International Nurses’ Day

ANZAC Day Service

Mother’s Day High Tea
Yaralla Estate

5th Anniversary Sydney Cancer Survivorship Centre
Welcome to the Winter edition of the Concord Connection. As we move into the cooler months and the hospital gets busier, I would like to thank staff for their continued dedication. I would also like to thank all staff who took the opportunity to get vaccinated onsite during the mass flu vaccination days, as well as those involved in coordinating these successful exercises. Getting vaccinated helps to protect you, your family, friends, colleagues and our patients in what is expected to be a challenging flu season.

The Staff Forum held in March was an excellent opportunity to recognise our Employees of the Month and Team of the Quarter. Congratulations once again to all recipients on what were very well deserved awards.

On 24 April, Concord Hospital commemorated ANZAC Day with a service at the Kokoda Track Memorial Walkway. Staff, volunteers, community members and students joined His Excellency General The Honourable David Hurley, dignitaries from the US, New Zealand, Turkey, Papua New Guinea and Timor Leste, and current and returned servicemen and women to mark this significant day. We were fortunate to host Afghanistan Veteran Gary Wilson, who delivered the keynote address and shared his inspiring story of surviving a Black Hawk helicopter crash. Honouring those who have served at war is a significant part of the culture and heritage of Concord Hospital, and it is always touching to hear their experiences and reflect on their contribution at this ceremony.

May was an exciting month for our hospital, with a number of events and celebrations. These kicked off with a breakfast for Administrative Professionals Day on 1 May to celebrate and acknowledge the work of the Hospital’s administrative staff. On the same day, the Sydney Survivorship Centre celebrated its five year anniversary with a morning tea in the Survivorship Cottage. On 10 May, the hospital again honoured its heritage through the commemorative Centaur Service in the 113th AGH Memorial Chapel. Guest speaker Mrs Margaret Green, National President War Widows Guild and former CRGH Nurse, delivered the keynote address at the service, which was well represented by members of the Veteran community.

On the same day, Concord celebrated International Nurses’ Day. Our Nursing staff were invited to fuel up on breakfast, lunch and dinner throughout the course of the day, giving them the energy to battle it out at the Lip Sync Battle. Well done to the Cardiology team, who managed to take home the title despite some very strong competition. The day finished with scholarship presentations and the NUM’s Choice Awards, and a vibrant keynote address from Turia Pitt. Turia inspired us all with her positivity and reflections on the significant impact that the Concord staff had on her during her time as a patient in our Burns Unit. It was a poignant reminder of the lasting impact we have on our patients, even long after they have left our care.

On this note, I would like to congratulate Karina So, who was one of just four nurses in Australia to be nominated as a Hesta Nurse of the Year finalist. This is an outstanding achievement, and the Concord community is very proud of her. I would also like to take the opportunity to let staff know about the upcoming Christmas in July fundraiser which will be held on 27 July. The dinner event will celebrate the fifth Birthday of the Concord Centre for Palliative Care (CCPC), with all funds raised going towards the CCPC.

As you will be well aware, activity is continuing on Stage 1 of the Concord Redevelopment. Thank you for your patience during disruptions as we work towards our exciting new facilities. The Redevelopment Team is working hard to minimise the impact on staff where possible, and ensure that any areas affected are being kept informed. Looking ahead, the Sydney Local Health District Planning Unit is working with Departments to understand service needs and demand into the future, and ensure that these are planned for in the Concord Hospital Clinical Services Plan Stage 2.

I send my best wishes to all staff, volunteers and members of the Concord community as we move into Winter, and hope that you and your loved ones stay well. Thank you once again for coming to work each day with a remarkable enthusiasm for providing care to our patients.
Concord farewells long-serving staff member

After 52 years of service at Concord Hospital, Derric Ashworth is bidding farewell to his Concord family. Derric, 73, who is likely the longest serving employee in Sydney Local Health District, commenced at Concord on 19 April 1967 as a hospital Runner. After one day he transferred to theatres to work as an Operating Assistant, a position he held for the next 20 years before moving into theatre supplies.

Derric has made the job of supporting the Operating Theatres his own, with an enviable network of contacts across the system and the ability to source an urgently needed item.

Concord's Head of Department, Plastics and Reconstruction, Associate Professor Peter Haertsch, commended Derric for his efforts. "He knows the running of the hospital and he is a stickler for routine and fastidious in everything he does," he said.

Michelle Skrivanic, Concord Hospital’s Nurse Manager for Perioperative Services, has known Derric for 25 years and says he always has the inside scoop on what's going on around the campus. “He's been here so long that everyone knows him, he chats to everyone and he knows everything that's going on… he's our eyes and ears in the hospital,” Michelle said.

In February 2018, Derric received a standing ovation from his peers and was presented with a crystal plaque by then-General Manager, Dr Tim Sinclair to acknowledge 50 years continuous service. Concord staff were invited to farewell Derric in the Perioperative Department tea room on Thursday May 30 and wish him all the best on his retirement.

Thank you to our Donors

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

- Rotary Clubs of Five Dock and Concord for generously donating $11,000 in proceeds raised from their joint Golf Day towards the Hospital’s Aged Care Service.

- Mrs Tieu Nga Huynh, who kindly donated $3,000 towards the work of Concord Hospital.

Calendar of Events 2019

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<th>DATE</th>
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| Thursday 15 August| VP Day                                     | Kokoda Track Memorial Walkway              | 2pm        | Alice Kang  
| Monday 19 August  | Vietnam Veterans Day                       | 11th AGH Memorial Chapel                   | 10.30am    | Alice Kang  |
| Thursday 5 September| Spring Markets                            | On the Green                               | 9am - 3pm  | Marketing Dept |
| Saturday 28 & Sunday 29 September| Rivendell Flower Show | Thomas Walker Estate, Rivendell           | 10am- 3pm  | Alice Kang  |
| Wednesday 16 October| Tour de Concord                           | On the Green                               | 12 noon    | Marketing Dept |
| Thursday 24 October| Clinical Day                               | Medical Education Centre                   | 8am - 5pm  | Winston Cheung |
| Friday 25 October | Veteran Health Day                         | Medical Education Centre                   | 9.30am     | Alice Kang  
| Friday 25 October| Medical Staff Council Dinner               | Thomas Walker Estate, Rivendell           | 7pm        | Alice Kang  
| Sunday 3 November | Kokoda Day                                 | Kokoda Track Memorial Walkway              | 10.30am    | Alice Kang  
| Monday 11 November| Remembrance Day Service                    | Front Lawn Concord Hospital                | 10.30am    | Alice Kang  |
| Monday 2 December | Volunteers Appreciation Lunch              | Conference Rooms 1 and 2                  | 12 noon    | Melva Lindley |
| Thursday 5 December| Christmas Markets                          | On the Green                               | 9am - 3pm  | Marketing Dept |
| Wednesday 11 December| Staff BBQ                                 | Conference Rooms 1 and 2                  | 12 noon    | Peta Macfarlane |

Former Concord Hospital General Manager congratulates Derric on his service achievement

Derric will be missed by perioperative services Nurse Unit Manager, Michelle Skrivanic (left) and staff
Exciting time for Concord as Pilot service for our returning veterans nears launch

The National Centre for Veterans’ Health (NCVH) is an innovative national-first outpatient service, designed to meet the physical and mental health care needs of Australia’s veteran community. The NCVH is due to commence a pilot service in two locations across Concord Hospital’s campus from August.

“The service will offer huge benefits to our veteran community by meeting their individual needs.”, Dr Genevieve Wallace, Acting General Manager, said.

The vision of the service is “to be the leaders in the provision of comprehensive care to achieve optimal physical and mental wellbeing and quality of life for our veterans.” NCVH will offer comprehensive, holistic and integrated services underpinned by patient and family centred care (PFCC) principles.

The NCVH will provide a range of specialist services for veterans requiring ambulatory, physical, mental and drug health related care. Veterans referred to the NCVH will be assessed and treated by members of the integrated multidisciplinary service on-site, guided by their clinical needs under the direction of a case manager. This will include Pain Medicine, Rehabilitation, Mental Health, Drug Health, and a broad range of allied health disciplines.

Acting Operations Manager for the NCVH, Kirsty Chapman is busy putting the finishing touches on the pilot program ensuring no stone is unturned.

“It truly is an exciting time for the staff at Concord and as a national-first service, I am counting down to the commencement of the pilot program,” Kirsty said.

The NCVH will be caring for veterans from a range of Defence backgrounds with varied levels of skills and training, including combat. It is expected that the initial cohort of patients will present with a range of issues.

What will make this service successful is the hard working individuals and case managers. Three new arrivals to Concord, Eileen van Dijk, Rebecca Fortini and Johanna Castle, our NCVH Case Workers.

Eileen van Dijk is a senior Social Worker, who started her career in child protection before transferring to health. She worked for 10 years in the spinal/rehabilitation field across acute, subacute and community areas.

Rebecca Fortini is an Exercise Physiologist who started her career working in aged care and private practice. Most recently Rebecca worked as a Rehabilitation Case Manager for the Australian Defence Force (ADF), where she coordinated serving member’s rehabilitation to assist them to return to pre-injury duties or medically transition from the ADF.

Johanna Castle is an Occupational Therapist that has worked with the Veteran population for the past 15 years. Johanna has worked as a Rehabilitation Consultant assisting contemporary Veterans with complex care backgrounds to integrate into civilian life supporting them with medical, psychosocial and vocational management.

The diverse group of professionals will ensure that representation has come from Medical, Nursing, Allied Health and support services and will undergo an intensive and specialist induction program involving workshops, sessions and webinars. The multidisciplinary workforce is required to achieve the complex service goals of the NCVH healthcare model.

Whilst operating as an outpatient model, an exciting component of the service will be the future development of Fussell House – a unique architecturally designed co-located accommodation space and recreational area for families of veterans.
Concord Hospital’s Ground East Ambulatory Care Unit has extended its Monday to Friday outpatient treatment hours to now include Saturdays.

Commencing on Saturday 4 May, this exciting new service expansion is expected to increase the service capacity, as well as improve patient experience by providing more flexible appointment times to accommodate other priorities such as study and work commitments.

The Saturday service will be open to both cancer and non-cancer patients between the hours of 8am to 4.30pm and will be operated by three nursing staff and two administration support staff.

For further information regarding the referral process and scope of the Saturday service, please contact the Ground East NUM on ext 75757.

Privacy Awareness Week (PAW), held 13 to 19 May provided an opportunity to highlight the importance of privacy and raise awareness for staff about how to protect patient health information. The theme this year is ‘The next 20 years: Protection, Consent and Digital Government’ and focused on the challenges that arise with My Health Record.

Concord Hospital Medical Records staff played host to a number of events and activities during the week. This included Health Information privacy presentations, which explained the responsibilities all staff members have in handling patient and client information and advice about the management of patient’s My Health Record.

A display stall at the hospital’s weekly Thursday markets provided useful privacy information as well as an interactive privacy quiz for clinical and non-clinical staff to complete.

If you would like to organise a Privacy Awareness in the Workplace training session for your team, please contact the Medical Records Department via email at Elizabeth.Lindley@health.nsw.gov.au
Concord Hospital’s commitment to honour Australia’s wounded and fallen soldiers continued in 2019 at the annual ANZAC Service held on 24 April. The service saw servicemen and women, veterans, families of veterans and hospital staff who wished to pay their respects at the Kokoda Track Memorial Walkway.

His Excellency The Honourable General David Hurley AC, DSC Governor of NSW and Patron of the Kokoda Memorial Walkway attended this year’s service, having delivered the commemorative address at the 2018 ANZAC Dawn Service.

The words of keynote speaker, Gary Wilson, moved and inspired all those in attendance. Lance Corporal Wilson, Afghanistan Veteran and survivor of a Black Hawk helicopter crash recalled waking from a coma induced by the crash, which killed three fellow Australian commandos and one US soldier.

While Wilson has no recollection of the deadly crash, he carries the scars of broken bones, full thickness burns and brain injury resulting in permanent speech and movement impairments. Gary was not expected to survive, yet he persevered in the face of years of intensive rehabilitation.

“I faced the situation - I wasn’t supposed to survive, but I did. Not unlike those men on the Kokoda Track,” he told the audience.
Wreaths were laid by His Excellency General Hurley, Hon John Sidoti MP, Minister for Sports, Multiculturalism, Seniors and Veterans and member for Drummoyne, Hon Craig Laundy MP, Member for Reid, Dr Genevieve Wallace, Acting General Manager, Concord Hospital, Professor Bob Lusby, representing the National Centre for Veterans’ Healthcare as well as diplomats from the United States, New Zealand, Turkey, Papua New Guinea and Timor Leste.

Many other dignitaries representing veterans, their families, defence forces, police, local council and community groups also participated in the wreath laying ceremony.

A highlight of the service was the visual reflection titled 'The Beginnings of ANZAC', featuring soldiers and wartime footage. At the conclusion of the service, students from St Patrick’s College, Rosebank College and Homebush Boys’ High School led the congregation in the singing of the national anthem.

On ANZAC Day we remember those Australian and New Zealand service men and women who sacrificed their lives in the great tragedy of war. We pay homage not only to the original ANZACs who landed at Gallipoli in April 1915, but to all men and women who have served their country.
Mums treated to something special on Mother’s Day

The inaugural Mother’s Day High Tea at Yaralla saw mums treated to a fine and delectable affair held in the magnificent grounds of the Estate. Serving ribbon sandwiches and dainty sweet treats, the detailed assortments were a delight to the eyes as guests nibbled throughout the afternoon. The soothing sounds of the harp added to the occasion and helped to create a relaxed ambience.

Poetry reader Kristen Irwin, from Viva Voice recited a selection of poems ideally suited to the occasion, including some of her own works, which were highly received by the audience. A good time was had by all as those mothers present delighted in the company of their family and friends. The Mother’s Day raffle was drawn on the day and won by a guest at the High Tea, who was excited to claim her prize.

Due to the positive feedback received it is anticipated the event will be included on the annual calendar of events next year.

Guests were treated to an array of High Tea delicacies in the magnificent grounds of the Yaralla Estate

Poetry reader Kristen Irwin recited a selection of poems ideally suited to the occasion
The Radiology department at Concord Hospital has recently seen the installation of three new digital radiology x-ray machines. Radiographers at the hospital take hundreds of 2-D general x-rays each week to assist doctors caring for patients in the Emergency Department, in hospital wards or Outpatient clinics.

The Digital Radiography (DR) machine uses the latest technology and has advantages for patients and the doctors treating them.

“When Radiographers use DR machines they can take a patient’s x-ray in the click of a button and instantly view the image in front of them on a screen”.

“The image is a lot clearer and sharper too, which helps clinicians to better assess a patient’s condition and make a diagnosis”, Tat Poon, Acting Chief Radiographer said.

The images are stored permanently on servers and a clinician can review them again. The new machines also have features that improve the patient’s experience and further reduce a patient’s exposure to radiation.

Dr Isaac Lui - Eddy Award

Concord Hospital congratulates Dr Isaac Lui for winning the CE Eddy Prize for the most successful candidate in the Royal Australian and New Zealand College of Radiology's Part 1 Clinical Radiology examinations last year. Isaac was keen to join the radiology training program at Concord during the recruitment for trainees starting in 2018. He will be travelling shortly to attend the college of radiology's annual scientific meeting in Auckland in October where he will officially be awarded the prize.

This acknowledgment reflects Dr Liu’s hard work, determination and self-learning. The CE Eddy prize is named in honour of the late Dr Cecil Eddy, a former Director of what is now the Australian Radiation Protection and Nuclear Safety Agency (formerly the Australian Radiation Laboratory), who did much to establish a sound physical basis for the practice of radiology in Australia.
This year the “Cottage” at the Sydney Cancer Survivorship Centre at Concord Hospital celebrates five years since its opening. The Survivorship Centre helps people begin their ongoing recovery after a life-changing cancer diagnosis. The Cottage is located in Building 82 and offers Concord cancer survivors and their carers a range of exercise, lifestyle, art and music therapy programs. Classes are free for cancer survivors and their carers.

A morning tea was held on 1 May to mark the occasion, with many guests in attendance. Representatives from the Homebush branch of Bendigo Bank presented Professor Janette Vardy with a cheque for a $20,000 grant to fund a pre-surgery exercise program for patients undergoing surgery for bowel cancer and upper gastrointestinal cancers.

Members of the Concord Golf Club Foundation also made a kind donation of $5,300 to extend the exercise physiology program. Concord Hospital would like to thank them both for their generous support.

Representatives from Bendigo Bank present a cheque to Professor Janette Vardy

Exercise Physiologist Jane Turner (second from left) with cancer survivors

Professor Janette Vardy (right) receives a cheque donation from Phil Breadon, Concord Golf Club Foundation

Sydney Cancer Survivorship Centre
Benefit Concert with Strathfield Symphony Orchestra
7:30pm on Saturday 28 September 2019 at Strathfield Town Hall
Sadahara Muramatsu conducts
Beethoven’s Symphony No. 7
Elena Kats-Chernin’s Redmyre Suite

Ticket prices (includes supper):
Adult: $50
Concession: $30
Family: $130
* Family = 2 adults and 2 under 18’s
* All prices are inclusive of GST

For bookings please visit:
www.slhd.nsw.gov.au/events/CRGH-SSC
Or for further information please contact
Sydney Cancer Survivorship Centre at Concord Hospital
Ph: (02) 9767 5222
E-mail: slhd-concordsurvivorship@health.nsw.gov.au
Concord Commemorates Centaur Service

On 14 May 1943, HMAHS Centaur was en route from Sydney to Cairns when she was sunk by a torpedo attack from a Japanese submarine off the Queensland coast. Only 64 of the 332 people on board survived.

Concord Hospital held its annual Centaur Service on 10 May 2019 at the 113th AGH Memorial Chapel to remember the lives of those on board, their families and all others who were deeply affected by this great loss.

Chaplains Father Graeme Malone, SSS and Dale Baikie conducted the service, allowing an opportunity for those in attendance to reflect upon the courage of all Australians who lost their lives in service for our country.

Guest speaker, Mrs Margaret Green, National President of the War Widows’ Guild and former CRGH nurse spoke about the sacrifices the bravery of Concord’s own Sister Ellen Savage, who despite sustaining multiple fractures, concealed her own injuries and continued to treat other survivors.

Ms Sharne Hogan, Director of Nursing at Concord Hospital delivered a tribute in the form of a poem titled ‘Because I am a Nurse’ by Ms Nancy Lingsch, which emphatically expressed the struggles, joys and convictions of nurses.

Choral songs performed by the Meriden Anglican School for Girls Senior Singers allowed for reflection. Members of the congregation were invited to place a memorial candle on the altar in remembrance of those lives lost.

Following the service, guests enjoyed light refreshments beside the Green where international Nurses Day celebrations concurrently took place. The presence of guests marked a tribute to the nurses who have perished in times of war and a celebration of a new generation of nurses.
Concord Hospital’s celebrations to mark International Nurses’ Day on 12 May was a full day of activities, beginning with a service to commemorate the loss of life of the dedicated nurses, doctors and merchant seamen who served on the Hospital ship, Centaur during World War II.

The day’s highlights featured the popular Lip Sync Battle, which provided an opportunity for our nurses to showcase their miming and acting talents. Competition for the event was close, with the Cardiothoracic Ward taking out this year’s coveted first place.

Inspirational speaker, ultramarathon runner and author Turia Pitt was guest speaker at the International Nurses’ Day.
scholarship and NUMs choice awards ceremony, where she was reunited with nursing staff from the Burns Unit, who played an integral part in her long journey of rehabilitation.

The day’s celebrations would not have been as successful without the involvement and hard work of many. Special thanks go to Burwood LAC for their interactive and informative Police display. Thank you also to HESTA Super for their kind hamper donation for our Lip Sync Battle winners.

If you are interested in assisting with next year’s International Nurses’ Day activities, please contact Isy Zuliani on ext 76048.
Concord Hospital staff recently participated in the People Matter Survey for 2019. The survey was available to all NSW Health and Public Sector employees and is an important tool to allow staff a unique opportunity to voice what is most important and has the greatest impact on workplace culture.

The survey aims to measure an employee’s perception in terms of work experiences, practices and culture.

Last year, 41% of Concord staff participated in the survey and the facility scored 68% for employee engagement, which was higher than the District and NSW average. This year, we hope to have achieved an increased response rate, this will allow us to have a greater opportunity to prioritise our future strategies in response to survey findings.

Throughout the month of June, and with the support of our Survey Champions, Concord Hospital hosted several promotional events for those employees who completed the survey. This was an excellent opportunity for all employees to make a real difference to workplace culture.

We look forward to reviewing the survey results and continuing to work towards further enhancing a positive and sustainable workplace culture.

Administrative Professionals’ Day

Held on Wednesday 1 May in the Café on the Green, this year’s Administrative Professionals’ Day breakfast saw over 70 administrative staff in attendance.

Acting General Manager, Dr Genevieve Wallace, thanked those present for their efforts and spoke of the importance of our administrative staff and how their work is so crucial to the smooth running of the hospital. Guest speaker, Rita Rickard, Manager Workforce Services, provided an overview of the evolving role of the admin professional and the new SLHD/CRGH Workforce Structure.

The musical talents of Jerermy King livened the morning and many staff were delighted to walk away with a lucky door prize. Administrative Professional’s Day has become an annual event that celebrates the work of secretaries, administrative assistants and other office professionals for their growing and diverse contributions to the workplace.

Concord Hospital would like to thank Smartsalary and HESTA for their continued support with the kind donation of goodie bags for the occasion.
Staff, visitors and patients have their say on the future retail services and amenities

Concord Hospital is undergoing an exciting period of transformation and structural change. Redevelopment construction has started on the $341.2m project which will build on the hospital’s history and architectural significance to deliver a state-of-the-art clinical services building to care for our growing local community. In recognition of this change and the need to cater for the staff, community and patients, Concord Hospital launched its 2019 Visioning for the Future Retail and Amenity survey at the beginning of May. Four weeks later, almost 400 respondents had their say on what services they used, what amenities they required and even what they could do without.

To ensure the amenities and retail facilities required meet the expectations of staff, patients and the broader local community in the future two separate surveys were developed. These surveys catered for staff and also inpatients, outpatients, visitors and carers and were part of the holistic health strategy we do so well at Concord.

Staff and patients were asked questions about quiet zones, seating areas, green spaces and Wi-Fi zones. Questions were also raised about usage and demands for cafes, kiosks, food and drink options as well as a range of services such as dry cleaning, car washing and photo kiosks.

Results will be collated, analysed and then a summary of findings fed back to staff at the next staff forum in July.

The survey provides an important opportunity for almost 400,000 employees to have a say about their workplace and to help make the public sector a better place to work.

The survey asks employees about experiences with their own work and working with their team, managers and the organisation. Participants are asked to be thoughtful, honest, and candid when they complete the survey.
<table>
<thead>
<tr>
<th>Month</th>
<th>Employee Name</th>
<th>Role</th>
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<tr>
<td>SEPTEMBER 2018</td>
<td><strong>Susan Bloomfield-Stone</strong></td>
<td>Dietitian, Nutrition and Dietetics Department</td>
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<tr>
<td>NOVEMBER 2018</td>
<td><strong>Elizabeth Lindley</strong></td>
<td>Manager, Health Information &amp; Record Service</td>
</tr>
<tr>
<td>DECEMBER 2018</td>
<td><strong>Sandra Santos</strong></td>
<td>Data Management Officer, Pharmacy</td>
</tr>
<tr>
<td>JANUARY 2019</td>
<td><strong>Anthony Sullivan</strong></td>
<td>Clinical Nurse Consultant, Medical Oncology</td>
</tr>
<tr>
<td>FEBRUARY 2019</td>
<td><strong>Thivi Thiruchchelvam</strong></td>
<td>Portering / Cleaning Services</td>
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</table>
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.
Onwards and upwards: Demolition complete now we’re gearing up for the main event

It has been a very busy few months for the Concord Hospital Redevelopment Project and the teams from Concord, SLHD, Health Infrastructure, Johnstaff and A W Edwards. Buildings have been demolished to make way for the new clinical services buildings. Enabling works continued in areas beneath and around the hospital’s campus. Hot water installations, high voltage upgrades, trenching works and sewer connections all took place.

It was a period of large transition for the Project. The final phase of enabling and reinstatement works is currently being completed over the next few weeks before full site possession is taken by the new boutique builders Roberts Pizzarotti.

Keen observers would have noticed that the old tennis court and loading dock area was one of the first areas to commence with Main Works beginning in late April.

There have been changes to the helipad, installation of site sheds in multiple locations, generator powering, energising of the substations, new steamer boilers, mechanical cutovers, decommissioning of old works, diversions around sewerage and stormwater and IT/Comms re-routing and voice cutovers. There has been medical scheduled gas shutdowns, load bank testing, ramp wards restoration, switch room changes and water-tightening of pits.

A project of this size does have some obstacles and thank you to all staff for their understanding and patience.

User groups and staff have been briefed as to the next phase of activity on site. Works have continued around the area of the old loading dock where the atrium and new lifts will be built. Elsewhere, there have been underground pours and major perimeter piling in front of building 75.

We are excited to report that the first tower crane is scheduled to arrive in August. It already seems such a long time ago since the Mail Centre was moved and Cleaning and Portering relocated. The JMO’s have made their final move from the Conference room and this should complete the decanting process for the Project.

Once again, a sincere thanks from all the Executive and Redevelopment Project staff for any inconvenience caused.

Issues associated with the Redevelopment works are to be reported through the Hospital project team. Contact Deborah Jenkins, Redevelopment, Planning and Transition Manager on 0423 294 110 or email: Deborah.Jenkins@health.nsw.gov.au
SLHD End of Life Care Plan (EOLCP)

Careplans for the last days of life are to guide non-palliative clinicians in the provision of quality end-of-life (EOL) care, however, safety concerns and limited benefits have demanded focus to include a patient and family/carer centred approach to end-of-life care. A pilot study led by Associate Professor Ghauri Aggarwal and CNC Tracy Greer at Concord Hospital found that a locally developed end-of-life careplan (EOLCP) co-ordinated a patient-centred, holistic focus for EOL care with good staff and family/carer satisfaction. This study evaluates if the EOLCP can be safely implemented in further specialty wards in Sydney Local Health District (SLHD).

The development of the local EOLCP occurred within an international climate of concern regarding the use of EOL careplans without direct physician supervision. This included the lack of communication between the clinician and the patient/family about EOL care and poor individualisation of standardised EOL careplans.

To address international safety concerns, essential criteria were outlined prior to the commencement of the SLHD EOLCP. Additional safeguards required medical review of the patient and family/carers, in addition to the daily medical round every three days to ensure that the goals of care were unchanged and that the EOLCP remained appropriate. If patient symptoms were refractory to medications, or for complex family conversations, referral to a Palliative Care physician was recommended.

Implementation of the EOLCP on all participating wards included an education program that had input from specialist palliative care services and included EOL symptom management, support of food and fluids for as long as possible, and communication skills. Prescribing of EOL medications reflected an anticipatory and pre-emptive approach to EOL symptom management, rather than reacting to a “crisis situation”. All orders were to be individualised according to the patient and family/carers needs. After the education, the EOLCP and family/carer leaflets were available to be used at the discretion of the treating teams.

A control group audit of deceased patients’ medical records on each participating ward was compared to those who died with an EOLCP and those without an EOLCP. Measurement criteria for this audit were chosen to assess compliance with the inclusion criteria and variables that are important towards achieving “a good death” that can be influenced and/or improved by health care professionals. The data audit was not designed to evaluate patient outcomes but rather was to evaluate if patients who died with an EOLCP had any difference with these variables. Anonymous postal satisfaction surveys were sent to eligible bereaved family/carers in the control groups and the intervention groups. Patients admitted under palliative care were excluded.

Audit results found that the EOLCP was appropriately used with significant improvement (p< 0.05) in all key criteria of EOL care, including the documentation of the family EOL conversation and insight, the ordering of EOL medications and the cessation of non-essential treatments. Family/carer satisfaction was high in both cohorts. The EOLCP did not alter the referral pattern to palliative care.

This research found that the use of the SLHD EOLCP did improve patient-centred, non-prescriptive and holistic assessment of physical, psychosocial and spiritual needs, with overall family/carer satisfaction remaining high before and after the intervention. Safe implementation was dependent on clear inclusion criteria, the support of existing palliative care services and a dedicated education program. Recent directions in e-Health that include standardised electronic order sets of EOL medications present new challenges.
Concord Hospital has successfully implemented a new system that enables doctors, nurses and pharmacists to manage intravenous (IV) fluids electronically. eMeds Infusions is part of the Electronic Medication Management System (eMeds) and replaces paper medical charts with an electronic system for prescribing, dispensing and administering patients’ IV fluids.

The new system is designed to improve patient safety and care by allowing clinicians to manage IV fluids from anywhere in the hospital. This ensures they have accurate and up-to-date information at their fingertips. The new system is integrated with the Electronic Medical Record (eMR) and is another step forward in the hospital’s digital transformation.

eMeds was piloted in 2007 at Concord, and the hospital became the first in NSW to introduce the program in 2015. Concord’s implementation of eMeds Infusions has taken place in several phases, commencing in May 2018. If you have any questions or require assistance with eMeds Infusions, please contact Jackie Laurens, Manager, Concord Health Informatics Team on Jacqueline.laurens@health.nsw.gov.au
Concord Hospital’s urology Nurse Practitioner, Karina So was recently named as one of four finalists in the 2019 HESTA Nursing and Midwifery Awards.

The awards recognise Nurses, Midwives and teams for their professionalism, innovation and care across a range of health settings.

Karina was acknowledged for her dedication to improving clinical care standards and the health outcomes of patients with urological and continence management conditions. Karina has devoted her career to caring for and treating patients with urological or continence management conditions and was the first practising Urology Nurse in NSW.

Karina has proven herself a leader in the field, developing educational resources, and a clinical framework for urological treatment in addition to effectively collaborating with colleagues, specialty care teams, patients, and families to ensure the very best health care outcomes. Concord Hospital congratulates Karina on this well deserved achievement.

There was excellent representation from Concord Hospital at the recent European Society of Gastrointestinal and Abdominal Radiology (ESGAR) 2019, a major subspecialty international Gastrointestinal and Abdominal Radiology conference held 5 to 8 June 2019 in Rome.

The ESGAR is a not-for-profit, educational and scientific organisation founded by Radiologists working in close association with Gastroenterologists, Hepatologists, abdominal surgeons, Pathologists, and other allied specialists. Its members have a special interest in the imaging and treatment of patients with diseases of the gastrointestinal tract and associated abdominal organs.

Dr Jessica Yang presented Large Bowel Obstruction: Challenging Cases with Professor Eric Delabrousse from France on Thursday 6 June. This was to a packed audience. It was an excellent presentation and very well received.

Dr Edwin Ho received a Certificate of Merit for his poster Perianal Sepsis Surgical Perspective and Practical MRI reporting for Radiologist. The co-authors were Anil Keshava, Charlotte Kwik, Yang-Yi Ong, Matthew Rickard, Michael Suen and Jessica Yang.

Dr Michael Chan and Dr Steve McDonald presented the poster HCC Screening for high risk patients who have suboptimal screening ultrasound: A Screening Protocol with Abbreviated, Non-contrast Magnetic Resonance Imaging.

Concord Hospital congratulates Dr Matthew Leung, Dr Mishaal Patel and Dr Zoe Clayton-Smith for their success in the Part I examinations results, passing all components of the exams. This is due to their individual and collaborative efforts.
In support of Concord Haematology Clinical Research Unit

A keen crowd of 50 or so converged on the Riverina town of Jerilderie, for the inaugural charity cricket day for the Concord Haematology Clinical Research Unit. Participants and spectators had travelled by air and road from all over – Sydney, Melbourne, Wagga Wagga and Orange. The occasion was hosted by Paraway Pastoral Company’s Pooginook station managers John and Anthea Sutherland at their merino stud farm 100km south of Griffith, and was supported by the Paraway Pastoral Company managers and staff. John is a patient of the Concord Haematology Clinical Research Unit and as a clinical trial participant has been travelling seven hours every month from his farm to Sydney, in order to access life-saving treatment for his leukaemia.

The sun was shining and air was crisp with the occasional scent of rams wafting through. The paddock where the cricket was to take place had been carefully curated by Shane Foster, station farmhand and all-round nice guy, who was the driving force behind the charity day in honour of John, his long-term boss and friend. With the magnificent Pooginook ram shed in the background, the cricket got underway with Professor Judith Trotman opening the batting and getting her team off to a flying start. Despite no cricketing experience, Professor Trotman answered the call as John’s treating haematologist and as an ambassador for the Clinical Research Unit.

After the initial proceedings, the pomp and ceremony of a traditional cricket match gave way to fun and frivolity with big swinging, unguessing bowling, suspect umpiring, surreptitious scoring, and good natured sledging. John showed his fine return to form on study drug with a reluctant but heroic knock. Professor Trotman incited more controversy by channelling her inner Kiwi and turning to retaliatory underarm bowling. The scores in the final wash up were uncertain but fun was definitely had by all.

Once the dust had settled, the charity auction got underway for the Foundation for a Bloody Great Cause! - supporting the Concord Haematology Clinical Research Unit. Goods had been generously donated by local and regional business affiliated with John and included wool packs, farm merchandise, consulting services, farm stays, clothing, beer, wine and AFL packages. Guests were spurred on by the larrikin auctioneer Michael Graham, with enthusiastic bidding resulting in item after item being sold. The Sutherlands had hoped to raise $10,000, but expectations were exceeded with an incredible $18,000 rolling in for a Bloody Great Cause. What also touched the team from Concord Hospital were the additional generous cash donations from local individuals and business owners.

The sun set on a wonderful day to the smell of barbeque and the sound of sizzling steaks, popping corks and cans opening. As the chill of the country night set in, a bonfire illuminated the sky and kept the crowd warm. A fitting symbol of the hope offered by clinical trials to isolated patients like John who have exhausted conventional therapeutic options.

In light of the success of the day, surely another bloody Great cricket match for charity will be on the cards in 2020.

John showing he is fighting fit on his trial drug, zanubrutinib. 18 months ago John could barely breathe due to leukaemia related complications

Haematology Clinical Trials Fellow, Gajan Kalainathan, launches a straight drive into the hands of the waiting outfielder
My husband was recently a patient at Concord Hospital. He was in ward 5 North for almost a week, following a stroke. I’m writing to say that the care he received in that ward was really excellent. The nurses were unfailingly attentive, supportive and informative and we developed a great respect for the way the whole ward was managed and run. Ron also received the best possible care from the neurology team, physiotherapists and other associated medical teams.

We have lived in Hospital Road, Concord West for thirty years and, apart from a short stay in the hospital by our daughter about 15 years ago, this was our first serious experience of the hospital and I’m pleased to say we could find no fault. We are very grateful for all the help received there. I would like this information to be passed on to the team in 5 North if possible.

Thank you.
[Name Withheld]

I just wanted to pass on my thanks for the excellent treatment I received today by your team in DOSAC. I was scheduled in for surgery at the last minute, which I was a bit nervous about (my first time), but the outstanding care provided by Dr Suen’s surgical team, the anaesthetic team and nursing team made me feel at ease and well cared for in a patient centred way.

Well done and thank you.
[Name Withheld]

I just wanted to say a very BIG Thank You to everyone on the various wards that I was a patient there. ALL the staff were fantastic and I have no complaints whatsoever over the treatment I received!! The only complaint I really have is that the food was too good as I put on a lot extra weight that I didn’t need, but that is my fault not the hospital!

Thank You everyone, Doctors, all the staff of the various departments, X-Ray, CT scans etc, kitchen staff with those extra bowls of gravy, the morning and afternoon tea staff, even the cleaners, and the gymnasium staff, you all do a fantastic job and I miss you all.

Could you please pass on my grateful thanks and appreciation to everyone. Thank you everyone for making my long stay so great! I am now in New Zealand enjoying the stay with my daughter Susan Bellamy in Waihi, a gold mining town and enjoying the cooler weather!

Take care
[Name Withheld]
RIVENDELL FLOWER & GARDEN SHOW

Saturday 28th - Sunday 29th September 2019

VOLUNTEERS WANTED

If you would like to assist please contact Alice Kang on 9767 8488 or alice.kang@health.nsw.gov.au

For event information visit www.rivendellflowershow.com.au