

# VMO Voice

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 Speciality 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.**



## MAC & Speciality Meeting Snapshot



At the Medical Advisory Committee meeting in December it was resolved that all VMO's are reminded of the following items:

### VMO Responsibility relating to Post Op Complications

- It is the responsibility of the VMO to respond promptly to any post operative complications in their patients.

### Accreditation for Surgical Assistants

- VMO's are advised that 1 weeks notice is to be given to the hospital regarding new surgical assistants so that accreditation can be processed.

All VMO's are reminded that the Medical Advisory Committee has endorsed the expectation that VMO's will attend 50% of relevant craft group meetings for their speciality each year.

The new prostheses gap list for 2009 has been released by the Department of Health and Ageing. It is the surgeon's responsibility to advise patients during consultation when a gap item will be used in the procedure. The hospital's responsibility is to provide written Informed Financial Consent to a patient which is specific with any gaps items. To assist us in providing this information, please ensure that any gap items are noted on the Pre Admission form.

### Meeting Dates for 2009

<b>ENT Speciality meeting</b>	<b>Tuesday 21st April</b>
please note this is a revised date.	
<b>Dental</b>	<b>Thursday 30th April</b>
<b>Anaesthetic</b>	<b>Thursday 7th May</b>
<b>Plastics</b>	<b>Tuesday 12th May</b>
<b>Ophth/Ortho/Gen</b>	<b>Thursday 21st MAY</b>
<b>Rehab</b>	<b>Wednesday 27th May</b>
<b>MAC</b>	<b>Monday 15th June 2009</b>
please note this is a revised date.	
<b>MAC</b>	<b>Monday 7th September 2009</b>
please note this is a revised date.	
<b>MAC</b>	<b>Monday 7th December 2009</b>

## 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, the Medical Advisory Committee and Speciality Committee meetings. 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

## 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!



## 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!**

**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.

For further information please contact:

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