Continuous Service Awards

Concord launches the SLHD March Arts program

It’s all about Harmony on Close The Gap Day

A Disney Affair comes to life at The Great Concord Trivia Night
Executive Message

Dr Tim Sinclair
General Manager

It is with great pride and pleasure that I write my first Executive Summary in the Concord Connection for the 2018 year, upon return to the role of General Manager. It will certainly be a big year. It has been heart warming to return home to the Concord family and see so many familiar faces. I look forward to catching up with all of those staff to whom I have not yet had the chance to see. I also look forward to meeting new members of our Hospital, and getting to know and welcome those of you who have joined our close-knit team in the previous 12 months.

It was with mixed emotions to hear of old friends and colleagues moving on to exciting new opportunities. Notably I would like to thank Dr Steevie Chan, A/General Manager of CRGH and former Director of Medical Services, who has moved on to begin a new chapter as the Associate Dean of Medicine at The University of Notre Dame. Steevie was a valuable asset to CRGH and the Sydney Local Health District and will be missed, and I do wish him all the best in his new role. I am very pleased to announce the appointment of Dr Kashmira De Silva, who replaces Steevie and has been warmly welcomed into the role of Director of Medical Services. Dr De Silva brings with her a wealth of knowledge and expertise after a successful career in both medical and administrative roles. To accompany Dr De Silva, we also welcome new faces to the Medical Administration team with Dr Cameron Korb-Wells taking over as part time Deputy Director of Medical Services and Dr’s Erin Moth and Karen Shaw undertaking the roles of Clinical Superintendents.

The beginning of 2018 has shown cause for celebration and anticipation in what opportunities the year ahead might hold. These opportunities are especially true for our new workforce of Junior Medical Officer Interns, who began their medical careers in early February. The 2018 Recruitment Onboarding and Orientation experience was by all accounts a great success, with special thanks to the Medical Allocations and Development Unit, Medical and Surgical Superintendents and all Senior Medical Staff who were involved in its orchestration. As our Interns begin their journeys, other staff extend theirs. We welcome Junior Medical Officer Residents, who worked diligently to hand over knowledge and expertise to our Interns and calm any nerves present whilst continuing on with their own exceptional demonstrations of care. We also acknowledge all those who have deservedly seen their careers extend into new roles, and fondly welcome all of those who have extended their careers for another successful year at our beautiful Hospital.

One of last year’s most significant causes for celebration was the announcement of $341 million funding towards the much anticipated Concord Hospital Redevelopment. Since the funding was confirmed in mid-2017, the redevelopment has moved at rapid pace. Dedicated oversight from the specially formed redevelopment team has seen an initial primary focus on the logistics and decanting plans for the services located in the footprint of the redevelopment that need to be relocated. Accordingly, the redevelopment continues to progress to its timeframes and targets. The detailed design phases for generic rooms in the new Hospital are now complete, as well as the designs for departments being decanted. Detailed design workshops for each department moving into the new Hospital will commence in late April/early May 2018, with key staff and users to be invited to participate in these meetings and encouraged to provide input to ensure that the concept is fit for purpose. February also saw two well-attended community consultations held regarding the redevelopment. Both consultations proved successful in gaining feedback, relaying ideas and voicing support for the Hospital’s work to date. The consultations also proved as a great platform to inform the community on ongoing and planned works, and gain insight into what can make those plans even more aligned with the community’s values and future requirements.

In early February, Concord Hospital paid tribute to its longstanding staff by hosting a luncheon to acknowledge those who have continually served the community through the Hospital for 15, 20, 25 and 30 years. The event saw a number of staff rightfully and appropriately celebrated, with none more so than Derric Ashworth, who received a momentous milestone of 50 years of continuous service. As a Hospital and District we thank all those who received service awards for their tireless work and dedication to Concord Hospital and our patients.

Looking forward to the year to come, the Hospital is excited to host a number of special community, commemorative and fundraising events throughout the year. Our Hospital prides itself on our annual special events, their close connection with our History and country and their connections to our local community and patients. In March, this connection will be exemplified by March Arts, a month-long festival held throughout the District showcasing the important and valuable role that integrating the arts into our health services can have on improving the health and wellbeing of our communities. At Concord various displays of local art will be showcased around the campus, epitomised by the 2 March District launch at Medicos Café, and wide array of our multi-talented staff involved in the proceedings throughout the month.

The month of April will also see the Hospital pay its annual respects to those who have bravely fought and died for our country. The Hospital will honour and acknowledge its strong heritage and values in holding a dawn service to mark the end of the Centenary of ANZAC. The memorial will be held on Sunday 22 April on the Kokoda Track Memorial Walk -way at 5:30am, and I would encourage all staff to attend and pay respects to those who have and continue to serve. The beginning of 2018 has already seen great success and I would like to thank all of our staff for their commitment and dedication so far. It is a great privilege and I feel incredibly proud to be back in the role as General Manager of this Hospital, and look forward to working together with all of you to facilitate high quality patient and family centred care.

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?
Mail eden.caceda@health.nsw.gov.au or peta.macfarlane@health.nsw.gov.au with your story and pictures.

Front Cover Picture: General Manager Dr Tim Sinclair congratulates staff member Derric Ashworth on his 50-year continuous service award achievement.

Photograph by: Audio Visual Services, SLHD
Produced by: Marketing and Community Relations Department, Concord Repatriation General Hospital
Design & Print by: Print Rite Australia
It is with great sadness that Dr. Steevie Chan, Director of Medical Services, will be leaving Concord Hospital. Dr. Chan has been an invaluable member of the Concord Hospital Executive team for the past five years and has acted as General Manager in the absence of Dr. Tim Sinclair in 2017.

Dr. Chan oversaw the second phase of the eMR2 roll out and Concord re-development, as well as demonstrating strong leadership through last year's difficult winter period. As Director of Medical Services, Dr Chan has made significant contributions to the clinical workforce, clinical governance as well as improving patient safety and quality.

We congratulate Dr. Chan on his appointment to the position of Vice Dean of Medicine at the University of Notre Dame and wish him well on this wonderful opportunity. Concord Hospital will miss him dearly.

Concord Hospital warmly welcomes the return of Dr Tim Sinclair to the position of General Manager. After spending the majority of 2017 as Chief Operating Officer at The Alfred Hospital in Melbourne, Dr Sinclair will again become a familiar face around campus as he focuses on the progression of the hospital’s much anticipated redevelopment.

Concord Hospital thanks Dr Steevie Chan for his leadership and direction as Acting General Manager during this time. Many milestones were achieved last year that have directly benefited our patients and the community. It is this work that further builds upon the hospital’s reputation for excellence in clinical expertise, teaching and research.

Dr Stevie Chan will be missed
On January 26, a number of Concord Hospital staff were awarded Australia Day Honours.

Professor David Handelsman was awarded the Order of Australia Officer Medal (AO) in the General Division for distinguished service to medicine, particularly to reproductive endocrinology and andrology as a clinician, author and researcher to the science of doping in sport, and to medical education.

Professor Fiona Blyth was awarded the Order of Australia Member Medal (AM) in the General Division for significant service to medical research and education in the field of public health, pain management and ageing, and to health policy reform.

Associate Professor Peter Haertsch was awarded the Order of Australia Member Medal (AM) in the General Division for significant service to medicine in the field of plastic and reconstructive surgery as a clinician and administrator, and to medical education.

We congratulate Professor David Handelsman, Professor Fiona Blyth, and Associate Professor Peter Haertsch on their awards.

Concord’s Marketing Director named Canada Bay Citizen of the Year

Congratulations to Alice Kang Concord Hospital’s Director of Marketing and Community Relations, who was named City of Canada Bay’s Citizen of the Year for 2018.

Mayor Angelo Tsirekas presented the award on Australia Day to Alice, for her instrumental role advocating for the veteran community and her tireless work organising numerous commemorative events. Alice has also played a pivotal role fundraising for the hospital and is responsible for events such as Opera Night at Rivendell and the Rivendell Flower Show to the enjoyment of the whole community.

Distinguished Achievement

Concord Hospital congratulates Professor David Le Couteur who was awarded a Distinguished Professorial Achievement Award by Sydney University recently.

The award is given in recognition of Professor Le Couteur’s outstanding achievements in research, teaching and learning as well as service to Sydney Medical School, the University and the profession.
Concord Hospital welcomes new Staff Specialist

Geriatrician Janani Thillainadesan to the position. Janani is well known to Sydney Local Health District and will be commencing a PhD under the supervision of Associate Professor Vasi Naganathan at the Concord Clinical School. For this research, Janani was selected as a recipient of MIGA’S Doctors in Training Grants Program for 2017 and was awarded a University of Sydney Research Training Program (RTP) Stipend Scholarship. The PhD will explore the care of older patients under the care of surgical teams and the role of geriatric medicine in helping with the care of these patients. The major goals of Janani’s research are to optimise the health care and outcomes of older people who need to undergo elective or emergency surgery.

“We are looking after increasing numbers of older patients, and their health care needs are often very complex, with multiple illnesses, disabilities, and medications, and a higher risk of complications,” Janani said of her research. “Optimal outcomes often require care from integrated teams of health care professionals with expertise and commitment in the management of older, frail patients”.

Welcome to new Acting Director of Medical Services

Concord Hospital welcomes the temporary appointment of Dr Kashmira De Silva as the Acting Director of Medical Services at Concord Hospital, initially for a period of 6 months.

Dr De Silva brings with her extensive experience in health care management, currently working as the Deputy Director of Medical Services at Royal Prince Alfred Hospital and previously the Director of Medical Services at St. Joseph’s Hospital within the St. Vincent’s Health Network.

Dr De Silva holds a Masters in Health Administration, a Fellow of the Royal Australasian College of Medical Administrators and Fellow of the Australian College of Health Service Management. She will undoubtedly provide expertise on clinical governance, medical administration and workforce leadership.

Hot feet! Burn risk warning from hot surfaces

The Sydney Local Health District (SLHD) is reminding people that in these days of extremely high temperature to wear appropriate footwear outside. People often walk barefoot on footpaths and beaches when the weather is hot, but these surfaces can reach temperatures high enough to burn within a very short time.

Burn units often treat around a dozen foot burn injuries per year caused from walking barefoot on hot surfaces. However, Professor Peter Maitz, Head of the Burn Unit at Concord Repatriation General Hospital says ‘Since Christmas we have treated 11 patients with foot burns after walking on hot surfaces, most commonly sand and concrete. And 6 of those injuries occurred on the weekend of the 6th and 7th January when Sydney saw temperatures as high as 47 degrees”.

Professor Peter Maitz urges people to wear appropriate footwear when out on hot days as the effects can be devastating. This is particularly important for people with decreased sensation in their feet, such as people with diabetes.

Also take care as the heat makes simple things like handrails and playground equipment very hot to touch which can cause painful burns.

Severe burns leave permanent scars.
On 2 February 2018, longstanding staff at Concord Hospital were recognised for their dedication and commitment at a luncheon held in their honour. Members of staff were acknowledged for their 15, 20, 25 and 30 years of service with a service pin, and seven staff were presented with bronze medallions for their 35 years of service. Derric Ashworth, from the Operating Theatres celebrated the incredible milestone of 50 years continuous service at Concord Hospital.

Mr Ashworth received a standing ovation from his peers and was presented with a crystal plaque by General Manager Dr. Tim Sinclair. Dr. Sinclair spoke on Mr Ashworth’s commitment to his work, applauding him for his efforts.
Guest speaker and 2017 Pride of Concord Medal Recipient Professor Lewis Chan addressed the room on the importance of teamwork and professional growth, inspiring many to continue the great work they already perform at the hospital.

Congratulations to all our award recipients. For those staff unable to attend the luncheon, please contact the Marketing Department on ext 76038 to arrange for collection of your service badge.

For those staff who have any queries regarding their own length of service, please contact the Human Resources Department on ext 76256.
Concord Hospital staff recognised and celebrated its great multicultural diversity at the annual Harmony Day celebrations on Wednesday 21st March.

A number of culturally diverse food stalls offered quality ethno-cultural cuisine on The Green, providing staff and visitors with a small sample of the wonderful melting pot of flavours our country has to offer.

As the event also coincided with Close The Gap Day, an Indigenous art painting project was held inside the conference rooms, with children from Concord West Public School and Concord West Rhodes Preschool attending to learn art skills from local Indigenous artist Aunty Kathy Farrawell. Focussing on stories from the Dreamtime, the children were delighted to create their own special art masterpieces.

The event also provided an occasion for the works of our Drug Health Unit and Sydney Survivorship Centre scrapbooking and card making participants to be showcased, to coincide with March Arts.

This year, Harmony Day offered an opportunity to acknowledge World Oral Health Day, and we were fortunate to have Dr Rabbit on hand to promote the simple message – a healthy body starts with good general dental habits and a healthy mouth. Staff and visitors were encouraged to visit the oral health display stall for information and receive their free giveaway.
Following on from the success of trivia nights past, this year’s affair held at the Canada Bay Club once again proved popular with the theme “All Things Disney”.

An extraordinary amount of effort was made with both group and individual costumes, with each table decked out in their finest Disney attire.

Winning first prize for best dressed group for their impersonation of Disney Villains was Perioperative Services.

The award for best individual outfit was presented to Heidi Morcombe from Perioperative Services for her Queen of Hearts outfit.

Congratulations to the Perioperative Services team who proved to be the smartest and most knowledgeable group on the night, taking out this year’s Winners title.

Thank you to all who attended the event and to the Trivia Night Organising Committee for their efforts. Special thanks also to Smart Salary, who once again kindly donated this year’s winner’s prize.

All funds raised from the evening go towards this year’s International Nurses’ Day celebrations.

As quoted from the well loved Disney film Mary Poppins, “In every job that must be done, there is an element of fun.”
On 2 March 2018, Concord Hospital launched the Sydney Local Health District March Arts program – a month long celebration of health and arts programs across the district’s hospitals and health facilities. The aim of the March Arts program is to highlight the important and valuable role that the arts play in improving the health and wellbeing of patients and the community.

The launch event showcased a wonderful array of art activities, performances and projects, courtesy of our patients, staff and the local community.

The Drummoyne Art Society displayed a number of their member’s colourful artworks in Medicos Café, which provided a beautiful back drop to the official proceedings. Guest speaker Dr Richard Wu spoke on connections between creativity, trauma, psychotherapy and its resonance with Chinese classical painting.

Performances by the Sydney Survivorship Centre music therapy choir and acclaimed pianist and cellist duo Grace Kim and Teije Hylkema were enjoyed by all.
A number of talented Concord staff showcased their amazing works. Psychologist and artist Fiona Kemp presented her Sculpture by the Sea entry, entitled Geography, whilst the skills of psychiatry registrar Damian Talbot and hospital scientist Grazyna Wollman were showcased on windows at the main entrance to the hospital. Haematologist and textile artist Alessandra Bianchi had a number of unique pieces on show, which were accompanied by works from other innovative textile and sculpture artists.

A rare photographic exhibition of never before seen World War II images taken by surgeon and photographer John Devine, a ‘Rat of Tobruk’, provided a glimpse into Australia’s war history.

Guests roamed the front lawn and surrounding areas of the hospital entrance to view the many other inspirational floral, indigenous and creative artworks on display.

The artworks and sculptures will be on display throughout the month of March for all to enjoy.
Concord Hospital’s loyal and dedicated volunteers celebrated their return to work with an annual Thanksgiving Service in the 113th AGH Memorial Chapel on Tuesday 27 February.

The service, led by Father Graeme Malone SSS and Anglican Chaplain Dale Baikie, commenced with a prayer in memory of those volunteers who have passed.

Volunteers Bernadette Gallagher delivered a poignant bible reading and Robert Lockwood provided a unique account of his volunteering experience. All volunteers at the ceremony recited the undertaking of service, offering their time and abilities to assist both staff and patients and to support efforts to raise money for the needs of the hospital.

Registered Nurse Chastine Clidoro and Olga O’Connor from Switchboard performed a beautiful rendition of “Make me a Channel of your Peace”, accompanied by CSO Jeremy King on piano.

After the service, volunteers gathered in the conference rooms to enjoy refreshments and the company of their peers.

The Volunteers Auxiliary was established at Concord Hospital in 1968 with only a handful of volunteers. Today, there are over one hundred Friends of Concord volunteers, who generously donate their time and expertise to provide care and comfort for the patients of Concord Hospital.

The Ethics Committee at Concord farewells two of its longest-serving members.

The Concord Hospital Ethics Committee recently bid farewell to two of its longest-serving members. Associate Professor Charles George and Professor Andrew McLachlan have retired from the committee, after more than 40 years of combined service.

The Human Research Ethics Committee at Concord is a group of 26 people including lay people, ministers of religion, lawyers, researchers and clinicians. The Committee meets every month (except in January) to discuss and review proposals for new research studies across a wide range of disciplines. The Committee’s role is to ensure that the research it approves is of the highest quality, encompassing the principles of respect, justice and beneficence. Integral to this is the protection of the safety of participants in research, whether they are patients or healthy volunteers.

Associate Professor Charles George has retired from the Ethics Committee after more than 30 years of service. Charles George is a renal physician at Concord Hospital with a long-standing interest in medical ethics. He undertook a sabbatical at Oxford University studying the philosophy of medicine and completed a Master in Science degree at the University of Sydney in the History and Philosophy of Science. Charles first joined the committee in the mid-1980s when it was the Department of Veterans’ Affairs NSW Branch Office Research Committee. Charles has always had a very practical approach to research, with a strong emphasis on ensuring the well-being of patients who participate in the studies conducted at Concord Hospital. He has also sought to ensure protection for junior doctors and medical students who are participants in research. Charles continues to work as a renal physician at Concord Hospital.

Professor Andrew McLachlan joined the Ethics Committee in 2007 shortly after being appointed as Professor of Pharmacy (Aged Care) based at Concord Hospital.

Andrew is a pharmacist and researcher, experienced in clinical and experimental pharmacology and research on the quality use of medicines. He forged numerous research-based collaborations in his years at Concord Hospital. Andrew served on the Pharmaceutical Subcommittee of the Australian Drug Evaluation Committee, Therapeutic Goods Administration and as a Board member of the Australian Sports Anti-Doping Authority.

In 2011, Andrew added to his many other duties as researcher and teacher, to take on the job of chairing the Ethics Committee. From that time onwards he has spent the evening of the last Thursday of every month guiding the Ethics Committee in its deliberations with great skill, diplomacy and humour.

In November 2017, Andrew was appointed as the new Head of School and Dean of Pharmacy at the University of Sydney. Concord thanks him for his many contributions to the Hospital and wishes him well in his future endeavours.
Concord Hospital staff and volunteers were adorned in red on Monday 12 February to promote Heart Health in conjunction with Valentine’s Day.

The group assembled on The Green for a photo opportunity in support of raising awareness and to honour those suffering from cardiovascular disease (CVD).

Cardiovascular disease is a major cause of death in Australia, with 45,392 deaths attributed to CVD in Australia in 2015, with the disease killing one Australian every 12 minutes.

All attendees enjoyed a morning tea which featured mini cupcakes fittingly decorated with hearts. By wearing red, Concord Hospital demonstrates its support for research and programs to increase heart health awareness.
Plans for the Concord Hospital’s $341 million redevelopment have had a positive response at two community consultation sessions hosted by hospital General Manager Dr Tim Sinclair.

Dr Sinclair said providing a state of the art facility and improving access to the hospital for patients, carers and staff is one of the fundamental aims of the stage one works.

“The new building will be truly unique, with glass and natural light and the continuation of the curved walls already seen on the campus,” Dr Sinclair said.

“We can look forward to the hospital gaining additional entrances and drop off areas, places for visitors to sit with their families and for a physical environment which enables our staff to provide the very best for our patients,” he said.

Concord Hospital Consumer Representative Dr Alan McPhail was among about 250 staff and members of the community in attendance at this month’s consultation sessions to see the campus masterplan and the new building designs.

Dr McPhail said the sessions were a chance for the community to see the new clinical services building and how it will complement the campus’ heritage and architectural significance, as well as improve the capacity and environment for patients and clinicians.

“It will be a more pleasant environment where treatment can be delivered more efficiently because the redevelopment is designed using current standards and best practice in healthcare,” the former Dean of School of Engineering and Built Environment at Central Queensland University said.

Dr McPhail, who has been involved with Concord Hospital as a consumer and volunteer for six years, was impressed with the masterplan and designs which have carefully considered the existing campus architecture and ensured that the main hospital multi-block built in 1941 remains a visual icon on the peninsula and the tallest building on the campus.

“‘The planning will deliver a new building that considers the original hospital and creates a good enclosed space building between the buildings,” he said.

The community discussions were also a chance to show the masterplan for a proposed new multi-storey car park on the site of the current hospital car park to increase parking capacity.

Dr Sinclair said he was thrilled to sense the community’s passion for the hospital and the local area at the sessions.

“We know the people of Concord feel a strong connection to the hospital and we are committed to ensuring we work alongside our neighbours and community as we progress with the redevelopment,” he said.

The project will deliver 214 beds and outpatients services for aged care and rehabilitation, a comprehensive cancer centre and a Defence Force Centre of Excellence.
It is with great sadness that Concord Hospital acknowledges the passing of one of our icons Professor Jim Lawrence AO on Tuesday 27 February 2018.

James (Jim) Lawrence was born in Mt Gambier, South Australia in 1930. He studied medicine at the University of Adelaide and graduated in 1954.

Jim was a founding Director of the Australian Kidney Foundation and served on the Board from 1983 to 1999 and was Vice president from 1983 to 1999.

In 1976, Jim was appointed Professor of Medicine at the University of Sydney and Foundation Chair at Repatriation General Hospital Concord. He was an enthusiastic teacher and leader, and together with his Academic and Staff Specialist colleagues, played a major role in advancing the Clinical School at Concord, and enhancing the already strong reputation of Concord as a centre of excellence in clinical teaching in Medicine. He was a driving force behind the Medical Grand Rounds and Physicians Meetings programmes. He established the Division of Medicine at Concord as a formal collegiate organisation. He was responsible for encouraging a stream of outstanding post graduates to PhD and MD degrees, and assisted their progress to senior academic positions in the fields of nephrology and general medicine. Within the Hospital Jim ranged across the whole of Medicine, and was Head of the General Medicine Department for much of this time at Concord. His tenure also saw the development within the hospital’s Renal Unit of a major home dialysis program and of renal transplantations.

As a bedside teacher Jim was unsurpassed. He invoked sensations of awe, terror, gratitude and affection from generations of junior medical staff and physician trainees, many of whom still work with us today. He set high standards that he expected others to strive to achieve and maintain. As an inquisitor he was feared and relentless, but it was always clear that he was acting in the best interests of his trainees, patients and the Hospital. His conduct of the Saturday morning Basic Physician Trainee teaching round, on 48 weeks per year, for over 20 years, is a benchmark that will never be bettered.

Jim retired from Concord Hospital in 1997, but remained active in medical education at the Hospital and elsewhere, for many years after his formal retirement. He was made an Officer of the Order of Australia for “service to medical education and to nephrology. Our thoughts are with Jim’s wife Sheila and her family at this very sad time.
On 24 March, Yaralla House celebrated its 20th anniversary of its opening with an afternoon of entertainment, art and music.

Guests joined patients and family members on the front lawn for official proceedings and cutting of the anniversary cake before moving into the foyer of Yaralla House to view an array of artworks by patients as part of the Concord Hospital March Arts program showcase. Many of the artworks are on public display for the first time. Guests enjoyed the opportunity to speak with patients and hear about their experience at the caring environment they call “home”.

Yaralla House, Sydney is the only public residential facility in the world that specifically accommodates PLHIV who require high level care as a result of HIV associated dementia. The level of care provided at Yaralla House has proven to be effective that some admissions once established then stabilised on a medical regime are able to be transferred to a low care facility where they are able to live more independently.
My name is Gavin Robertson and I am the Physiotherapy Manager at Concord. I have been at Concord for 15 years.

**In your own words what is CORE at Concord about?**
CORE to me is about keeping the best of what makes Concord an easy friendly Hospital to come and work and gaining the tools to ensure that we can all keep working together happily and respectfully.

**What is your role as an Ambassador for CORE?**
My role as a CORE at Concord Ambassador is to mentor my staff and to promote the values promoted by the CORE at Concord project.

**What did you think about CORE when you were first asked to participate and what do you think now?**
When the CORE at Concord project was first rolled out I thought because I had always found Concord to have a friendly and respectful culture that CORE was superfluous but the tools and the extra interaction with were very worthwhile.

**From your perspective why is CORE important for Concord Hospital?**
As Concord Hospital continues to become busier and has the seemingly unrelenting pressure of more and sicker patients, we need something to help us actively ensure we keep the essence of Concord Hospital's friendly and equitable culture alive and well.

**How has your team responded to CORE?**
The Physiotherapy staff at Concord Hospital have in general always exemplified the values that the CORE project is promoting, this project has allowed them to better define and direct these attributes.

**What changes have resulted in your team due to CORE?**
The CORE project has allowed the staff to actively promote the best of the CORE values and to actively and caringly highlight any negative actions in others.

**What is the most important piece of advice you would give someone who is a CORE ambassador?**
Changing the culture of an institution as stable as Concord Hospital takes time empathy and ongoing positive active engagement by many like minded staff.

**Finally, now you have finished rolling out CORE what are you doing?**
The CORE roll-out was just the beginning of the journey, now we need to keep the mentors active and the attitude positive.
Accreditation Program - A Brief Overview

Accreditation is an independent peer review and is recognised as an important driver for safety and quality improvement. Accreditation processes provide a framework/management tool by which to measure performance against a set of Standards/criteria. The Australian Council on Healthcare Standards (ACHS) ‘Evaluation and Quality Improvement Program’ (EQuiP) and the National Standards represent this accreditation process.

In 2013, the Accreditation program was modified, replacing some of the earlier ACHS EQuiP Standards with a new set of core National Standards 1–10 (developed by the Australian Commission on Safety and Quality in Health Care), whilst retaining a component of the original EQuiP program—Standards 11-15.

Concord Hospital has been fully accredited since the introduction of the Accreditation Program which clearly illustrates a commitment to quality, safety and a continuing improvement.

The Accreditation cycle is conducted in 4 phases (over 4 years) and comprises of:

A Self-Assessment in which the hospital conducts its own survey on all mandatory criteria and the standards in Clinical function or the Corporate & Support functions

An Organisational–wide Accreditation phase in which the hospital conducts a Self-Assessment on all criteria, plus a team of surveyors visits the hospital and reviews all criteria—the set of National Standards 1–10 and the 5 EQuiP Standards 11-15

A second Self-Assessment in which the hospital conducts its own survey on all mandatory criteria and the function (Clinical or the Corporate & Support) that was not undertaken in the first phase Self-Assessment

A Periodic Review in which the hospital conducts its own survey on all mandatory criteria and a team of surveyors visit the hospital to review these mandatory criteria

Criteria that are assessed as requiring further review are identified as a ‘Recommendation’ and are required to be addressed (or in process), prior to the next phase of the Accreditation cycle.

The hospital is provided with a comprehensive evaluation report and rankings for each criteria. Rankings are defined as: Not Met (NM), Satisfactorily Met (SM) Met with Merit (MM).

Concord Hospital will undergo an organisational wide survey from the 3 to 7 September 2018 inclusive.

Ladies join forces to knit Poppies for 2018 ANZAC Service

Ladies from our local community and as far away as Dubbo have been busy knitting poppies for the upcoming ANZAC service to be held on 22 April at 5:30am. Under the direction of our Director of Marketing Alice Kang, team leaders Peggy Dickinson and Gladys Lim have rounded up a host of keen knitters for the project.

Guests attending the Dawn Service will have an opportunity to place the knitted poppies on a giant cut out of the word “ANZAC” at the end of the Dawn Service at Brays Bay in memory of those who served and gave their lives. This will be followed by a cooked breakfast. Attendees will also be able to enjoy some nostalgic entertainment provided by the “Andrew Sisters” and demonstration of Ceroc dancing kindly sponsored by the City of Canada Bay.

To all the lovely ladies who have been knitting tirelessly for the project, we say “Thank You Very Much” on behalf of veterans past and present.
We want to thank Sara in Concord Medical Centre because my husband had preadmission and Sara was very professional in getting blood out. I’d also like to thank employees of the Admission department.

Thank you.

Kind Regards

Name Withheld

I recently had my second knee surgery at Concord Hospital.

My recovery was not as smooth as the first time however there was one nurse who made all the difference.

Bianca from the Recovery Unit was exceptional, and I feel the way she performed her duties that day was above and beyond that which I have experienced from any other care whilst at Concord Hospital.

Bianca was caring, calm and took the time to sit and explain where I was and what had happened. From memory I spent close to 3 hours in the recovery unit, and she was always there to help, and make my time easier. Without her, my experience would have been quite scary and I would have felt alone.

Please ensure this feedback gets passed along to Bianca and her management. I really hope this recognition and feedback helps others too.

Regards

Name Withheld

Thank you to the wonderful nurses on duty on Saturday 24/02/18 when I was taken to casualty after ‘rolling’ my ankle.

J.C. and Florence (aged care nurse) were so kind as were all the staff on duty.

Name Withheld

Hello

I would like to thank the employees of admissions department for their kindness and help towards us for our recent trip.

Name Withheld
VOLUNTEERS WANTED
To assist with ANZAC Dawn Service

Sunday 22nd of April 2018 at 5.30am
Kokoda Track Memorial Walkway
Killoola St, Concord

If you would like to assist at this event
please email: alice.kang@health.nsw.gov.au