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The Montserrat Newsletter

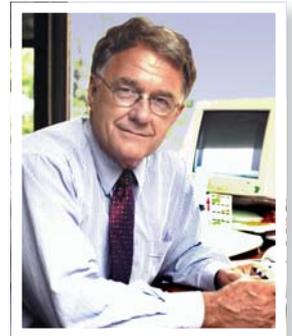
Welcome to The Montserrat Newsletter

On behalf of all of us at Montserrat Day Hospitals, I would like to welcome you to our first newsletter for 2011.

As I look back at 2010, I am proud to say we have achieved many things. From our ongoing outstanding patient care, to service improvements such as the introduction of a dedicated GP hotline, Montserrat has taken a huge leap in customer service and patient care over the past year and we intend on continuing these achievements in 2011.

In this issue of Montserrat's Newsletter, we review all of the service improvements that have been

implemented recently and what that means for you. We have also included the highlights from the Montserrat Staff training day and we welcome our new IVF specialist Professor Bruce Dunphy. Also included are profiles of some of our staff members.



Thank you for your continued support and we look forward to working with you in 2011.

Warm regards, Dr Peter Stephenson

GP Professional Development Programs

Please keep an eye out for GP Professional development programs available online at montserrat.com.au. The programs have been scheduled for May, August and November 2011. If you would like to attend, please contact Marie Bourne at mbourne@montserrat.com.au



New GP Hotline

Don't forget our new GP Hotline.

For priority Specialist Access please call 3833 6788

Quality Measures

ISO Accreditation

On-site inspections were completed in November 2010 at each Montserrat Day Hospital.

Following ISO Inspection, our focus will be on improving our intranet system. This means all of our documents will be easier to locate and reference as well as improvements with data analysis and report generation- it is an exciting time for our company. Our next inspection is planned for August 2011 and we believe that our updated document platform will impress the Auditor.

Queensland Health

In October 2010, Queensland Health (Private Health Unit) completed their annual inspection of our three Hospitals. The results were very positive and a few areas of improvement were suggested.

The management team has now completed a number of these improvements which include a review of our credentialing process. The process has been upgraded to ensure rigorous peer review is undertaken on all applicants. The format of the nursing roster has been simplified, improving the utilization and versatility of the document. We have developed a flowchart to ensure that our management of bariatric patients is comprehensive and inclusive of the anaesthetist. And finally, a comprehensive risk assessment has been undertaken in relation to the automated alcohol hand dispensers.

Queensland Fire Inspections

The Queensland Fire Department completed inspections of all three sites in December 2010.

Montserrat has improved the design and layout of the Fire Diagrams; this has facilitated the orientation of the floor plans. The evacuation plans have been updated to include details pertaining to the safe evacuation of patients and occupants of buildings. All staff have successfully completed fire awareness training and undertaken an evacuation drill of the buildings.

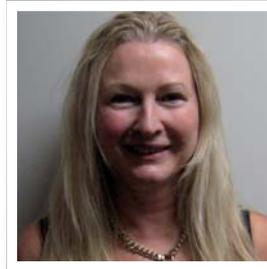
Meet our People



Name: Donagh Packer-Hill (R.N)

Location: Indooroopilly

Donagh has been at Montserrat for 15 years. She Became Clinical Manager four years ago. Donagh enjoys playing the piano, and spending time with her three children.



Name: Este O'Farrell (R.N)

Location: Gaythorne

Este joined Montserrat at the beginning of 2010 and prior to that was at the North West Private as a clinical nurse. Este has over 30 years experience in the nursing field.

Este loves taking her dogs for long walks, going to the gym and movies.



Name: Ben Korst (Director of Corporate strategy)

Location: Spring Hill

Ben has been at Montserrat since September 2010. Ben was previously the Managing Director for Informa Business Information for Asia -Pacific.

Ben Loves all outdoor activities and is training for the swim leg of the Mooloolaba Triathlon.

Welcome to our New Specialist Professor Bruce Dunphy



About Bruce: Based in Brisbane, Bruce is a Fertility Specialist who trained in prestigious centres in the United Kingdom including the John Radcliffe Hospital in Oxford, St Mary's Hospital in London and the Harris Birthright Centre for Reproductive Medicine. He went on to be a pioneer and leader in fertility care in major hospitals and universities in North America and Australia. With several decades of practical experience to build on his qualifications, Bruce is an internationally-recognised expert and he has taught many leading gynaecologists. Bruce will commence consulting at Spring Hill in February 2011. For more info, please go to www.bubtree.com.au

Training and Development

Montserrat Staff Training Day November 2010

The Montserrat Day Hospitals staff training day was held in November last year.

This annual event provides the three day hospitals an opportunity to meet and discuss a range of clinical and patient care topics and issues and also provide feedback on a range of areas which allows for improvements across the business.

The training day is also a great way for staff to network with one another, which creates a stronger team-work approach. Scott Nash from Champs Unlimited was on hand to facilitate a team training session and his comedic relief was well received.

One of the highlights of the 2010 staff training day was the launch of the staff Wellness Program.

Montserrat takes staff wellbeing very seriously and with this in mind has put in place a program that promotes wellbeing across a range of facets including physical, team and financial health, personal education and development as well as community contributions. The launch of the new program will include a 10,000 steps challenge, a new comprehensive training calendar and a range of new education opportunities.

Another highlight was Dr Alison Bruce's presentation on anaesthetic drugs and identifying potential complications and managing these.



Dr Alison Bruce provides updated Anaesthesia training for our nursing staff.

The North Lakes Day Hospital Update

The North Lakes Day Hospital is due for completion in September 2011.

An information session was presented to specialists in December last year, confirming it will be Montserrat's biggest hospital launch to date.

The North Lakes Day hospital will be located within the designated Medical Precinct at Endeavour Boulevard and will incorporate the following features:

- 3 State of the Art Operating Theatres (2 x 36sqm & 1 X 45sqm).
- The 986sqm facility has been designed to incorporate the latest in patient flow management.
- The Hospital décor will incorporate the look and feel of a Day Spa with an emphasis on Patient experience.
- Pre-operative waiting areas will introduce the new Day Spa lounge design
- The hospital is destined to become the prominent Day Hospital in the North-east Corridor.

For more information, contact Ben Korst at bkorst@montserrat.com.au.



Endeavour Boulevard, North Lakes

Service Improvements

What's new at Montserrat Day Hospitals

As part of our continuous improvements to the business, and based on discussions with GP's, Montserrat Day Hospitals have recently introduced the following services:

New GP Hotline

The GP Hotline gives you direct access to our specialists for any enquiry. Just call us on 3833 6788 and you will be transferred by our call centre. If you have any feedback about this hotline, please email mbourne@montserrat.com.au

Patient call back service

Patient care is our top priority at Montserrat which is why we have introduced a 14 day call back service to all patients that have had a procedure at one of our hospitals. Patients are asked about our service, if they were satisfied and what we can do to improve. Based on this information, we have identified that patients have been very happy with our service and we have received a large amount of compliments, mostly relating to our staff who believe we provide exceptional care that is respectful of their needs. In the last six months, Montserrat has seen an increase of 10% in compliments from our admitted patients.

On-line PDF referral forms

Our referral forms are now available online for easier access. Please go to www.montserrat.com.au for a copy. If you would like a referral pad posted to you, please email Marie at mbourne@montserrat.com.au

Updated specialist timetables

The "Digestive Health Clinics" represents a division of specialist Gastroenterology consulting services provided at the Montserrat Day Hospitals. This service is available in the afternoons at all three hospital facilities as per the following schedule.

	Mon	Tues	Wed	Thurs	Fri	Sat
Dr Macguire	SH	GA	GA	GA		Service Rotates
Dr Williams		IN	IN	IN	SH	
DR Norrie		SH		SH	IN	
Dr Leece	IN		IN		IN	
Dr Bhat	IN			IN		
Dr Islam		IN	SH	SH	GA	

Opportunities for Improvement

Improvements have been developed to streamline our booking process. Soon this will include an on-line booking and referral system. This will be in conjunction with our website which will be relaunched later this quarter.

When unexpected delays are experienced during procedural lists patients are now telephoned immediately and later admission times are coordinated, this has been favourably received by all patients

Save the environment

At Montserrat, we care about the environment and would like to reduce all printing as much as possible. Please help us by providing your email address for future newsletters. Emails can be sent to mbourne@montserrat.com.au

We value your feedback. Any suggestions can be emailed to ceo@montserrat.com.au. If you do not wish to receive this newsletter in the future, please email Marie at mbourne@montserrat.com.au



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North Lakes

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 Opening Mid 2011
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