

# THE PULSE

## McLAREN VALE & DISTRICTS WAR MEMORIAL HOSPITAL NEWSLETTER

### A WORD FROM OUR CEO/DON

It is my sincere pleasure to address you as CEO/DON of the McLaren Vale & Districts War Memorial Hospital. I came to this role in late February of 2016. I would like to take this opportunity to acknowledge the leaders who came before me – Board members, Chairs, and CEOs and DONs. It is important to remember that we stand on a foundation that was built many years ago, through the generosity and work of the community of McLaren Vale and the surrounding communities and districts. They left a rich legacy and an indelible impact on our community. We now have an opportunity to honour this past by forging a path to hopefully a brighter future, a journey in which McLaren Vale & Districts War Memorial Hospital must set with a course for the future that will see it become as contemporary and financially sustainable as it can be. I see great potential within this institution, and a very bright future.

It is our desire to provide the best care in our region and with careful planning this can actually be achieved right here in your own back yard. The field of health care is dynamic and always evolving - and we must ensure that we evolve with it.

In the last 12 months McLaren Vale Hospital has undergone many changes to improve the service delivery to our patients, their families and the wider community. I must take this opportunity to thank our staff for bearing with changes, constraints and inconveniences, as well as our patients for their understanding and patience as we progressively upgrade and transform

the whole of our hospital. I look forward to your continual partnership in our transformation.

2017 has seen us say goodbye to many of our long serving nursing staff that have now retired as well as welcome many new faces to our team. Our finance department has also had an upgrade and we welcome our new Finance Manager Heather Marston and Finance Officer Samantha Love.

Please enjoy reading all about the latest hospital news. As always we would love your feedback via our Facebook page, compliments/complaints slips within the hospital or you can contact us on 83236600.

We hope you are all keeping safe and warm this winter and we look forward to caring for you now and into the future.

**Chief Executive Officer/Director of Nursing**  
**Judith Parmiter**

### A WORD FROM OUR CHAIR

The Board of Management has continued in 2017 to stress the importance of a safety and quality approach in all matters pertaining to the hospital's functions. We will continue to assess what is necessary to maintain relevance and sustainability in a changing health system in South Australia. Meanwhile, much has been done to ensure we continue to achieve the standards required for continued accreditation under the National Safety and Quality Health Service Standards. The same standards apply away from the direct clinical activities, and the Board is delighted with the continuing development of our

hospitality services, and the professional way in which the James Brown Memorial Trust has approached management of the Aldersey Grove Estate.

The Board was pleased to receive another three-year extension of our contract with the State government. This contract enables us to treat public (non-insured) patients, and is administered by the Southern Adelaide Local Health Network. We are working with them to ensure that the public money is spent in the most cost-effective way for the benefit of all parties. Even with this contract, we still rely on income from the treatment of private patients, and the generosity of our local community, to remain viable.

The hospital continues to enjoy the support of local individuals and organisations, with substantial financial support from the activities of our volunteers, donations from individual community members, local service clubs (a significant donation from the local Lions clubs enabled us to proceed with the replacement of the theatre air conditioning system in 2016), the McLaren Vale Vintage and Classic car event, the McLaren Flat community and the Harvest Festival. Generous contributions from several local winemakers have enabled us to offer inpatients a glass of a quality local wine with their meals (as long as their doctor agrees!).

The Board looks forward to continued provision of a safe, caring, comfortable and welcoming service to our members and local community.

**Chairman of Board of Directors**  
**Bill Dollman**

## ALDERSEY GROVE ESTATE

Village life has been quite busy so far for 2017.

We have welcomed three new residents to the village community and they are all settling in beautifully and enjoying their new home and its environment.

The old, overgrown citrus grove in the back corner of the village has recently enjoyed a little makeover and to all our surprise, we uncovered some wonderful trees loaded with fruit! Lemons and Mandarins galore which can now be sold in the Op Shop. The 'new look' citrus grove will be lovingly maintained by two village volunteers.

As the village manager, it's important to continuously seek opportunities for new and improved services that can be offered to village residents. This week, the village enjoyed a visit from the Kalyra Communities Director of Community Services, Valerie Sandlant. Valerie gave the residents a very thorough overview of the opportunities available for in home support which was very well received by the residents who attended.

In the second half of this year, the residents will enjoy various guest speakers through an offering called the health and wellness seminar series. This series of interesting topics include speakers from the Royal Society for the Blind, the RAA and even a visit from the Adelaide Zoo 'Zoos to You' program!

We have plenty to look forward too.

Warm wishes

**Nicole Willing**  
**Village Manager**  
**Aldersey Grove Estate**

## GENERAL WARD UPDATE JUNE 2017

The last few months have seen an increase in occupancy at McLaren Vale Hospital.

This has been an exciting time for us all along with the additional of new post surgical patients who have undergone Breast Reduction or Abdominoplasty surgery.

The staff have been provided with many educational opportunities since the beginning of the year that have included:

- Advanced Life Support Course for several of our Registered Nurses
- Wound Management Education evening that was well attended and well received by all
- Pharmacy Education sessions
- Breast Reduction and Abdominoplasty Education sessions

We have also had the opportunity to provide mandatory training to all staff for manual handling, basic life support and fire safety all of which have been very informative.

We have purchased a new Emergency Trolley for the ward and a new Automated External Defibrillator (AED) for theatre that was kindly donated by our volunteer group.

We are in the process of installing a new patient call bell system. The previous one has had its day and with the installation of the new one will improve the provision of response times.

We have employed many new Registered and Enrolled nurses who have brought with them a wealth of experience from many hospitals across the country. Our nursing team here has become an exceptionally

positive group who are also working collectively towards our accreditation.

We are continuing to strive for ongoing excellence in patient care and have received some very positive feedback from the patients in our care.

**Margie Bartholomew**  
**Clinical Manager**



*Nursing Staff happy and hard at work.*

***"We have employed many new Registered and Enrolled nurses who have brought with them a wealth of experience from many hospitals across the country."***



## HOSPITALITY AND HOUSEKEEPING UPDATES

### Healthy Eating

2017 has well and truly begun!! And we are busy little worker bees here in Hospitality and Housekeeping at McLaren Vale Hospital.

Whether you or your family member is here on a short or long stay at McLaren Vale Hospital our aim is to supply our patient's delicious, nutritious home-style meals.

We also supply all meals for Kalyra Vale, and feed up to 55 local McLaren Vale and Willunga residents with our Meals on Wheels service.

If you have family in Kalyra Vale or if you receive our Monday to Friday Meals on Wheels service we hope that you are enjoying your meals. We thrive on feedback so please provide it verbally or via email  
[sarah@mclarenvalehospital.com.au](mailto:sarah@mclarenvalehospital.com.au)

We would like to thank our volunteers for their kind donation of new cleaning trolleys to our housekeeping staff. We will put these to good use; the old trolleys will be well and truly retired. THANKYOU.



*The new trolleys.*

Here are a few happy snaps of our wonderful team of fifteen integrated service staff that work at McLaren Vale Hospital.



*Jo and Shaz coming back from Kalyra delivery. We deliver to Kalyra twice a day.*



*Housekeeping staff Deb and Di busy cleaning wards.*



*The Kitchen getting ready for meals services. We prepare up to 100 plus meals at lunch.*

## INFECTION CONTROL UPDATES

### Flu Season 2017

The 2017 Flu season is well and truly here. We encourage all members of the community to see their local GP or Pharmacist for a flu vaccination. It's not too late! Staff at McLaren Vale Hospital has participated in a workplace flu-jab program to ensure the safety of themselves, our patients and the greater community. Information about Influenza and how to get your vaccination can be found at [www.immunise.health.gov.au](http://www.immunise.health.gov.au)

### Hand Hygiene Facts

Health care associated infections (HCAI) are a major and growing issue in the quality and safety of health care, particularly in the hospital setting. This is because hospitals are full of sick people, often with weakened immune systems. Health care workers use a variety of tools to help save your life and improve your health, but sadly these items can also hold bacteria and viruses that can cause infections in things such as urinary catheters, breathing tubes, and even gloves!

Here at McLaren Vale Hospital we have a comprehensive hand hygiene policy and all of our staff undertake hand hygiene training annually, including nursing, administration, housekeeping and hospitality staff.

There are also steps you can take while in hospital to help stop the spread of germs. Here are the top ten tips according to The Australasian College of Infection Prevention and Control.

#### 1. Wash up!

Wash your hands often and use the alcohol gel provided. Don't handle anything that could be a germ carrier such as used tissues or cloth hankies.

#### 2. Ask away!

Don't be afraid to ask your nurse or doctor if they have washed their hands.

#### 3. Watch that wound!

Be sure to keep any dressings dry and clean. Let your nurse know immediately if it gets wet or is falling off.

#### 4. Care for that catheter!

Treat your catheter site as a wound dressing and keep it dry and clean. If the dressing comes loose or if the drainage tube becomes dislodged, tell your nurse.

#### 5. Be part of the team!

Be sure everyone in your healthcare knows of any potential medical conditions such as diabetes that may affect your healing.

#### 6. Know and follow the rules!

Follow what your doctor or nurse has told you and ask questions if you are unsure about anything he or she has told you not to do.

#### 7. Be sure well-wishers are well!

Tell family or friends who are sick to send you a get-well card instead of dropping by for a visit.

#### 8. Food safety!

Make sure that if anyone brings cooked food into hospital for you it comes in sealed containers that have been carried in an esky/cold bag and placed straight into the fridge. This could prevent you from getting food poisoning.

#### 9. Cough etiquette!

Remember to cough into your elbow and put used tissues straight into the bin. Remember to wash your hands straight after.

#### 10. Immunisations!

This is one of the most important things you can do to prevent spreading infections such as seasonal influenza. Remember flu can kill!

### Infection Rates

Here at McLaren Vale Hospital we monitor our hospital acquired and surgical site infections quarterly. For the August-October 2016 period we can report a 1.3% infection rate. Well done!

### Compliance rates

As we are an NSQHS and ISO accredited hospital we regularly monitor compliance against these standards. So far for 2017 we can report on the following:

- 100% compliance with the implementation of Standard Precautions
- 100% compliance with Waste Management
- 100% compliance with the Safe Management of Sharps

### Fun Fact

*Daily you will breathe in approximately 1 litre of gas expired from other people's bums!*

Have a great day and remember to wash your hands!!!

**Chanelle Nicks**

**Infection Control Coordinator**





## WHY DO YOUR NURSES NEED TO BE BARE BELOW THE ELBOW?

The World Health Organisation (WHO) recommends all healthcare workers are "Bare below the Elbow"

Research has found that wearing rings was associated with higher than median skin organism counts, including contamination with *Staphylococcus Aureus*, or *candida* species. These pathogens can be transferred from patient to patient or even taken home with you!

The effectiveness of hand hygiene is improved when:

- Nails are natural, short and unvarnished
- Hands and forearms are free of jewellery
- Sleeves are short
- Cuts/abrasions are covered with a waterproof dressing

***Patients – Remember it's Okay to ask your nurse or doctor if they've washed their hands!***

## PATIENT FEEDBACK

Recent surveys of our In-Patient and Day Surgery patients have been very positive with patients and their families enjoying the wonderful service provided here at McLaren Vale Hospital.

*'I must acknowledge how marvellous the nurses, cleaners and the girls who bring the meals are since I have been here. I was made welcome as soon as I arrive. The nurses are Angels, their kindness such a blessing, they have such beautiful outlooks I cannot falter them. The meals are restaurant quality you have an excellent chef! Keep your Chef 5 Star quality!'*

– In patient feedback June 2017

*'Everyone was happy, caring and couldn't do enough for my care. Happy staff, happy hospital'*

– Day Surgery patient June 2017

## PATIENT STORY

*How wonderful to be able to say that I, as a local resident of the area, have actually enjoyed recuperating from major heart surgery in sunny winter. This was mostly due to all of the staff at the McLaren Vale and Districts War Memorial Hospital. Everyone including the nursing, domestic, kitchen, office and also volunteers were so genuinely warm and friendly. While the building itself has a special warmth only felt in older, smaller hospitals, the ability to sit outside the rooms on the verandas in the sun and being able to have the benefit of very little traffic or pedestrian noise, was great for sleeping and relaxation.*

*I am sure my recovery has also been assisted by the varied and delicious home-style meals. And I loved the nice hot showers. Thanks to everyone.*

Lloyd Ellickson – In patient June 2017

## IN OTHER NEWS

As a result of patient feedback the Hospital Volunteer Committee will kindly be purchasing some new artwork for the hospital from local Photographer Ben Heide. Ben is also a wine maker and has been able to capture some magical shots of the McLaren Vale wine region. The prints will be arriving in August why not come down and take a look!

Ben's portfolio can be viewed at [www.benheidephoto.com](http://www.benheidephoto.com)



## MCLAREN VALE & DISTRICTS WAR MEMORIAL HOSPITAL - VOLUNTEERS GROUP

It's been quite a while since the last edition of The Pulse was published and quite a lot has happened within the volunteers group. We have a new committee and several new volunteers who we welcome and thank for their commitment.

On the other side of the coin we have lost several long standing volunteers but they missed us so much they couldn't stay away for too long and soon came back. Of course they were welcomed back.

Readers may also be aware that there have been a number of staff changes within the hospital but we seem to have been able to establish a good and productive working relationship with all concerned which will go a long way to providing an effective and efficient administration.

It appears that in the near future an ear, nose and throat surgeon will commence day surgeries at our hospital and to assist with this facility the volunteers have purchased for their use a fancy microscope valued at around \$15,000.00. We have recently been able to purchase a defibrillator unit for use in the operating theatre as well as committing to purchasing a new trolley for the hospitality staff for use around the wards.

This of course all takes funding so we have all been busy in the various sections of the op shop for our regular opening days as well as preparing for the garage sale.

The bulk of our work for the garage sale commenced on the morning of Friday 31st March when many volunteers attended to assist with setting up for the garage sale scheduled for the next day Saturday 1st April.

We have to set up on the day before as a result of the volume of goods that need to be placed out for sale. Unfortunately

this means that goods are left unattended overnight and naturally we were visited by some low life's who chose to steal some of the property left out for sale. At least 2 children's bikes were stolen and we can only hope that the kids themselves were not involved in the theft.

Our thanks are extended to the public who support our activities by donating goods for sale and for regularly buying lots of goodies on our normal opening days and at the garage sale. Donations are always welcome and can be left on the tables outside of the Manning Wing.

The garage sale was not as busy as some from the past but never the less we still managed to take \$5608.50 so it was a good day's work and we will most certainly be able to use these funds for patient comforts of one kind or another in the very near future.

**Bryan Hearn**  
**Volunteers Co-ordinator.**  
**April 2017**



*Getting busy at the clothes stall and next door at furniture.*



*Discerning customers at the white elephant and in second hand rose shed.*



*Where are all the revellers?*



## MCLAREN VALE & DISTRICT WAR MEMORIAL HOSPITAL OPERATING THEATRES

The Operating Theatre, Recovery, CSSD and Day Surgery departments are dedicated to achieving excellence in the delivery of care to our patients during their experience of undergoing a surgical procedure. As a multidisciplinary team we are driven by information, utilising evidenced based practice models to ensure our service delivery is organised for safety.

Our workplace culture supports valuable learning experiences by all members of our team. Ongoing professional development enables our staff to continuously improve the delivery and quality of our patient's care, this being our team's central focus.

We have implemented our novice staff mentoring program to support our team members

achieve practical experience in the workplace environment. To demonstrate this in practice,

***"Our workplace culture supports valuable learning experiences by all members of our team. Ongoing professional development enables our staff to continuously improve the delivery and quality of our patient's care, this being our team's central focus."***

I would like to congratulate Tina Sweeney from our CSSD department. Tina is currently undertaking a Certificate III in Sterilisation Services, due to be completed this month. As part of her ongoing workplace training, we have appointed a mentor to assist Tina achieve her learning goals. Supporting staff learning in the workplace is a Quality Improvement Area that the Theatre Unit is dedicated to; ensuring the safe delivery of care to our patients.

*'I am pleased to assist in mentoring Tina in her role within the CSSD department. Tina is achieving a good skill level in all areas of sterilising. Tina is quickly gaining a good understanding of theatre and CSSD standards and has been able to incorporate her knowledge from her course into the practical side of a sterilising department.'*

*It is encouraging to see McLaren Vale Hospital supporting new staff with a mentoring programme. This quality improvement will help the hospital recognise individual contributions and staff values as well as increase professional development and attract and retain good staff.'*

**Jenie Aikman**  
**CSSD Team Leader**  
**McLaren Vale Hospital**

*'I would like to thank McLaren Vale Hospital for believing in me and putting me through my certificate III in sterilising services. I want to also thank all the theatre staff for all their help and support and making me feel part of the team and to Jenie for her patience and ongoing training.'*

**Tina Sweeney**  
**CSSD Department**  
**McLaren Vale Hospital**



## STAFF SURVEYS

Recently the staff we asked to complete satisfaction surveys relating to how much they enjoyed their job, how they feel about the people they work with and their thoughts on the hospital as a whole. Here is some of what they had to say about working at McLaren Vale Hospital.

*"I love interacting with people, so this job enables me to do so. The people I work with are a great bunch. Feeling the satisfaction that I do my job to the best of my ability."*

*"I love being a nurse and still learning new things every day."*

*"My colleagues. They are the best to work with. We work as a team. I love the location."*

*"Working with the public. Providing care and support to patients. Working as part of a team."*

*"The team I work with are committed to ensuring patient safety. They all put in extra work to help the hospital maintain its services. They also attend fund raisers and support the hospital."*

*"Providing a friendly, clean and safe atmosphere for the patients and their visitors. I feel proud of my work ethics and the reputation of how the hospital presents from keeping it clean and free from infection."*

*"I love interacting with people, so this job enables me to do so. The people I work with are a great bunch. Feeling the satisfaction that I do my job to the best of my ability."*

**- Nursing, administration, housekeeping and hospitality staff of McLaren Vale Hospital**

If you feel that you would like to experience working with our lovely staff in the picturesque setting of the McLaren Vale wine region feel free to send your CV -

**reception@mclarenvalehospital.com.au**

We are currently seeking Registered Nurses!

## ZOE - THERAPY DOG

McLaren Vale & Districts War Memorial Hospital are pleased to welcome Zoe to the hospital. Zoe is 6 1/2 years old retired guide dog breeder and has 21 puppies.

Eighteen of her puppies are now working as guide dogs, post traumatic stress discord dogs or autism assistance and assistance dogs. The dogs are located in SA, NSW, Tasmania and Victoria.

Zoe's loving, caring and calm nature is just the best therapy and that is why we volunteer to visit the patients and staff here at McLaren Vale & Districts War Memorial Hospital.

Zoe will be visiting the hospital every Wednesday at 10am or any other day or time if required. Please see nursing staff to arrange a time with Annette and Zoe to visit as Zoe and Annette live locally in Willunga.



## TALK TO US

We would love to hear your thoughts on our newsletter and all of the exciting things underway at McLaren Vale Hospital. All feedback is reported at our Quality and Safety Committee and to our Board of Directors.

You can talk to us via our webpage [www.mclarenvalehospital.com.au](http://www.mclarenvalehospital.com.au), our Facebook page or come in for a chat and take a look around.

We look forward to hearing from you.



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