for your dedication and commitment to our patients and their families. .

Clean Hands...Save Lives

On International World Hygiene Day the staff in the Infection Prevention & Control Unit (IPCU) organised a fabulous interactive information display in the Liverpool Street Foyer.

Everyone has germs (microscopic bacteria, viruses, fungi, and protozoa) that can cause disease. Germs are easy to pick up and transfer through contact with other people or objects in our surroundings. In fact, most germs which can cause people to get sick are spread through hand contact.

IPCU staff have been "spreading" the message to staff about how easy it is to spread germs by hand contact, and how to prevent it. Leah Van Someren, Clinical Nurse, rubbed a show and tell hand lotion onto her hands and then shook hands with passing staff who then put their hands under a blue light. The lotion transferred to their hands glowed under the light and this graphic visual demonstration showed staff the large number of micro organisms which can be transferred by contact.

In addition to the large number of information sheets available staff were advised of the Hygiene Australia online learning web site and were able to test their hand hygiene knowledge by completing a quiz.

Since 2009 the RHH has participated in national hand hygiene compliance audits which show that compliance with patient centred hand hygiene is steadily increasing.



Emily Smith and Juanita Watson receiving the NPICU award from Rachel Thomson.

To celebrate the outstanding efforts of staff the IPCU implemented a recognition award for the unit which achieved the highest hand hygiene compliance rate in the preceding year.

Last year NPICU staff achieved an outstanding rate of compliance with a rate well in excess of the benchmark set by the DHHS. Emily Smith and Jaunita Watson, representing NPICU staff, joined Rachel Thomson, Nurse Unit Manger, IPCU, to receive a certificate acknowledging their achievements plus registration to the Tasmanian Infection Control Association Conference to be held in Tasmania later this year.

Reducing Isolation for Home Dialysis Patients

Research from a local and national survey showed that patients undertaking home dialysis (a method for removing waste products from the blood when the kidneys are in renal failure) can have an increased risk of becoming isolated from their community and health care providers.

Currently the Home Therapy Unit has 21 patients on peritoneal dialysis (where the body's own peritoneal lining is used as the membrane, and fluid is exchanged in and out of the abdomen) and 8 patients on home haemodialysis (where the blood vessels are connected to tubing which passes through a filter).

"Both types of dialysis require patients to spend many hours attached to a machine so people are at home a lot by necessity," O'Dell Clark, Peritoneal Dialysis Clinical Nurse said. In response to this, staff from the Home Therapies Unit (within the RHH Renal Unit) successfully applied for a grant, in conjunction with Kidney Health Australia, to foster social interaction and connection amongst home dialysis patients, encouraging them to lead more active and healthier lives and at the same time provide information and education sessions with an emphasis on appropriate diet and exercise.

A series of monthly gatherings are planned over the next 12 months and last week 30 home dialysis patients and their partners gathered together at the St Johns Park Bowls Club to learn how to make interesting renal diet appropriate recipes. "Home haemodialysis patients have a lot of restrictions on what they can eat," said Elizabeth Hunn, Home Haemodialysis Coordinator. "The renal diet has many restrictions so it was good to show people interesting foods you can eat when you have renal failure."



Joe, Elizabeth, Don and O'Dell catch up before the cooking demonstration.

A hands on demonstration of preparing renal appropriate Vietnamese rice paper rolls, sushi and souvlaki was provided. It appeared that there were some budding chefs in the group and audience participation was high as they learnt the intricacies of preparing international cuisine with unfamiliar ingredients.

Don Campbell-Taylor, who has been on home dialysis for 13 years, said that he was interested in cooking although he only occasionally cooked because he left that up to the expert – his wife! Joe Churchill, another long term home dialysis patient, was also looking forward to the cooking demonstration and catching up with people to exchange ideas and experiences.

The gathering was a great success as it gave patients and their families the opportunity to meet with other people experiencing similar health issues. "Dialysis is a challenge but our patients have successfully risen to this challenge for many years, maintaining their independence and managing their own health," O'Dell said.

Introducing Our Life-Guards!

Last month marked the successful internal launch of Life Guard RHH, our initiative for detecting and responding to clinical deterioration in acute care facilities in Australia.

Our CMO, Professor Tony Bell, and sponsor of the Life Guard RHH program presented a case review, followed by an overview of the elements of the program, highlighting how they will work towards improving existing systems, and together with education increase knowledge, understanding and clinical decision making skills, thus improving patient outcomes and experiences.

The launch coincided with the implementation of the communication tool, ISBAR, Introduction, Situation, Background Assessment and Request. Areas across Nursing, Medicine and Allied Health, have all commenced education sessions on the ISBAR tool. Other components of Life Guard RHH will have a phased implementation including, in the coming months, a Standard Medical Output, Code Blue/MET data form, for performance improvement, an early warning scoring system and escalation protocol.



Alex Goward, Project Officer, with Melanie Greenwood, Senior Lecturer School of Nursing, University of Tasmania at the launch.

Stronger People

Our Wonderful Volunteers

Next time you see one of our wonderful volunteers, resplendent in their royal blue vests, thank them heartily – they save us an estimated \$900,000 every year!

Earlier this month National Volunteer Week was celebrated with a service recognition ceremony acknowledging the commitment of our 90 volunteers (who range in age from 35 to 82 years!).

Each year more than 30,000 hours of voluntary support is provided across our guiding service, refreshment trolley, counter and library service and the meal assistance program.

A huge thank you from us to our band of merry volunteers. We couldn't do it without your help.



Our volunteers who were celebrating five years of service.

10 Year Recipients

Mai Dunn
Geraldine McAuliffe
Mary Gates
Lesley Loring

Mary Piles
Linda Hunter
Dawn Wiggins
May McMahon

5 Year Recipients

Barbara Bitter	John Burnyeat	David Briant	Ann Davis
Moira Watson	Peter Lonegran	Edna Fisher	Paul Taylor
Sandra McKeon	Elvi Porter	Violet Baker	Maureen Bryan
Les Fletcher	Christine Schofield	Sandra Bray	Carlene Doyle
Maureen Nichols	Judy Stevens	Helen Williams	Carolyn Berthold
Jennifer Vickery	Denise Keltie	Max Keltie	
Judy Stewart	Joan Nelson	Betty Geappen	

Important Links Forged with the UK

When Dr Karen Ford, ADON, met with Bernie Carter, Professor of Children's Nursing, University of Central Lancaster on her study tour in the UK last year an important international link was forged which has greatly benefited staff.

Karen's tour to the UK, which focused on the development of clinical nursing leadership, was funded by a Florence Nightingale Returned Sisters Nursing Leadership Grant.

Following Karen's tour the Practice Development Unit – Nursing and Midwifery and UTAS School of Nursing and Midwifery, were proud to host Professor Carter to visit the RHH. Professor Carter spent a very busy and enjoyable fortnight working with Karen and presenting a series of well attended seminars and workshops to nurses and practitioners from clinical practice as well as academics working in health nursing areas.

Professor Carter said she felt welcomed and energised by the staff and was impressed with the innovation and creativity of those she met and worked with. Many of the activities Professor Carter undertook during her visit continue to be followed up, including joint publications; a writing for publication network and plans for collaborative research.



■ Professor Carter at the workshop with Juanita Watson, Sharon Rootes, Kimbra Thomas and Karen Ford.

Professor Carter leads an established, successful research program that focuses on the experiences of children and families in healthcare such as the ways in which children and their families experience services and the interaction between health care (and other) professionals with them.

A major initiative from the network formed with Professor Carter and her team is the development of a program of collaborative research around children's healthcare between Professor Carter's centre, UTas School of Nursing and Midwifery and the Practice Development Unit Nursing and Midwifery.

Feel Better RHH - working for you

Staff in the cafeteria place great importance on healthy eating and customer satisfaction and are working toward increasing the number of healthy choice food options for staff and visitors to choose from in line with *Eat Well RHH*, a component of our Staff Health and Well-being Program.

To gauge customer satisfaction a survey was conducted to see what the cafeteria is doing well and what could be improved. Staff will be pleased to know that some food items, such as sushi and ice creams which had been removed from the menu will be reintroduced. The provision of a number of alternative dishes, such as grilled vegetable stacks, pre made sandwiches (ready to be toasted quickly), healthy choice gelato and flavoured yoghurts (which fit our healthy options program) is being investigated.

New products have been introduced, including health bars and a bigger choice of beverages, and research is ongoing to obtain a good standard of food while also offering higher levels of healthy choice food. To offer customers more choices new lines are regularly being trialed, suppliers are supplying information on new healthy choice food items and a feedback/comments box will be installed so that customers can help the cafeteria "keep getting it right."

The issue of food allergies is also an important consideration for the cafeteria and training is being scheduled to provide the team with education about allergens and the role the cafeteria play in providing customers information about ingredients in cafeteria meals to enable those with food allergies to make informed choices. As a result of the team's effort the cafeteria has experienced considerable growth and, in fact, has already achieved growth targets set for the end of 2011.



■ Marie Thompson serving RN Jonathan Rees-Osbourne with a healthy meal of roast lamb and vegies.

With continued support and input from staff the cafeteria intends to expand the number of delicious, healthy multicultural meals available.

Keeping mentally healthy is just as important as staying physically healthy and eating well and *Feel Better RHH* has joined with *Mentally Healthy WA* and implemented the *Act Belong Commit* program.

The *Act Belong Commit* program encourages people to take action to improve their mental health and wellbeing by following a simple A-B-C.

- **Act** - be it physically, socially or cognitively active.
- **Belong** - by joining in community activities, clubs or groups.
- **Commit** - by volunteering, learning a new skill or challenging yourself.

Watch out for Act Belong Commit activities and events run by *Feel Better RHH* and encourage your friends and family to Act, Belong and Commit! For more information visit www.actbelongcommit.org.au

118 Years of Service!

Three of our staff recently retired with decades of service between them and Infocus thought it important to focus on their commitment to the RHH.



Phillip Lucadou-Wells contemplated his last day at the RHH after 41 years service as his friends and colleagues gathered around to wish him well in retirement. Although Phillip initially intended to join the Air Force he said he has never regretted his final decision to follow the family tradition and choose nursing as a career.

After completing his training at the RHH Phillip worked in the Casualty Department, moved on to Intensive Care, undertook Midwifery training in the 80s, worked on maternity services for 20 years and spent the last two years of his career on the Gynaecological Unit.

Phillip said that he had learnt so much from his experience in nursing and had enjoyed working with all of his colleagues at the RHH. "Retirement is another stage of life, an important one," he said. "I am looking forward living life to the full while healthy. It will be great to relax and I will have time to play my piano and learn to play the violin."



Marlene Lonergan was surrounded by her colleagues, past and present, when she retired after 42 years of service in the Food Services Department

Marlene began her working career at the Royal at 16 and spent 25 years working as 'Catering Maid' in the dining room (wearing a black uniform along with white hat, collar, pocket handkerchief and apron – all heavily starched of course), serving meals and afternoon tea to hospital staff.

Marlene has spent her entire working career at the RHH and said that although she has seen many changes over the years she has loved every moment of it.

At her farewell Marlene said "It does not feel like 42 years. The time has passed so quickly."

Marlene plans to relax, spend time in her garden and thinks that she would like to see a bit of Australia and achieve one of her ambitions of travelling on the Ghan from Adelaide to Darwin.



Shirley Roberts was held in high esteem by her colleagues and many retired staff welcomed the opportunity to join her as she celebrated her retirement after 35 years and her change of career to a 'retiree'.

Shirley began her training at the RHH in March 1963 and unbelievably at that time her indenture as a pupil nurse had to be signed by her father! After completing her training Shirley has had a long and varied career; beginning midwifery training in 1967, ICU training in 1968 and in 1990 a change of direction to surgery.

Shirley had no regrets about her choice of career and workplace. "I have been at the RHH all of my working life and each and every person has contributed to my growth as a nurse," she said. "I am proud to be a member of the team at the RHH."

"I am going to completely relax and wait for the occasional phone call from the Roster office," Shirley said. "Unless I am travelling around Australia!"

Phillip, Marlene and Shirley have all retired from the RHH but not from life and we wish them a happy and healthy retirement filled with activities they now have time for. They are just a little snapshot of staff who retire from the RHH family after many years of outstanding service.

Celebrating Our Nursing Training History

The last nursing graduation at the RHH may have been nearly 20 years ago, but the memories of hospital based training are alive, as a result of a very important research project.

Cheryl Norris, one of our NPICU nurses, has spent the last 10 years (when not working night shift!) working with the Graduate Nurses Association to compile *In My Day*, a collection of stories and memories from RHH nurses from 1803 – 1993.

The social, political and moral agendas of our community and the RHH have shifted over the 190 year period, but what has remained, and is evident in the book is the genuine devotion and commitment our past and current nurses have for their patients.

Congratulations and thank you to Cheryl for undertaking this huge task.

To purchase *In My Day* email cheryl.norris@dhhs.tas.gov.au



Cheryl Norris at the launch with Cynthia Turnbull a member of the Graduate Nurses Association.

Our Renal Expert Travels to Myanmar

Head of Nephrology Dr Matthew Jose was one of six international speakers recently invited to the Myanmar Health Research Congress in Yangon, the largest city in Myanmar (Burma).

Matthew was sponsored by CREED (Cross-Regional Education & Exchange in Dialysis) through the International Society of Nephrology Commission for Global Advancement in Nephrology.

Matthew spent time undertaking ward rounds, clinical case presentations and registrar teaching. "It truly was an exchange of information and gave me but a brief insight into the people, culture and medicine that Myanmar has to offer," Matthew said.

There are four medical schools in Myanmar and approximately 2000 students graduate each year after completing five years education. Graduates then undertake a one year internship before becoming registered and then work in the same hospital as a Senior House Officer to undertake further training.

"Interestingly women used to make up more than 90% of all medical students so the universities give "bonus points" for men to try and equalise this imbalance," Matthew said.

Matthew reports that in Burma, there are currently five nephrologists for a country of 60 million people when compared to Australia which has more than 400 nephrologists for 22 million people. "Remarkably, the two deputy ministers for health are both nephrologists," he said.



Standard hospital ward in Myanmar.

In Myanmar snake bite is the commonest cause of acute renal failure requiring dialysis and with 180 - 190 cases each year. Myanmar is home to the Russell's viper, one of the most dangerous snakes in all of Asia. If bitten, renal failure occurs, (usually within 10-14 days), or in extreme cases, death. Anti-venom needs to be given straight away, but it is not always readily available in rural areas. Dialysis is provided on a "user pays" system, usually twice a week, and costs US\$30 for each treatment. A dialysis catheter costs US\$60, and checking serum creatinine (a test to help determine renal function) costs US\$1. As the average yearly wage is approximately US\$300-500 most people cannot afford dialysis.

Matthew said that the medical and nursing staff he met were incredibly enthusiastic hard workers with clinics held until 1 am many nights per week.

Matthew's expertise was acknowledged recently after he was awarded a Research Foundation 3 year grant to examine the health of patients on long term dialysis.

Hyperbaric Unit Contribution to International Trial

Our Hyperbaric Unit is participating in the Hyperbaric Oxygen for Lower Limb Trauma (HOLLT) Trial, an international multi-centred trial, that hypothesises the use of hyperbaric oxygen reduces complications and improves outcomes following open tibial fractures with associated soft tissue injury.

The study aims to enrol 250 patients worldwide over a two to three year period. It is a multi-centre, randomised controlled clinical trial that is investigating the efficacy of early hyperbaric oxygen therapy as an adjunct to standard orthopaedic and trauma management of lower limb fractures with associated soft tissue injury.

Patients with enrolled into the trial with an open tibial fracture will be randomised to either hyperbaric oxygen therapy (HBO) or no HBO group. Those who receive hyperbaric oxygen will undergo 12 treatment sessions during their first 8 days of admission. Participants will be followed up for 2 years with radiological, clinical and quality of life measures.



■ Bob Lord undergoing hyperbaric oxygen treatment in our monoplace chamber.

To date recruitment has been slow worldwide however hyperbaric staff have recently focused on raising awareness of the trial to Registrars in the Emergency Department and orthopaedics and are conducting regular in-services in the other relevant areas.

In addition, our innovative staff came up with the idea of HOLLT gingerbread man cookies to help recruit and develop an 'association' with the trial. Bebe Brown has made these and dozens of gingerbread bones to hand out at in-service sessions in the hope that they will help 'jolt' peoples memories when assessing a patient with a lower limb fracture.

It seems to be working because the Unit has just enrolled their second patient into the trial. Bob Lord, the first patient recruited has recently been in for his 12month follow-up and is doing extremely well.

Efficient Systems & Processes

Improving Our Patient Flow

Staff on IBN were recently given a hands on demonstration of the benefits of the Patient Flow Manager (PFM) software.

With the implementation of the new patient administration system (PAS) it became necessary to purchase PFM as an upgrade to existing bed manager software which functioned in conjunction with the previous PAS.

PFM software interfaces with the new PAS and is used by all wards to identify patients for discharge, transfer, shows bed occupancy and provides a visual picture of where patients are located within the hospital. It has proven to be an invaluable tool in discharge planning, demand and capacity management resulting in improved communication between and within wards/units. The software captures and presents vital patient flow data, is simple to learn, and easy to use.

PFM also has the ability to provide a nursing handover which can be tailored to meet the individual requirements of wards/units. Wards 1A and 2A are currently trialling the nursing handover. It is envisaged that after the trial is evaluated all other wards and units will have access to this form of nursing handover. Some of the benefits of using PFM for handover are live entry of data, saving time as the majority of information will be entered using drop down selection boxes and stored within the program; consistency across the hospital; improved compliance with completing Expected Discharge Dates



■ Lisa Dixon, Harmony Chevalier, Ward Clerk, James Lloyd, Clinical Coordinator Patient Flow Manager; Lorraine Larcombe, ADON Patient and Access Flow checking patient information.

(EDDs); improved information for Patient Flow Managers about patient transfers to other wards or health care facilities and staff will become more familiar with the features and benefits of PFM.

Lisa Dixon, NUM, Access & Patient Flow Unit, said the system has proven to be a valuable bed management tool for Patient Flow Managers to assist with patient flow through identification of discharges and empty beds. "It's a user friendly tool which gives staff a clear visual picture to identify a patient's journey from admission to discharge."

The software also has the potential to be used by allied health and medical staff as well as nursing staff and ward clerks. There are also several exciting reports/enhancements being considered for the future.

Accreditation Success

Patients accessing the RHH can be assured that the hospital is meeting a high standard of health care, while simultaneously looking to improve and strengthen future services. Results from the major accreditation review conducted on the hospital in 2010 have demonstrated the hospital's excellence across a wide breadth of services.

The RHH has been recognised for the excellent standard of health care provided to patients, securing full accreditation by the Australian Council on Health Care Standards (ACHS) until 2015. In September 2010 the RHH underwent organisational wide review, and from this review strong results were attained commending many areas of the hospital in relation to Clinical, Support and Corporate Services.

For the first time, the RHH has gained the highest ACHS award, an Outstanding Achievement (OA) for the hospital's comprehensive multidisciplinary patient assessment processes. A key component of these strong assessment processes is the PARIS tool (Patient Assessment Referral Information System) which has gained interest from the United Kingdom, where the PARIS is currently being introduced.

PARIS improves patient referrals to allied health professionals and ensures early identification of patients who require additional care requirements. The PARIS has been implemented in most RHH clinical areas and enjoys a

high compliance rate and a marked increase in the breadth of referrals, right from the beginning of the patient's care. Due to the implementation of this system, the majority of patients receive a comprehensive, standardised assessment on admission, which leads to a better outcome for the patient. Auditing has shown an increase in referrals made to Allied Health, and concluded that hospital patients receive a comprehensive assessment which has contributed to a reduction in pressure ulcers and falls.

Surveyors also awarded the hospital 17 Extensive Achievements (EA), a significant feat when compared to the two EAs gained at the last accreditation in 2006. EAs were awarded across many areas including the Falls Management Program which incorporated a focus on aspects of patient safety such as the RHH Red Dot Mobility Alert and the hospital's pressure ulcer prevention and management strategy.

Particular areas that were highlighted for their extensive achievement include advanced care planning, consent, care evaluation, health records and record management systems, the consumer reference advisory group, infection control, falls minimisation, blood transfusion, quality, risk, incident and complaint management, human resources and corporate and clinical policies.

The hospital was complimented on its commitment to review, benchmark and evaluate across all aspects of the continuum of care, which has resulted in a strong culture of continuous quality improvement.

The reason for the accreditation process is to ensure the RHH quality and safety standards meet those of other peer hospitals around the country. In the case of the hospital's patient assessment processes the hospital has demonstrated that it surpasses peer hospitals and is a leader in this field.

Congratulations must be extended to all staff working at the RHH for the huge amount of work that was put in to achieve such outstanding results.

Saving Surgeons Valuable Time

Staff in theatre and throughout the hospital have embraced the new Electronic Theatre Booking System (ETBS) which is a computerised intranet based booking system for surgeons to book emergency theatre cases.

When the system went live recently the working party gathered around the monitor waiting for the clock to tick over to go live time and anticipation was high as they waited to cut the ceremonial ribbon. Ironically, just as Associate Professor Marcus Skinner poised the scissors, a telephone call came through with an emergency theatre case and the caller was advised to book online as the new system had just that minute gone live!

The previous paper based process has been replaced with ETBS to streamline the booking process which works on a prioritisation system which adjusts itself as time progresses and cases reach or go over their booked "time to treat" categorisation (using a green/amber/red alert). The system will use new theatre booking "time-to-treat" case times.

Surgeons no longer need to speak to the nursing floor manager to book cases. They now enter the case online and confirm with a telephone call to the anaesthetic coordinator via one number (ie one call, one number). The case does not go live onto the theatre list until confirmation with the anaesthetic coordinator who takes into account the patient's urgency (time to treatment requirement) and surgeon availability.

The theatre list is live and visible to staff in recovery, waiting bay, Central Sterilising Department, aides, ward nurses, etc, plus the surgeon as he/she books the case. It is very clear to everyone what is actually booked and how long it might be until a particular case on the list gets done.



Working party members cut the ribbon.

This process has reduced the number of phone calls made to theatre and as the nurse floor coordinator is not taking bookings they have more time for staff allocation and resource management for emergency surgery cases. Telephone calls have also been reduced to waiting bay, CSSD, set up room and recovery because as each new case goes onto the system these areas can see each new case added.

The system enables the collection of good quality/robust data about how theatre manages emergency cases and the key performance indicators of theatre utilization. Evidence is strongly supportive that the new system will increase efficiency, provide transparency, and reduce stress.

Working together - PIMS and Nutrition & Dietetic Service

Staff in the Nutrition & Dietetic Service have put in a fantastic effort to transfer all of their adult in-house paper clinical records, spanning 20 years, to the Digital Medical Record (DMR) to comply with protocols and legal requirements for clinical documentation.

This came about as a result of a campaign by Patient Information Management System (PIMS) across the RHH campus, to scan all paper-based records to the DMR to reduce storage space, ensure compliance with Australian Standards in regards to a single centralised medical record, facilitate easier management for records under the Archives Act, improve our standard of clinical coding and improve access to records for clinicians within the RHH, across STAHS and across Tasmania.

The Nutrition & Dietetic Service had five filing cabinet drawers brimming over with Nutrition Care Plans (NCP) and progress notes. For four years staff have, in their rare spare moments, sorted de-stapled, removed paper clips and plastic sleeves, decided what was a working note rather than a clinical record and added missing URN's to every page. Gold medal long-distance de-staple-athon champions were Nic Horsey, Kayleen Broadby and Karalyn Rainbird. Patient notes were then sent to PIMS, in batches so as to not overload the system, for scanning onto the DMR.

The benefits of their hard work are immense and far reaching. Staff no longer have to look through tightly packed hanging files to access patient notes and can now confidently look up the DMR knowing that all relevant information



■ Karalyn Rainbird, Kayleen Broadby, Colleen Hart with a now empty filing cabinet!!

can be found there within days of a patients discharge. North and North-West colleagues can access information immediately and no longer need to phone the Nutrition & Dietetic Service for discharge feeding regimes or other information. Off-site staff can also access patient information easily and the tyranny of geography (for dietitians) has been overcome.

Jean Symes, Manager, Nutrition and Dietetics, said that the department is now almost note free with just the Paediatric NCP's to be scanned which will be easier to process with DMR improvements, such as the online growth charts, and the quick and reliable turn-around from PIMS staff. "This has been a great joint effort from brilliant staff in both our services," Jean said.

Smooth Implementation of RIS/PACS

After months of preparation, a dynamic new Radiology Information and Picture Archive Communication System (RIS/PACS) went 'live' at the RHH. This new system brings a huge number of benefits to staff and patients alike, as RIS/PACS provides an environment for a single patient imaging record across the state.

This is an exciting development as it means there is unlimited potential for increased efficiency in treating patients at DHHS facilities throughout Tasmania, as staff statewide will be able to access their patients' radiology images and results via RIS/PACS.

The first component of the statewide program went live on 24 May, with the RHH coming online. Soon to follow will be the LGH followed by satellite sites at King Island and Flinders Island to complete Phase 1.

Previously our radiologists had to report on images using three screens which were linked to two separate keyboards, meaning that input had to be entered in twice. Now, with RIS/PACS, radiologists can report from four screens linked to one keyboard, resulting in a huge increase in efficiency.

Not only will this system benefit our radiologists, but staff throughout the hospital will see the tangible benefits of RIS/PACS, as hardware purchases at the RHH include four big screens for viewing radiology images in theatres to increase operating efficiency, where theatre staff had previously had to rely on printed images. Staff will now be able to



■ Gavin Landow, Radiology Registrar joins RIS/PACS specialist Sam Brodribb and Andrew Saunders, Principal Radiographer on go live day

not only view radiology results, but also radiology images, as these will be available statewide within this system.

The result of RIS/PACS' implementation means faster imaging data and interpretations are delivered to the appropriate physician, and therefore faster treatment decisions can be made. Another benefit is that RIS/PACS provides advanced visualisation which enables clinical staff to review complex 3D images.

The implementation of this system will mean that as far afield as Antarctica, where the RHH already provides support to Australian exhibitors, patients of medical imaging can benefit from this fantastic new technology and the increased efficiency and practicality that it brings.

Congratulations to the entire team in Medical Imaging for the smooth implementation of this complex system.

Miles for Smiles

After spending 10 days on the road the Miles for Smiles walkers still had great big smiles on their faces as they finished their fundraising journey in the forecourt of the RHH.

For the past five years Kraft Foods (Cadbury) have organised the Miles for Smiles walk, the biggest fundraising endeavour for the Clown Doctors in Tasmania, which is held in conjunction with National Smile Day in April.

This special day is an opportunity for Australians to 'wear a smile or share a smile' and help Clown Doctors bring smiles to the faces of children in hospital.

After a week of steady rain the weather cleared and the sun shone brightly as the Clown Doctors arrived in their bright yellow car.

Dr B Positive needed all of his positivity to help Dr Dot park in the front forecourt and several attempts were required to manoeuvre the car around concrete pillars, much to the amusement of curious onlookers.

After travelling from Burnie to Hobart, collecting donations at towns along the way, the walkers were greeted by representatives from Humour Foundation, CBA, Kraft Foods.



Walkers were greeted by representatives from Humour Foundation, CBA, Kraft Foods.

Happy, but slightly weary, walkers presented Melinda Farrell from the Humour Foundation with a cheque for \$46,400.

Melinda was overwhelmed by the amount raised and said, "This is a phenomenal effort. The community spirit never ceases to amaze us. Thank you from the bottom of my heart and from the kids who are on their cancer journey."

Don Ryan from CBA added to the final total by presenting Melinda with a cheque for \$1,000 from the Staff Community Fund.

The CBA is a principal partner of the Clown Doctors and for the past six years CBA employees have donated part of their salary each week to help the Clown Doctors deliver doses of fun and laughter to children recovering from illness.

After the cheque presentation Dr Very Much and Doctor Dot could not contain their excitement any longer and the forecourt was filled with the sound of ukuleles which prompted people to join Dr Do Little and Dr B Positive in impromptu dancing. Not the usual scene in the front forecourt!

Our special thanks go to everyone involved for their support of the Clown Doctors program at the RHH. Our young patients look forward to a visit from the Clown Doctors – they brighten their day and help them to undergo difficult treatments and procedures while they are recovering in hospital.

Spreading Giggles

There were giggles galore on the Paediatric Unit when Camp Quality puppets Giggle and Kylie visited recently.

Brandon Lovell-Shaw, age 7, who was diagnosed with Acute Lymphoblastic Leukaemia last year, was quietly watching television with Mum Rebecca when, to his astonishment, Giggle rode into his room on a really cool tricycle introduced the gorgeous Kylie and settled in for a good session of giggles.

Giggle, who was making his first ever visit to Tasmania, is a one metre tall remote controlled robot puppet who visits and spreads laughter to children in oncology wards across the country. Giggle can talk and respond to children in 'real-time' (due to a little microphone implanted on him) and his mouth is voice activated by a special chip that moves his mouth as the operator speaks. He can be operated from as much as 20 metres away which means that the operator is unseen and the children on the ward can play and interact with Giggle.

Giggle has proved to be invaluable to Camp Quality in providing fun therapy in a unique and creative manner to children undergoing treatment for cancer and the visit to the RHH was a big success with staff, parents and children.



Brandon, Kylie and Giggle exchanging giggles.

Giggle told us that he was already looking forward to coming back to Tasmania to visit again. Brandon, who according to his Mum is "going great", enjoyed the visit and the giggles but was looking forward to going home to his menagerie of 8 fish, a budgie, dog, cat and cockatiel!

Commonwealth Bank Helps Children in ED

Recently the Resus room in ED was filled with staff but for once it was a happy gathering and not an emergency.

Don Ryan and Nicole Keating, Branch Managers, at the Commonwealth Bank joined ED staff for a hands on demonstration of a paediatric EVAC-U-SPLINT vacuum mattress donated by the bank.

Melinda Rose, Acting CNC, was delighted to explain to Don and Nicole the benefits of the mattress which moulds to the contours of a child's body without applying pressure, thus reducing pressure point tenderness. The mattress is filled with thousands of polystyrene beads acting as thermal insulators helping maintain the child's core body temperature,

"This donation is absolutely fantastic and will benefit many of our young patients," Melinda said. "It will be used by children up to 10 years of age and its design helps the child stay still and comfortable, which can help to reduce their anxiety. We don't have to use slide boards and the child can remain on the mattress for their entire stay in ED or their transfer to other areas of the hospital, such as the Department of Medical Imaging if they need a CAT scan or X-ray."

The Commonwealth Bank also supported our major fundraising event *An Affair to Remember* and we thank them for their community engagement.



Melinda Rose, and RN's Renee Lucas, and Ingrid Salmon give Nicole a hands on demonstration of the new mattress.

Tassie, Tarkine and Freyci Graduate

Our furry trainees Tassie, Tarkine and Freyci recently graduated with honors from the Pups in Prison Program at the Ron Barwick Minimum Security Prison.

The graduands seemed to be aware of the importance of the occasion and were very well behaved as they entered the room wearing their mortar boards. The puppy handlers and everyone involved in their training and care looked on proudly as they sat on command and maintained their best behavior throughout the ceremony. It was obvious that the handlers had trained the pups well and had committed totally to the dogs and the program.

Greg Partridge, Acting Director of Prisons, said it was a very special day for the very first lot of parolees with four legs. "This program has had significant benefits for the handlers and the wider prison community," Greg said. "The impact cannot be measured. It has been very special and I will embrace other projects such as this."

Tassie's handler Rob said that it had been a privilege to be associated with the program and it had been a remarkable journey for him personally. "I am so proud of her and I will never forget her," Rob said. "Training Tassie has been a real experience to remember. There is not much to laugh about in prison but the dogs give you a laugh every day."

Having completed the first two categories of their training Freyci and Tassie have graduated from L to P plates and have moved to the mainland for advanced training. Tarkine graduated as a companion dog and greeted his new Tasmanian family after the graduation ceremony with some enthusiastic doggie kisses.



Tricia with new trainee Sassy.

At the end of their advanced training Freyci and Tassie will help people with physical disabilities gain increased confidence and independence, allowing them to lead fuller lives. They will also assist with physical tasks and, very importantly, help to relieve loneliness and social isolation, making it easier for their owners to join in community activities.

The RHH is again assisting the program by providing three new puppies, when they grow a little bigger, the opportunity to become familiar with different environments by coming into work with qualified dog handler and staff member Tricia Robinson. Sassy, a beautiful golden retriever (named by RHH staff member Claire Baker), Nelson and Piper will rotate once a week and spend a day in the office with Tricia who also goes into the prison each week and works with officers and inmates to progress the puppies through their 18 months training schedule.

Welcome to the RHH, Sassy.



Improved Services for the Central Highlands Community

Health and community services are continuing to expand in the Central Highlands following the opening of the refurbished Central Highlands Community Health Centre at Ouse by the Minister for Health, Michelle O'Byrne MP.

The \$1.4 million redevelopment included an upgrading of all buildings, some of which were close to 80 years old. The works have transformed the previous district hospital into a modern, functional community health centre which the creation of appropriate space for allied health professionals such as physiotherapists, podiatrists and workers in children's health services. A Social Worker is also working regularly in the Central Highlands, and visits the site weekly.

A new triage area has been created, providing appropriate clinical accommodation for management of patients with emergency needs and improved clinical space for General Practitioners.

In addition a new Day Centre, including kitchen facilities, has been established to support many people within the broader community by improving their socialisation and fostering regular contact with fellow residents of the Central Highlands. Staffing numbers and hours have been increased reflect the growth in the day centre activity, and clients are able to access

a range of activities. In fact on the day of the opening the day centre was filled to capacity with people from far flung corners of district all eager to play Bingo. The positive feed back received from clients confirms the popularity and success of this service.

Since March 2009, more than \$3 million has been invested by the Tasmanian Government to improve the health infrastructure in the Central Highlands. Improvements include the introduction of an all-wheel-drive patient transport vehicle, using volunteer drivers, and greater access to community transport services to collect patients from their homes and bring them to their GP or health specialist appointments in Ouse, New Norfolk or Hobart if required.

The Central Highlands Day Centre is the only facility in Tasmania offering outreach services to its community. Ouse has a weekly service and at Bothwell, Miena and Bronte Park outreach day centres have been established.

The Central Highlands Community Health Centre had also been recognised for its pioneering work in the use of mobile phone technology as a new means of delivering health care to clients in their own home and is also successfully implementing home monitoring. The team was recently awarded a DHHS Innovation in Practice Award.

Well done to the whole team supporting the Central Highlands community. Innovative approaches like these are improving local access to health services and act as a demonstration project for regional Australia.

Every month the hospital receives many messages of support and thanks from patients and their families. While most of our community is aware of the group of talented, professional, caring staff we have, we thought we would reprint some of the messages to remind ourselves of the positive feedback received every day.

Rory was impressed by our ED team. "From the moment I arrived until the time I left, the staff were exceptional in both their work ethic, their friendliness and their kindness. I was closely monitored...and each one of them kept me up to date."

Mel sent her thanks for oncology ward on behalf of her mum and she said it all. "Thank you for all you did for my mum."

It is messages like this from Mel and Rory that remind us of the importance of coming to work everyday.

Newsletter Contributions

Please email your newsletter contributions to:

rhcommunityrelations@dhhs.tas.gov.au
Tel ext. 8846

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Deirdre Flint, Mayor Central Highlands, Michelle O'Byrne MP, Minister for Health, Sandy Carmichael, Manager Central Highlands Community Health Centre, Michael Polley MP, Helen Grainger RN chatting at the opening.