

# newsletter

**Quarterly Sept – Dec 2014 Issue #1**



**Education Day**

***CENTRE OF EXCELLENCE***

We are determined to succeed in our objective to be a center of excellence. High quality surgical care is provided from three operating theatres with over 40 Surgeons in a range of specialties.  Our Specialist Surgeons work in Urology, Gynaecology, Dentistry, General Surgery, Pain Management, Orthopaedics, Ophthalmology, Plastic and Reconstructive Surgery, Cosmetic Surgery , Ocular-Plastic Surgery, Fertility / IVF, Vascular Surgery, Periodontal Dental Surgery and Ear Nose and Throat Surgery.

***OPEN DISCLOSURE***

Is a clinician led process where BPH organisational processes must be followed. Open Disclosure is practiced in a way that provides an open disclosure culture where patients and relevant others receive information they need to be fully informed of any significant event. This is attended to in a timely manner.

Open Disclosure is commonly practiced by individual clinicians and has been shown to help patients, families and staff to manage the consequences of a significant adverse event.

At Barton Private Hospital we have a collaborative approach for successful implementation of infection control, hand hygiene surveillance and improving the safe and appropriate use of antimicrobials through antimicrobial stewardship. We pride ourselves with a very minimal infection rate.

**TOTAL CASES 906**

**RETURN TO THEATRE 1**

**TRANSFER TO ANOTHER**

**FACILITY 1**

**REPORTED INFECTIONS 1**

**Figures from 01 Sept – 30 Nov 2014**

## *message from ceo*

Barton Private Hospital (BPH) is committed to providing high quality care in a unique environment by being an efficient, people centered private health care service. Innovation and improvement are our companions in our progress. We are not and cannot be satisfied until we provide and deliver the highest standard in patient care in a timely manner.

***Our promise to you is the very best of pre, intra and post-operative care.***

**Jessy McGowan – CE0**

**Jessy McGowan**

***EDUCATION***

Education is an important factor for the ongoing personal development of our nursing team. During 2014 several education sessions have been conducted, these include; staff education day, training on laser machine for cataract surgery, basic life support, anti-emetic (treatment for nausea), hand hygiene, advance care directive and child protection seminars. Our Nursing staffs are amongst the most experienced and skilled in Canberra and undergo regular in-service education and accreditation.

***STAFF***

**BPH** has recruited the most competent professionals in their respective fields to ensure that you receive the best possible care. Our staff is fully trained to ensure that you receive the highest service and care throughout your stay, from your arrival to leaving our hospital.



***To the nurses of Barton Private,***

***Thank you for taking such good care of me on Tuesday afternoon……***

**Testimonal**

**Jessy McGowan & Elizabeth Greig holding the**

**ACT Workplace Certificate**

**ACT Healthy Workplace Winning Photo of Staff**

**MEDIHOTEL – 5 STAR RECOVERY**

BPH offers a new evolutionary model of care for Canberra and its surrounding districts.  Our MediHotel rooms at the 5 star Realm Hotel provide a unique experience for patients, with accommodation in a luxurious hotel environment and the safety of 24 hour nursing care.  All patients rooms are spacious and include ensuite, and your meals are providedfrom the Hotel Realm in-room dining menu.

Contents

Message from CEO – Jessy McGowan 1

staff 1

Education 1

CENTRE OF EXCELLENCE 1

OPEN DISCLOSURE 1

QUALITY & SAFETY 2

during your stay 2

medihotel – 5 star recovery 2

BPH recently participated in ACT Health ‘Healthy Workplace’ Competition. During the month of November, BPH held a healthy lunch day, a pedometer challenge, massage therapy and an introductory invitation to a local gym. BPH won the photo competition - keep an eye out for BPH advertisement on ACTION buses from Feb 2015

**Clinical Handover is the transfer of professional responsibility and accountability for some or all aspects of care for a patient to another person or professional group. Clinical handover is practiced in all healthcare facilities, face to face verbal communication with documentation**

**DURING YOUR STAY**

As a commitment to excellence, BPH invites all clients to provide feedback about your stay. When you are Recovery 2 in the pigeon hole located beside your recliner we ask that you take the time to fill out The Patient Survey.

At BPH we support partnering with patients, carers and other consumers. A consumer committee that meets twice a year. Patients/carers are invited to actively participate in the improvement of the patient experience and patient health outcomes.

**QUALITY & SAFETY COMMITTEE**

Our Quality and Safety Committee meet twice a year and more frequently if required to ensure that safe systems are followed and reviewed regularly. This committee focuses on risk, quality and patient safety to ensure that the necessary monitoring and action are taken to improve services.

During 2014, 49 ‘Issue, Incident and Improvement Reports were filled and presented to the Q & S Committee for consideration and action.