

DR MARJORIE BARCLAY TRUST

Achieved Patient Benefits from Past Grants

A profile of the Dr Marjorie Barclay Trust and the benefits Mercy patients enjoy from the generous donations from the Trust is profiled below:

Where able, purchased items are tagged with an appropriate plaque. Where this is not suitable then typically the area is recognised by way of a wall mounted plaque. A sample of the garden plaque is attached for the Trustees information and record.

Where able, purchased items are tagged with an appropriate plaque. Where this is not suitable then, typically, the area is recognised by way of a wall-mounted plaque. The most recent example being the Mercy Cancer Care plaque.



2018 Financial Year – Annual Grant Expenditure

Through the generosity of the Dr Marjorie Barclay Trust, Mercy Hospital received \$50,000, in April 2017 by way of an annual grant.

These funds have provided Mercy Hospital with an exciting, unique and innovative opportunity to enhance patient education, choice, safety and satisfaction of their food and nutritional needs during their stay in Mercy Hospital. This initiative is called **Mercy Room Service** and the empowering opportunity is an information management system called **CBORD**.



Excellent food is a vital component of a patient's well-being and recovery after surgery. Aided through the generosity of the Dr Marjorie Barclay Trust, Mercy Hospital is the first New Zealand hospital to offer Room Service in a hospital setting. Ward Hosts will be the friendly face of a 7am-7pm patient food service, allowing patients to choose meals at any time from an extensive restaurant-style menu.

Key advantages of room service for patients include:

- Greater choice;
- Increased safety through management of food allergies and dietary requirements;
- Flexibility of timing;
- Personal service; and
- An upmarket menu selection and presentation styling.

From an implementation point, Room Service has required:

- Menu reconfiguration;
- Kitchen flow and equipment changes;
- Roster changes and staff training/development;
- Collaboration with sister hospital Mater in Brisbane; and
- Substantial investment in food service technology.

An application called 'Room Service on Demand' developed by CBORD is our chosen technology platform. This application includes menu planning, diet checking and meal ordering components. Importantly, it interfaces with the Hospital's patient management system, allowing diet codes to be entered by nursing staff to limit patient choices, as necessary, to ensure that all dietary requirements are met. Ward Hosts will use tablets to take orders from patients in their rooms. These orders will relay directly to a ticket printer in the kitchen. Chefs will cook food to order, and the meals will be delivered individually to the patient's room.

"Room Service on Demand" is central to our Room Service processes. Significant work has been undertaken by Mercy IT and dietetic staff entering detailed information on every ingredient and recipe. CBORD technicians will be on site to support Mercy Hospital's 'go-live' late February 2018. Mercy very much looks forward to show-casing this exciting initiative to the Trustees on their next visit.

Mercy remains humbled and truly appreciative of the opportunities that the Dr Marjorie Barclay Trust creates for our services. Our sincere gratitude and thank you.

Past Benefits from Grants

Previous grants have secured a number of significant items. A summary of each is provided below. Photos of these items are also attached for the Trustees' information.

2017 Financial Year – Annual Grant Expenditure

Through the generous gifting by the Dr Marjorie Barclay Trust, Mercy Hospital received \$40,000 in April 2016 by way of an annual grant.

These funds provided Mercy Hospital the opportunity to target patient comfort initiatives, specifically that of:

- *Two Lazy Boy Chairs for McAuley Ward - in support of Cardiac and Bariatric patients.* These chairs accommodate patients of limited physical fitness to mobilise safely at an early stage of their recovery post-surgery.



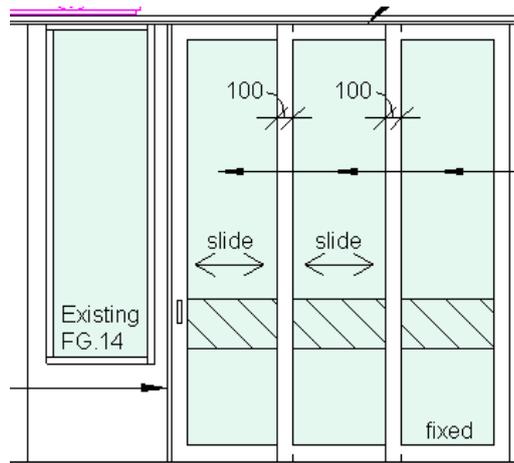
- *Fourth Mercy Cancer Care – Patient Chair*

This chair compliments the three previously purchased (in 2013 from the Marjorie Barclay Trust Grant) specifically manufactured for the delivery of outpatient care. Patient feedback on this design of chair has been very positive in terms of comfort and support – both of which are extremely important. In addition, these chairs also have the ability to completely lie flat, which is an important clinical safety feature.



- *Privacy Doors – Mercy Cancer Care*

To enhance Mercy Cancer Cares patient confidentiality and comfort, the opportunity to fit custom built slider doors to create a ‘quiet zone’ within the Mercy Cancer Care environment has been made possible by the Trusts funding. A schematic of these doors is provided below. Installation occurred in late March 2017.



- *External Deck and comfortable Outdoor Furniture for patients and family members - Marinoto Café (Remains outstanding at time of reporting, temporally deferred to accommodate wider campus development planning)*

The scheduled development of this utility will not only offer enhanced indoor/outdoor facility options for our patients and their families but will also offer an opportunity for Mercy to engage with the Otago Polytechnic, providing students with a unique experience to be involved in both the design and construction of this utility. Schematic of this is currently under development at time of reporting.



Without doubt, the opportunity to incorporate such patient comforts in a targeted and considered way will ensure that our patient centred ‘tranquil’ environment is preserved for both our patients and their supporting family members into the future.

2015/16 Financial Year

During 2015, Mercy Hospital took a strategic step with the development of a new standalone Day Stay / Mercy Cancer Care facility. This facility, known as ‘Manaaki by Mercy’, is located next door to Marinoto Clinic and was commissioned in July 2016.

This facility provides:

- Efficient and effective clinical space, supporting modern surgical and chemotherapy treatments and interventions

- Purpose built environs that ensure maximum patient comfort and safety
- Acts as a 'change agent' for health professionals practice, culture, service innovation and patient empowerment.

Mercy remains excited by this fabulous opportunity. Through the generosity of the Dr Marjorie Barclay Trust 2015 Grant, along with a sum of \$3800.00 (residual funds from 2014 Grant), we were able to incorporate a number of key patient facilities and apparatus that otherwise would not have been possible within the established construction budget. Specifically:

- External deck and comfortable outdoor furniture for patients and family – Mercy Cancer Care



- A children's corner accommodating, toys etc. – Day Stay facility



- A TV/music system for reception and patient waiting areas – Day Stay / Mercy Cancer Care



Without doubt, the opportunity to incorporate such patient comforts at time of design/build has ensured that a tranquil environment was secured for our cancer patient's benefit.

2014 Financial year

(N.B. \$3,800 of 2014s grant was not committed in 2014 due to unanticipated purchasing benefits from those items purchased. These funds have been added to the 2015s Grant and will directly assist with the Day Stay project).

All 2014 items were secured prior to the close of Mercy Hospital's financial year – 31 March 2015.

The listed items are available for appropriate patient use and will remain effective for many years to come. Potentially the number of direct patient contacts each device will have will be in their many 100's, if not 1000's per year.

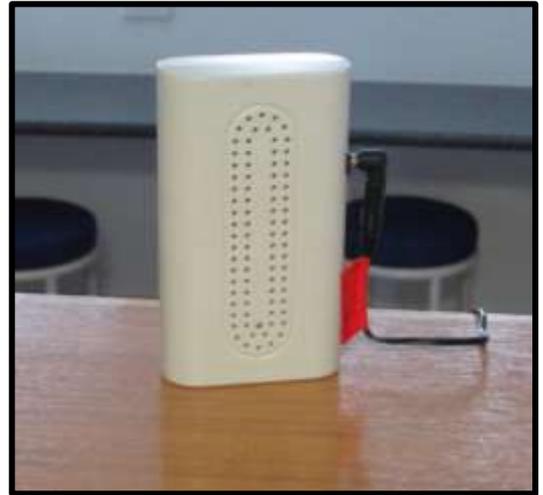
Patient Warming Blankets for Theatre

An optimum temperature for a patient during operation is stated in the literature as 36 degrees. The warming blanket is put next to the patient and warms over a 20-minute period and then remains warm for 12hrs. Because of this ability to maintain warmth, patients use these blankets both before and after theatre. Physiologically when a patient is warm, it is much easier to attain intravenous access in addition to the psychological benefits of patients feeling snug and warm.



Bed Monitoring Devices X 2 for Prevention of Patient Falls

Our inpatient ward (McAuley Ward) purchased two INVISA-BEAM Bed Monitors to support our falls programme and to assist with those patients who are at increased risk of falling. The INVISA-BEAM Bed Monitor uses invisible beams to define the edge of the bed and raises an alarm located at the nurse-call station when this beam is broken. This alarm alerts the nurse that the patient is trying to get out of bed unassisted and is timely enough to enable the nurse to get to the patient and prevent a potential patient fall. The INVISA-BEAM Bed Monitor system allows the patient complete freedom in bed. This system is completely portable and transferable from bed to bed.



Chairs for Pre-admission

With the generous donation from the Marjorie Barclay Trust, Mercy Hospital was able to purchase new chairs for the pre-admission waiting room, which included a mix of high raised chairs to provide comfort for patients with mobility issues. With patient comfort being at the forefront, the physical environment of health care facilities influences the patients' waiting experience and their perception of quality of care, at the very commencement of their 'journey'.



2013 Financial Year

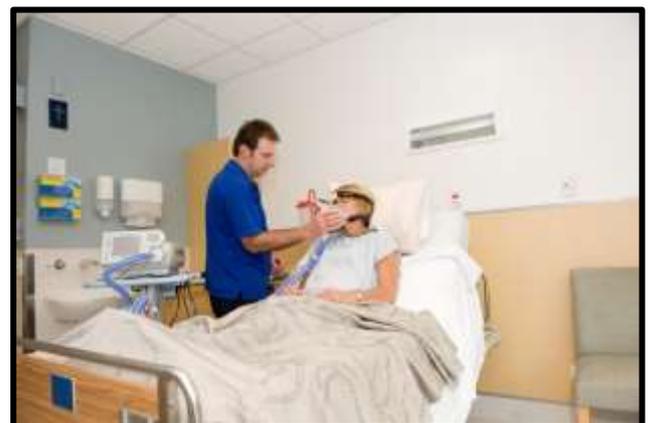
Mercy Cancer Care – Patient Chairs

Mercy Cancer Care (MCC) was able to purchase three patient chairs specifically manufactured for the delivery of outpatient care. MCC provides a service to enable patients to access oncology drugs not available in the public sector. Patient feedback on the chairs has been extremely positive in terms of comfort and support both of which are extremely important when treatments can be quite lengthy. In addition, the chairs have the ability to lie completely flat, which is an important clinical safety feature.



CPAP Machines

Our inpatient ward (McAuley Ward) purchased a CPAP (continuous positive airway pressure) machine, which is an important piece of equipment that uses mild air pressure to keep a patient's airway open. CPAP typically is used for people who have breathing problems, such as sleep apnea, respiratory disease, or most commonly at Mercy hospital following surgical procedures where there is the potential for, or actual collapse of part of a lung. Patients find the support provided by this machine enables them to breathe more freely and easily.



Defibrillator

Emergency preparedness is an important part of providing safe patient care. The purchase of a defibrillator for our clinical skills laboratory with Trust funding has enabled Mercy hospital clinical staff to practice using a defibrillator in a controlled, yet realistic teaching setting. This defibrillator is the same model as those throughout the hospital, which supports increased familiarity and thus improves clinical staff's competence in its use, which translates, to increased patient safety.



2012 Financial Year

Roof Garden

In 2011, thanks to the kind donation of the Trust, Mercy Hospital was given the opportunity to create a roof garden for the use of our patients and their families. The floor design was based around waves, to give a coastal reflection, with the planting focused on herbs and fruit in consideration of patient allergies. The roof garden offers an opportunity for our patients to enjoy some fresh air and sunshine in a private and tranquil area while they recuperate. It is a much appreciated and commented on part of the Mercy Hospital patient experience.



Hot Dog Warmers

The Dr Marjorie Barclay Trust enabled Mercy Hospital Theatres to purchase two 'Hot Dog warmers'. These warmers are over body conductive blankets used in operating theatres to ensure that patients, who are often exposed in theatre, do not use excessive body heat. Hot Dog controllers deliver low voltage electricity to the blankets where it is converted into safe heat by the conductive fabric.

The lightweight, flexible heater fabric produces uniform and precisely controllable heat that is managed by a microprocessor in the controller and an advanced sensor system. The heater is sealed in an antimicrobial, non-porous shell, which is cleanable and thus more environmentally friendly than most current methods of patient warming and results in safe and effective patient warming.



Mercy Hospital has been a recipient of funding from the Dr Marjorie Barclay Trust for a number of years. During this time, we have been able to purchase a significant number of patient comfort and safety orientated items with Trust funding.

Mercy Hospital is very proud and grateful to be a beneficiary of the Dr Marjorie Barclay Trust and ensures that the expenditure of the grant's money is applied to aspects of patient comfort and safety that typically is neither incorporated nor able to be accommodated within annual operational or capital expenditure programmes.



Richard Whitney
Chief Executive Officer

1st February 2018