

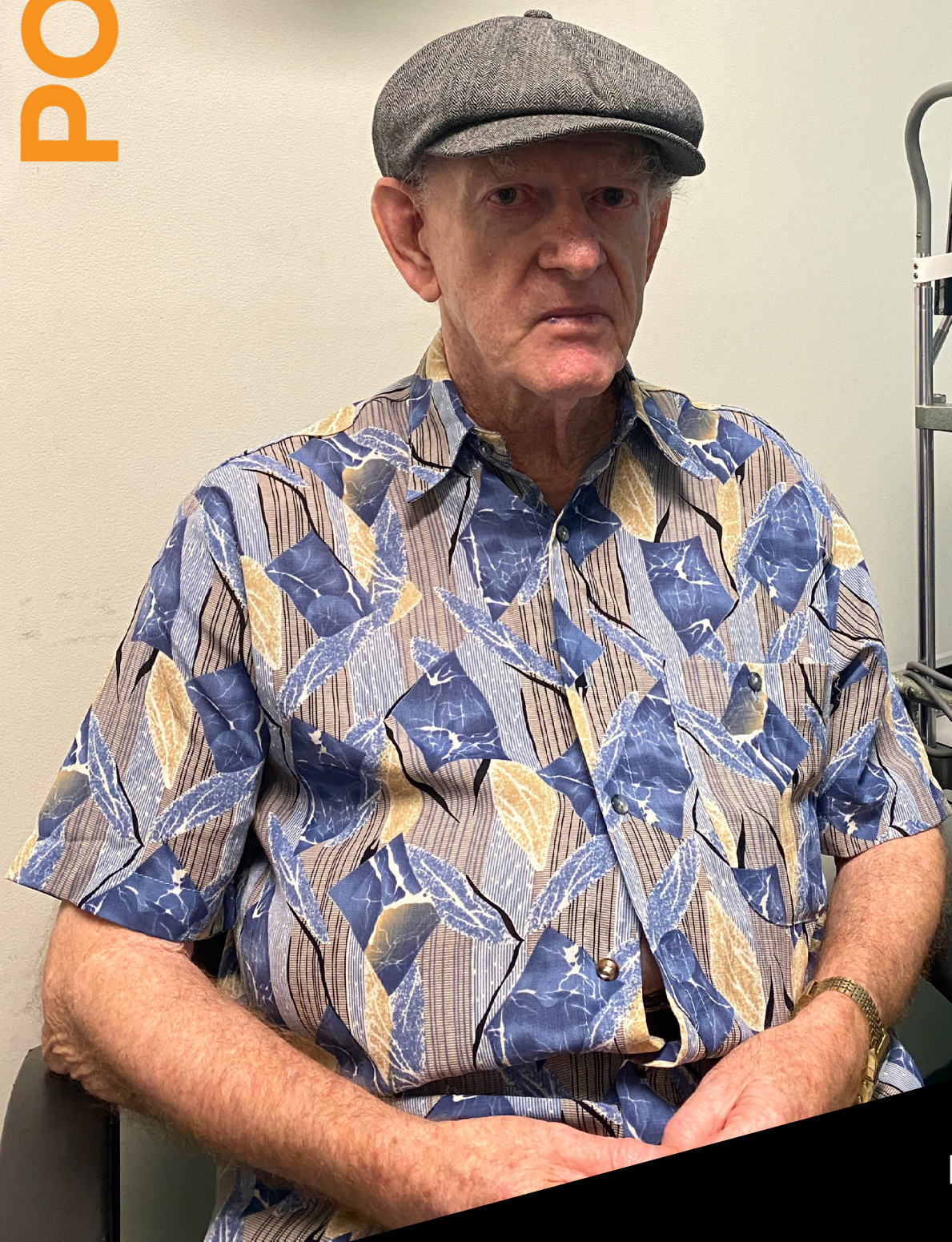
Prince of Wales
Hospital
Foundation

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YEARS OF CARING

POWHF

Saving Lives

EDITION #29 2024



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Message from the CEO

Welcome to our quarterly newsletter which is filled with exciting stories, interviews and updates including the implementation of the Automated Dispensing Cabinets, which are already improving the safety, accuracy and speed of delivering medication to patients – a tangible innovation for quality patient care at Prince of Wales Hospital. You'll read about key research, our ongoing Emerging NUM Program and the inspiring Heartbreakers fundraising team, who have raised more funds for Aged Care.

2024 also marks a great milestone – our 20th Anniversary. Since our inception, we've achieved so much to become the funding heartbeat of Prince of Wales Hospital – and we are immensely proud.



We celebrate and thank our generous community of supporters who have been integral to our success. We are already looking ahead to what we can achieve in the next 20 years of raising funds to raise care and transform lives at Prince of Wales Hospital. Our next issue will be dedicated to this milestone and we look forward to sharing more heartwarming stories and achievements. In the meantime, I hope you enjoy this issue. If you are inspired by our mission, please consider a donation – \$20 for 20 more years.

Thank you for believing in us.
Holly

Patient story: Gordon: A vision for sore eyes

Suffering from poor vision from a young age, Gordon has been relying on glasses for over 65 years making him a regular at the Prince of Wales Hospital Eye Clinic.

He has been coming here for more than a decade to visually better navigate the world and to pursue his love for photography and digital editing. However, as time passed, he noticed his vision despite glasses becoming increasingly blurry. Everyday tasks like reading bus numbers became a daunting challenge for Gordon and he vividly recalls the frustration of missing buses due to his failing eyesight.

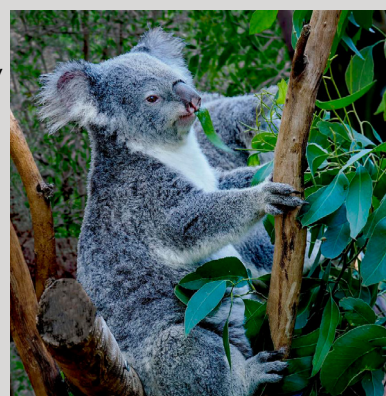
"Gordon feels immense gratitude towards the dedicated team at POWH who continues to play a pivotal role in his journey towards better vision."

Upon referral to the Eye Clinic at POWH, Gordon found himself under the care of Dr Ashish Agar, a clinician he deeply respects and appreciates for his professionalism and kindness. In 2023, Gordon underwent his first eye operation at Sydney Eye Hospital, followed by a second procedure to address issues with his left eye. Gradually, Gordon's vision improved, and he is no longer relying on glasses for everyday activities.

Before his diagnosis, Gordon knew little about glaucoma – a group of eye diseases causing the deterioration of vision due to damage of the optic nerve. However, through his own journey,

he gained valuable knowledge and insight into the ideal management of the disease.

With his vision now restored, Gordon has rediscovered the joy of capturing moments through his camera lens. Reflecting on his experience, Gordon feels immense gratitude towards the dedicated team at POWH who continues to play a pivotal role in his journey towards better vision. Their expertise and care have not only improved his eyesight but also enriched his outlook on life.



Gordon was so kind to share one of his most treasured photos of a koala with us.

Another successful year for the Heartbreakers Team

Our Heartbreakers have done it again!

In 2023, they not only conquered the famous Heartbreakers hill during their City2Surf, but also broke their fundraising record for Aged Care at Prince of Wales Hospital.

In December the Heartbreakers team, spear-headed by Fabian Heaton for now 16 years, was proud to be able to hand over a cheque for over \$20,000 to support Aged Care.

We are immensely grateful and proud of the Heartbreakers and we cannot thank the team enough for their fundraising efforts which includes an annual Raffle, the City2Surf and other community driven initiatives such as the Bunnings BBQ. Thank you.



Christmas Appeal: Support patients during the festive season

We extend thanks to our incredible community and generous donors for their unwavering support during our Christmas Appeal.

With your help, we've been able to raise funds to support vital assistance to over 4,000 patients spending their Christmas in the hospital. During the festive season, the demand for urgent medical care is immense, with more than 3,000 patients requiring immediate attention through our Emergency Department alone. Additionally, over 500 patients were undergoing life-saving chemotherapy and radiation treatments, while more than 400 patients depended on life-sustaining dialysis. Our dedicated healthcare workers and nurses are the backbone of our compassionate care and each day, their hard work and dedication touch countless lives, offering comfort and healing to those in need. As we navigated through the busy Christmas period, your support is vital in ensuring the best possible care for every patient.



ENUM Graduates of 2023

Our emerging Nurse Unit Managers embarked on an incredible journey of growth and development through our 2023 Nurse Unit Manager Leadership Development Program.

This 12-month initiative equips nursing staff with essential leadership skills, nurturing their potential for management roles. Participants are provided with the invaluable opportunity to shadow senior leaders, gaining firsthand insights and practical wisdom by working alongside Nurse Unit Managers or Nurse Managers. As we celebrate the graduation of our 2023 eNUMS, we tribute their dedication, perseverance, and commitment to personal and professional growth. Their journey exemplifies the transformative power of education and mentorship, inspiring not only their peers but the entire healthcare community. We extend our congratulations to these remarkable individuals and eagerly anticipate the positive impact they will continue to make as they step into their new leadership roles.



Evaluation of a communication app for non-verbal patients in the Intensive Care Unit

Effective communication with patients in hospital improves both patient-reported and objective outcomes. However many patients requiring ICU admission will have impaired verbal communication which poses a barrier to conventional care. Causes for communication impairment in the ICU are varied but include head and neck (HN) surgery, as well as stroke. These patients are at high risk of both ineffective communication and non-communication. A study, is now evaluating the feasibility of using an iPad-based app to assist communication in post-operative patients who are unable to speak after the operation. The app will be downloaded by patients in the preoperative period so it can be used in the post-operative period in the ICU to communicate with staff but also family and friends.



Clinician in the spotlight

We recently met with Dr Asish Agar, an Ophthalmologist specialising in Glaucoma at POWH.

What is your role at Prince of Wales Hospital?

I'm an Ophthalmologist (unpronounceable word for Eye Surgeon) specialising in Glaucoma.

What does a typical day at work look like for you?

A Prince of Wales [Hospital] day starts with registrar tutorial teaching first thing in the morning and then the Eye Clinic is on for our young and old patients. Our Glaucoma clinics are full of wonderful regulars as well as newbie patients, looked after by an amazing team of nurses, clerks, RMOs, and registrars. Then there's a mad dash across town to Sydney Eye Hospital where our operating list starts after lunch (a theoretical concept I've discovered!).

What are your hobbies and passions outside of work?

Like most of us it's all about family, which of course is our most important job of all. However, there are also academic, research, advocacy and educational commitments which invariably spill over into precious home-time. I love Sci-fi and so sharing my favourite books and shows with the kids is just so much fun, from Dr Who to Dune!

What is your favourite café or restaurant in Sydney?

Ever since I was a junior doctor at Prince of Wales way back when, the Ria Sari Indonesian restaurant on Barker St, just down from

the hospital, has been a staple. Especially after a long shift. Nothing flash but forever authentic and affordable.

"Glaucoma is a lifelong condition, so my patients are also for life, but we get to know each other and that's special."

What is the best part of your workday?

Honestly, just getting to meet patients from all walks of life and hopefully helping them. Glaucoma is a lifelong condition, so my patients are also for life, but we get to know each other and that's special. Also teaching; students, Junior Medical Officers or registrars- I reckon I always end up learning more from them than they do from me.

What is your favourite patient memory?

One of the best parts of my job is our outreach program, the Outback Eye Service to Western NSW, following on from Fred Hollow's work. I remember a patient who got 'gored by me goat' in his eye, but fortunately not too seriously. Later the team was invited over for slow cooked wild goat - but I never found out if it was the offending animal or just some unlucky bystander!

And what is your biggest



challenge at work?

We can be as clever as we can and know how to treat diseases, but if the systems we work in aren't up to scratch, then we can't do our best and it is our patients who will suffer. Whether it's a regulatory, funding or equity issue, these 'non-medical' factors are far more important than we like to admit. Navigating these can be hard, but we really have no choice but to try and fix them.

Funniest faux pas?

Not exactly a 'faux pas'; more of a Homer 'D'Oh' moment! As a registrar in Broken Hill, another of our outreach services, I was doing a pre-operative assessment on an elderly gentleman for cataract surgery. He had significant visual impairment from dense cataracts. I commented that after surgery he should see much better, and he seemed pleased as he relied

a lot on his vision. I didn't understand how much until he was leaving and a local greeted him by his artist's 'nom de plume' – Pro. It was, of course, Pro Hart, one Australia's greatest painters and, I had no idea. How embarrassing...

What is the biggest lesson the last three years during COVID have taught you?

To take nothing for granted. We lost years of teaching for our

medical students, and junior doctor's training opportunities, and have yet to recover. I lost some amazing colleagues here and family overseas. But our patients suffered the most as services were shut, and access denied. We did exceptionally well at Prince of Wales [Hospital], but other centres were not so lucky. So I guess it's about realising how critical every part of healthcare is, and making sure we value it every day.

"We can be as clever as we can and know how to treat diseases, but if the systems we work in aren't up to scratch, then we can't do our best."

Kindness Cup: Awarded to the Community Assessment Unit

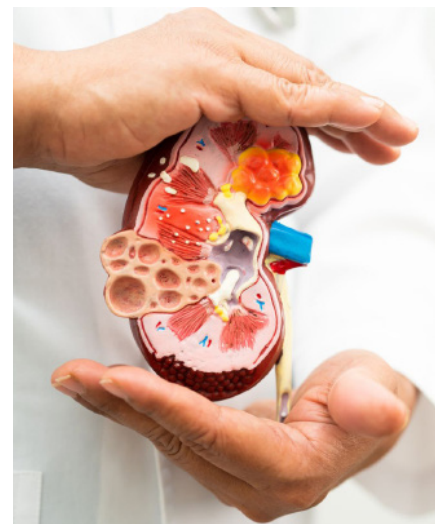
In a heartwarming display of appreciation, we proudly awarded the Community Assessment Unit (CAU) with the esteemed Kindness Cup.



This recognition celebrates the exceptional dedication to kindness within our hospital community. Nominations poured in from staff and colleagues, echoing sentiments of gratitude and admiration for the CAU team's unwavering commitment. One nomination praised the team's unity and tireless efforts, highlighting their friendly demeanour and strong work ethic. Another expressed gratitude for the consistent kindness and empathy exhibited, particularly valuing it as a newcomer to the staff. The compassionate care provided by CAU nurses in their newly established ward has not gone unnoticed, with patients and colleagues alike recognising their exceptional dedication. Their relentless pursuit of excellence ensures that patients receive timely and appropriate care, fostering a supportive and safe working environment for all. Congratulations once again to the CAU team on this well-deserved honour. We hope you enjoyed the delicious treats courtesy of Lindt, a small token of our appreciation for your exceptional kindness and dedication.

Reducing Acute Kidney Injury following cardiac

Acute kidney injury (AKI) is a well-recognised complication of cardiac surgery. Current estimates suggest that AKI may occur in up to 30% of patients, and that there is a 90-day mortality rate of 8%. In its most severe form it increases the odds ratio of peri-operative death by a factor of 3-8 times. Previous studies have suggested that an albumin – a protein made by the liver – infusion in the perioperative period may be helpful in preventing AKI. However, at present, it is still unproven whether such albumin administration is superior to using a standard intravenous solution. To eliminate the ambiguity of best practice, we funded research aiming to identify if a postoperative infusion of albumin impacts kidney function, ventilation time, initiation of dialysis, hospital length of stay and mortality after cardiac surgery.



Revolutionising Medication Management

Closing the loop on revolutionising medication management at Prince of Wales Hospital.

In a significant stride towards enhancing patient care and streamlining operations, we have recently enhanced the Prince of Wales Hospital with cutting-edge Automatic Dispensing Cabinets (ADCs), revolutionising its medication management capabilities. These state-of-the-art cabinets represent a pivotal leap in medication management technology, empowering hospital staff to administer drugs efficiently and securely.

Before the advent of ADCs, medication handling relied on manual processes, leaving room for rare potential errors and inefficiencies. Open shelving units housed drugs, posing challenges such as stock discrepancies, overordering, and potential misadministration. The lack of visibility into stock levels further compounded these issues.

The ADC are a beacon of innovation, reshaping medication management. With their implementation, visibility into medication inventory has been revolutionised. Staff can now easily monitor stock levels and receive alerts for upcoming expiry dates, mitigating the risks associated with outdated medication.

Moreover, the ADCs integrate seamlessly with patient files, ensuring precise dosage admin-

istration and minimising errors. Through a secure digital interface, staff can select the patient and medication, granting access only to the necessary drugs, thereby enhancing safety protocols and closing the loop on medication handling inefficiencies.

The impact of ADCs extends beyond operational efficiency and directly influences patient care. Workflow optimisation ensures swift access to medication, fostering a safer environment for patients. The system's electronic documentation enables real-time monitoring of patient progress, facilitating seamless communication among hospital staff.

Furthermore, the ADCs provide a secure mechanism for high-risk drugs, safeguarding against unauthorised access and minimising the potential for misuse.

This groundbreaking technology, introduced at the end of 2022 and initially trialled in a pilot before being implemented across the new Acute Services Building, continues to unfold its transformative effects across Prince of Wales Hospital. As the rollout progresses, the benefits for both patients and staff become increasingly tangible, fostering a culture of safety, efficiency, and excellence in healthcare delivery.

Our investment in ADCs underscores our commitment to advancing healthcare by supporting innovation and leveraging tech-

nology. Prince of Wales Hospital now stands at the forefront of medication management, setting new standards for patient safety and operational excellence Australia wide.



Donate today for a healthier tomorrow.

Prince of Wales Hospital Foundation

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