

## Healthscope STAR Awards Winners Announced

The STAR Awards recognise and celebrate the STAR performers across our business for their outstanding contribution to our workplace and for living our STAR Values.

### **Congratulations to our 2017 individual and team STAR Award Winners**

#### **SERVICE EXCELLENCE**

##### **Individual**

Coralee Loock - Nurse Unit Manager, Mount Hospital, WA

Coralee has received this award for her dedication and commitment to delivering service excellence. Coralee's mantra "this is all about patient care" is her driving force and she is an exceptional leader that inspires her team to provide the highest possible standard of quality care and service. So much so the Intensive Care Unit (ICU) is now a leading department in the hospital in quality improvement initiatives.

##### **Team**

Perinatal Services – Mortuary - Wellington SCL, NZ  
International Pathology

The emotional and challenging nature of the day to day work in the mortuary requires the Perinatal Services Team to provide an exceptionally high level of service whilst maintaining a nurturing and supportive environment, not just for the workers but also to all clients, families and visitors during very difficult circumstances. The team are commended for the sensitivity in which they deliver their services and have the highest of confidence of the clinical staff supporting the families that they will provide the highest standard of respect and care for their precious loved ones

#### **TEAMWORK & INTEGRITY**

##### **Individual**

Nick Tauati - CSSD Manager  
Flinders Private Hospital, SA, ACHA

Nick has been instrumental in leading the CSSD team through a successful Australian Standard audit, with a 93% result achieved. Nick took on this challenge after only 4 months into his new role and his hard work and dedication to the CSSD team has been outstanding. He has implemented many positive changes to ensure a more efficient, productive and happy department. His focus on education and quality improvement has created a strong culture of excellence and has raised the profile and importance of CSSD at Flinders Private Hospital.



## **Team**

### **NSW/ACT WHS Team - NSW/ACT Hospitals**

The NSW/ACT WHS is a shining example of a team working together to achieve great results. The team have exceeded expectations surpassing all reportable targets over the last 12 months. They are committed to creating a best practice health and safety culture and have worked collectively to implement a structured approach to improve safety performance across the state. The results continue to indicate a positive shift in NSW/ACT Safety Culture!

- 26.11% improvement in the injury index;
- 57.3% improvement in Total Recordable Injury Frequency Rate; and,
- 45.3% improvement for Lost Time Injury

## **ASPIRATION**

### **Individual**

Hitesh Tilokani - Accounts Office Manager, Prince of Wales Private Hospital, NSW

Hitesh's story is inspirational. Hitesh first started at POWPH as a casual kitchen hand until early 2015 when he completed his degree and transferred to a role in Accounts Payable where he now holds the role of Accounts Office Manager. Hitesh has developed the Revenue Smart Sheet which provides estimates within the Bookings and Admissions Centre. As a result the process is now more efficient and has improved integration and coordination between estimates and hospital billings and is soon to be rolled out across NSW with plans to implement nationally.

## **Team**

### **Food Services Team - Gold Coast Private Hospital, QLD**

The Food Services team leads the way in offering cutting edge and innovative menus that are more 5 star than standard hospital fare. The team constantly think outside the square with innovations such as their new maternity service, high teas, healthy choices, education sessions and live cooking demonstrations all adding to the patient experience and outcomes. It takes the whole team's commitment to provide this state of the art service from preparation to delivery with a smile! Patient satisfaction has improved and the staff are happy because the patients are happy. Win! Win!

## **RESPONSIBILITY**

### **Individual**

Kirsty Grant - Nurse Unit Manager  
Ashford Hospital, SA, ACHA

Kirsty developed a Finance Management module for Nurse Unit Managers (NUMs) that provides complex financial terms in simple and easy to follow guidelines. Kirsty has presented the module across Healthscope and ACHA hospitals and as a result hundreds of managers now have the necessary financial skills and confidence to manage their department and teams more efficiently. This course has recently been redesigned into a 6 week learning module for clinical nurses.



## **Team**

### **The Green Team - National Capital Private Hospital, ACT**

National Capital Private Hospital Operating Theatre identified a large volume of waste going to landfill which could be recycled. As a result the "Green Team" was formed. The team have introduced a comprehensive recycling system for all wastage at National Capital including metal instruments and PVCs. PVCs are being recycled into children's playground and play mats across the ACT. The initiative has raised awareness of the environment and promoted positive behaviour change that has had far reaching effects as well as immediate cost savings in disposable sharp bins.

