



BURNSIDE HOSPITAL

burnsidebulletin

THE OFFICIAL NEWSLETTER OF THE BURNSIDE WAR MEMORIAL HOSPITAL

NOVEMBER 2011

LATEST BREAST IMAGING TECHNOLOGY LAUNCHED AT BURNSIDE



Dr Jones & Partners Medical Imaging has installed the first digital mammography system in the private sector in SA. This latest technology of direct capture, or DR Digital Mammography, is now available in the Attunga Medical Centre adjacent to the Burnside Hospital.

Mammography remains the best method of early breast cancer detection. The new equipment provides consistently excellent image quality for all breast densities, shapes and sizes. Images can also be obtained at a reduced radiation dose.

Improved diagnostic image quality allows better contrast within the breast structures and sharpens the visibility of lesions.

The new DR digital imaging captures the mammogram images directly, with no need to handle x-ray films. The breast radiologist reads the images on a high resolution computer monitor. As the digital images can be viewed within seconds, extra views of the breast can be taken immediately if needed, reducing unnecessary recalls. This improves both patient comfort and efficiency, particularly when performing biopsies.

While breast compression is still needed to produce optimal images, the compression paddle will angle to suit the breast shape to reduce patient discomfort. Additionally, the corners of the machine are rounded and the platform is warmed.

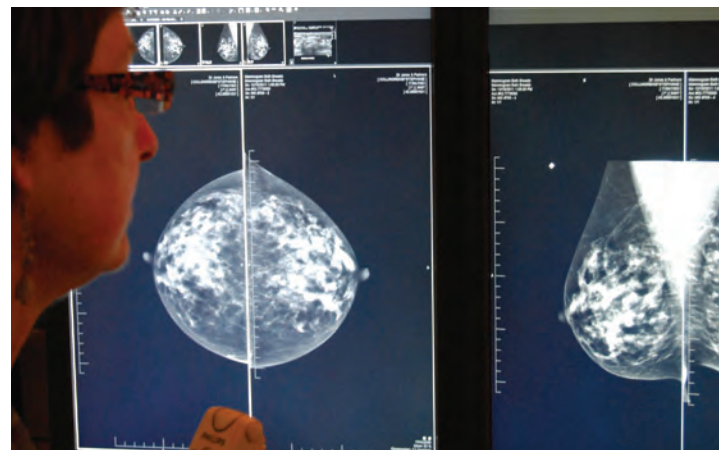
The breast radiologists at Dr Jones & Partners say they are excited about bringing this new technology to patients and summed up the benefits to both the practitioner and patient as:

- a reduced radiation dose
- faster mammogram screening and diagnostic study times enabling more efficient patient scheduling
- improved patient comfort due to faster image acquisition times
- faster technique for mammogram biopsies and localisation of cancers.

The Burnside Breast Centre surgeon, Professor Stephen Birrell, was also pleased about having access to this new development.

“This is a quantum leap forward in technology. The standard of the images is remarkable and will aid in more accurate diagnosis, as well as potentially reducing the need for unnecessary biopsies,” he said.

Professor Birrell believes that in comparison with the images produced by film mammography, “digital mammography is now the gold standard”.



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NEW MUMS AND NEWBORNS IN SAFE HANDS

With around 1300 births annually, Burnside is one of Adelaide's foremost private maternity service providers. Excellent clinical care, advanced equipment and our midwives' collective years of experience and training, support safe, high quality care and service for mothers and newborns.



Obstetrician and Chair of Burnside's Perinatal Committee, Dr Karen Chandler, believes that appropriate selection of patients, best practice protocols, well qualified staff and a collaborative approach, combine to underpin safe care.

"There seem to be some false perceptions about the safety of obstetric care in private hospitals compared with public sector units," said Dr Chandler. "In my experience, the midwives, visiting obstetricians and paediatricians at Burnside have developed good working relationships based on a sound understanding of each other's skills and a commitment to 'going the extra' mile for our patients."

Dr Chandler said that as a result, "women experience a very high standard of care and support during their pregnancy, labour and postnatal stay in a contemporary, comfortable and calm environment".

Burnside has a full complement of qualified midwives, who have access to a proactive education program run by a part-time Clinical Educator. The midwives offer comprehensive support with breastfeeding, daily routines and settling techniques to help couples make a confident transition from pregnancy to

parenthood. Women can also take advantage of an early discharge package, the very popular outreach program at the Intercontinental Adelaide and a free outpatient clinic.

Advances in technology also play an important role in safe patient care. Over the past two years, Burnside has purchased four new cardiotocograph (CTG) machines that enable continuous foetal monitoring by telemetry, ensuring the mother can remain mobile during labour. Other recent purchases include Resuscitaires for each labour suite, four new Isolettes for the nursery and two neonate cardiac monitors.

Burnside also plans to install the Philips *OB TraceVue Obstetrical Information Management System* this year. This new web enabled system will give obstetricians secure remote access to closely monitor their patients' status when away from the unit via mobile devices like iPads and smartphones.

Dr Chandler said that remote real-time monitoring will allow obstetricians to provide even more prompt assessment and advice should a midwife be concerned about the progress of mother or baby.

A key indicator of patient safety at Burnside is the relatively low number

of mothers and newborns who are transferred to higher level care. In 2010, 2.3 per cent of the babies born at Burnside were transferred to higher level nursery units and less than 1.5 per cent of women were transferred to other hospitals for medical reasons after admission.

The hospital meets the criteria for a Level 4 Perinatal Service Delineation under the SA Health *Standards for Maternal and Neonatal Services in South Australia (2010)*. It has a High Dependency Unit, together with a 24-hour, on-call Intensivist Service.

Dr Chandler said that while changes to obstetric care tend to be more gradual than in other more technologically-driven specialties, there is a growing trend towards group obstetric practices.

She believes that generational change within medical practice, including obstetrics, means that those joining the profession, will have the option to work more flexible and sustainable hours than their predecessors knowing there will be reliable cover for their patients.

For more information about the Burnside Hospital Maternity Service, please contact Ms Liuda Stalba-Smith, Clinical Manager, on 8202 7217.

BURNSIDE TOPS THE STATE IN NATIONAL PATIENT SURVEY

Burnside Hospital has received the State Gold Award 2011 in the Medibank Private Member Experience Survey – Australia’s largest survey of patients’ satisfaction with their private hospital care.

Patients who had stayed overnight in one of 148 participating private hospitals between October 2009 and September 2010 took part in the survey. Over the 12-month period, 464 of our inpatients received questionnaires, of which 169 (or 36 per cent) responded.

The survey is based on patient responses to 52 indicators and the results compared with other hospitals within the same category

(35 hospitals). Burnside achieved a member experience index of 79 (compared to the overall hospitals’ average index of 70) to take out the *State Gold Award* and also the *National Bronze Award 2011* in recognition of its comparative scores.

Following is a summary of the top 15 areas in which we achieved results significantly higher than the category average.

Medibank Private members also had the opportunity to offer comments or suggestions for improvement. Among those from our patients were:

“They were very informative, helpful with care. Staff were fabulous.”

“I don’t think I could have been treated better. Was very satisfied.”

“My birthing experience at Burnside was awesome and to be honest I’m not sure how they could exceed. Staff was what made it most comfortable for me and everything else was of support to the overall experience.”

Question / Indicator	Burnside	Category average
Cleanliness of the room	100%	95%
Helpfulness of admission staff	99%	94%
Cleanliness of bathroom	99%	94%
Clinical skills and knowledge of the doctors and specialists	99%	*
Information on how to prepare for admission	99%	95%
Clinical skills and knowledge of the nursing staff	98%	91%
Caring and compassionate attitude of nursing staff	98%	93%
Caring and compassionate attitude of doctors	98%	*
Ease of understanding of what doctors and nurses are saying	98%	*
Explanation of nature of treatment	98%	*
How well individual needs were responded to	98%	91%
Privacy of room	98%	90%
Wait for bed	98%	91%
Consistency of information	98%	91%
Respect for privacy during stay	98%	*

* Data not provided in survey report

The survey results clearly show that Burnside’s staff, including our visiting doctors, are very highly regarded by patients. We congratulate everyone associated with the hospital on this excellent achievement – yet another measure of our patient-centred culture.

NEW DIABETES EDUCATOR JOINS BURNSIDE

Burnside has credentialed Diabetes Educator, Jenny Taylor, to provide diabetes care on referral for inpatients.



A local resident, Jenny has more than 30 years diabetes experience. After a decade at the Women’s and Children’s Hospital, she joined the Royal District Nursing Service. Her diverse work there included neonates, gestational and type 1 diabetes in pregnancy and type 1 and type 2 diabetes in people of all ages.

Since becoming a private diabetes consultant, Jenny has expanded her

practice to include the management of patients with insulin pumps.

She is a member of the Australian Diabetes Educators Association (ADEA) and Chair of the South Australian Educators Committee.

Jenny can also provide fee for service care for patients outside of the hospital environment.

For appointments at one of four practice locations or for advice, please contact Jenny on:

Mobile: 0439 105 695

Fax: (08) 7200 7628

Email: jen@diabetessolutions.com.au

PROFILES



DR AHMED BAJHAU

Orthopaedic Surgeon, Dr Ahmed Bajhau, is pleased to announce that he has commenced consulting at Attunga Medical Centre, and is operating at the Burnside Hospital. Dr Bajhau's areas of interest are hip and knee arthroplasty and orthopaedic trauma.

After completing his medical degree at Flinders University, he continued his orthopaedic training in Adelaide and gained a Master of Surgery degree in hip arthroplasty. Upon completion of his orthopaedic training he undertook a 12-month Fellowship in hip and knee arthroplasty at the University of British Columbia in Vancouver.

He continues in public practice at The Queen Elizabeth Hospital.

For appointments and advice Dr Bajhau can be contacted at:

**For appointments and advice,
Dr Bajhau can be contacted at:
Suite 2, Attunga Medical Centre,
97 Hewitt Avenue,
Toorak Gardens, SA 5097
Phone: (08) 8364 6633
Fax: (08) 8364 3322**



DR DIEN DANG

Dr Dien Dang is a fully qualified Respiratory and Sleep Disorders Physician and is reporting sleep studies through the Burnside Sleep Centre.

After completing his medical training at the University of Adelaide, he worked in the United Kingdom NHS, before returning to the Royal Adelaide Hospital (RAH) to complete his specialist training. Dr Dang has completed fellowships in Respiratory and Sleep Medicine at the Western Hospital in Victoria and the Melbourne Sleep Disorders Centre.

He is a Fellow of the Royal Australasian College of Physicians (FRACP), is accredited in respiratory and sleep medicine, and is a member of both the American Academy of Sleep Medicine (AASM) and Australasian Sleep Association (ASA). Dr Dang currently holds staff specialist positions at Modbury Public and the RAH and is a Senior Clinical Lecturer at the University of Adelaide.

His clinical practice in sleep medicine includes snoring and sleep apnoea, REM Sleep Behaviour Disorder, Restless Legs Syndrome, Circadian rhythm disorders, Narcolepsy and Parasomnias. His respiratory interests include lung cancer, COPD and interstitial lung disease.

**For appointments and advice,
Dr Dang can be contacted at:
Wakefield Clinic,
Level 1, 270 Wakefield Street, Adelaide
Phone: (08) 8359 2411
Fax: (08) 8359 2477**



DR NICK MURRAY

Dr Nick Murray recently moved from the UK with his wife and four children to work as a Medical Oncologist at the Royal Adelaide Hospital. He is excited to be entering private practice at Burnside Hospital. Over the past 10 years, Dr Murray has specialised in the treatment of, and research into breast and gynaecologic cancer.

He took his undergraduate degree at Cambridge University, before completing clinical studies, and later a D.Phil research degree, at Oxford. Nick undertook medical oncology training in Auckland, New Zealand, and Cambridge, UK. For the next 10 years, he was senior lecturer and honorary consultant in medical oncology at the University of Southampton, UK.

Nick was the lead clinician for the *NICE Advanced Breast Cancer Guidelines Group* which produced the first ever set of national guidelines for the treatment of advanced breast cancer for the NHS. He is joint chief investigator of the UK ZICE trial, one of the largest clinical trials in metastatic breast cancer ever run.

**For appointments and advice,
Dr Murray can be contacted on:
Phone: (08) 8222 2024
Fax: (08) 8222 5898**



DR SARAH THOMPSON

Dr Sarah Thompson is a General Surgeon now operating at Burnside Hospital. Dr Thompson specialises in the laparoscopic treatment of gastro-oesophageal reflux disease, large hiatus hernia, and achalasia, as well as the treatment of patients with gastric and oesophageal cancer. Her general surgical services include upper endoscopy, laparoscopic cholecystectomy and hernia repair.

After completing her surgical training in Calgary, Canada in 2004, Dr Thompson became a Fellow of the Royal College of Physicians and Surgeons of Canada. She then undertook two fellowship posts in Portland in the US (Minimally Invasive Surgery), and Adelaide (Upper GI Surgery). In 2007 she was appointed as an Upper GI Surgeon at the Royal Adelaide Hospital (RAH) and admitted as a Fellow of the Royal Australasian College of Surgeons in 2008.

Dr Thompson initiated and is the current Chair of the South Australian Statewide Upper GI Cancer Multidisciplinary (MDT) meeting. A Senior Lecturer at the University of Adelaide, Dr Thompson continues her work as a Staff Specialist in the Professorial Oesophago-Gastric Unit at the RAH.

**For appointments and advice,
Dr Thompson can be contacted at:
Dechert House,
89 Payneham Rd, St Peters SA 5069
Phone: (08) 8362 9400
Fax: (08) 8362 7010
Email: sarah.thompson@adelaide.edu.au**

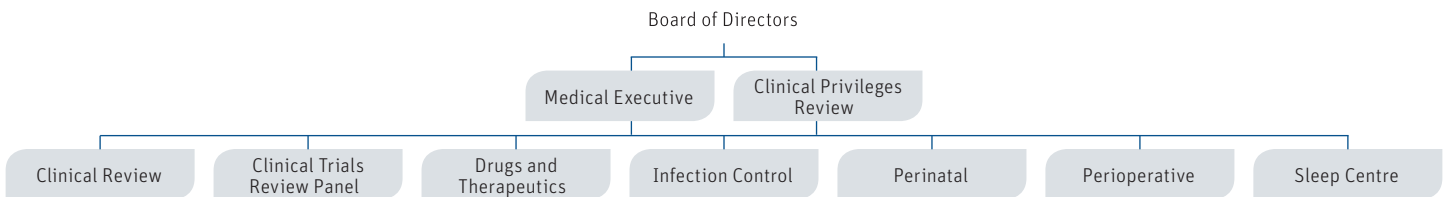
FROM THE CLINICAL ADVISORY COMMITTEES

As part of our clinical governance framework, Burnside's clinical advisory committees support the delivery of high-performing, evidence based healthcare centred on contemporary, safe, efficient and effective policies, processes and practice.

The committees guide the development and continuous review of relevant policies and procedures, monitor the performance of patient care systems and advise on clinical risk management.

We acknowledge the visiting specialists who freely give their time and expertise

to support the hospital through their committee work. Senior nursing and midwifery staff also serve on several committees, together with the Director Clinical Operations, and in some instances, the hospital's Quality and Risk Coordinator and Chief Executive (ex officio).



SUMMARY OF RECENT KEY OUTCOMES FROM THE COMMITTEES

Medical Executive

Medical members

- endorsed the Perioperative Committee's recommendation to strengthen the *Consent to Medical Treatment Policy* of which all VMOs were notified in writing
- incorporated strategies to address the clinical risks related to managing bariatric patients across medical specialities.

Clinical Privileges Review

Medical members

- reviewed new and renewal applications for VMO clinical privileges and monitored the professional performance of accredited VMOs.

Clinical Review

Medical members

- developed a *Transfusion Services Reference Sheet* outlining laboratory-specific time frames for sourcing urgent blood and information about emergency blood held on site
- considered all mortality and significant morbidity data arising from patient admissions between October 2010 and July 2011 and made recommendations for improvements in patient care
- reaffirmed Burnside's position not to begin elective surgery after 9 pm in the interests of patient safety.

Perioperative

Medical members

- strengthened the hospital's *Consent to Medical Treatment* policy that prevents a procedure/surgery from proceeding in the absence of documented consent
- reviewed audit results of correct patient, correct site and side, which showed an overall score of 96 per cent compliance.

Chairman, Mr Clive Hoffmann

Dr Karen Chandler, Dr Peter Hartley, Dr P C Lee, Mr Andrew Lord, Dr Geoff Martin

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Dr Rob Culver, A/Prof Peter Devitt (proxy for Prof David Watson), Dr Mark Finnis, Dr Paul McAleer, Mr Tom Savvoulidis, Dr Chris Sexton

Chairman, Mr Andrew Lord

Dr Tarsha Basheer, Dr Evan Brown, Mr George Dracopoulos, Dr Barry Egan, Dr David Hetzel, A/Prof Martin Oehler

Perinatal

Medical members

- endorsed the introduction of Patient Controlled Epidural Anaesthesia (PCEA) in labour, with pumps now being trialled
- recommended continued support for neonatal circumcisions at Burnside in line with the RACP guidelines
- reviewed the results of a retrospective audit of post partum haemorrhage (PPH) which showed a rate of three per cent at Burnside, compared with the benchmark of approximately seven per cent.

Infection Control

Medical member

- monitored healthcare associated infection (HAI) rates which remain well below established national benchmarks
- evaluated patient care policies, procedures and pathways to reflect best practice in infection control such as the *Intracameral Cephazolin Medication Preparation for Use in Cataract Surgery* and *Vancomycin Resistant Enterococcus* policies.

Drugs and Therapeutics

Medical member

- has overseen the storage, dispensing and administration of clinical trials medication being managed by clinical pharmacy staff.

Sleep Centre

Medical members

- introduced a pre-assessment phone call to fast track bookings for sleep studies
- revised the Medical Emergency Team criteria specific to sleep patients.

Clinical Trials Review Panel

Medical members

- has overseen and monitored all activities concerning the conduct of approximately 15 clinical trials currently approved at the hospital.

Chairman, Dr Karen Chandler

Dr Tracey Bradbury, Dr Rick Power, Dr Nick Ricci, Dr Lino Scopacasa, Dr Chris Sexton, Dr Tom Vaughan

Chairman, Dr P C Lee

Dr Neisha Wratten

Chairman, Dr Peter Hartley

A/Prof Dusan Kotasek

Chairman, Dr Peter Robinson

Dr Dien Dang, Dr Hugh Greville, Dr Chien-Li Holmes-Liew, Prof Mark Holmes, A/Prof Hubertus Jersmann, Prof Paul Reynolds, Dr Dimitar Sajkov

Chairman, Dr Geoff Martin

A/Prof Marg Davy AM, Mr Clive Hoffmann (and others as needed)

CHIEF EXECUTIVE'S MESSAGE



Burnside's commitment to patient care and service excellence continues to reap rewards, with the hospital taking out top State honours in the national Medibank Private Member Experience Survey.

The hospital received both the *State Gold Award* and the *National Bronze Award 2011* in recognition of our patients' high level of satisfaction compared with similar private hospitals Australia-wide. These awards are a testament to the excellent clinical care and superb customer service that underpin the safe, high quality care Burnside provides. We are justifiably proud of this achievement.

Good news too on the financial front. The hospital recorded a cash operating surplus of \$400,000 in the year ended 30 June 2011. Although a modest rate of return, this is our best result in 10 years and reflects a trend towards a more profitable patient casemix and prudent cost management.

We plan capital expenditure of \$1 million in the 2011 2012 financial year which includes a significant investment in upgrading our information management infrastructure. This will include virtualisation of our server hardware to provide patients with internet access. Other intended purchases include:

- new electric operating table
- new diathermy machine with smoke evacuation system for the operating suite
- an AP Advance Video Laryngoscope and C-Mac Video Intubation System

- new skin graft mesher for plastic and reconstructive procedures
- OB TraceVue Obstetrical Information Management System
- six new beds for Sleep Unit patients.

As always, the budget relies on us achieving projected patient activity levels and will face challenges from external influences that are often beyond our control.

I am also pleased to advise that the hospital has fully repaid the loan taken out to help fund our major redevelopment in 2002. This will enable us to earmark any subsequent savings in excess of our budgeted capital and operational expenditure for the planned Short Stay Procedure Unit development.

Considerable work continues on planning this important project. The hospital Board has agreed in principle to the redevelopment, subject to an acceptable business case being presented for consideration in early 2012.

We welcomed Mr Greg Sheridan to the Board in March. Greg brings a wealth of corporate experience, having held senior positions in several publicly listed companies. Mr Damian Papps and Professor Brenda Wilson have chosen not to renominate following completion of their terms and the Board is reviewing the resultant vacancies.

Over the past 12 months, the Burnside Hospital Foundation has raised \$130,000 towards the purchase of a computerised knee navigation system for our operating theatres. Proceeds from the Foundation's annual Melbourne Cup Lunch at the *Robin Hood Hotel* will further boost this appeal. The Foundation has also been named the chosen charity partner for the gala opening of the *Burnside Village* redevelopment in November.

Nick Warden
Chief Executive

About this newsletter



We welcome your feedback.

Please send your comments and suggestions to:

Luisa Mozzi, Executive Assistant
Email: lmozzi@burnsidehospital.asn.au
Phone: 8202 7208

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