Congratulations to Parramatta Frontline and Community Service Award winner, ED nurse Susan Barbosa.

Susan has just had a starring role in our upcoming “How to Build a Hospital” video and also features on the home page of our website (so we know she’s a standout) but we were delighted when she was honoured by Parramatta Council last week with the prestigious community service award.

The award recognised her outstanding nursing skills and her community involvement in the streetsmart injury prevention education forum. streetsmart aims to reduce youth fatality and injury rates by promoting safe behavior by drivers, riders and passengers. Susan volunteered her time outside of working hours to organise the event which is attended by 17,000 high school students annually.

Congratulations, Susan!

More info: www.bstreetsmart.org

An integral part of the Westmead Redevelopment planning phase is identifying innovations and new models of care. These can be introduced now to ensure smooth transition between our current work practices and how we’ll be working and delivering healthcare into the future.

At Westmead Hospital, our University Clinics are leading the charge as part of the wider ongoing ambulatory care redevelopment, starting with a roll-out of changes to their administrative and support systems.

A review with patients and staff began in April to determine how clinical redesign could offer new and improved ways of working and receiving care in the unit.

One of the innovative projects includes trialing SMS prompts for patient appointment reminders.

“Despite still being in the trial phase, this new working process is generating highly positive results,” said operations director DMCS Debbie Sharpe.

Development workshops have begun, aimed at engaging and involving staff in the early changes and to share in the vision for the future of the redevelopment project.

The team hope to empower clinic staff by encouraging active participation in the changing processes.

The large and diverse nature of the University Clinics and their varying treatment facilities has led to an initial focus on the gastroenterology unit as a subset of clinics through which redesign elements and changes can be carried over and applied to other departments.

The redesign team also plan to take advantage of other current projects such as Blacktown Hospital’s Outpatient Review IT Project as a reference point for future developments in electronic documentation of medical records.