

# Community News

Hunters Hill Private Hospital  
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Autumn 2009

HUNTERS HILL

PRIVATE HOSPITAL  
CENTRE FOR SURGICAL & REHABILITATION SPECIALITIES

## VMO Satisfaction Survey 2008

The VMO Satisfaction Survey was once again emailed to all VMOs to facilitate feedback. The survey was emailed to 76 VMOs and there was a 43% response rate (up from 30% in 2007). We really appreciate the time taken by these doctors to complete the survey.

**There were some great satisfaction ratings reported by our VMOs;**

**91% with admission process**

**100% with discharge process**

**90% with provision of appropriate equipment**

**100% with maintenance of equipment**

**100% with experience of nursing staff**

**100% with housekeeping and infection control**

**100% with access to management, commitment to quality improvement and complaints handling**

**100% with communication from management**

**Written comments:**

*a very happy and efficient work environment*

*An excellent hospital that cares for staff as much for patients.*

One of the areas for improvement identified was VMO knowledge of emergency procedures. Only 3.3% of VMOs reported that they felt their knowledge of Fire, Bomb and Evacuation procedures was good. Only 46.7% of VMOs felt their knowledge of patient medical emergency procedures was good. We have compiled an information sheet that will be distributed with the accreditation paperwork and will also be discussed at all Specialty meetings.

We received feedback regarding education topics and speakers for our GP seminars which we have incorporated into our 2009 program. We also received requests for equipment purchases and upgrades which are being carefully considered.

These results will be discussed at the MAC and Specialty meetings with a view to making improvements

**CONGRATULATIONS TO DR ANDREW HOLLAND who won the lucky draw prize which was a \$250 voucher for Vintage Cellars.**



## Ramsay's effort with Bushfire appeal & HHPH morning tea

A special morning tea was held at HHPH to aid the Country Fire Association of Victoria in appreciation of their fantastic efforts during the recent bushfires. Delicious cakes were made by staff and donations were accepted. We raised \$650, a fantastic effort!



## Thursday Mocktails

The Rehabilitation Service Area has introduced a new service for patients. Every Thursday, mocktails are served to all patients in the lounge with the idea of providing a social outlet for patients whilst they are in hospital. During this time, patients are able to socialise with other patients if they wish and in addition board games are provided.



# Infection Control Report for 2008

The annual Infection Control Report for 2008 has been released and concludes that HHPH continues to have a very low infection rate. One area which has shown an improvement is the rate of hospital acquired infection relating to the post orthopaedic surgical patients undergoing rehabilitation in South Wing. This can also be related to the community acquired infection rate for this specialty service. Surveillance and trending will be ongoing, reporting to the Continuum of Care Committee and the Medical Advisory meeting and Speciality meeting. Consultation with the Hospital's RMO and Contracted Microbiologist will further assist this. Continually reviewing and improving on the strategies that have been put in place to monitor and contain any spread will help to ensure that its impact on HHPH will be controlled and reduced.

Issues in response to Infection Control practices relating to management of hospital acquired infections at HHPH are addressed by the Infection Control Co-ordinator in collaboration with the Ward Managers and Hotel Services Manager. Ongoing strategies that have been put into place include:

- Promotion of hand washing / hygiene-reminders, posters, signage
- Staff and patient information-Infection Control Resource Folder
- Environmental Surveillance-Hydrotherapy pool water testing, cleaning audits
- Appropriate patient placement / isolation if infection is known
- Staff education programmes-MRSA and Super bug awareness
- Monitoring compliance with infection control practices
- Weekly review of any antibiotics ordered for patients in the previous seven days.

## Results of Press Ganey survey

Each year we have a comprehensive patient satisfaction survey conducted and collated by Press Ganey.

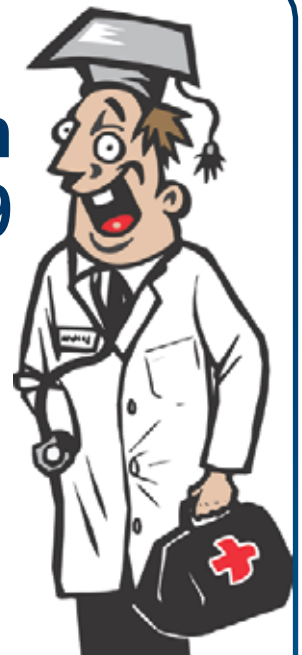
### Some of the greatest increases in individual scores were:

- Condition improved as expected (up by 11.2%)
- Response to concerns and complaints (up by 7.9%)
- Anaesthetist's explanation (up by 6.9%)

### Improvements that we are implementing as a result of these surveys are:

- Introduction of weekly Mocktails Happy Hour for Rehabilitation patients
- Review of preoperative waiting times for day surgery patients
- Fostering Positive Relationships education program is being implemented for all staff and will incorporate rounding and scripting to keep patients updated.
- Introduction of post discharge phone calls for rehabilitation patients

## Diary Dates GP Education Program 2009



Hunters Hill Private Hospital is very pleased to offer you an exciting range of Continuing Professional Development delights for 2009.

*All activities Category 2 (2 points per hour)*

**So pick up your pens and circle your choices now b4 u 4get!**

### 24th March –line ball.

Common sporting injuries including the management of acute joints, sprain, twists and tears and common eye emergencies- diagnoses, must dos and when to refer.

### 23rd June – sound bite

- a practical GP approach to common kid's ENT and dental problems

### 22nd September – cut and paste

General and plastic surgery –the state of the art – what GPs need to know.

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