

Medical matters

The Ramsay Health Care - Coffs Harbour Newsletter



Baringa Private Hospital

02 6659 4444

Coffs Harbour Day Surgical Centre

02 6652 1600

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RAMSAY HEALTH CARE

COFFS HARBOUR

Medibank Private Grant: Medication Quality & Safety Project



Above: Wayne Marchant, Medibank Private - Coffs Harbour Retail Centre Manager Andrew Fraser Member for Coffs Harbour Cheryl Marriott, Clinical Nurse Specialist / Project Co-ordinator, Eric Wirth Senior Hospital Manager, Greg Jenke - CEO - Ramsay Health Care - Coffs Harbour, & Jeremy Hose - Hospital Manager, Medibank Private.

Baringa was awarded a \$30 000 grant in 2006 from Medibank Private to improve the quality and safety of medication management.

This project is being coordinated by Cheryl Marriott, Clinical Nurse Specialist with the Patient Review Committee acting as the Project Steering Committee with some input from Southern Cross University.

Cheryl has spent the last 6 months analysing the Baringa and Coffs Harbour Day Surgery data and has now developed a wide spectrum of recommendations.

Part of the grant was to explore and trial some electronic options to improve medication safety. The Steering Committee is now considering the use of Argus software for the transmission of medication charts from practitioners' rooms. Argus is a software system which transmits information electronically with very high levels of encryption.

We are aware that the Mid North Coast of Division of General Practice are conducting a project involving Argus and are interested in hearing from any VMP's who have used the software and who may like to provide us with assistance and comments. Contact can be made with either Cheryl Marriott or myself at: ruthname@ramsayhealth.com.au or 66 594410 marriottc@ramsayhealth.com.au or 66 594444

Elizabeth Ruthnam

Ramsay Health Care – Coffs Harbour, Director of Hospital and Director of Clinical Services

General Information

Baringa Private Hospital has had a busy start to the year. There was an official ceremony to Ramsay Health Care – Coffs Harbour with Greg Jenke CEO & Elizabeth Ruthnam Director of Hospital / DCS, being presented a certificate from the Australian Council on Healthcare Standards (ACHS). Heather McDonald Executive Manager, Customer Service from the ACHS visited Baringa to present the certificate. In attendance for the ceremony was Andrew Fraser Member for Coffs Harbour, Keith Rhoades, Mayor Coffs Harbour, and staff of Ramsay Health Care – Coffs Harbour.

Right: Heather McDonald Executive Manager, Customer Service from ACHS & Elizabeth Ruthnam Ramsay Health Care – Coffs Harbour, Director of Clinical Services / Director of Hospital

Below: Greg Jenke, CEO Ramsay Health Care - Coffs Harbour, Elizabeth Ruthnam, Director of Clinical Services / Director of Hospital, Heather McDonald ACHS Executive Manager Customer Service, Andrew Fraser Member for Coffs Harbour & Jenny Binstead, Practice Manager Coffs Harbour Day Surgical Centre / Ramsay Health Care – Coffs Harbour Quality Improvement Co-ordinator.



Baringa Private Hospital Doctors On- line Survey

Firstly, thank you to all doctors who participated in the Baringa doctors on-line survey, the feedback is invaluable.

Congratulations to Professor Marcus Stoodley, Neurosurgeon and Dr Ian Martyn, General Practitioner, winners of the Baringa Doctors On-line Survey, receiving \$250 gift vouchers from Porters Liquor.



Ramsay Professional Services

Ramsay Professional Services – Pain Management & Work Conditioning Programs Professional & Caring Service

During the past twelve months, Ramsay Professional Services has been in the process of reviewing our chronic pain programs, specifically our Pain Management and Work Conditioning.

Our Pain Management Programs are multi-disciplinary with cognitive behaviour therapy integrated throughout each component. We utilise the skills of physiotherapists, psychologists, occupational therapists, nutritionist and rehabilitation consultant to provide a holistic approach to assisting clients to optimal functional capacity despite pain.

We have been committed to providing training for our staff to increase their skills and knowledge of rehabilitation therapies. All of our therapists have participated in the WorkCover Management of Soft Tissue Injuries Workshop and recently attended workshops dealing in management of chronic pain conducted by Prof. Michael Nicholas and Lois Tonkin of CBT Training that we hosted at our practice.

Prof Nicholas, a clinical psychologist, has been working in the pain field since 1980. He has been part of the Pain Management

and Research Centre at Royal North Shore Hospital since 1994. He was involved in developing their successful ADAPT pain management program. He was also part of the team which developed the current guidelines mentioned above for WorkCover. By having Prof. Nicholas and Ms Tonkin, (Physiotherapist), visit our practice and workshop with our team, we believe we will provide programs which are comparable to ones offered only in the larger cities.

Malcolm Hill, Physiotherapist, has also recently attended two workshops the first one being 'A Rehabilitation Approach to Chronic Pain in a Return to Work Setting', the second 'Motivational Interviewing – Influencing Techniques in Return to Work' both conducted by PPL Education. These workshops provide experiential learning in recognising return to work (rtw) barriers, appropriate communication techniques, motivation techniques, cost effectiveness and interview techniques. These workshops give insight into overcoming rtw barriers, including ineffective communications, poor goal setting which by recognising, therapists can achieve better personal and work related outcomes for patients.

In May of this year, Ramsay Professional Services will be hosting a two day workshop with



David Butler. David Butler, B.Phty, GDAMT, M.App.Sc, is a keynote speaker for many international organisations and conferences and Director of Neuro Orthopaedic Institute, lecturer, and author in the area of chronic pain. This workshop will be based on his last book 'Explain Pain' which deals with understanding pain and its effects upon the body, the neuroscience tools which can assist with chronic pain, understanding and providing evidence based therapies to assist in the management of pain. Again, this will increase our practice knowledge and skill base to enable us to deliver programs which will achieve positive outcomes for all stakeholders involved with the

rehabilitation of chronic pain sufferers. Ramsay Professional Services, in partnership with the Division of General Practice, is hoping to offer CMA points for this workshop, encouraging local doctors who have an interest in chronic pain the opportunity to participate in this workshop.

If you would like more information regarding the David Butler workshop, or further information about our pain management and work conditioning programs, please contact Terese Atlee, Practice Manager, Ramsay Professional Services on 02 66580322.

Left: Ramsay Professional Services Reception.

Above Natasha Atkin, Occupational Therapist with a client.

