



Kaleidoscope NEWS

Issue 1 • March 2004

From the Director's Desk

Welcome to the first edition of Kaleidoscope News (yes, read on, we are looking for a new name!) It is my intention that this quarterly publication will keep staff informed of achievements and future developments within this exciting portfolio as we focus on improving the health and wellbeing of children in the Hunter.

As we work towards a seamless service we will continue to work together to align services so that no child slips through the cracks. Our priorities for 2004 will focus on establishing our governance structure and creating position descriptions for all senior management within Kaleidoscope. It is important that at all levels of our Service there is clarity around authority and responsibility.

The Kaleidoscope Executive Advisory Group has been developing and refining priorities and planning strategies, which will shortly be released to you through our first Balanced Score Card (strategy map).

People and money and will always remain a high priority. We will continue to think creatively and be proactive in finding ways to improve practices and enhance the level of service we provide.

Over the last 18 months, it has been exciting to watch the achievements and enhancements that have allowed our clinical services to grow and develop. I am delighted to recognise all the service enhancements we have received since Kaleidoscope started. These are either well on the way or in the definite planning stage after a commitment of funds. These include enhancements in the following services: Oncology, Diabetes, Surgery and Trauma Services, Community and General Paediatrics (this also includes an opportunity to assist Maitland and has already improved services to the General Paediatricians at JHCH and Belmont), Adolescent services, Brain Injury and most recently Newborn and Orthopaedic services.

The recognition of the clinical improvement unit at JHCH and an agreement by the Kaleidoscope Advisory Group to put all the available evidence into our decision making process is an important step forward in our planning and priority setting for the future.

Suggestions for topics that you would like included in this Newsletter would be welcomed. Remember if you would like more information about anything within please let me know.

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Keeping us on track

Remember Business Plans? The terminology and approach to business planning has been enhanced throughout Hunter Health and is about to be rolled out in Kaleidoscope.

The framework we now use for agreeing on the strategic directions for our Service is called the **Balanced Scorecard**. This dynamic document establishes a broad vision for "Healthy Hunter Kids" and expands on specific objectives and sets measurable targets.

Measuring the effectiveness of our goals is important; otherwise we will be unclear if we are meeting agreed objectives. Release of the Kaleidoscope Balanced Scorecard is scheduled for 10 May. Rollout will be supported by information for managers to assist implementation throughout individual teams.

Remember, the Balanced Scorecard is a living document. It is a valuable tool that forms a constant reference and will help us co-ordinate all aspects of Kaleidoscope to ensure Hunter kids are healthy.

Trish Dando

From Pat's Pen

It's great to have a new medium for regular communication with Kaleidoscope staff. Despite the immediacy of email, we recognise that electronic communication must be supplemented by other channels.

Accordingly, in the Greater Newcastle Sector we plan to introduce a monthly single-page 'News Alert (In Focus)' to ensure all staff – at JHCH, Wallsend and Belmont campus – are kept up to date with staff changes, new policies and practices or procedures, personal development opportunities, safety tips, resource referrals, etc etc.

Suggestions for items of interest / topics you would like to see covered, issues addressed etc would be welcomed.

As many staff know, I now have dual responsibilities – as Director of Nursing and Director of Kaleidoscope, GNS. I am delighted to be a part of an Executive team dedicated to improving the care and support available for children and families in our region. I look forward to working with you all to deliver quality care in a safe and rewarding environment.

Over the coming months I'll report on progress in relation to strategies aimed at implementing core practice policy, procedure and guidelines and the standardisation of processes, documents and equipment for use in paediatrics. This will be rolled out across the Area.

Injuries to staff remains a great concern to all of us and I request that everyone monitor safety and remind each other of its importance.

The commitment shown by staff to work in a safe environment is high and worthy of congratulation. It is of course acknowledged that we still have a lot of work to do on an area-wide basis to prevent risk for both patients and staff within the health environment.

If anyone is at all concerned about their safety or that of their colleagues or patients, please speak up. It is only through highlighting a need that we can take action. I want to assure staff that speaking out is not about laying blame – it is about being proactive and creating positive change.

Patricia A. Harris

Finance

Kaleidoscope Business Manager KGNS

At the end of February, KGNS was operating just over budget at (-0.3%) and was ahead of medical and surgical activity targets. Thanks to all staff who worked extremely hard during 2003 and for their continued commitment in 2004.

Last year, our main fundraising drive was to secure funding for the provision of quality play facilities for children in our care.

The past six months have been very busy with the completion of a number of major 'play' projects, including the Starlight Express Room; playgrounds for Wallsend, First Steps Parenting and Wards J1 and H1. Other major projects that have been completed include the Ronald McDonald Family Room and the Oncology Day Unit on Ward J1.

Many thanks to everyone involved. These projects will help create a positive experience for children and their families at JHCH and CAFHS.

This year, our fundraising dollars will be channelled into sophisticated and costly equipment aimed at improving patient comfort and care.

Derek Dowler

Out of this world

The first of five Starlight Children's Foundation Fun Centres has arrived at the John Hunter Children's Hospital with a mission to provide a bit of bedside fun for sick kids during their stay in hospital.

Affectionately known as 'squeals on wheels' these purple entertainment units are wheeled from bed to bed, bringing children hours of fun, interaction and distraction.

The high levels of stress that families face when a child is sick or injured can be greatly reduced by the provision of quality play opportunities. The Fun Centres offer a range of 'normal' play activities including a Nintendo Gamecube system with two hand controllers and games, a DVD/CD player and a computer with at least 20 movies stored on the hard drive.

Michelle's Patisserie sponsored the first Starlight Children's Foundation Fun Centre. This one has been warmly welcomed to its new home in Nexus and it is hoped that other Hunter businesses might also be interested in sponsoring more Fun Centres for distribution throughout the Kaleidoscope Network.

Kaleidoscope in the Community

Margaret Piper, Director
Community Child Health & Allied Health

The Community Child Health services of Kaleidoscope Greater Newcastle Sector are in a number of areas throughout the sector. These units provide a range of services, from primary to secondary health services, to families living in the Hunter area. Some of these services accept self-referrals while others require a referral from health professionals or other professionals who know the family.

The services within the Community Child Health sector are as follows:

- **First Steps Parenting Centre** – Wallsend
- **Child and Family Health Team** – Wallsend
- **The Hunter Child Protection and Family Counselling Service** – Wallsend
- **Child and Family Health Nursing** – Management on Wallsend Campus; many clinics throughout Newcastle suburbs, Raymond Terrace, Morisset and Port Stephens.
- **Youth Health Team** – FPA and RNH
- **The Hunter Orthopaedic School** – Waratah
- **Paediatric Brain Injury Team** – Uni of Newcastle
- **Early Intervention (EIISCA)** – Wallsend

The teams are all multi-disciplinary, with allied health, medical and nursing staff, play-workers, art therapist and staff with educational backgrounds, along with a group of administrative assistants who keep the whole service 'ticking over'.

Services are provided in a range of settings and use a number of intervention strategies.

Some changes over the last 18 months have included:

- The former Family Care Cottage moved from Waratah to Wallsend Campus and is now called the First Steps Parenting Centre;
- The Youth Health Team's temporary relocation to the Royal, until the Newcastle Polyclinic is completed;
- 'Rainbow Cottage' – a unit of Child and Family Health Nursing established on the Waratah Campus;
- Renamed PANOC service to Hunter Child Protection and Family Counselling Service;
- Dr John Stuart appointed as team leader of the Child and Family Team.

Over the next few editions, we'll keep you posted on the changes to Community Child Health services and will expand on the function of each facility.

Bigger Team for Youth Health

Youth Health Team CNC Jennifer Wendtman

The Youth Health Team provides a service to young people, their parents and those working with young people. Our Aim is to improve health outcomes for youth. In the past this has been achieved through casework, consultation, education and group work.

The team is mobile and can visit young people at home, or any appropriate location. Following some recent appointments, the team now comprises:

- Dr Julie Adamson (4days/week)
- Ann Andrews - Clerical Assistant
- Social Worker, Alison House starts 29 March. Alison has worked with the ACE team providing post natal depression service with O&G.

The team is currently co-located with FPA Health at 15 – 19 Queen Street, Cooks Hill. They are all very happy with the views over south Newcastle beach – so much in fact they're thinking of charging people to whale watch from their offices!

Exciting advancements

In H1, from 1 April, the Mastercare Electronic Discharge system will be used to produce electronic discharge summaries.

Using a browser based mobile radio-networked computer, the summaries will be "built" progressively from the time of admission and finalised just prior to discharge.

A copy is printed in the patient's ward (on the secretaries' networked printer) and a copy will immediately be sent to relevant parties including the GP - who should receive the copy before the family has left the hospital.

Details of pathology and imaging results will also be included. It is proposed over the year to extend use throughout John Hunter Children's Hospital and paediatrics in Maitland District Hospital.

A doctor-free zone...in a hospital?

They wear purple, yellow and silver spacesuits, special space shoes and require a Starlight salute from all who enter their domain. They are the Captain Starlights and they're on a mission to bring fun and laughter to sick children and their families. If you haven't checked out the Room yet, make a date to do so. They've got all the best gear — Nintendo Game Cubes, DVD's, videos, karaoke and heaps of live entertainment which is beamed out to all the kids' beds on Starlight Channel (that's channel 25!)

Thanks to everyone who has been involved in bringing this new approach to hospitalisation for children to fruition. Although not yet officially launched, the room has been operating since 4 February and by all accounts is proving to be a great success. The Room has been a long time coming and although many have waited with great excitement, we realise that not everyone—especially visiting staff—may be aware of the philosophy behind facilities like this one funded by the Starlight Foundation.

Starlight Express Rooms operate in most children's hospital Australia-wide; they are recognised as a 'safe haven' for children, a place they can go—with the permission of their nursing team—to forget about being in hospital for a while. That's why we call it a doctor-free zone. The kids know that no procedures or treatment will be administered to them in the Room. Conversely they know to wait on their ward until given the all clear to leave. Nursing staff work very closely with the Captains and can, whenever necessary, summon a child back to their bed from the Room.

The Starlight Express Room is currently open between 10.30am and 5.00pm each day. Once the Captains become familiar with their territory and the room is officially launched, they are hoping to extend their hours to include weekends with the help of a few volunteers. They're currently in the process of recruiting volunteers to help in the room. If you know of anyone who might be interested in being a Star Vollie, give them a call on extension 55327.

That's Nice

If you've been genuinely moved by the act of another—we'd like to publish it here. It might be a personal expression of appreciation for something done beyond the call of duty or perhaps a compliment you've heard given by a patient to a colleague. Let's all take the time to share the good stuff.

We'd like to start by acknowledging Kerrie our Cashier. Her sense of humour adds a unique quality to her tireless professionalism ... nothing is too difficult and every problem has a solution. The PR team want to bottle her spirit as a fundraiser — we'll call it Tickety Boo — we think we'd make a fortune!.

Fundraising

Kaleidoscope actively seeks, encourages and relies on philanthropic gifts and corporate support to supplement government funding.

Fundraising allows Kaleidoscope to dedicate additional resources to services to supplement traditional healthcare and improve the wellbeing of children. Like the ever-changing images of a kaleidoscope, we look differently at ways to provide the specialised care, enhanced services and tailored treatments that will continually improve the health and wellbeing of all Hunter children and young people.

So that we may solicit, evaluate, accept and acknowledge gifts and carry out our donors' intentions in a way that ensures maximum benefit to Kaleidoscope, it is essential that all activities be co-ordinated effectively. Donors and sponsors have rights that must be met by Kaleidoscope. Accordingly, all staff are required to report fundraising plans, offers or enquiries to the PR Manager in advance of any activity being conducted. The PR & Fundraising team is responsible for the overall management and development of each donor relationship in co-operation with other stakeholders as appropriate.

In KGNS, the setting of fundraising priorities remains the responsibility of the KGNS Executive. All requests for items to be funded from donated monies must be submitted to the Business Manager using the Wishlist procedure. The procedure has been refined to include regular feedback to requesting Managers and the document will be re-issued over the coming weeks. In the meantime, please take the time to ensure that any items you wish to have included on the Wishlist are advised to the Business Manager—conversely, the removal of any items no longer required should also be advised.

Stop Press !

Applications are now invited for 2004–2005 Hunter Children's Research Foundation (HCRF) Research Project Grants. **Applications close 28 May 2004.**

In all grant applications one of the Chief Investigator(s) must be employed by / have an appointment with one of the Kaleidoscope network of services. Projects must be related to paediatrics or child health. See HMRI's website for Application information or contact Ebany Dangarfield on ext. 13683.

What's in a name?

Got an idea for a name for this Newsletter? Put your creative thinking caps on and let the PR team know your suggestions.....there are prizes!!