

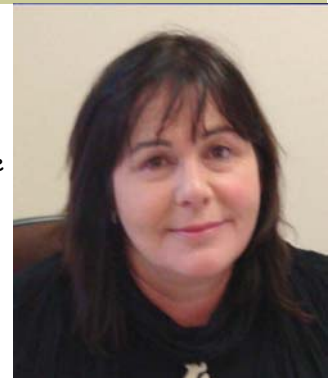
# Mersey Messenger

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## CEO's Message –

I was very proud to be associated with the Mersey Hospital when listening to both the pre-assessment accreditation presentations and the post accreditation summation. Clearly, there is a huge amount of very positive work going on and I believe from the feedback that we will receive a very positive report. Thanks to everyone for all the hard work.



### Patient Satisfaction Survey

Between June and August this year Press Ganey Associates conducted a comprehensive Patient Satisfaction Survey for the Mersey. More than 480 patients took part in the survey, which covered following areas: Day Surgery, Inpatient and

Emergency Department. The questions spanned a wide range of topics including admission, rooms, meals, nursing and doctor care, labour and delivery, theatre/recovery, personal issues and discharge.

The results are in and we have a lot of be proud of with some excellent first person feedback about the hospital and individual staff members, some of which will be featured in this edition of Mersey Messenger. The survey also highlights a number of areas for improvement, particularly when it comes to communication and information delivery to patients.

Developing ways to strengthen communication within the hospital involves a team approach. In the coming months we will be holding working groups with staff to explore the issues and look at ways we can improve the service we provide to our patients. Based on the feedback received from these sessions we will be developing a communications strategy for the hospital.

Jane Holden





**Devonport Show**

**Friday**  
**28 Nov 08**



## Improving Communications

On Monday 10th October, 2008 the Hospital introduced a new Two Way Radio System. The system provides Mersey with its own dedicated commercial channel avoiding the problems associated with outside interference. Ten base stations and 15 mobiles are distributed throughout the hospital to provide an effective communications tool for staff and management. It is anticipated in the future that this new system will incorporate and enhance existing emergency management procedures.

Geoff Williams and David Salter demonstrate the new 2way



## 7AD Kidz Appeal

This year's **Devonport 7AD Kidz Appeal** was a tremendous success resulting in a total of \$13,199.85 being raised. This Appeal is co-ordinated by our local radio station 7AD and



assisted by donations throughout the North West Coast and Scottsdale communities. Monies raised are distributed to three hospitals within this region: "Mersey Community", "North West Regional" and "Scottsdale Community" to assist in the care and treatment of children.

PHOTO: (L to R) Mandy Shepherd, 7AD presents the Mersey Community Hospital Women's and Children's Unit staff Anne Oosting, Karen Brown, Barbara Salter, Debbie Chettle and Di McArthur with a cheque totaling \$13,199.85.

Thank you "Devonport 7AD" and the North West Community your efforts are appreciated.

## THANKING YOU

The Soroptomist Club of Devonport graciously donated to the Oncology Department a book for clients to read.

*Soroptomist is an international volunteer organisation for business and professional women who work to improve the lives of women and girls, in local communities and throughout the world.*



Anne Wilks, Maureen Clarke

## Look Good Feel Better Workshop

Hospitals aren't usually the place women come to for make-up and hair advice. But recently the Mersey was host to a special workshop for women who are receiving chemotherapy or radiotherapy and need some tips on dealing with the visual side-effects.

*Look Good...Feel Better* is a free program held throughout the state by a group of volunteers from the cosmetic industry and sponsored by the Cancer Council of Tasmania.

Nurse Unit Manager for Oncology, Anne Wilks, coordinated the workshop at the Mersey and says it definitely helps to boost women's confidence.

"Finding out you have cancer can be a huge shock and when you start losing your hair and your skin tone changes because of the treatment it can really effect your self confidence. So having a workshop where women can get practical tips on make-up, wigs and hats is a real morale boost for them."

Anne says the workshop not only helps the women feel better about their appearance it is also provides them with an excellent support network.

"It's very beneficial for women who are going through similar experiences to be able to share their stories, laugh together and give each other advice on getting through."

Anne says they are also hoping to hold a *Look Good...Feel Better* workshop for men in the future, although it's unlikely to involve tips about putting on make-up.

"The men's workshop will give practical advice on skin care, shaving and also teach their partners how to do head massages. It should be fun, we just have to convince men that they won't be compromising their masculinity by coming along!"



PHOTO: Lynette Emmerton (left) and Zarna Mace (right) trying on some of the free make-up during the workshop. Both said it was incredibly valuable and has given them a renewed sense of confidence.

## Let's Promote What We Do Well!

Nikki Karpeles recently joined the Mersey team as Media and Public Relations Officer. One of her roles is to promote all the things we are doing well at the hospital, mostly through the media.

Unfortunately journalists love a negative headline so often only the things that go wrong are printed in the newspaper. Nikki has taken on the job of actively contacting the media with positive news stories so that our excellent staff can get the recognition they deserve, and the community can get a better understanding about the great work that is happening at the Mersey.

Nikki was formally a journalist herself and has previously worked in Germany for

Deutsche Welle Radio and also spent three years as a television and radio journalist for the ABC in Launceston.

In order to get the positive stories out into the community, Nikki needs your help. If you treat an interesting patient/case, undertake a successful operation, start work on a new program for the hospital or maybe you know of a staff member with an interesting

Story to tell, Please contact Nikki so she can do what she does best and tell everyone about it,

either through the media or our Mersey Messenger.

Be proud of what you do!

Contact Nikki via email at [nikki.karpeles@dhhs.tas.gov.au](mailto:nikki.karpeles@dhhs.tas.gov.au) or give her a call on ext. 5520.



**Nikki Karpeles is arranging a panel of external consumers and media involvement in judging your wonderful storyboards.**

## Overview of Accreditation 2008

**Congratulations to all staff of the Mersey Community Hospital** on the successful completion of the most recent ACHS survey during the 28<sup>th</sup> - 30<sup>th</sup> October. The surveyors were both very impressed with their experience at the Mersey and enjoyed the privilege of assessing our organisation and its service provision.

The Allied Health Team and Staff Development both delivered presentations to the surveyors and hospital staff showcasing their major achievements and the extension of their service provision. These presentations were of a very high standard and the time and

effort expended on the preparation of these presentations is to be commended and is very much appreciated.

The Mersey was the 'cleanest hospital' according to one surveyor, with excellent facilities and equipment, and the catering Department was highly commended for the lovely meals that the surveyors enjoyed.

Infection Control and Discharge Planning both received special commendation and had their rating elevated to EA (Extensive Achievement) which is the mark of excellence!

The surveyors have made several recommendations to

the Mersey Community Hospital guiding our future developments and this is of great assistance in continuing to improve the service we provide to the community.

We look forward to the next 12 months with enthusiasm as we strive to fulfil these recommendations and make even more improvements to our organisation and its outcomes.

Many thanks to the whole team,

Victoria Brown  
Acting Quality Coordinator

**Please keep your storyboards displayed and we will inform you of progress for judging.**

## Pats on the Back!



'Pats on the Back' is a new addition to our Mersey Messenger to recognise our great staff for their achievements. If you've seen a staff member do something well, let us know so we can pat them on the back!

The following 'Pats on the Back' are from patients who took part in a Press Ganey survey between June and August this year. The comments demonstrate just how valued our staff are. There were so many we couldn't put them all in one edition, so here are just a few of the comments.

Maternity - "**Midwives Naomi Brooks and Nathan Semmler** are great. If Naomi didn't guide me (through labour and birth) I wouldn't have been able to go through with it."

Maternity - "**Olga Wilson** was amazing, very professional, thorough and caring."

Maternity - "**Judy Taylor** was excellent and understood my specific emotional needs."

Emergency Department - "**Dr Andrew Causer** provided exceptional care, thank you!"

Emergency Department - "**Shirley Woodcock** was so caring, fast, informative; a lovely nurse."

Emergency Department - "**Dr Colombine Daintree** and nurse **Emma Jackson** were absolutely caring and lovely."

Inpatient - "**Phil Peh** the physio man was extremely caring, informative and caring with me."

Inpatient - "All **meal staff** were excellent, very nice, friendly, fast and very accommodating to my baby's special needs."

WCHU - "Nurse **Barb Salter** from the Children's Ward related to kids so well and put them at ease."

Inpatient - "**Dr Masud-ur Rahman** is a great asset to the hospital."

Inpatient - "I can not speak highly enough of **Dr Derek Brockwell**. I have never felt so confident and secure seeing he had to abort key hole surgery and request major surgery for my operation. The personal follow up was excellent."

Day Surgery - "The surgeon **Dr Roberts-Thompson** is the most wonderful person and surgeon anyone could have."

Day Surgery - "Nurse **Phillipa Barrington** was professional, supportive and very understanding."

Day Surgery - "Nurse **Pam Woodfield** went out of her way for all patients."

### NEWSLETTER CONTRIBUTIONS:

Please email your  
Newsletter  
Contributions to:  
[jan.carr@dhhs.gov.au](mailto:jan.carr@dhhs.gov.au)

Next Edition  
Deadline 24 Nov 08

Many thanks to all  
staff who contributed  
to this issue

**PHOTO:** Catharina Kranenburg has been receiving treatment in the Oncology unit since 2007 and wanted to thank both **Anne Wilks and Jennifer Pule** for doing a wonderful job looking after her. Catharina says they are both very special people. She is also very grateful for the new refurbishments to the Oncology Unit which she says now make her time there a lot more comfortable. Eight new specially designed chairs have been installed to replace the old recliners. They are certainly a winner with the patients.

