



BURNSIDE  
HOSPITAL

# burnsidebulletin

THE OFFICIAL NEWSLETTER OF THE BURNSIDE WAR MEMORIAL HOSPITAL

JUNE 2014

## Patients rank Burnside's care amongst the best



### Satisfied patients have rated the Burnside Hospital as one of Australia's best, in an independent national survey conducted by Press Ganey - a leader in healthcare performance improvement.

Burnside ranked in the top three per cent of more than 200 private and public hospitals surveyed nationally for patient satisfaction. When compared to private hospitals only (137), we were in the top 4%.

Further, Burnside topped both the national and private hospital benchmarks, performing better than 99% of healthcare facilities for patient satisfaction with the discharge process and concern for personal issues.

Press Ganey's *National Patient Survey* asked questions in 11 categories covering the entire hospital experience, including the patient's clinical management, room, meals, admission and discharge.

According to Burnside Hospital CEO, Heather Messenger, the results provide an important benchmark of performance against other hospitals, including competitors.

"This independent assessment gives health consumers and everyone associated with our hospital confidence in our standards and practice beyond our extensive internal monitoring systems," she said.

"Burnside Hospital has a proud reputation for providing safe, high quality care to its patients – this survey reinforces that standing, and demonstrates that we continue to listen to them.

"The results also identify areas where we can adopt strategies that continue to improve the quality of our care and service."

Of the patients who participated in the survey in September and October 2013, half were experiencing their first hospital stay.

Overall results for the Brian Fricker Oncology Centre exceeded benchmark rates for all private hospital oncology units surveyed (28). Similarly, patient satisfaction with the care and service received in our Short Stay Procedure Unit overall was above benchmark rates for the 126 participating private hospital day surgery units.

Press Ganey Australia Managing Director, Terry Grundy, said there were many reasons why Burnside Hospital invested in improving its patients' experiences.

"It understands that corporate and clinical governance, quality, loyalty, staff retention, employee morale/satisfaction and patient satisfaction and safety are all connected," said Mr Grundy.

The most recent results show a significant improvement on the

scores achieved during the same survey in late 2007 where Burnside ranked in the 70th percentile in the overall assessment.

While we have achieved positive outcomes, we will carefully review those areas identified as being of prime importance to patients where we obtained lower scores, with the input of staff, visiting medical officers and consumers.

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## Comprehensive orthopaedic practice opens at Burnside

**Adelaide Orthopaedic and Trauma Specialists (AOTS) offer complete care for the management of orthopaedic trauma, hip, knee and shoulder joint replacement, sports injury, joint revision surgery, and general orthopaedics.**

Having recently expanded to a team of four orthopaedic specialists, AOTS moved into purpose-designed rooms at Suite 3 of the Burnside Specialist Centre in late May.

The practice comprises founder, Dr Robert Baird, Dr Robert Fassina, Dr Chien-Wen Liew and Dr Justin Munt. All have extensive training in orthopaedic surgery gained in Australia and overseas including upper and lower limb, arthroplasty,

sports injury and trauma. Together with offering comprehensive care planning and education, AOTS encourages patients to take an active role in their own care.

AOTS has recently launched a new service to enable general practitioners and emergency physicians to contact a surgeon directly 24 hours a day, 7 days a week. The aim is to allow the transfer of urgent cases at short notice for private orthopaedic care. This includes urgent referrals for arthritis, sports injury and orthopaedic trauma. For advice or to urgently refer a patient, please contact 1800 DR BONE (1800 372 663).

According to Dr Chien-Wen Liew, patients will benefit from the convenience of having access to comprehensive diagnostic, treatment and orthopaedic after care services in one location.



L TO R: DRs FASSINA, BAIRD, MUNT AND LIEW

“Our new facility will enable us to provide a service that will reduce patient waiting times to within days of referral,” Dr Liew said.

“On-site radiology, pathology and physiotherapy services enable us to provide integrated care, complemented by regular medical and patient education sessions.

As we consult and operate in the same location, we can also review urgent patients with ease.”

**For more information or to refer, please contact Adelaide Orthopaedic and Trauma Specialists on 08 7325 4800, [referral@aots.net.au](mailto:referral@aots.net.au) or visit [www.aots.net.au](http://www.aots.net.au)**

## Physiotherapy service complements orthopaedic care

**A new on-site physiotherapy service further consolidates the comprehensive orthopaedic care available to patients at the Burnside Hospital.**

Qualified physiotherapists at The Physio Clinic, assist patients with post-operative inpatient rehabilitation and follow-up outpatient care in conjunction with their treating specialist.

The service enables better-coordinated health care and streamlines discharge planning. It also offers pre-operative management and treatment programs to build strength and endurance.

Manipulative physiotherapist and clinic director, Ben Corso, says that initial feedback shows that patients appreciate receiving consistent physiotherapy care during and after their surgery, in turn enhancing their overall hospital experience.



The Physio Clinic also offers physiotherapy to hospital staff and the community. Located in Godfree House, the clinic is open on Tuesdays and Thursdays, including for early morning and late evening appointments.

Its Prospect and Grange locations include on-site rehabilitation facilities.

**For more information or appointments, please contact The Physio Clinic on 08 8342 1233 or visit [www.thephysioclinic.com.au](http://www.thephysioclinic.com.au)**

Burnside Hospital actively supports optimal patient care from pre-admission through to the post-discharge phase. We complement this by providing a range of valued-added services designed to meet individual needs. Among these are on-site outpatient maternity care and specialist breast care nurses.

## Helping mothers through the early challenges of parenting

### **Burnside's support for new mums continues beyond their hospital stay with the Maternity Service Outpatient Clinic helping them through the early days at home.**

Launched in 2006, the clinic, facilitated by registered midwives, many of whom are qualified lactation consultants, provides a value-added service for Burnside's maternity patients. It operates three days a week from Godfree House.

Staff assess the general health of mother and baby, progress with feeding and related issues like mastitis, and can discuss any concerns, for example with settling techniques. The midwives can also provide follow-up wound care and repeat serum bilirubin tests if required in consultation with the

paediatrician. More than 1,100 patients used the clinic in 2013, with about one third needing a second appointment.

While not needed by all patients due to available community resources like Child and Youth Health's home visiting program, the clinic provides a valuable follow-up service. A paediatrician or the clinical manager of the maternity service can refer patients.

Visiting Paediatrician, Dr Brian Conway, said that the clinic provides a very valuable transition from hospital to community care.

"I am confident that the clinic's midwives reliably identify any emerging problems with either mother or baby and liaise effectively with their paediatrician, GP and other services so that they can be resolved quickly."



L-R: RM MARY-ANN, JOHN, RITA AND BABY PATRICK.

According to Burnside midwife, Jane Winnett, the outpatient service offers the opportunity to foster confidence and provide reassurance that helps new mothers with the early challenges of parenting.

"Our experienced team offers nurturing and personalised support that aims to promote independence amid the anxiety of the first weeks at home," she said.

## Specialist nurses central to breast cancer care

### **Specialist breast care nurses at Burnside Hospital coordinate care for people with breast cancer, and provide information, support and referral to services.**

Registered nurses with specialist training and qualifications in breast care, they work to optimise each patient's health and wellbeing from diagnosis through to treatment and follow-up care.

The breast care nurse (BCN) service based at the Breast Centre begins at diagnosis. The BCN assesses the patient's needs and provides information to help them understand their cancer and treatment plan, and maintains contact at every stage of their inpatient and outpatient care.

This support often falls outside of regular follow-up appointments and may be by phone, email or visits to suit each patient's needs. The BCN can help patients and their families with wide-ranging issues such as support with emotional, financial and practical issues, advice about managing the side effects of therapy, nutrition and survivorship, wound care, lymphoedema detection and management and advice about breast reconstruction.

The BCN aims to ensure that each patient's care is as seamless and stress free as possible.

Contact is often quite regular initially and can continue years after diagnosis.

Burnside Breast Care Nurse, Jane Marsh says, "Patients highly value our on-call service for problem solving or emotional support, particularly on weekends or public holidays."

"The specialist breast care nurse role within a multidisciplinary team is increasingly recognised as vital to evidence-based best practice for breast care," Jane said.



## Visiting Medical Officer Profiles



### DR QUOC LAM (TK LAM)

Dr Lam is an Australian-trained General Plastic and Reconstructive Surgeon with a special interest in breast reconstruction and aesthetic breast surgery.

His scope of practice also includes skin cancer surgery, hand and trauma surgery, and a wide range of cosmetic surgical procedures.

After graduating from the University of Sydney and spending five years in general surgical training, Dr Lam completed a Master of Surgical Oncology in conjunction with the Sydney Melanoma Unit before embarking on and completing his plastic surgical training in South Australia.

He has also had additional fellowship training in facial and general aesthetic surgery.

As a Visiting Plastic Surgeon at the Flinders Medical Centre, Dr Lam is involved with the multidisciplinary breast cancer unit as well as in research and teaching.

Dr Lam operates at the Burnside, St Andrews and Stirling District hospitals.

**For appointments and advice, contact Dr Lam:**  
**Waverley House Plastic Surgery Centre**  
Level 1, 360 South Terrace  
Adelaide SA 5000  
T: 08 8223 1330  
F: 08 8223 1937  
[www.plasticsurgeryadelaide.com](http://www.plasticsurgeryadelaide.com)



### DR CHIEN-WEN LIEW

Dr Chien-Wen Liew specialises in hip, knee and shoulder surgery. He is a fellowship trained orthopaedic surgeon with a specific interest in muscle preservation techniques, including the direct anterior approach for total hip replacements where no muscles are cut.

Dr Liew uses patient-specific instrumentation to reduce muscular and bony damage in total knee replacements. He prefers advanced arthroscopy techniques to open techniques for shoulder, hip and knee sports injury and is part of the AOTS 24 hour, 7 day a week private orthopaedic trauma service. He is publicly appointed at the Royal Adelaide Hospital as a Consultant Orthopaedic Surgeon.

Dr Liew is a member of the Australian Defence Force having joined as a Platoon Commander in 1999. Keenly interested in fitness and sports, he will take part in the Adelaide Marathon in August 2014, with funds raised supporting Arthritis SA.

**For appointments and advice, contact Dr Liew:**  
**Adelaide Orthopaedic and Trauma Specialists**  
Suite 3, Burnside Specialist Centre  
120 Kensington Road  
Toorak Gardens SA 5065  
T: 08 7325 4850  
F: 08 7225 9165  
[www.drchienwenliew.com.au](http://www.drchienwenliew.com.au)



### DR JUSTIN MUNT

After completing his advanced orthopaedic training in Adelaide, Dr Munt undertook a fellowship in Sydney focusing on the management of hip and knee arthritis and soft tissue and sporting injuries of the knee.

He has a particular interest in primary and revision hip and knee replacement and uses the most up-to-date technology such as patient specific guides and computer navigation to help ensure accurate component positioning. His practice also focuses on arthroscopic management of conditions affecting the knee, in particular primary and revision anterior cruciate ligament reconstruction and the treatment of multi-ligamentous knee injuries.

Along with the other members of Adelaide Orthopaedic and Trauma Specialists, Dr Munt provides a 24 hour, 7 day a week private service for acute orthopaedic conditions.

While his private operating is undertaken predominantly at the Burnside and Calvary Wakefield hospitals, he also has visiting medical specialist appointments at both the Royal Adelaide and Modbury Public hospitals.

**For appointments and advice, contact Dr Munt:**  
**Adelaide Orthopaedic and Trauma Specialists**  
Suite 3, Burnside Specialist Centre  
120 Kensington Road  
Toorak Gardens SA 5065  
T: 08 7325 4840  
F: 08 7225 9165  
[www.aots.net.au](http://www.aots.net.au)



### DR PETER SHIN

Breast Oncoplastic, Endocrine and General Surgeon, Dr Peter Shin, has joined Drs Clive Hoffmann and Stephen Birrell at the Breast Centre, Burnside Hospital.

His special interests are in the treatment of breast cancer, oncoplastic breast conservation techniques like therapeutic mastoplasty, and implant-based reconstructions. He also has specific expertise in endocrine surgery including of the thyroid and parathyroid (minimal access), adrenals (laparoscopic), salivary gland and neck dissections.

Having graduated from the School of Medicine Auckland, New Zealand in 2000, Dr Shin was awarded Fellowship of the Royal Australasian College of Surgeons in 2010. He completed a Breast Endocrine and Melanoma Fellowship at the North Shore Hospital Auckland in 2011 and a Breast Oncoplastic, Endocrine and Surgical Oncology Fellowship at the Royal Adelaide Hospital in 2012.

Dr Shin is a staff specialist focusing on the treatment of breast and endocrine disease in the Flinders Surgical Oncology Unit and performs emergency adult general surgery at FMC.

**For appointments and advice, contact Dr Shin:**  
**Breast Centre, Attunga House**  
97 Hewitt Avenue  
Toorak Gardens SA 5065  
T: 08 8331 3322  
F: 08 8431 9811  
[www.breastclinic.com.au](http://www.breastclinic.com.au)

*The accuracy of each profile published above is the sole responsibility of the visiting specialist. For a full list of all visiting specialists and allied health professionals consulting on site and/or regularly operating at or practising obstetrics at Burnside, go to [www.burnsidehospital.asn.au/pages/vismedstaff.html](http://www.burnsidehospital.asn.au/pages/vismedstaff.html)*

# Atrial Fibrillation linked to Obstructive Sleep Apnoea

**The list of associated or consequential conditions related to Obstructive Sleep Apnoea (OSA) continues to grow. They include diabetes, hypertension, erectile dysfunction, glaucoma, and of course cardiovascular disease. One of the more exciting and new links is between Atrial Fibrillation (AF) and OSA.**

Both conditions are very common. AF is the most common arrhythmia in Australia, and OSA affects up to 24% of men and 9% of women. OSA combined with sleepiness (OSA Syndrome) occurs in 4% of men and 2% of women.<sup>1</sup>

Patients with AF and those with OSA share similar demographic

features - they are more likely to be male, hypertensive, of an older age, and have a higher body mass index. However, this link is much more than statistical chance.

Many studies have established that patients with severe OSA are significantly more likely to develop AF, increasing their risk by four times.<sup>2</sup>

OSA decreases the likelihood of successful cardioversion (from medications or electrically), and increases the risk of AF returning. The recurrence rate of AF after cardioversion can be as high as 82%.<sup>3</sup>

AF also recurs more often in those with OSA after radiofrequency catheter ablation.<sup>4</sup>

According to Consultant Sleep Disorders Physician Dr Dien Dang, this is unsurprising considering the



severe degree of haemodynamic compromise that occurs with OSA.

“OSA causes severe desaturations, cyclical hypoxaemia, and can structurally change your heart over time,” said Dr Dang.

The OSA and AF population overlap considerably. Given the extent to which OSA can affect AF, and the

unrecognised impact of OSA on AF control, all patients with AF should be put forward for an in-hospital sleep study.

1. Young et al. *NEJM* 1993
2. The Sleep Heart Health Study. *AJRCM* 2006
3. Kanagala et al. *Circulation* 2003
4. Naruse Y et al. *Heart Rhythm*. 2012

## Antimicrobial Stewardship

**Preventing and controlling healthcare associated infection is one of the National Safety and Quality Health Service Standards (NSQHS Standards).**

This standard includes the need to effectively improve antimicrobial use in hospitals, through an organised management program known as Antimicrobial Stewardship (AMS).

AMS is defined as an ongoing effort by a health care institution to optimise antimicrobial use among hospital patients in order to improve patient outcomes, ensure cost-effective therapy and reduce adverse sequelae of antimicrobial use, including antimicrobial resistance.

The AMS program at Burnside Hospital combines complementary strategies and interventions. The aim is to achieve safe and appropriate antimicrobial prescribing by developing, implementing and regularly reviewing our AMS system.

Current initiatives include:

- developing and implementing an AMS program
- providing current endorsed therapeutic guidelines to help all clinicians that may prescribe antimicrobials, to fully understand all elements of and research into antibiotic use
- monitoring antimicrobial use and resistance within the hospital
- ongoing evaluation and education to improve the effectiveness of AMS.

Our Infection Prevention and Control Committee, chaired by Infectious Diseases Physician Dr PC Lee, reviews and monitors antimicrobial usage and reports to the Medical Executive Committee.

The **eTG** (*Electronic Therapeutic Guidelines*) are available on the PCs in all clinical areas and it is important that all clinicians are familiar with them. The March release of **eTG complete** includes a comprehensive revision of key clinical topics in the endocrinology guidelines.



# Chief Executive Officer's message



**Otto von Rieben would be delighted with the result of his legacy, made possible when he gifted his property, Attunga, to the City of Burnside to establish this iconic private hospital 70 years ago.**

I too am delighted to have been appointed as Chief Executive Officer of Burnside, having been privileged to work as the hospital's Director Clinical Operations for the past nine years. I look forward to continuing to work closely with our visiting medical officers (VMOs) to build on our reputation as a leading provider of safe, contemporary acute health care.

## Patients score Burnside highly

In September and October last year, Press Ganey, a leader in healthcare performance improvement, conducted a confidential patient

satisfaction survey. Burnside Hospital ranked in the top three per cent of more than 200 private and public hospitals nationally – an outstanding result.

Along with clinical outcomes and patient safety, patients' experience of hospital is increasingly being described in the literature as one of the most important measures of quality in healthcare.

## New Director Clinical Operations

In April, we welcomed Ms Suzanne Murray to the role of Director Clinical Operations. Suzanne is a registered nurse and midwife and has post graduate qualifications in orthopaedic nursing. She has held similar roles in clinical management in small public and private hospitals since 1990.

## Managing our growth

Our growth strategies continue to pay dividends, with overnight occupancy increasing. With growth, comes the need for us to work together to ensure patients' timely transition from hospital to home. Visiting Medical Officers play a central role by sharing information about key patient information needs with nursing and pharmacy staff.

To support you and your patients, we are recruiting extra discharge planner / case manager nursing staff, and plan to offer more external care options, for example, where transfer to a rehabilitation facility is clinically indicated.

## EQiP National and organisation-wide survey

We are preparing for our organisation-wide survey by the Australian Council on Healthcare Standards (ACHS) on 2 and 3 September. We have elected to take part in *EQiP National* which will see our performance ranked against the 10 National Safety and Quality Health Service Standards and the five EQiP National Standards. <http://www.achs.org.au/publications-resources/eqipnational>

## Burnside Hospital Foundation

In 2014, the foundation aims to raise \$50,000 to help buy new operating theatre lights. In March, we received a \$75,000 donation to complete funding for a new high capacity theatre table. Proceeds from the Lions Club of Glenside *Images of Burnside* calendar saw \$13,750 raised for a new bladder scanner for the maternity service.

## Professional development

Providing a safe working environment for all staff, volunteers and visiting medical officers remains both a priority and a shared responsibility. Several initiatives support our obligations under the *Work Health and Safety Act 2012*, including the need to promote a harmonious working environment for all.

As requested by the Australian Health Practitioner Regulation Agency (AHPRA) we encouraged all nurses and midwives to attend sessions outlining their legislative

and professional obligations under the *Health Practitioner Regulation National Law (South Australia) Act 2010* on Mandatory and Voluntary Notification.

## Looking forward

Pleasingly, increased activity continues to produce improved financial performance. With the Board of Directors, we are developing a plan to achieve our strategic aspirations. Our focus is to continue to build on what we do best, balanced with considered change to make sure our operations are efficient and sustainable, while upholding our hallmark standard of care and service. To this end, I welcome feedback about any aspect of the hospital and future opportunities.

On Thursday 19 June, I am taking part in the *Vinnies CEO Sleepout* to raise awareness of homelessness. In SA, there are nearly 8,000 people homeless every night and I aim to raise \$5,000 to help address their plight. For more information, visit [www.ceosleepout.org.au](http://www.ceosleepout.org.au)

As we enter the traditionally busy winter months, I thank you all for your ongoing support of Burnside Hospital and your vital contribution to our patients' evident satisfaction with their care.

**Heather Messenger**  
Chief Executive Officer

## About this bulletin



### We welcome your feedback.

Please send your comments and suggestions to:

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