



HOPE

HOPE HEALTHCARE Newsletter

A ministry of the Anglican Deaconess Institution Sydney

Twelfth Edition

First look at the new Neringah

The new Neringah palliative care facility promises improved patient dignity and choice.

Extensive consultation with health professionals and the hospital community has resulted in a design that provides a comfortable and adaptable environment suited to individual patients' needs, on a domestic scale. An important consideration was enhanced patient dignity, choice and control of their daily activities.

The design provides spaces to encourage shared time as well as the choice of privacy and reflection. It sets out to encourage the maximum patient interaction with family and friends.

The building provides nine 1-bed and five 1 to 2-bed rooms, all with ensuite facilities. These patient bedrooms are suitable for accommodating patients of any age in an environment that resembles a residential bedroom while allowing for the necessary medical and nursing care. The rooms will be large enough to cater for visiting family and friends and allow for rooming-in of family.

A private family room/dining room provides yet another environment and there is access to outdoor and indoor spaces. Interview rooms will also be available for private meetings.



A model of the new Neringah (centre), the surrounding darker coloured buildings are others already on the Hornsby Ku-ring-gai Hospital campus.

Other facilities include a Chapel/Quiet Room, Volunteer facilities, a lounge and beverage room for patients and loved ones, a 40-person capacity education room, coffee shop and a fresh-cook kitchen.

Importantly, the building also brings our comprehensive palliative care community team together with our inpatient service, all under the one roof.

Overall the design establishes

a good connection with the surrounding environment; gardens and surrounds, sun and shade, breezes and natural ventilation with careful provision of outdoor spaces and verandas.

The estimated \$8 million budget project, to be co-located with the Hornsby and Ku-ring-gai Hospital and under Hope Healthcare management, is expected to be ready for occupancy early in 2004.

Enhanced rehabilitation in the southwest

Improved outpatient rehabilitation services are just one of the key benefits flowing from the \$3.5 million building project completed at Braeside Hospital earlier this year.

The new rehabilitation day hospital and therapy centre was designed to provide a range of rehabilitative therapy. It gives patients in the community coordinated and integrated access to treatment by a team of therapists. Treatment includes physiotherapy, speech therapy, occupational therapy, diversional therapy, dietetics, social work, psychology, medical and nursing services.

The main group using the service are those who have been discharged home following inpatient

rehabilitation care, as well as people in the Liverpool and Fairfield areas, who have treatable disabilities, referred along from within the local community.

This represents a significant augmentation of care for those recovering from serious disability in the southwest of Sydney.

Other improvements as



A meeting of some of the treatment team in the main rehabilitation day hospital waiting area with (centre) Coordinator Shalesni Chand.

part of the building work include the new multi-use education centre with a moveable wall, which has already hosted a number of education programs and comfortably catered for memorial services of more than eighty people. Patients have even barracked there for their favourite football team, on television, with the space set up as a theatre.

Helping local residents deal with a stroke

Every year in Australia over 40,000 people have a stroke and at any one time it is estimated that there are between 200,000 and 250,000 people living with disabilities due to stroke

The team from Braeside Hospital's rehabilitation unit have fostered the establishment of a local support group at Fairfield to provide support, information, health education and assistance not only to people dealing with the after-effects of a stroke but also their families.

While the risk of stroke is significantly increased with age, 25 percent of people who have a stroke are under the age of 65. Around one third of people who have a stroke will recover and change their lifestyle to reduce the risk of a further stroke. But around one third must learn to live with a range of disabilities. The condition often robs sufferers of their speech or restricts their mobility, while placing stress and pressure on their carers and families.

Fairfield Stroke By Stroke (SBS) Recovery Group held their inaugural monthly meeting in February 2002. Fairfield RSL is generously providing the



Carpet bowls - in addition to getting information and socialising, having some fun is also an important part of the group's activities.

venue and able-bodied transport, with the local community transport organisation Wheelabout providing transport for the disabled. Meeting have covered a range of topics, from community services, to healthy eating and dieting.

Amongst those participating is 72-year old local resident Valma Dowd who had a right-side stroke

in November 2000 and spent some three and a half months in Braeside Hospital undergoing rehabilitation before returning home to cope with the day-to-day difficulties of living with a stroke. Val has found the Fairfield Stroke by Stroke Recovery Group a great help, especially "from talking to others with a stroke and the information we get."

Recognising our staff who excel in the workplace

Awards for excellence, for doing the exceptional, beyond the normal course of duty.

In 1998 we instituted the Hope Healthcare Employee Excellence Award scheme to give recognition and acknowledgement to those members of our healthcare, administration and support teams who have demonstrated exceptional qualities or abilities and dedication in the workplace.

Within Hope Healthcare we set out to work together to provide kind and supportive care whilst preserving the individual dignity of patients and residents. We strive for optimal quality with care delivered with honesty and fairness. The purpose is simply providing quality health services that reflect Christian values of unconditional love and respect for every individual.

We receive much encouraging feedback from those who experience our services first hand. It's very pleasing to be able to formally recognise the

individual members of the team that may have excelled in delivering that service.

Those that know the individual best, their peers, make

nominations for the Employee Excellence Award. There is provision for quarterly awards and an annual award, the Sita Carter Award. Selection requires demonstrated commitment, enthusiasm, initiative and achieving something exceptional.



(Above left) Loraine Purkiss, then Nursing Unit Manager of the palliative care unit at Braeside Hospital, a joint winner in 1998 of the inaugural annual Sita Carter Award, with long-serving member of our Board, Mrs Sita Carter.



(Above left) Kelly Anne Cutler, recent joint winner of Employee Excellence Award with Board member Janine Steel.

Winners of Excellence Awards include Colin Sharpe, Bronwyn Heazelwood, Sarah Atkinson, Dianne Williams, John Kerekes, Beverley Walker, Trish Price, Alice Lau, Garry Paine, Robyn Cashman, Judy Winning.

Mounties ride to the rescue

Generous gift enables purchase of vital diagnostic equipment

Braeside Hospital needed a new electrocardiograph machine to supplement the one old and inadequate device that covered the whole hospital.

The Mt Pritchard and District Community Club, better known in the southwest as the



Mounties came to the party with the donation of the necessary \$10,000.

Braeside now has the new ECG machine to use in ongoing assessment and monitoring of all patients.

And should any medical crisis situation arise with a patient, the ECG is used to help determine and assess their condition to see if admission to either Fairfield or Liverpool Hospitals is needed for acute care.

New bus thanks to Club and other supporters

Rotary Club of Ku-ring-gai donation enables provision of new bus at Greenwich

Patients in Greenwich Hospital's rehabilitation unit requiring transport to Royal North Shore Hospital for appointments and treatment have lots for which to thank the Rotary Club of Ku-ring-gai.

The Clubs' \$10,000 donation added to many other smaller donations has made possible purchase of a \$51,000 Toyota Commuter bus fitted with wheelchair lifter, quick release seats, wheelchair restraints, drop-down step, additional handrails and

dual air-conditioning. The Club's generosity ensures provision of improved reliability in service delivery, comfort and dignity that older members



Bus driver Mos Shabanz inspects the new bus.

of our community requiring rehabilitation should reasonably expect.

Making a difference

Donations and bequests help us better help those in our care.

When not given for a particular purpose, the many individual donations and bequests we receive collectively go towards the continuing growth of the care we provide.

In addition to contributing to major service improvement as we've reported elsewhere in this newsletter, we are able to provide much needed equipment and services.

As examples, in the last 12 months a pulseoximeter, patient hoist and lifters, infusion pumps, veterinary services for Graythwaite's dog Waffles, mobile phones, pressure relieving mattresses, thanks to Volunteers Luncheons, a Camcorder, a neurological table, special chairs, portable syringe driver, adjustable furniture for O/T, clinical psychology services, pressure relieving cushions, handrails for Graythwaite, fresh carpets and paintwork for palliative care area and trauma debriefing, were all purchased from funds given by our generous supporters.

However we need more, to provide dignity and the best of environments for those in our care.

We are dependant on our friends and supporters to provide funds for all additional equipment and services and ongoing support for the chaplaincy services we provide.

CAN YOU PLEASE HELP?

Yes, I would like to make a donation of \$ 135 45 95 Other \$ (write amount)

I enclose my cheque/money order

OR please charge my: Bankcard Mastercard Visa

Card No.

Expiry date Signature

DONATIONS ARE TAX DEDUCTIBLE - Authority to Fundraise CFN14229
Mr/Mrs/Miss/Ms/Dr/Rev

Address

Postcode

Telephone (H) (W)

Please make cheques payable to Hope Healthcare. Mail to Chief Executive Officer, Hope Healthcare, PO Box 42 Wahroonga NSW 2076

THERE ARE MANY OTHER WAYS YOU CAN HELP US

I would like information about becoming a Friend of Neringah/ Greenwich/Braeside (circle hospital you wish to support)

I would like information about being a Volunteer

Please send me, in confidence, information on how I can help Hope Healthcare through my Will

If it's scones it must be Tuesday...

Providing a therapeutic distraction in Palliative Care

A tradition so established that local ambulance drivers know about it. It's Tuesday or scone day in Greenwich Hospital's Palliative Care unit.

The first scones might have been baked in cast iron pans hung in the kitchen fires of rural England and Wales many hundreds of years ago, but Scone Day at Greenwich Hospital has its own history. Started as part of the Diversional Therapy program at Greenwich over eight years ago, it's institutionalised to the extent that visiting health professionals make a point of visiting on the day. After all, everyone likes a good scone don't they?

Involving a Diversional Therapist and a couple of hospital Volunteers working with patients, Scone Day provides the basis of story telling about times

past, Devonshire teas experienced, old cooking stoves and the best scone recipes. The opportunity to reminisce and take part fulfils an important part of a Diversional Therapist's goal in palliative care - to provide rewarding and pleasing distractions for a patient dealing with a progressive, incurable life threatening illness - when life isn't much fun.

A selection of scones are baked on the day with the delightful smell filling the air. And the scones taste pretty good too!

Diversional Therapist Beverley Walker presents Helen with choice of a fresh batch of scones served with strawberry jam & cream.



A life-affirming activity

Art bridging expression and meaning for people with life threatening illness

Neringah Hospital held an exhibition of 25 works by patients in September, titled *Omega*, celebrating a life affirming activity undertaken as part of the hospital's diversional therapy program.

Patients at Neringah are able to participate in fortnightly art meetings that for some may offer a focus of concentration away from pain, or exploration of ideas and thoughts, while for others it may provide an arena for expression where words cannot - including the religious and spiritual.

Arts facilitator Stephen Dernocoure, who has been responsible for Neringah Hospital's specialised art program since 1997, spoke in the morning and afternoon about the art sessions and the process involved.

He acknowledged it could be confronting to see art by people who have perhaps one or two weeks

to live. However the up-lifting range of mono-prints, drawings and paintings on show, in fact displayed a deal of colour and showed a considerable sense of freedom, improvisation and play.

He said many reflected past memories brought to bear in a productive way, bringing together an individual's hand, heart and head. "The art meetings offer a bridge



Stephen Dernocoure with a device he calls the Journeymaker, used to stimulate ideas in art meetings, with patient artwork in the background.

of meaning and expression between the individual, their illness, and their family and even to the palliative care team."

Quality assured with accreditation

Our staff have something to celebrate but the real beneficiaries are our patients and residents

In the last few months all our hospitals have undergone in-depth surveys by the Australian Council on Healthcare Standards (ACHS), leading to further four-year accreditation. The ACHS is an independent national organisation, dedicated to

improving the quality of health care in Australia through continual review of performance, assessment and accreditation.

The four-year accreditation means an assurance of the highest standard of care in our hospitals measured against health industry benchmarks.

While our staff celebrated the

excellent outcome of a comprehensive and demanding process, the real benefits flow through to all those in our care.

Hope Healthcare Limited

- a not-for-profit provider of specialised public health services

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