

Concord Connection



Spring 2019

The official newsletter of Concord Hospital

www.slhd.nsw.gov.au/concord/

Rivendell Flower and Garden Show in full bloom



Commemorative Services



Opening of Operating Theatres



NCVH Opens its Doors



I am the pride of Concord

Executive Message

Dr Genevieve Wallace
General Manager



As we move into the warmer months, I would like to acknowledge the tremendous efforts of staff over the Winter period. The hospital has been exceptionally busy, with several areas surging to keep up with demand. Despite this, our clinical teams have continued to provide outstanding patient care, administrative teams have been efficient on the back-end and friendly on the front-end, and Corporate Services staff have kept the hospital clean, safe, and running smoothly. It is a pleasure to watch all of these elements come together during busy periods to support each other in caring for our patients, and I thank each and every one of you for the important role that you play.

In an exciting development, the National Centre for Veterans' Healthcare launched the first phase of its pilot service in August. The NCVH is a comprehensive care centre for current and former Defence Force personnel – the first of its kind in Australia. It will continue our proud history of caring for our military and Veteran communities, and for the first time, provide a one-stop shop for the physical, mental, social and emotional needs of current and former Defence Force personnel. Congratulations to all staff and community members involved in the planning and operation of this unique new service, which will support the defence community right around the country.

In other capital redevelopment news, we were pleased to welcome The Hon Gladys Berejiklian MP, NSW Premier, The Hon Brad Hazzard MP, Minister for Health and Medical Research, and The Hon John Sidoti MP, Minister for Veterans and Member for Drummoyne, to celebrate the end of the Redevelopment enabling works

and to inspect the work that has been completed so far. Our special guests reflected on how Stage 1 of the Concord Redevelopment will deliver a new clinical services building that pays homage to the hospital's history, while bringing its facilities into the future to serve the growing community of Sydney's inner west for years to come. The trio enjoyed the opportunity to stop and chat with two of our Haematology patients, and it was a busy morning for Minister Hazzard and Mr Sidoti, who also cut the ribbon for the official opening of our two newly refurbished, digitally integrated operating theatres. We look forward to keeping the Premier, Minister Hazzard and Minister Sidoti up to date as capital works progress.

Moving on to hospital events, the anniversary of the end of WWII was commemorated on 15 August with a Victory in the Pacific ceremony attended by hundreds of Veterans, dignitaries, hospital staff and community members. Adrian Talbot, an Afghanistan Veteran, shared his moving insights into the challenges faced by Veterans upon their return from service and the transition into civilian life. The following week, on 20 August, Vietnam Veterans Day was held in the 113th AGH Chapel, with the involvement of St Patrick's College providing an opportunity to ensure that the legacy of those who fought for our nation is carried forth in our younger generations.

Additionally, it has been a busy time for the Concord Centre for Palliative Care with the opening of the Palliative Care Garden, which looks fantastic. Well done to all involved, including Engineering Services, for producing such a beautiful space for patients and their families to enjoy. The Centre also celebrated its fifth anniversary with a

Christmas in July dinner, which raised funds for the Centre to continue to provide holistic and sensitive end of life care.

It is with great pride that I congratulate Clinical Associate Professor Peter Katelaris on recently being awarded the Outstanding Clinician Award for 2019, the peak clinical award of the Gastroenterological Society of Australia. The award recognises an outstanding contribution to clinical research resulting in measurable improvement in patient outcomes, processes safety and clinical practice. Prof Katelaris is the second gastroenterologist from the Gastroenterology Department at Concord Hospital to receive this prestigious award, with Dr Brian Jones, a current Honorary VMO, a previous recipient. The Concord Gastroenterology department is the only hospital department in Australia to have had two recipients of this award, which is an outstanding achievement.

Finally, thank you to all staff who took the time to complete the People Matter Employee Survey for 2019. We had a high rate of completion, and received a great deal of thoughtful comments. I am pleased that so many of our staff are engaged to provide their thoughts and ideas to help us to continuously improve our workplace environment. I will be working with Workforce and the Executive team to implement key initiatives in response to what we have heard from you, and will keep you updated along the way.

Once again, thank you all for your unwavering dedication to providing outstanding care to every patient, every day, every time. It is because of you that we are able to achieve excellent clinical outcomes and inspiring patient stories.

We want to hear from you!

Does your ward or department have a story, event or staff achievement that you would like to share with the Hospital community?

E-mail: peta.macfarlane@health.nsw.gov.au with your story and pictures.

Front cover picture: (L to R) NSW Opposition Leader and Member for Strathfield Jodi McKay, Channel 7's Sydney Weekender presenter Sally Stanton and Strathfield Councillor Karen Pensebene congratulate Concord Hospital's General Manager Dr Genevieve Wallace, Winner of the 2019 Rivendell Flower and Garden Show Celebrity Challenge.

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Thank you to those who participated in the 2019 People Matter Employee Survey!



I am persistent



Engagement Index: 69%

The engagement index is a measure of staff's commitment to the organisation they work for and is based on responses to questions about staff motivation, satisfaction, belonging, pride and recommending the organisation as a good place to work. The engagement index at Concord was 69%, which is a 2% increase from last year.

Culture Index: 66%

The culture index is based on 15 characteristics of respectful workplace culture including patient focus, local decision making, communication, co-operation and support, valuing and investing in our people, caring and innovation. The culture index at Concord was 66%, which is a 3% improvement from last year.

In continuing our efforts to make Concord Hospital an exceptional place to work, we will be working with our staff on key opportunities for improvement identified through the survey, as well as building upon existing strengths.

As we recognise that we all have an impact on the culture developed at work, regular forums will be held to provide staff with an opportunity to identify ways we can promote positive change. Your feedback is essential to enhancing positive workplace culture, and we look forward to sharing with you our plans for the future.

We are very pleased to announce that the People Matter Employee Survey was a huge success this year, with Sydney Local Health District recording the highest engagement and culture index scores across the NSW Health System when compared to all other LHDs.

At Concord Hospital, 39% of staff took the opportunity to have their say. This allows us to recognise and celebrate our successes and implement strategies to create positive workplace culture change based upon feedback from our staff.

Survey results highlight that 74% of staff surveyed are proud to share with others that they are employed at Concord Hospital.

Thank you to our Donors

Concord Hospital would like to thank the following donors for their support:

- The Inner Wheel Club of Balmain for their continued support towards the works of the Burns Unit by generously donating \$2, 250
- Concord RSL and Community Club for their generous donation of furniture and equipment, which is being put to good use around the campus

Calendar of Events 2019

DATE	EVENT	VENUE	TIME	CONTACT
Monday 2 December	Volunteers Appreciation Lunch	Conference Rooms 1 and 2	12 noon	Melva Lindley 9767 5256
Thursday 5 December	Christmas Markets	On the Green	9am - 3pm	9767 7560
Wednesday 11 December	Staff BBQ	Conference Rooms 1 and 2	12 noon	Peta Macfarlane 9767 6038



I am passionate

National Centre for Veterans' Healthcare opens

Australia's first comprehensive care centre offering specialist physical and mental healthcare services for veterans has opened at Concord Hospital.

The National Centre for Veterans' Healthcare provides world-class integrated care from a range of medical and allied health specialities to former Australian Defence Force personnel.

There are about 60,000 Australian servicemen and women who have served over the last two decades, including as peacekeepers, in Rwanda, East Timor, Afghanistan, Iraq and the Solomon Islands.

The Centre will fill an identified gap in the provision of healthcare services for veterans, who can struggle when transitioning back to civilian life. Many veterans leave military life with physical injuries and a range of mental health conditions such as post-traumatic stress disorder.

Chair of the Centre, Colonel Professor Robert "Bob" Lusby AM, says transitioning to civilian life will be made a little easier for veterans with a dedicated "one-stop-shop" model of care.

"Veterans have seen things and done things which are extraordinary and often they keep it in and sooner or later some of these people will need our help, and it is our duty to help them," Professor Lusby said.

The Centre aims to reduce the barriers veterans may face in seeking help from health professionals and families and carers are encouraged to participate

in setting goals and developing treatment plans.

Veterans will be offered outpatient treatment including drug health services, rehabilitation and pain management, from staff who have been specially trained to deal with the unique challenges veterans may present with.

Minister for Veterans John Sidoti visited the Centre during its first month of operation. He met staff including Operations Manager Kirsty Chapman, Medical Director Cameron Korb-Wells and Professor Lusby.

Mr Sidoti said he was impressed to hear the Centre had received 16 referrals in its first few weeks.

"Our military personnel put their life on the line in service to this country, so it is incumbent on all of us to support them as best we can when they need our help," Mr Sidoti said.

"I am very proud the NSW Government is leading the way in veterans' health care with this centre, which will help our vets with their physical injuries and support their mental wellbeing."

Mr Sidoti also met with Major Andrew Lam, a current Concord Hospital patient and veteran of East Timor and the Solomon Islands.

Major Lam, an Australian Army Reservist, said he had seen many men and women struggle to transition to civilian life after a tour of duty.

"A service like this could be a game-changer for many veterans," he said.

"Having everything in one place without long delays for appointments could catch issues before they become too much."

Major Lam said he required a "period of adjustment" each time he returned home and having a service that catered for both physical and mental issues would allow veterans to be treated holistically.

"I even had to leave home for a while because it was too quiet. I had to move closer to a freeway and welcomed the semi-trailers flying past my window".

Sydney Local Health District Chief Executive Dr Teresa Anderson AM said Concord Hospital has provided support and care for Australia's military and veteran community since it opened as a military hospital in 1941.

"The \$341 million stage 1 redevelopment of Concord Hospital provides an opportunity for Concord to once again lead the way in veterans' healthcare," Dr Anderson said.

The Centre will be housed in a purpose-built facility within the new Clinical Services Building due for completion at the end of 2021. A pilot service will operate out of an existing building at Concord Hospital in the interim.

Ex-serving members of the Australian Defence Force, regardless of their type of service, are eligible for referral to the Centre. The service is free of charge, in line with the Centre's mission to ensure treatment is accessible for all veterans.



L to R: Major Andrew Lam with Colonel Professor Robert Lusby AM



L to R: Major Andrew Lam, Dr Cameron Korb-Wells, Professor Robert Lusby AM and Kirsty Chapman with The Hon John Sidoti MP

Health Minister opens Concord Operating Theatres



I am caring



L to R: Dr Fergus Davidson, Professor Lewis Chan, NSW Health Minister Brad Hazzard, NUM Michelle Skrivanic and Dr Stephen Tang at the recent operating theatres opening

NSW Health Minister Brad Hazzard has officially opened two recently refurbished operating theatres at Concord Hospital.

Mr Hazzard and Member for Drummoyne John Sidoti marked the occasion with the cutting of a ribbon.

In celebrating the major milestone, they were joined by the Chair of the Board of Sydney Local Health District the Hon Ron Phillips AO, Chief Executive Dr Teresa Anderson AM, Concord Hospital General Manager Dr Genevieve Wallace, Chair of Concord Hospital's Medical Staff Council, Professor Lewis Chan and Perioperative Services staff.

In 2019, \$1.3 million was spent on refurbishing operating theatres 9 and 10 to ensure they are fully digitally integrated. Concord Hospital has a total of 12 operating theatre rooms, one dedicated for burns surgery, 11 for all other surgeries.



The official opening of the Operating Theatres was marked with the cutting of a ribbon by NSW Health Minister Brad Hazzard and Member for Drummoyne John Sidoti, accompanied by Concord Hospital General Manager Genevieve Wallace, SLHD CE Dr Teresa Anderson AM, Chair of SLHD Board The Hon Ron Phillips AO and hospital staff



I am consistent

Introducing New Acting Director of Nursing

Concord Hospital welcomes Helen Goldsack, who has recently been appointed as the Acting Director of Nursing at the hospital.

After attaining her Bachelor of Nursing at The University of Sydney, Helen commenced her nursing career at RPA in 1997 in the Page Chest Pavilion, which once stood on the site now occupied by the Chris O'Brien Lifehouse.

Prior to her new role, Helen worked for nearly five years in senior nurse management positions at RPA, most recently as the Operational Nurse Manager and previously as the

Nursing Executive Officer, providing a link between nurses and nurse managers and the District Executive. She has previously gained experience as a Nursing Unit Manager and has also worked in a number of different areas including BreastScreen, Occupational Health at the NSW Fire Brigades (now known as NSW Fire and Rescue) and cardiac nursing including cardiology, cardiothoracic surgery and in the Coronary Care Unit.

Helen attained a Masters in Health Service Management and is passionate about fostering the growth and development of Concord Hospital's nursing staff.



Concord Hospital welcomes A/Director of Nursing Helen Goldsack

The Nook returns for Mental Health Month



Last year Mental Health services at Concord Hospital set up a 'Nook', a welcoming space where people could stop, pause and take a moment out from their busy schedules. This year, due to popular demand, the Nook returned to the main foyer of the hospital as part of Mental health Month.

From 8 to 11 October 2019, mental

health staff were on hand to make herbal teas, provide information and answer any questions regarding mental health issues. There was an opportunity to meet with people who had lived with experiences of mental illness. The One Door Carers' support group was also present to provide details on the services they provide in the community.

The ever-popular Delta Therapy Dogs who visit our consumers returned for the event, to help launch the Pets at Work Scheme (PAWS), which supports staff wellbeing.

The Nook provided a great opportunity to discover more about the sensory interventions implemented in our services and how we can all benefit from the simple use of these. Messages from adolescents and adults from the inpatient mental health wards were displayed, answering the question "what do you want people to know about mental health?"

Mental health is everyone's business - you can help spread our Instagram message #takeamoment4U.





I am passionate

CASI Award Nomination



L to R: Mr Aryan Shahabi-Sirjani, Senior AMS Pharmacist; Dr Tim Gray, Lead AMS Clinician, ID Physician/Microbiologist; Dr Nilanthi Vigneswaran, ID Advanced Trainee; Dr Shelanah Fernando, ID Physician/Microbiologist; Ms Brighid Carey, AMS Pharmacist; Dr Elaine Cheong, ID Physician/Microbiologist; Dr Genevieve McKew, ID Physician/Microbiologist; A/Prof Tom Gottlieb, ID Physician/Microbiologist

Concord Canterbury Antimicrobial Stewardship Initiative (CASI) has been announced as a National Finalist in the 2019 Society of Hospital Pharmacists of Australia (SHPA) *Hospital Team of the Year Award*, after successfully progressing as the Hospital Team of the Year in NSW.

The award recognises a pharmacist-led multi-disciplinary team that reached a notable milestone in 2019, through a measurable impact in the quality use of medicines and patient care.

Nominated as the Team Lead was Mr Aryan Shahabi-Sirjani, alongside Dr Timothy Gray, Mr Tony Tu, Ms Brighid Carey, Dr Will Becerril and Dr Sarah Aitken - particularly noting the achievements made in improving patient outcomes as a result of surgical antimicrobial stewardship multidisciplinary meetings, and the utilisation of the locally developed Live AMS tool in eMeds to undertake real-time monitoring and review of patients prescribed antimicrobials.

The nomination also recognised the SLHD ICT Services team, the Pharmacy departments at Concord and Canterbury Hospitals, Infectious Diseases physicians and registrars, and the Upper GI, Vascular, Colorectal, Breast Endocrine, Plastics and Burns surgical teams, for their ongoing contribution to patient care through CASI.

Concord Hospital congratulates the CASI team on this wonderful achievement.

Staff Achievements

- Concord Hospital's Clinical Associate Professor Peter Katelaris is the recipient of the Outstanding Clinician Award for 2019, which is the peak clinical award of the Gastroenterological Society of Australia.

The award recognises a distinguished career in clinical practice. This includes an outstanding contribution to sustained clinical research that has resulted in measurable improvement to patient outcomes, processes, safety and clinical practice. The award also acknowledges demonstrated clinical leadership, teaching and mentoring of other clinicians.

- Dr Lil Vrkevski, Principal Psychologist and Director of Psychology at Sydney Local Health District has recently been awarded a PhD for her research into the role of allied health in the future of public mental health services. Lil is also a key member of Concord Hospital's National Centre for Veterans' Healthcare (NCVH) team.

Titled "*Professional roles and identity in public mental health services: the multifaceted interaction of belonging, attachment, power and activities*", Dr Vrkevski's research has been developed over her 30 years' experience as a clinical psychologist.

- Senior Physiotherapist Dr Mark Halliday, who specialises in musculoskeletal physiotherapy was awarded a PhD for his research into the Mackenzie Method of Mechanical Diagnosis and Therapy for Low Back Pain. Mark has published his findings in peer-reviewed publications and presented at numerous national and international conferences.

Concord Hospital congratulates A/Professor Katelaris, Dr Lil Vrkevski and Dr Mark Halliday on their achievements.



I am consistent

Concord Centre for Palliative Care marks 5th anniversary



The popular Jolly Trolley during rounds

The Concord Centre for Palliative Care recently marked its 5-year anniversary.

The 20-bed inpatient Centre provides sensitive, compassionate and multidisciplinary care for patients in Sydney Local Health District who have a life-limiting illness and their families.

Palliative care aims to support patients and their families by addressing the physical, emotional, spiritual and practical needs associated with their illness and its treatment.

At the Centre, care is provided by doctors, nurses, social workers, occupational therapists, physiotherapists, clinical psychologists, complementary therapists and volunteers.

“The main aim of palliative care is to improve patient’s quality of life. The most important thing is helping patients live with their disease and live right through to the end,” said Associate Professor Ghauri Aggarwal, who has been head of the Centre since its opening in 2014.

“There’s been so much activity over the past five years. Apart from the core work that we do, we have also developed an amazing complementary therapy program”.

The program now includes massage, diversional, pet, music and art therapies and the popular Jolly Trolley, which sees the Centre’s volunteer team deliver the trolley, filled with an assortment of alcoholic beverages, soft drinks and snacks on rounds of the unit.

All the complementary therapies and volunteer services provided at The Centre are funded by donations.

To ensure the therapies are ongoing, a Christmas in July fundraising dinner was held, to help raise funds so that patients and families in the future can continue to benefit from these services. Approximately \$15 000 was raised on the night, through raffles, lucky dips and silent auctions. The evening also saw guests treated to a selection of Christmas carols, performed by the Aurora Australis Chorus.

The Concord Centre for Palliative Care features a recently opened outdoor space, *The Sun Garden*, where families can gather to spend quality time. This space was brought about by a generous bequest.

For further information about the Concord Centre for Palliative Care visit <https://www.slhd.nsw.gov.au/Concord/Palliative/default.html>



A/Professor Ghauri Aggarwal, Head of the Concord Centre for Palliative Care



Members of the Aurora Australis Chorus



A/Professor Ghauri Aggarwal with SLHD Director Operation Dr Tim Sinclair, SLHD Executive Director of Operations



Guests enjoying the evening's festivities



L to R: Supporters of the evening Steve and Jan Bell with Prof Nico Van Zandwijk

Premier visits Concord to tour redevelopment site



I am persistent

Premier Gladys Berejiklian and Health Minister Brad Hazzard have officially recognised the end of early works at Concord Hospital as construction ramps up on the \$341 million redevelopment of the campus.

Ms Berejiklian, Mr Hazzard, and Member for Drummoyne John Sidoti, marked the completion of enabling works for the rebuild, which will deliver world-class cancer, aged care and rehabilitation services.

In celebrating the “key milestone” they were joined by the Chair of the Board of Sydney Local Health District the Hon Ron Phillips AO, Chief Executive Dr Teresa Anderson AM, Concord Hospital Acting General Manager Dr Genevieve Wallace, Health Infrastructure Chief Executive Rebecca Wark and members of the Redevelopment project team.

The new 214-bed Clinical Services Building will boost the hospital campus capacity to more than 650 beds and will feature Australia’s first comprehensive care centre for veterans and their families.

Ms Berejiklian said the National Centre for Veterans’ Healthcare, which opened in a temporary location onsite last month and will be permanently housed in a purpose-built space in the new building, continues Concord’s “proud legacy”.

“The upgrade here at Concord is a special one,” Ms Berejiklian said.

“Concord Hospital has served both the local community and the men and women of the defence force for decades, and we owe this institution a great debt of gratitude,” Ms Berejiklian said.

The first tower crane has been delivered to the site and constructed over three days and this will be joined by another smaller crane in later September.

Work is continuing in the old loading dock area with scaffolding set to be erected where the new lifts will connect the old building with the new.

The Main Works contractor Roberts Pizzarotti recently held a moving smoking ceremony on the site.

Former AFL dual Brownlow medallist and Sydney Swans games record-holder Adam Goodes was a special guest.

The Clinical Services Building is due to be commissioned at the end of 2021.

To find out more about the redevelopment see <http://concordredevelopment.health.nsw.gov.au/>



Concord Hospital redevelopment works are well underway



NSW Premier Gladys Berejiklian, SLHD CE Dr Teresa Anderson AM, NSW Health Minister Brad Hazzard, and Member for Drummoyne John Sidoti marked the completion of enabling works



Construction site



I am passionate

Tour De Concord - Staff BBQ



Concord staff aim to get fit and improve health

After a brief hiatus, Concord Hospital's popular Tour de Concord returned to the calendar of events on 16 October 2019. As part of the annual Ride2Work initiative, the event saw our keen cyclists pedal off from The Green for their scenic lunchtime ride.

Our cyclists aimed to spread a motivational message to get fit and improve health by riding during their lunchtime break, as cycling can reduce the risks of obesity, diabetes and heart disease.

Team leaders from the Physiotherapy, Podiatry and Marketing departments and Concord Centre for Mental Health led cyclists on the eight and a half kilometre journey down Concord Road over Ryde Bridge through Meadowbank, Rhodes and back to Concord Hospital via Liberty Grove.

Upon their return, our cyclists joined their colleagues for a staff BBQ lunch in acknowledgement of everyone's hard work during the busy winter period.



Let's CHAT - Sydney Local Health District Carers



There are 53 000 carers in Sydney Local Health District who are providing unpaid care and support to family members and friends who have a disability, mental illness, chronic condition, terminal illness, an alcohol or other drug issue, or who are frail aged. Whilst caring can bring joy to many people, caring for a family member or friend can have challenges. Carers can often be time poor, isolated, and find it difficult to find reliable information when they need it.

The Carers Program aims to support the carers in district in a number of ways. We invite everyone who is supporting a family member or friend to join one of the SLHD Carer Program initiatives.

'Let's CHAT Coffee Carers, Family, and Friends' was launched at Concord Hospital in September. It is an opportunity for carers, family members, and friends to take a break from the bedside and connect with others who are also caring for a family member or friend. Come join us for morning tea on the first Tuesday of the month at 10.30am in the Conference Room (opposite the cafeteria). Remaining dates for 2019 are 5 November and 3 December.

Carers Health and Thoughts - 'CHAT' is an online registry of district carers, who send monthly



L to R: Kathleen Fagan (Administrator), Madeline Schmidt (Coordinator), Kim Brauer (Manager), Sara Di Terlizzi (Coordinator)

stories about issues that we know impact carers, such as taking care of you, accessing supports for carers, emergency planning.

'Let's CHAT - Revitalising Carer Conversations', was held at Concord Hospital on Thursday 17 October to celebrate Carers Week 2019. The event featured informative presentations on supports for carers and the new Australian Government funded

Integrated Carer Support Service; the Sydney Local Health District 'Partners in Care' initiative; your rights as a consumer of care support services; and taking care of yourself.

If you would like to become a member of CHAT or for information about our carers program and initiatives, please contact the team on 9767 5878 or SLHD-CarersProgram@health.nsw.gov.au



I am consistent

A bloomin' good time was had by all

The third annual Rivendell Flower and Garden Show saw the magnificent Thomas Walker Estate come alive with beautiful floral and garden displays, a floral fashions parade, special guest presentations and workshops, live entertainment, market stalls, vintage cars and more.

The well-attended event allowed visitors the opportunity to enjoy the physical and mental health benefits of gardening and getting outdoors in one of Sydney's most picturesque settings.

The celebrity flower arranging challenge was a highlight. NSW Opposition Leader and Member for Strathfield Jodi McKay, Channel 7's Sydney Weekender presenter Sally Stanton, Strathfield Councillor Karen Pensebene and Concord Hospital's General Manager Dr Genevieve Wallace were ably assisted by florists from the Sydney Flower School as they crafted their floral masterpieces.

Congratulations to Dr Wallace, who was awarded this year's highly contested winner's trophy.

A highlight of the event was the inaugural floral fashions parade, where beautiful outfits including headpieces, were created out of fresh flowers by members of the NSW Professional Floristry Association, led by Lana Lichmann and Michelle Roberts.

Cert IV floristry students and staff from TAFE NSW Ryde and Ultimo campuses produced floral arrangements and installations in the buildings courtyards as part of their course assessment. Not to be outdone, the Horticulture and Landscaping students constructed a well-designed and stylish garden space from sustainable materials.

The Royal Horticultural Society of NSW Pavilion showcased its annual Spring Fair, which saw numerous entries submitted across various competition classes. The High Tea was well patronised, with guests appreciating the surrounds of the beautifully decorated fountain courtyard whilst enjoying a selection of petite treats. The Vintage Car display provided an opportunity for



at the Rivendell Flower and Garden Show

Proudly sponsored by Billbergia



car enthusiasts to see a range of rare and exquisite vehicles.

Activities at the Flower and Garden Show included informative talks on floral art and sustainable gardening, hands-on demonstrations and a personal and reflective presentation on dealing with ageing and illness. There was plenty of children's activities to enjoy, such as face painting, flower crown making and more. The SLHD Gardening team were on hand with their adopt-a-tomato seedling project.

The upbeat tunes performed across the weekend by the Kogarah Music Shed Big Band, soloist Kay Hughson, the Burwood Pipes and Drums and the Mest Up Souls helped to liven the atmosphere.

A huge thank you to our partners and sponsors including the Royal Horticultural Society of NSW, City of Canada Bay, Sydney Flower School, TAFE NSW and the Rotary Clubs of Five Dock and Concord. Thank you also to our wonderful volunteers who helped to make the event a success.

The two-day event raised funds for Concord Hospital's Department of Geriatric Medicine and the Ageing and Alzheimer's Institute.

Concord Hospital's Director of Marketing and Chair of the Rivendell Flower and Garden Show Committee Alice Kang said the annual Rivendell Flower and Garden Show provides a wonderful opportunity for the public to visit and enjoy the grand buildings and manicured grounds on the banks of the Parramatta River.

"We're so proud to have property like this that we can share with our community, that they can come in and enjoy the grounds and be part of a flower show that brings delight and wellbeing to our community," Ms Kang said.

If you missed this year's Rivendell Flower and Garden Show, you will be pleased to know the event will return on 26 and 27 September 2020.

To find out more visit www.rivendellflowershow.com.au



I am caring

Rivendell Flower Show

The much-anticipated Rivendell Flower Show Gala Dinner, proudly sponsored by Canada Bay Club, returned to the Great Hall on Saturday 28 September and did not disappoint its avid followers. An extravagant display of lush, languid foillages and bright tropical flowers designed by the Sydney Flower School created a stunning backdrop to an evening of fine dining and opera.

Soprano Catherine Bouchier and tenor Jaewoo Kim entertained and delighted guests with their wonderful performance of arias from a variety of operas from the likes of

Lehar, Puccini, Bizet and Donizetti, accompanied by internationally acclaimed musicians pianist Grace Kim, cellist Teije Hylkema and violinist Katherine Lukey.

A second gala dinner was held on the Sunday evening, with supporters from the Chinese community in attendance. Soprano Michelle Ryan and Mezzo-Soprano Rebecca Hart charmed guests with their repertoire of arias, accompanied by globally celebrated musicians, pianist Monika Kornel and her husband, violinist Stan Kornel.

All funds raised on both evenings go towards Concord Hospital's Aged Care and Alzheimer's Research. Many thanks to our sponsors Billbergia, Canada Bay Club, City of Canada Bay, Citi Group, Henson Properties and Chateau Tanunda for their generous support.

Due to its continued popularity, the gala dinner will be held again at next year's Rivendell Flower and Garden Show on Saturday 26 September 2020.

For further details visit www.rivendellflowershow.com.au closer to the date.



Guests enjoying a night of Opera and fine dining. The evening raised funds for Concord Hospital's Aged Care and Alzheimer's Research

Gala Dinner

Proudly Sponsored By Canada Bay Club





I am passionate

Employees of the Month

MARCH 2019

David McFadyen – Registered Nurse, Neurosciences

David commenced employment with Concord Hospital in 2006 and currently works in the Neurosciences Department.

As quoted from his nomination form, “David has demonstrated excellent team work among all his peers. He engages all members of the team to support positive patient outcomes and ensures his colleagues feel confident with delivery of care as he always finds time to guide and mentor them.”

“He is a reliable and highly competent clinician, who often receives acknowledgments cards and letters from his patients. David has been mentioned as an excellent caring nurse on numerous occasions and he is definitely a positive role model on 5 North.”



APRIL 2019

Dr Louise Waite – Senior Staff Specialist, Aged Care and Rehabilitation Department

Louise commenced employment at Concord Hospital 28 years ago and is an instrumental member of the Aged and Chronic Care Rehabilitation team.

As quoted from her nomination form, “Louise truly embodies the CORE values and is respected by all her colleagues – Medical, Allied Health and Nursing. Her amazing clinical knowledge and skills coupled with her kindness and compassion mean that the patients under her care are always safe and supported.”

“She is always approachable and available to the staff in the department. Louise values the opinions and insights of her colleagues. The respect she shows her patients and the staff ensure we are all working in partnership to obtain best outcomes”



MAY 2019

Joanna Tsang – Pharmacist

Joanna commenced employment at Concord Hospital 12 years ago in June 2007 and works in the Pharmacy Department.

As quoted from her nomination form, “Joanna embodies what it means to work as part of a team. She is compassionate kind and extends her respect to not just her patients but also her colleagues.”

“She is a key pillar within Hospital and the pharmacy department who endlessly supports all staff members with great enthusiasm and compassion. Joanna’s attitude and work approach to day-to-day tasks makes her an outstanding member of the pharmacy team and Concord Hospital.”

HESTA continues to be a proud sponsor of the Employee of the Month Awards.





I am consistent

Team of the Quarter

APRIL / MAY / JUNE 2019:

Central Sterilisation and Supply Department (CSSD)

“The sterilizing of reusable medical devices is a specialized area of infection prevention. George and his staff who undertake reprocessing of reusable medical devices are rarely seen by other Hospital employees and if you saw them out of their scrubs you probably wouldn't recognise any face.”

“The team has recently upgraded their training and as a result all staff now has their Certificate in Sterilization – this is the credit to them all. Their contribution to the organisation, willingness to extend themselves and embodiment to our CORE values make them complete team highly deserving this recognition.”



PRON PROHM

THAI RESTAURANT

9736 2861

• www.pronprohmthai.com.au • facebook.com/pronprohmthai • 209 Concord Road North Strathfield NSW 2137



Established in 1985, Pron Prohm Thai Restaurant is located in North Strathfield with a 120 seat capacity including an upstairs private function room. We offer diners mouth-watering traditional Thai cuisine, warm and friendly service. All our food is cooked using only the freshest seasonal ingredients. We also offer lunch specials and 10% discount for takeaway pick-up. For more information visit us at www.pronprohmthai.com.au or facebook.com/pronprohmthai.



I am caring

Commemorating Victory



The annual Victory in the Pacific Day service was held at the Kokoda Track Memorial Walkway on Thursday 15 August to mark 74 years since the end of World War II.

Guest speaker Adrian Talbot, Afghanistan Veteran and former administrator Homes for Heroes program spoke of the hardships and struggles faced by our more recent veterans, who are doing their best in trying to resume a normal life once they have returned back home to Australia.



Following the VP Day address, moving footage of the first VP Day and of various Japanese surrenders was screened. While understandable joy was evident captured on film on the streets of Sydney, the footage also reminded us of the challenges and logistics which confronted those seeing to the specialist needs of our many overseas serving men and women.



The service proceeded along traditional lines with wreath laying by dignitaries and prayers offered by the Roman Catholic and Anglican chaplains.

in the Pacific





I am consistent

Vietnam Veterans' Day

This year's Vietnam Veterans' Day commemorative service was held on Tuesday 20 August at the 113th AGH Memorial Chapel. Vietnam Veterans' Day is an opportunity for Australians to pause and remember the service and sacrifice of all those who served in the Vietnam War.

At the service, led by Chaplains Father Graeme Malone and Mr Dale Baikie, guests were invited to place candles at the altar in memory of those servicemen and women who lost their lives. A number of floral tributes were also laid in their honour.

A heartfelt rendition of Amazing Grace was sung by Rick Stratten, who was accompanied by the graceful piano playing of Joseph Drzyzga.

Guest speaker and Year 11 student, Luke Di Giacomo of St Patrick's College spoke of the admiration of today's youth for the bravery shown by our troops especially during the fiercest battle at Long Tan.

Following the service refreshments were served in the conference rooms, giving those who attended an opportunity to connect and reflect.



L to R: Merrylands RSL Sub branch members President Robin Grimley and Stan Thomas



Guest were invited to place a remembrance candle at the altar



Floral tributes were laid at the altar



Year 11 student Luke Di Giacomo (centre) with Jennifer Collins, Chair KTMW (L) and Rhondda Vanzella, President, NSW War Widows Guild (R)



Anglican Chaplain Dale Baikie



Concord Hospital Fire Safety Manager Rick Stratten



Wreath laying ceremony



The geriatric medicine and vascular surgery departments are collaborating to develop and deliver an innovative co-management service for adults aged 65 years and over admitted to the vascular surgery service at Concord Hospital. Staff specialist Geriatrician and clinical researcher, Dr Janani Thillainadesan, is leading the development and evaluation of this service. Janani's doctoral research, supervised by Professor Vasi Naganathan focusses on optimising the outcomes and experience of older adults undergoing surgery.

Patients aged > 65 years account for over a third of emergency and elective surgery admissions across Australian hospitals. Older adults have a greater risk of post-operative complications, long hospital stays, and increased dependency. These patients also have increased utilisation of community services, outpatient consultations and carer support. "Managing the complex care needs of older patients hospitalised with surgical conditions is one of our biggest challenges," Janani said of this growing healthcare population. Vascular surgeon and clinical researcher, Dr Sarah Aitken undertook the first big data-linkage study of vascular surgical outcomes in 37,400 patients from NSW, "Across the state, more than half the patients having vascular surgery are older than 65 years. This increased age was a major independent risk factor for poor outcomes after vascular surgery including readmission, repeat operations, complications and death. Many of these outcomes are potentially preventable", said Sarah of her study findings.

These findings raise the question of whether and how geriatricians should contribute to the care of



Dr Janani Thillainadesan (L) and Dr Sarah Aitken (R) with Mrs Bowie, a vascular surgery patient at Concord Hospital.

older surgical patients. Janani and her research team including Leanne Kearney, Research Project Officer, conducted a survey study across Australia and New Zealand to answer this question. An electronic questionnaire was sent to all heads of geriatric medicine departments, with a high response rate of 83%. All respondents thought there was a need for geriatric medicine to provide greater input into the care of older surgical patients. Vascular surgery (52%) was identified as having the greatest need for geriatric medicine input. The study findings were recently published in the *Australasian Journal on Ageing*.

Already at Concord Hospital, the

geriatric medicine department provides an orthogeriatric and neurosurgical liaison service for older adults admitted under these surgical services. As part of her doctoral studies Janani will be evaluating a novel co-management service provided by geriatric medicine for older vascular surgical patients. "This project implements and evaluates an **innovative co-management model of care that is integrated, patient-centred and team-based** for older vascular surgery patients, a group with extensive multidisciplinary needs. We will also be engaging with patients and their carers", Janani said of the new service and her study.



I am caring

An inspiration to all

Mick O'Dowd was admitted to Concord Hospital almost eight months ago with an infection which would cost him all four limbs - and almost his life.

On Boxing Day 2018, doctors discovered a necrotising myositis, or flesh-eating bacteria, in his hip after he presented with back pain. A strep A infection had gotten into his blood stream and was attacking his muscles.

Mick's body went into septic shock and multiple organ failure, and he was placed on life support in the Intensive Care Unit. The only way to save his life was to amputate both arms and legs.

Now, Mick, 45, is embarking on the next stage of his journey – rehabilitation at Prince of Wales Hospital.

As he prepared to leave the ward he has called home for the past eight months, nursing, medical and allied health staff from across the hospital came to embrace the man who has climbed metaphorical mountains since his diagnosis.

“He’s been an inspiration in the way he has handled a dreadful, life-changing event,” Burns nurse unit manager Chris Parker said.

“He and his wife have been so positive and worked so hard. They never gave up. We get emotionally connected so it’s sad to see him go, but also great because he’s moving on to the next stage.”

Mick's story will feature on ABC TV's Australian Story later this year.



Former patient Mick O'Dowd (centre) with members of Concord Hospital's Burns Unit Team

Concord's Compliments Corner



I am persistent

Thanking Ground East Medical staff for their dedication in particular two nurses Lynda and Beth, in the way they handled a family who were emotionally upset, in particular one female. The staff calmed them and explained how Ground East assists all patients.

It was wonderful to see these folks with a smile of gratitude on their faces. Thank you, noticed by an observer.

[Name Withheld]

I would like to say thank you to the team in ED on Monday night 27th July and Tuesday 28th July.

My mother was admitted that evening and was critically unwell.

The nursing and medical staff were exceptional with the care they gave her, especially the nurses Rachel and Emma.

It was a very busy night in the ED, still they were there constantly attending to her and also checking if my sister and I were comfortable.

We were updated of results and management plans; we felt we knew what was happening to our mother at all times and there was an emphasis on her comfort.

The ED team that night was a credit to Concord Hospital and Public Hospital Health Care.

Kind regards
[Name Withheld]

To whom it may concern

During my stay at Concord hospital I was very impressed by the services of the staff but specially the following staff:

Thirunamam, Cleaning Staff, Ward 3 East attended his services with great pride and diligence, cleaning every nook and corner. Prabit, nurse in Ward 3 East was efficient and helpful, and went out of his way to meet your request and answer questions.

Lydia Rajadurai, Ward SGC, 3 North. Very friendly kind and helpful. Prompt in providing assistance.

Yours sincerely
[Name Withheld]

On late Thursday evening my father attended the emergency department of Concord hospital following a work injury.

He was seen by Ajit who impressed us with his skill, attention to detail and general bed side manner. My father was in shock and has a general distrust of doctors as his mother passed away from a routine surgery and Ajit's friendly demeanor was very calming.

Everyone we dealt with during my father's stay was incredible. He spent the majority of his time in MAU East Wing and the staff who were always incredibly busy were also very friendly, efficient and thorough. I didn't catch all of their names but Angela was a stand out. It must be difficult to have empathy with such a high volume role and the staff were incredible.

My father was a difficult patient and the staff were unconditionally nice and friendly while also doing their jobs.

Please pass on my thanks.
[Name Withheld]

I would like to say a big thanks and express my gratitude to the people who work at the Concord Hospital.

Firstly, thank you to the receptionists and administrative staff who are all very courteous and kind and polite.

Secondly, thank you to the nurses on Level 2 and all medical staff for their caring attitude and understanding towards their patients.

Thank you to the urologists and the anaesthetists- anaesthesiologists for their work, for their attitude and their care and understanding as well.

The anaesthetists who were with me were really good. It is very important to understand that a person may be anxious before a surgery and they lighten up the mood with jokes. We need to keep this method up and making sure that a patient is feeling positive before a surgery instead of being nervous. It is always nice to see a smiling face instead of a grim one or with a frown.

I am very grateful and thankful that there are such wonderful and professional people in Concord Hospital.

Thank you again.
[Name Withheld]





Concord Hospital

Staff Christmas BBQ

Wednesday 11 December 2019



12-midday to 1.30pm

On The Green

Please present your staff ID badge