

## Burnside Hospital unveils first haptic robotic orthopaedic surgery system in South Australia

**Burnside Hospital is the first in South Australia to install state-of-the-art haptic robotic technology, providing highly advanced visual, sensory and auditory feedback to surgeons performing joint replacement surgery.**

The Stryker MAKO Orthopaedic robot will, from December, give Burnside Hospital's orthopaedic surgeons the opportunity to offer robotic-assisted partial knee replacements in Adelaide with potential benefits to suitable patients.

Burnside Hospital CEO, Heather Messenger, said she was delighted that the hospital was able to offer this surgical option to patients who are suitable candidates.

"The MAKO Robotic System is one of only seven of this type of robot in Australia and the first in South Australia," Ms Messenger said.

"This proven, leading technology complements our range of orthopaedic treatment options. It affirms Burnside Hospital as a centre of excellence for orthopaedic surgery in Adelaide."

The hospital's Medical Executive and Finance and Audit Committees, along with the Board of Directors, carefully considered and evaluated the clinical safety, technology and business imperatives to bring this robotic surgery to Burnside. They are satisfied that it will offer potential benefits to suitable patients.

Three orthopaedic surgeons have already undertaken additional specialist training and are certified to use the MAKO system; Drs Robert Baird, Robert Fassina and Justin Munt,



L-R: Burnside Hospital CEO Heather Messenger, Dr Robert Baird, Dr Robert Fassina, Thom Rebner (Clinical Manager), Dr Justin Munt and Suzanne Murray (Director of Clinical Operations)

of Adelaide Orthopaedic and Trauma Specialists.

Robotic assisted partial knee surgery enables surgeons to use a minimally invasive and accurate means of managing knee osteoarthritis, which in most patients is symptomatic in only certain segments of their joint. By only replacing the affected regions, surgery is less traumatic, and therefore, can result in less pain and fast rehabilitation for the patient.

The system enables the surgeon to complete a patient-specific pre-surgical plan, assess bone preparation areas and customise the implant positioning via a CT scan of the patient's knee. During the procedure, the system creates a three-dimensional, virtual

view of the patient's bone surface and correlates the image to the pre-programmed surgical plan.

As the surgeon manipulates the robotic arm, its tactile, auditory and visual feedback confines the bone preparation to the diseased areas and provides for real time adjustments and more optimal implant positioning and placement for each individual patient. This is in comparison to other systems that only offer a navigated instrument without providing any intelligent feedback to the surgeon.

Surgeons who have performed the robotic-arm assisted partial knee surgery found that it can deliver fast recovery, a short hospital stay with a natural feeling knee following surgery.

"Specialists have used this technology to perform thousands of joint surgeries across many sites around the world," Ms Messenger said.

"The hospital's acquisition of this innovative technology allows us to elevate our successful orthopaedic program, and to continue to support our surgeons and the patients within our community."

The MAKO system initially will be used for partial knee replacements at Burnside Hospital, expanding its applications to knee and hip replacement in the very near future.

# Chief Executive Officer's message



## Welcome to the Summer edition of the Burnside Bulletin.

### At this time of year it is timely to reflect on our achievements over the past 12 months and 2015 was certainly a big year for Burnside Hospital.

Throughout 2015, the hospital's Board and Executive team have worked diligently to ensure the systems and processes of day to day operations, as well as the strategic vision of Burnside Hospital are not only tracking well, but are continuing to position the hospital as a leader in the private healthcare environment.

We remain fully committed to the sustainability of the hospital's operations and I am pleased that we move into 2016 with a strong half-year result. These results align with the Finance and Audit Committee and Executive team's financial strategy to achieve a sustainable operating position and reflect a collaborative approach to capitalise on case mix opportunities with our Visiting Medical Officers (VMOs).

I was pleased to join many of the hospital's VMOs at the National Wine Centre in June, to share the vision and strategic direction of the hospital for the next three years. Delivering service excellence in a collegial approach is critical to our success, and it was pleasing to have a show of support from our VMOs.

Our priority is always the provision of safe, contemporary care for every patient. Recently, a small number of patients experienced a bout of gastroenteritis caused by the common bacterium Salmonella. The hospital meticulously followed all advice provided by SA Health and the Eastern Health Authority in our efforts to minimise the possibility of others contracting the illness. We are confident there is now no risk to patients or visitors to our hospital. We sincerely apologise to those who were affected. It was an unprecedented and challenging time for the hospital, but I am so grateful for the support and ongoing confidence in the hospital shown by the visiting medical specialists, our staff and patients.

Quality in the delivery of care is at the core of everything we do. Improving that quality keeps us ahead of the curve and instils a sense of pride in our hospital. Improving delivery of care is about modern facilities that meet changing clinical needs and patient expectations. I am proud that Burnside Hospital is the first hospital in SA to install the state-of-the-art Stryker MAKO robot for joint replacement surgery. This is a significant capital investment for the hospital and demonstrates our commitment to providing choice and options in healthcare. We have also invested in three portable ultrasound machines for the Perioperative

Suite, and recently approved the purchase of an image guided system specifically for Ophthalmology and patients having cataract surgery.

In this edition, we also take a look at plans for a new Short Stay Procedure Unit (SSPU), which would deliver a contemporary, patient-centred day surgery environment.

Looking internally, the driving force behind the delivery of safe, quality healthcare are our staff, and I am pleased that we continue to have a low staff turnover and low levels of agency usage. This translates to exceptional patient care, and we continued to receive encouraging feedback throughout the year from patients, some of which you can read on the back page of this newsletter.

Burnside Hospital is a proudly not-for-profit, South Australian-run community hospital, which continues to be supported by the work of the Burnside Hospital Foundation Inc. This year the Foundation launched the 'Lights, Camera, Action' campaign, with the aim of raising a \$50,000 contribution towards a new camera system for the hospital's operating theatres. The Foundation has almost reached its target, a fantastic result! The tender for the camera system is drawing to a close and we are on track to purchase the system early in the new year.

We have also received an extremely generous donation of \$30,000 towards the Breast and Endocrine Centre, which allows us to provide the support of an additional 24/7 Breast Care Nurse, free of charge, to patients undergoing breast cancer treatment. This service is vital for these patients, and we are so appreciative of this support.

At present, we are working with the City of Burnside to develop a new Memorandum of Lease for the hospital. We hope to come to an agreement that aligns with the spirit and intent of the Deed of Gift of Mr Otto von Rieben, who donated his property "Attunga" for use as a community hospital.

Finally, the hospital has been working on its digital strategy to increase its online presence and to better engage with patients, specialists, GPs and the wider community. I look forward to the launch of a new, interactive website for the hospital in early 2016.

In closing, I would like to express my gratitude to the Hospital's Board of Directors, Visiting Medical Officers, the Executive team, managers, staff, and volunteers for their hard work, support and commitment to Burnside Hospital over the past year.

I look forward to celebrating Burnside Hospital's continuing achievements with you in 2016, during which we will celebrate the hospital's 60th anniversary. I wish you all a happy and safe festive and holiday season.

A handwritten signature in black ink, appearing to read 'Heather Messenger'.

**HEATHER MESSENGER**  
Chief Executive Officer

## From the doctors

# The surgeons speak about the MAKO orthopaedic surgery system

**Robotic surgery has revolutionised outcomes in many areas of surgery, according to Dr Robert Fassina, who, with colleagues Drs Robert Baird and Justin Munt at Adelaide Orthopaedic and Trauma Specialists, have completed training for the Stryker MAKO system.**

"We have been eagerly following the outcomes of our colleagues in the United States with regards to the use of robotics in orthopaedic surgery, specifically partial joint replacements of the knee," Dr Fassina said. "We are now pleased to be able to offer our patients the same improved outcomes that have been studied in the United States for the past 10 years."

Studies have shown that up to 45 per cent of patients with knee arthritis are able to have a partial knee replacement rather than a total knee replacement. A partial knee replacement results in a more normal feeling knee, less pain and fast

recovery when compared to a total knee replacement. The concern among some surgeons has been the ability to reproducibly replace only the affected areas of the knee with a minimally invasive approach that will provide accurate and sustainable results.

Robotic assisted surgery now offers the next step in the proven field of computer-navigated joint replacement which is already a common accepted method to improve surgical accuracy in joint replacement. "This allows us as surgeons to confidently perform these operations with more accuracy than traditionally manual partial knee replacements with studies from the United States showing significantly improved results at five years following surgery," Dr Baird said.

There are more than 50 published peer-reviewed manuscripts and more than 300 abstracts accepted at peer-reviewed scientific meetings that study the outcomes of robotic-assisted joint replacement surgery.

According to Dr Munt, the pre-operative planning and the intra-

operative flexibility allows for an individualised joint replacement. "The robot allows us to use minimally invasive and muscle sparing approaches while the haptic (visual, feel and touch) feedback to the surgeon's hand enables safety and consistency." The minimally invasive approach afforded by robotic partial knee replacement surgery has been shown, in evidence based studies, to improve patient outcomes, result in little post operative pain and greater patient satisfaction when compared to conventional surgery. In addition Dr Baird said that there is evidence of low failure rates (0.4% at two years<sup>1</sup>) which is nine times lower than that of manual surgery.

The surgeons said they were excited about the coming introduction of robotic total hip and knee replacement surgery applications in the very near future, the benefits these will be able to offer and to providing these services to their patients.

For further information, please visit [orthorobotics.com.au](http://orthorobotics.com.au) or email [orthorobotics@aots.net.au](mailto:orthorobotics@aots.net.au)

1. Two year survivorship of robotically guided medial MCK onlay. Roche MW, Coon T, Pearle AD, Douchis J. 25th Annual Conference of ISTA, October 3-6, 2012, Sydney Australia

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After surgery

## New portable ultrasound technology

**The Perioperative suite at Burnside Hospital now has three portable ultrasounds for use by visiting Anaesthetists.**

Clinicians use this technology to deliver a wide range of patient services, including perioperative patient assessment, diagnostic procedures, peripheral and central venous access, arterial vascular access and regional anaesthetic techniques.

"Airway experts are now advocating the use of ultrasound to assist with the management of airway emergencies. The location of the trachea can be visualised for percutaneous rescue

techniques in the difficult airway," said Anaesthetist, Dr Tim Benny.

"Ultrasound guided techniques have been shown to improve patient outcomes and reduce complications from some medical procedures. This technology is readily available in the public sector and is now an established standard of care for some procedures. It was pleasing to see the application to purchase this equipment expedited by the hospital CEO and the Clinical Advisory Committee," he added.

Burnside Hospital is leading the way as one of the first private hospitals in Adelaide to have this equipment available.



Dr Tim Benny using the portable ultrasound with Anaesthetic Nurse Jill.

# Plans for new day surgery environment at Burnside Hospital unveiled

**Plans for a major refurbishment of Burnside Hospital's Short Stay Procedure Unit (SSPU) are well underway, which would see the hospital deliver new day surgery facilities (pre and post operative).**

**In what would be the most significant redevelopment at the hospital since its upgrade in 2002, a new SSPU would set the benchmark for, in particular, the patient pre-operative experience.**

With greater space and ambience, new patient amenities would improve not only a patient's comfort and privacy, but would also have an impact on what patients can do while waiting for their procedure.

Burnside Hospital CEO, Heather Messenger, explained that the development presents an exciting time for the hospital and demonstrates a strong commitment to providing quality healthcare for patients in Adelaide.

"The redevelopment is something that patients, staff and specialists have eagerly anticipated and we are now close to realising our vision of a new and improved day surgery environment," she said.

"The development would ensure that we can provide our day surgery patients with contemporary healthcare well into the future and an improved working environment for visiting specialists and hospital staff."

In line with the National Safety & Quality Health Service Standards, Burnside Hospital has been committed to partnering with consumers to help improve both the design of its health services and the patient experience.

"The active participation of consumers in this process has given us confidence that these new facilities will be responsive to the things that matter to patients while they wait."



The proposed new day surgery waiting area will have views over picturesque Attunga Gardens

"Burnside Hospital has a strong reputation in South Australia, and the proposed expansion continues the hospital's commitment to providing enhanced care and service to our patients, while meeting the growing needs of the privately insured and self insured community," said Ms Messenger.

Following further planning and approvals, it is hoped that work on the new SSPU will commence in early to mid 2016.

*Burnside Hospital has a strong reputation in South Australia, and the proposed expansion continues the hospital's commitment to providing enhanced care and service to our patients, while meeting the growing needs of the privately insured and self insured community," said Ms Messenger*

## **In summary, the proposed new SSPU will improve the patient experience by:**

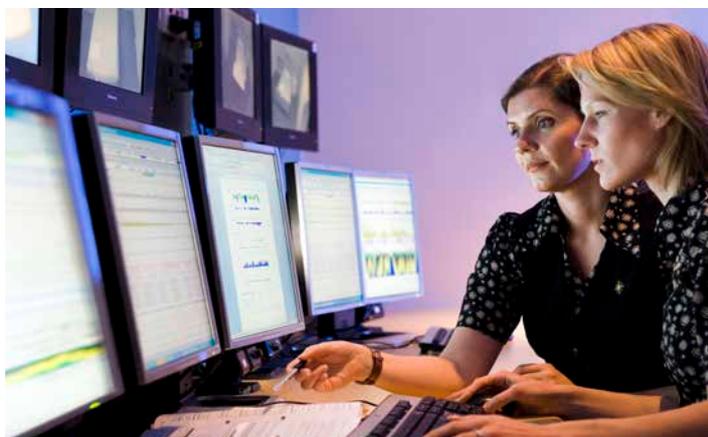
- Increased space, providing greater patient privacy and comfort in waiting and recovery areas
- Improved ambience in waiting areas, with natural light and views over Attunga Gardens
- Improved flow and scheduling, resulting in shorter wait times for patients
- Ability to better meet the specific health needs of patients with bariatric requirements, and those with a disability
- Availability and the latest in technology and equipment, allowing the use of smart devices and laptops while waiting
- An environment that meets the needs and expectations of patients now and into the future.

# The importance of Sleep Health, by Dr Sutapa Mukherjee Respiratory and Sleep Physician at Burnside Hospital's Sleep Centre

**Good quality sleep is essential for good health and overall quality of life, yet many children and adults do not obtain enough sleep for good health.**

We know that sleep is an essential biological function which is universally experienced as a state of unawareness. Sleep has important roles in recovery, energy conservation and is needed for survival. Sleep also appears to be important for neural development, learning, memory, emotional, cardiovascular and metabolic regulation and cellular toxin removal. But there is much about sleep that is unknown. There is also a complex relationship between sleep and the circadian system which can be affected by the environment (e.g. artificial light, alcohol, organisational and behavioural factors).

Of major concern is the decline in the relative importance the population assigns to sleep (as measured by reported sleep duration) compared to other daily activities such as work, commuting, and the use



Sleep technicians Melaura and Renee at Burnside Hospital's Sleep Centre

of electronics such as television, computers and mobile phones. This trend has coincided with increased rates of obesity, diabetes and other chronic debilitating diseases. It has been suggested that the reduction in the amount of sleep we obtain may be a contributing factor to the development of these and other common complex diseases.

How much sleep is enough for good health? This varies significantly with age across the lifespan. Children need significantly more sleep than adults. For adults it is suggested that

7-9 hours of sleep is needed for good sleep although individual variation exists. Less than 6 hours sleep in a 24 hour period is associated with poor health. Short-term sleep restriction leads to problems in cognition, vigilance, memory, mood, behaviour, ability to learn, immune function and general performance. Other long-term consequences include increased risk of diabetes, obesity, depression, hypertension and mortality.

How to improve sleep? It is important to allow enough time for sleep in the

24 hour period and to ensure that there is a safe, quiet, dark place for sleep. Electronic devices should be turned off one hour prior to sleep and should not be in the bedroom. Good sleep hygiene with a set time for bed and a set time to get out of bed is helpful to regulate the circadian rhythms. Regular daily exercise but not within three hours of bedtime and avoidance of nicotine, caffeine and alcohol will improve sleep quality.

If sleep problems persist then a sleep disorder may be considered. Sleep disorders are common and treatable. They cause significant morbidity yet many individuals remain undiagnosed and untreated.

The Burnside Hospital Sleep Centre is renowned for its provision of diagnostic and treatment services for patients with sleep-related disorders. For more information, phone (08) 8202 7272 or visit [www.burnsidehospital.asn.au](http://www.burnsidehospital.asn.au)

*Read Dr Mukherjee and co-authors' full report, "An Official American Thoracic Society Statement: The Importance of Healthy Sleep" in the American Journal of Respiratory and Critical Care Medicine, Volume 191, Number 12, June 15 2015 or access it online via [www.atsjournals.org](http://www.atsjournals.org)*

## Burnside goes to the mid-north

**If there was a common theme amongst lines of enquiry at the Burnside Hospital stand at this year's Yorke Peninsula Field Days, it was, "What are you doing here?"**

Over two days, Tuesday 29 and Wednesday 30 September 2015, the Burnside Hospital was represented by staff members, Julia Hodge, Communications and Marketing Coordinator, Debbie, After Hours Hospital Coordinator, and Midwife Renae.

Over 250 people visited the booth, taking the time to learn about the full range of services available at Burnside, find out which specialists visit the hospital, and importantly, how the hospital supports patients travelling from the country for their healthcare. Many visitors simply approached the stand to say they had been a patient and wanted to pass on their commendations, which was very welcome feedback.

"Taking the time to support the Field Days reinforced the hospital's connection with, and genuine commitment to, people living regionally. For those who visited

our booth, it was satisfying to know they left with a greater understanding of the services available at Burnside Hospital and how to access these services, and most importantly, that we are an extension of their community," says Julia Hodge, Communications and Marketing Coordinator.

The Yorke Peninsula Field Days are believed to be the oldest such event in Australia for showcasing agricultural machinery, products, rural services and technology. This year marked the 120th anniversary of the event and attracted around 40,000 people over the three days.



Burnside staff, Debbie and Renae, at the Paskeville Field Days

# Welcome to Burnside Hospital

Burnside Hospital is pleased to welcome three new specialists.

## DR SUBHITA PRASANAN



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

Her special interests are in the treatment of breast cancer, with particular interest in pre-menopausal and Aboriginal women, and the role of breast density in breast cancer risk. She also has specific expertise in endocrine surgery of the thyroid and parathyroid (minimal access).

Dr Prasannan graduated from the School of Medicine, Calicut, India in 1995, and qualified in general surgery in Malaysia in 2000 through the Royal College of Surgeons, Edinburgh. Dr Prasannan was awarded a two year Breast and Endocrine Fellowship of the Royal Australian College of Surgeons in 2010, which she completed at the Royal Adelaide and Queen Elizabeth Hospitals.

Dr Prasannan is a Breast and Endocrine Consultant and the Head of Unit of

the Surgical Oncology Unit at the Lyell McEwin Hospital, where she is actively involved with teaching medical students and surgical trainees, and performs breast and endocrine surgery.

**Dr Prasannan may be contacted at:**  
**Breast & Endocrine Centre**  
97 Hewitt Avenue  
Toorak Gardens SA 5065  
T: 08 8331 3322  
F: 08 8431 9811  
W: [www.breastclinic.com.au](http://www.breastclinic.com.au)

## DR ZAFAR USMANI



Dr Usmani is a Respiratory and Sleep Physician working in both the public and private sectors.

He completed his advanced respiratory training at the Queen Elizabeth Hospital, South Australia and his advanced sleep training at the Adelaide Institute for Sleep Health (a world renowned centre of excellence for sleep training). Dr Usmani has received various awards, grants and scholarships including the Foundation Daw Park Grant, the David Horowitz Memorial Research Award and the Cochrane Airways Group Scholarship.

His main research interests are new modalities of treatment for obstructive sleep apnoea and management of anxiety in Chronic Obstructive Pulmonary Disease (COPD).

Dr Usmani provides specialist services for a variety of respiratory and sleep conditions, including obstructive sleep apnoea (his special interest). He also provides consultation for Asthma, COPD, pleural diseases, complex sleep disorders, lung nodules and lung mass.

**Dr Usmani may be contacted at:**  
**SA Group of Specialists**  
168 Cudmore Terrace  
Henley Beach SA 5022  
T: 08 8235 1800 F: 08 8235 1855  
W: [www.sgis.com.au](http://www.sgis.com.au)

**QE Specialist Centre**  
35 Woodville Road  
Woodville South  
T: 08 8244 4105 F: 08 8243 2766

**Northern Specialist Suites**  
24/237 Martins Road  
Parafield Gardens SA 5107  
T: 08 8250 0311  
F: 08 8250 0322

## DR JONATHAN YONG



Dr Jonathan Yong is a Colorectal and General Surgeon. He is a Fellow of the Royal Australian College of Surgeons and a Member of the Gastrointestinal Society of Australia.

He graduated from the University of Adelaide Medical School in 2003, completing his internship at the Royal Adelaide Hospital in 2004. In 2008, he commenced General Surgery Training in South Australia, and was awarded his Advanced Surgical Fellowship in 2013.

Dr Yong spent a further two years of subspecialty training in Colorectal Surgery in Queensland and New South Wales at the John Flynn Colorectal Centre and the Tweed Hospital. His colorectal fellowship included over 400 major laparoscopic colorectal resections as well as complex pelvic floor disorder diagnostics and management whilst

also working at the John Flynn Anorectal Physiology Laboratory.

During this time, Dr Yong also completed a Masters of Minimally Invasive Surgery at the University of Adelaide, and performed academic duties as a Senior Clinical Lecturer and Clinical examiner at the Bond and Griffiths Universities. He has been published in peer reviewed surgical journals and continues as an active clinical researcher.

Dr Yong's keen surgical interests and beliefs are the provision of minimally invasive surgical techniques for Colorectal and General Surgical diseases, coupled with Early Recovery After Surgery protocols to reduce patient surgical trauma and facilitate faster recovery.

Jonathon has joined Colorectal Surgery in North Adelaide and will consult and operate at Burnside Hospital commencing in February 2016. His areas of practice are colorectal cancer including bowel cancer screening, laparoscopic colorectal and general surgery, anorectal diseases including haemorrhoids, fissure and complex fistula surgery, faecal incontinence evaluation and surgery including sacral nerve stimulation, rectal/pelvic prolapse evaluation and surgery, diagnostic and interventional colonoscopy proctology and anorectal physiology and diverticular disease.

**Dr Yong may be contacted at:**  
**Colorectal Surgery**  
142 Ward Street  
North Adelaide SA 5006  
T: 08 8267 3355  
F: 08 8361 8822  
W: [www.colorectalsurgery.com.au](http://www.colorectalsurgery.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 at Burnside, go to [www.burnsidehospital.asn.au/pages/vismedstaff.html](http://www.burnsidehospital.asn.au/pages/vismedstaff.html)*

# Burnside news in brief...

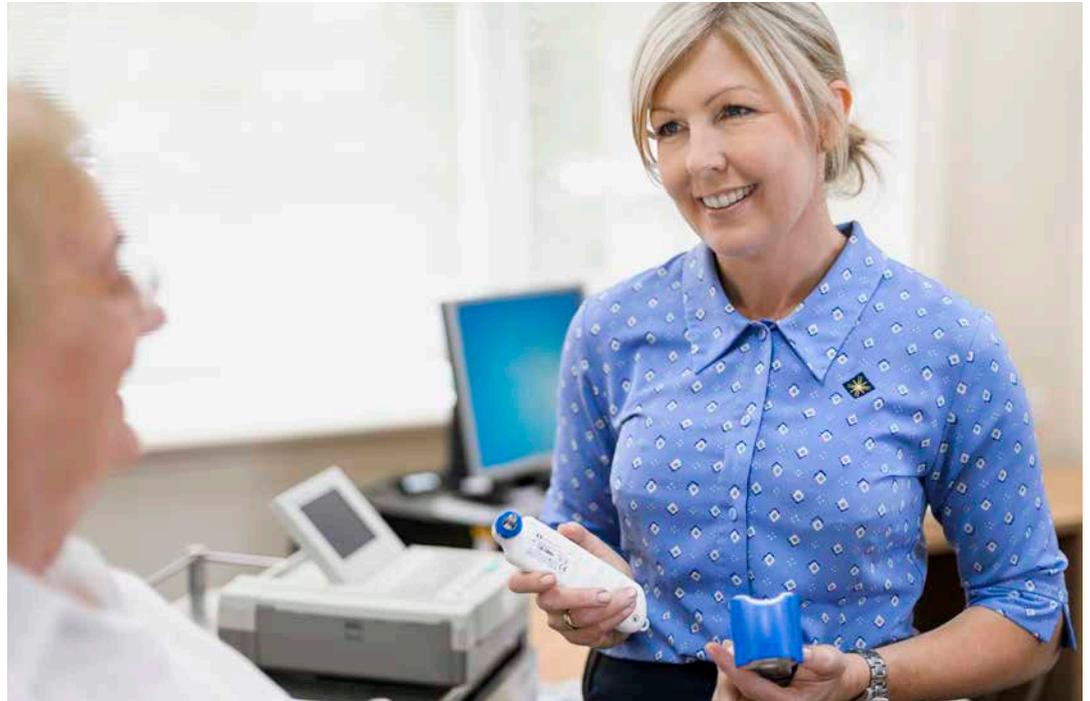
## Development of a Bariatric Patient Management Policy

Our hospital is committed to achieving a professional, appropriately sensitive and responsive plan to manage the needs of bariatric patients and to ensure a safe working environment for the staff who care for them.

While the hospital has systems, processes and equipment in place to appropriately care for people with bariatric needs, the hospital recognised that a formal policy for the management of bariatric patients was necessary. The policy will provide hospital staff with clear and documented guidance in the provision of optimal assessment, treatment, discharge care and services to bariatric patients admitted to the Burnside Hospital.

Fundamentally, all bariatric patients admitted to the hospital are screened for risk and flagged on the hospital's Clinical Alert system to ensure the patient is suitable for admission and has an appropriate ongoing plan of care. Staff are provided with annual training updates to ensure risks associated with manual handling are mitigated and safe weight limits of all equipment have been identified in an associated document for ease of reference. The hospital has a wide range of equipment suitable for bariatric patients up to a weight limit of 300kg.

This policy will be effective and available in December 2015, however, it has been developed over time in response to the ongoing evaluation of the special requirements of these patients and reflects contemporary best practice care.



The Bariatric Patient Management Policy will provide guidance for the assessment, treatment and discharge care of bariatric patients. Discharge Planner Marie, pictured above.

## Burnside Hospital on the Australian Breast Device Registry

Burnside Hospital is pleased to participate in the Australian Breast Device Registry (ABDR), a Commonwealth Government initiative tracking the outcomes and quality of breast devices across Australia.

The ABDR is an important tool to ensure the quality and safety of breast device procedures that are being performed across Australia. It aims to enhance the long term monitoring of implanted devices by providing participating surgeons, health service providers and other key stakeholders, such as the Therapeutic Goods Administration (TGA) with progressive reporting on the long term performance of the implanted devices. The ABDR says that patients will directly benefit from the register, with safety issues being identified and communicated to them in significantly shorter timeframes.

This registry is the first of its type internationally, and as a healthcare provider offering reconstructive and plastic surgery, the hospital's Clinical Trials Review Panel, Medical Executive Committee and breast team felt it was important for continuity of patient care to participate in the ABDR.

For more information on the ABDR, visit <http://www.med.monash.edu.au/sphpm/depts-centres-units/abdr/>

## Review of Medical Staff By-Laws and Rules

The hospital's Governance Committee, a sub-committee of the Board of Directors, recently undertook a review of the hospital's Medical Staff By-Laws and Rules for the Visiting Medical Staff Association (VMSA).

Following significant assessment of legal requirements, the review also considered regulatory (National Safety and Quality Health Service Standard One, Governance for Safety and Quality in Health Service Organisations) and administrative aspects of the By-Laws, and the role of the VMSA. Having not elected any office holders since 2004 or having met since 2005, it was recommended that the VMSA be abolished.

The new Accredited Practitioner By-Laws were endorsed by the Board of Directors in July. All accredited practitioners at the Burnside War Memorial Hospital are required to abide by these By-Laws, which were issued to VMO's in October.

# Burnside Patients Say...

**We are proud of the patient care we deliver and we work hard to make each patient's experience with the hospital as comfortable and pleasant as possible. Patient feedback provides us with an important indicator of how well the hospital achieves this. We continue to receive positive feedback from patients and are pleased to share these recent examples:**



"To all of the wonderful midwives, we will never be able to thank you enough for all of your care, knowledge and support in the first few days of our little girl's life. We feel so lucky to have been surrounded by so many wonderful midwives, each with so much to offer first time parents."

AUGUST 2015

"Burnside Hospital exceeded my expectations. From the minute I was admitted I was so well looked after. Amazing staff and most welcoming."

SEPTEMBER 2015

"The greeting and reception area and staff were wonderful. All staff treated me with respect, dignity and kindness. They explained everything in detail and nothing was too much trouble for them. If you have to be ill, this is the place to be cared for. Thank you." JUNE 2015

"Very well done. I was extremely impressed with all personnel during my stay in your hospital. All staff – from nurses, cleaners and catering – were efficient, helpful, friendly and willing to explain all that was happening before/during my operation and aftercare. The doctors were professional and explained everything in 'easy to follow' terms. I was most satisfied with the experience."

AUGUST 2015

"From entering the entrance door until discharge, one can only give expressions of gratitude. All staff in all areas were caring, polite, willing to assist and advise. If it is possible to enjoy a short spell in hospital, then you have been well and truly successful. Very well done. Thank you."

SEPTEMBER 2015



## About this publication

### We welcome your feedback

Do you have a story idea, comment or suggestion?

If so, please direct these to:

#### Julia Hodge

Communications

and Marketing Coordinator

E: [jhodge@burnsidehospital.asn.au](mailto:jhodge@burnsidehospital.asn.au)

Phone: (08) 8202 7248

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### Burnside Bulletin

Burnside Bulletin is the official newsletter of the private, not-for-profit, community focused Burnside Hospital.

Burnside Hospital

120 Kensington Road

Toorak Gardens SA 5065

Phone: (08) 8202 7222

Fax: (08) 8364 0038

Web: [burnsidehospital.asn.au](http://burnsidehospital.asn.au)

### Chief Executive Officer

Ms Heather Messenger

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