

# newsletter

NOVEMBER 2017

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**BPH Christmas Closure** dates Thursday 21 December – Final surgical lists for 2017

Friday 22 December - Reception open – no surgery

23 December 2017 – 14 January 2018 – Barton Private Hospital closed

Monday 15 January – Reception open – no surgery

Tuesday 16, Wednesday 17, Thursday 18 January – Surgery recommences for regular scheduled lists for these days only – some vacant sessions are available during these days for ad hoc lists

Friday 19 January – Reception open – no surgery

Monday 22 January – Reception open – no surgery

Tuesday 23, Wednesday 24, and Thursday 25 January – Regular scheduled lists – some vacant sessions are available during these days for ad hoc lists

Friday 26 January – Australia day public holiday - closed

Monday 29 January – Return to full operational status.

***STAFF EDUCATION DAY***

The staff education day held on the 21st of October this year was a great success, overall we had a total of 43 in attendance. We covered important topics such as updating all our basic life support skills and manual handling techniques for both patients and equipment.

RN Dawn, who has a background in managing patients with mental illness, held a course on how to manage the aggressive patient. She showed tips and techniques in how to stop the problem before it escalates, and how to deal with the problem if it gets out of hand.

Jessy went through the importance of outstanding customer service and the best way to achieve this. Describing a smile and a happy face, patience and understanding and overall a kind and compassionate attitude, to all the patients, the doctors and also to each other.

Overall the day was a big success; from the speakers to the food (Marios’ sausage rolls and Louise’s jelly slice. Included is a recipe for Mario’s outstanding sausage rolls – yum!

**NEW EQUIPMENT**

Cryotherapy Unit – We are now able to provide timely care for patients requiring urgent vitreoretinal surgery.

**EXCITING NEW INNOVATION**

Butterfly System – Our long-term goal is to become a paperless hospital. As a start to this goal we are using a new system that will assist with

* Real time updates on Drs preferences
* Stock control and ordering
* Easier/ simplified billing system
* CSSD Requirement/ prioritising patients’ needs

**August 17**

**Record patient Number**

**397**

## *message from ceo*

Firstly, I would like to thank all BPH staff, and doctors, for making Barton Private Hospital your place of work. Secondly, thank you to our patients for their trust in allowing us to provide the highest level of care possible.

Within the Hospital the renovations have gone well and everyone is enjoying the extra space created for equipment and consumables. The new reception area has been designed to meet the needs of patients with disabilities and is all around a more welcoming and friendlier place.

Being part of the BPH team is an honor. A team is like an orchestra; all members of the orchestra have to play from the same sheet of music to make it successful. The only way to move forward and be successful is to work together as a team. As Dr Martin Luther King said:

“If you can’t fly, then run, if you can’t run then walk, if you can’t walk then crawl, but whatever you do you have to keep moving forwards”.

This year Barton Private Hospital has successfully kept moving forward, better equipment, better processes, more staff training and support, new procedures, new surgeons, a stronger presence in the Canberra community and finalist in the 2017 ACT Telstra Business awards. All these things have meant that 2017 has been the most successful year to date for BPH.

Christmas is just around the corner and again we will celebrate in style with our end of year Christmas party and awards night at the Realm Hotel. I look forward to seeing you all there for a great night.

*Jessy McGowan CEO*



**We wish to extend a warm welcome to our new staff**

**Nurses: RN Joyce, RN Sarah, RN Casandra, RN Anna, RN Sue S, RN Sue M, RN Camille**

**Reception: Kerry, Paris, Martha and Grace**

**Administration Manager: Eva**

**Wardsman: Jonty**

**CSSD: Jok**

**Doctors: Dr Binetter, Dr Hart, Dr Gary Yee and Dr Richard Barry**

**TOTAL CASES up to 1 Oct 2017 2780**

**TOTAL MEDIHOTEL WARD 187 (6.7% all cases)**

**RETURN TO THEATRE 3 (0.1%)**

**TRANSFER TO ANOTHER 6 (0.2%)**

**FACILITY**

**REPORTED INFECTION 2 (0.07%)**

**Figures from 01 Jan – 1 October 2017**

ACCREDITATION

On-site assessment for our accreditation is due on the 5th of December. The team is working behind the scenes to get the reports ready and get the hospital prepared for the event.

Audit results and benchmarking results for the previous quarter:

1. BPH scored 97% for Clinical Processes Review- Audit results were much better compared to the national average 85%
2. Medication Management Review- a compliance of 99% compared to the national average of 90%.

**Compliments from patients:**

“So many of our patients, following their surgical procedures, comment on the excellent care they receive pre and post operatively. This is a regular occurrence. I felt I should pass this feed back to you. I also benefit from the helpful assistance from all nursing staff, led by Louise.” From a doctors surgery.

“Thankfully, in my life I haven't had too many reasons to visit a hospital as a patient, but I couldn't let my treatment today pass without acknowledging the outstanding care that I received from the moment I arrived. I had contact with many of the medical staff plus yourself of course, and the care shown to me by everyone was absolutely memorable and is a great credit to the professionalism of Barton Private. No one looks forward to surgery, but with the care and compassion shown to me today, it makes a hospital visit much less daunting. My great thanks to everyone, most of whom that I regret I can't recall their names. Truly wonderful - thank you.”

“Thank you very much to all of you for your support, guidance and care during my surgery and recovery. Please keep up the amazing work.”

Mario’s’ Sausage Roll Recipe

Ingredients

* 4 sheets rolled puff pastry
* 1 Tbsp. Milk
* 1 egg
* 500g veal & pork mince
* 500g sausage mince
* 1 small brown onion finely chopped
* 1 small red onion; finely chopped
* 1 medium carrot; coarsely grated
* 3 cloves garlic; crushed
* ¼ cup finely chopped parsley
* 1 ½ tbsp. tomato sauce
* ¼ cup (60mls) Worchester sauce

Method

* Preheat oven 220/200 fan forced
* Thaw puff pastry
* Combine milk & egg in jug
* Combine all other ingredients; season with salt and pepper
* Divide mixture into 8
* Lay sheet of pastry on flat surface
* Cut sheet in half diagonally
* Spoon 1/8 mixture along one seam of pastry shaping into sausage shape
* Brush opposite edge with egg mixture
* Roll up to enclose filling, place seam side down
* Brush with egg mixture
* Cut into 6 pieces
* Bake 25-30 until golden



Christmas is just around the corner! We are getting ready to put our dancing shoes on! Please join us for our Christmas party on the 2th of December at the Realm Hotel. If you wish to come, please RSVP Jessy on 6152 8999.

