



2018 Belmont Local Health Report

Acknowledgement of Country

The Authors of this Health Report would like to acknowledge that the programs and services provided at this facility have been conducted on the Bahtabah lands of the Awabakal people. Respect is paid to Elders, past and present.

Year at a Glance

Belmont Hospital is regarded as a busy and high performing health service with an outstanding record for safety and quality.

The past year at Belmont Hospital has been a year of consolidation and laying down a firm foundation for the delivery of Excellence in health care.

A concentration on performance and accountability has seen us achieve good results across a large range of health indicators including surgical, emergency and general medicine.

This year our Engineering Team along with a number of contractors has also made significant progress on a number of capital works projects with minimal disruption to services.

Financial year achievements, improvements and planning for improvement include:

- Full three year accreditation under the National Standard program from February.
- Capital works including change rooms and storage areas to theatre, in preparation for a fourth theatre and Central Sterilising Department in 2019, and waiting rooms and interview rooms on South Block medical area.
- A strong Local Health Committee strategic plan.
- Refining good corporate and clinical governance.

- Standardisation of clinical practice through the planned efforts of the team of Clinical Nurse Educators.
- Ongoing fantastic support from our tireless and dedicated volunteers.
- A meaningful, well planned, NAIDOC week celebration.
- Excellent clinical initiatives including review of rapid responses and clinical review and falls management strategies.
- Excellent surgical waitlists results in the midst of high theatre demand and renovations.
- Great overall clinical results across key performance indicators.
- Maintaining low numbers of complaints and incidents.

While I am so grateful to our dedicated team for service above and beyond I would also like to extend thanks to our terrific volunteers who consistently provide great support to patients, visitors and staff as well as making valuable financial contributions to the hospital.

I look forward to Belmont Hospital staff and patients achieving even greater success in the year to come.



Christine Osborne: General Manager Belmont Hospital

Our Health Committee

Belmont's inaugural Local Health Committee met in March 2016. The Committee took almost a full year to develop an understanding of itself, its role and how it might fulfil its Charter. This period of maturing as a team and familiarising itself with the complexities of the system was an essential part of making informed and meaningful contributions in the patient care space.

The Committee is:



Janice Knowles: Professional Engineer



Damien Harvey: Chartered Professional Accountant



Peter Ray: Professional Engineer



Deborah Moore: Heart Foundation



Darryn Binks: Area Manager Calvary Community Care

Christine Osborne: Belmont Hospital General Manager

Louise Giles: Belmont Hospital Director of Nursing [Acting]

Jane Broadbent: Staff Health Nurse and Volunteer Coordinator

Gary Martin: Belmont Hospital Quality Manager

This year the Committee has made some impressive inroads into an understanding of how Belmont Hospital partners with its patients. The method employed to gain this understanding has included an intensive series of surveys, informal interviews and rounding with both patients and staff.

Two main themes have been reviewed and are central to the Committee's strategic plan. The priority questions have drilled down into:

- Patient experience of Collaboration, Openness, Respect and Empowerment - the CORE Values.
- An assessment of patient needs met, unmet or partially met. Patient needs included physical needs, psychological need and intellectual need.

Data has been reviewed and findings elaborated. Recommendations have been made to the executive and exist on Belmont Hospital's Quality Improvement Register.

The Committee's priority function over the next twelve months is to consider the requirements of the Australian Commission of Safety and Quality in Health Care (ACSQHC), Partnering with Consumers Standard. The Committee will further plan to address partially unmet actions including issues concerning Health Literacy.

Janice Knowles

Chair, Belmont Local Health Committee

Our Health Service

Belmont Hospital provides a range inpatient and outpatient health care services to the population of Lake Macquarie.

These services include general medicine, general surgery, day surgery, coronary care, gynaecology, sub-acute rehabilitation unit, a Short Term Residential Accommodation Service (STRAS) unit for persons transitioning to nursing home care and a 24-hour Emergency Department.

A range of allied health and diagnostic services are also provided including physiotherapy, social work, dietetics, speech pathology, occupational therapy, pathology and imaging.

Co-located services include the Belmont Midwifery Group Practice; Lakeview detox-unit and services for children, young people and families.

Belmont Hospital comprises 130 beds consisting of:

- Emergency Department - 12 beds
- Medical wards - 40 beds
- Surgical ward - 24 bed
- Critical Care unit - 6 bed

- Day Only unit - 6 bed
- Recovery - 6 bed
- Sub-Acute unit -16 bed
- Short term resident accommodation service – 20 bed

Belmont Hospital has a low adverse incident rate and employs a policy of open disclosure when error occurs. In 2017 – 2018 there were a total of 14 incidents with harm. Five of these incidents were patient falls, while this is half of last years falls incidents the only acceptable goal is zero. A large amount of work has been done to reduce these falls incidents.

The Incident rate this financial year was 97/1000 patient separations, this is lower than both the NSW State and Hunter New England rates. The rate of complaints received was 7.8/ 1000 patient separations.

Performance targets were met across a range of indicators including:

- Surgical waitlists
- Infection rates
- Hand hygiene performance
- Pressure injury benchmarks
- Sepsis management
- Cannulation management
- ED triage targets
- Complaints handling
- Unplanned re-presentations

Work continues to address performance in Time in ED (ETP) <4hrs, Falls and the identification and management of Delirium and cognitive decline.

EXCELLENCE
Every patient. Every time.

Partnering with Our Community

NAIDOC Celebration/Closing the Gap

Belmont Hospital 2017 NAIDOC Week Celebrations are an initiative of the Closing the Gap Collaborative Committee.

This year's theme for NAIDOC was:



Educated, entertained and enthralled the celebration of events is a significant reminder across the facility of the need to provide appropriately culturally sensitive services.



The celebration featured Windale preschool junior singers.



In attendance [clockwise from top left], Rae Reed, Christine McKiernan, Kaylah Slater [BH: Closing the Gap Chair], Aunty Laurel, Leonie Garvey and Tony Martin.

Hunter New England Local Health District



Highlights

Belmont Hospital 50 year Anniversary

This year we celebrated 50 years of service to the Belmont Community!

The hospital opened its doors in March 1968, after 20 years of community fundraising and lobbying. Five decades on it's still going strong, providing quality care to Lake Macquarie residents.



Cutting the cake, Dr John Olsen and Judith Duffy



The 50th Anniversary celebration also recognised the incredible ongoing efforts of our volunteer cohorts pictured left is the Belmont Hospital Volunteer Executive



Theatre staff enjoying the 50th Anniversary luncheon



Always reliable on the BBQ our engineering team including, Barry White, Todd Hetherington and David Clewett

Belmont Capital Works Projects

The Belmont campus is seeing the fruition of capital works planning with work commenced on new spaces in theatre and South Block Medical Ward. The new spaces are in preparation for Stage 2 of building, a fourth theatre in 2019 which will also include the relocation of a larger Sterilising Department.



Further capital works have been completed in the Hospital kitchen area with the installation of a larger cool room and freezer and a larger stores area.

Accreditation



AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE



The Belmont Campus as part of the Greater Newcastle Acute Hospital Network was surveyed in February by the Australian Council of Healthcare Standards (ACHS) against the National Safety Quality Health Service Standards (NSQHS).

Surveyed against 10 National Standards Belmont Hospital, The John Hunter Hospital and the John Hunter Children's Hospitals all performed admirably to achieve a great result with just one from 254 actions requiring further action. This action was subsequently satisfactorily completed with full 3 year accreditation being awarded until 12 July 2021.

Surveyors highlighted many localised initiatives and quality activities came in for special mention, including:

- Clinical governance systems and medical leadership around risk identification and incident management
- Consumer participation
- Staff Health services, leadership in sterilising services and outstanding hand hygiene rates
- Medication safety efforts
- Clinical handover initiatives such as bedside handover, extension of BH's Aged Care in Emergency ACE) program to residential aged care facilities.
- Efforts to identify and improve outcomes for deteriorating patients, including involving an intensive care liaison nurse in critical response teams
- Falls prevention efforts, including the Your Side initiative



Junior Doctors Scoop the Pool at District Quality Awards

Belmont Hospital's Junior Medical Officers walked away winners in every category at the 2018 JMO Awards!

Dr Emma Price, Dr Sam Brentnall and Dr Melanie Conroy's, presentation titled "Quality care in the last days of life; can the 'Last Days of Life Toolkit' improve care of dying patients at a NSW District Hospital?" The project looked at care delivery at Belmont in the end of life. It showed that 75% of patients die outside of business hours with one of the big concerns from JMOs being the difficulty they can have when they are asked to see a patient who they think is dying but the medical records do not always support this.

The project saw a significant improvement in end of life communication in the medical record. Prescribing end of life medications increased significantly though there is still work to

do on documenting mouth care. When the Last Days of Life Toolkit was used, documentation of care significantly improved. The project won two awards, Best Presentation and People's Choice Award.

Dr Lloyd Creswell, Dr Lauren Kelly and Dr Kelly Xu's poster regarding use of CT brain in the Emergency Department. They audited medical records against the Australasian College for Emergency Medicine guidelines and found that 17% of tests may not be clinically indicated, representing \$3000 in cost to the Emergency Department over one month.

The 2019 JMOs will assist with improving these findings as part of the Choosing Wisely campaign. They won the Best Poster Award.

The same team also had a poster for an audit of radiology reports for fractures that were not identified in the Emergency Department. The fractures we were most likely to miss are spinal crush fractures. These are important as they indicate eligibility for osteoporosis management, important preventative care.

All projects were supervised by Dr Carolyn Hullick.

Congratulations to all the JMOs and all the staff across the hospital, who support them in being able to undertake this important work.



Drs Emma Price and Sam Brentnall presenting at the 2018 JMO's Quality Awards

2017 Christmas Celebrations

Christmas is always an event across the campus but it's taken on a competitive edge with wards and services looking for the recognition that comes from having the best decorated space. This year's winner was Pharmacy services, of note was the STRAS team who all dressed as angels.

With carols being sung across the wards we bring a little bit of Christmas to our patients.



Pharmacy



Some STRAS angels

Community Health Highlights

NSW Health Volunteer Appreciation Day

Only the week before NSW Health Volunteer Appreciation Day the Belmont Hospital celebrated its 50th anniversary. Volunteers started on the Belmont site even before the hospital opened making this also a 50th anniversary of volunteer support. Volunteers, managers and all staff enjoyed a Morning Tea and Long Service Award Ceremony. It was a day enjoyed by all.



Personal Reflections Of Belmont Hospital Volunteers [from Belmont Staff]

"Each day there is always a smile shared from our very much valued, loved Volunteers."

"There is something special each Volunteer brings, and together our Volunteers have one very big and very caring heart."

"Belmont Hospital Volunteer Kiosk, Fundraising and Patient Care Service, benefits each patient and visitor in many different ways."

"A moment shared between a patient, visitor and volunteer is a special moment of caring and understanding."

"Raising and donating almost \$110,000 to the Hospital in the 17/18 financial year Hospital Management, Staff and Patients say a big thank you to all our Volunteers, you are all amazing!"



Recognition of Exceptional Service

Belmont Hospital Volunteer Kiosk – Ladies Auxiliary Awards

Olive Jackson for 30 years service
 June Chapman for 20 years service
 Dorothy Butler for 15 years service
 Anne Ford for 15 years service
 Pam Grenenger for 15 years service
 Joy Hughes for 15 years service
 Patricia Massard for 15 years service
 Helen Gore for 10 years service

Belmont Hospital Patient Care Service

Roslyn Parsons for 25 years service
 Marie Jakubowski for 20 years service
 Elske Hopwood for 15 years service
 Kathrynne Bennett for 10 years service
 Barbara Atkins for 10 years service
 Julie Toms for 5 years service

Volunteer Concierges lead the way

Belmont Hospital concierges are leading the way in way finding across the campus.

Volunteers are proactively assisting patients and or family members to find their destinations.

Sitting between switch and security our concierges are happy to walk with visitors and take them where they need to go. This is a great initiative with the ready smile and offer of support by a volunteer a wonderful introduction to the campus. All concierges have completed training necessary to support their role.

Congratulations to all involved!



Volunteers pictured at a training day

Our Medical Leaders

The Belmont Hospital Senior Clinical Team are acknowledged for their skills, commitment and patient focus



Director of medicine: Dr John Olsen



Deputy Director Surgical Services: Dr Bill Regalo



Deputy Director of Anaesthesia: Gavin Sullivan



Director of Nursing: Elizabeth Moore



Deputy Director of Nursing and Director of Nursing [Acting]:
Louise Giles



Deputy Director of Nursing [Acting]
Nurse Unit Managers [NUMs]



Tania Lobach: NUM Medical Ground Floor



Jacqui Robertson: NUM Surgical Ward



Fiona Mitchell: NUM Emergency Department



Jake Howell: NUM Sub-Acute Unit



Rob Carey: NUM Medical South Block/CCU



Jenny Jones: NUM Theatre and Day Only Unit



Mary Hodson: NUM STRAS

In the Spotlight

Friendly Face Program

Belmont Hospital Friendly Face Program Pioneer Group have successfully completed their course and are assisting STRAS Unit in making a difference during a patients journey and stay within the unit. Friendly Face Volunteers can be identified by wearing their Gold Polo Shirt, badge and a smile that lights up the room.

Volunteer Patient Care President Marie Jakubowski and Vice President Kathy Bennett can definitely vouch for the enjoyment that comes from spending time with Aged Care patients, to share a moment, to watch them smile and listen as they relive captured moments of history and special memories throughout their life.



Marie and Kathy

Belmont Hospital Friendly Face Volunteers interact with patients using the simple concept of hand massage and communication with a one on one focus.

The benefits of the Friendly Face Program is twofold giving a service of comfort and care to each patient and a vehicle for Volunteers to discover new capabilities, new found confidence and new direction. A simple concept and service given from the heart.

The Belmont Hospital Friendly Face initiative was recognised as a finalist in this year's HNE Health Awards for Excellence.



Some of the Friendly Face team

Meet and Greet: Volunteer Program

Visitors to the Belmont Hospital Campus are welcomed by a group of enthusiastic volunteer concierges. The program guided by Jane Broadbent Belmont Hospital Volunteer Coordinator ensures that all patients are greeted and those with way-finding issues are ushered to the appropriate location. With many of our patients anxious about coming to the unfamiliar environment of a Hospital the 'Meet and Greet' concierge program does that little bit to help to stave off unwanted stress.



25,743

patients presented at our emergency department



73.9%

of patients presenting to the ED were admitted or discharged within 4 hours*



83,888

patients accessed services (like blood tests, clinics & community nursing) but were not admitted



152

Babies were born



2,006

Day only surgical procedure were performed



100%

of Category A patients received their elective surgery within the 30 day timeframe^φ



100%

of Category B patients received their elective surgery within the 90 day timeframe^φ



100%

of Category C patients received their elective surgery within the 365 day timeframe^φ



321.86

Full-time equivalent staff



\$61,822

Expenditure budget[^]

Feedback and Acknowledgements

For more information, please refer to the below contact details:

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For information about Belmont Hospital visit:
<http://www.myhospitals.gov.au>