The Alfred Trauma Service
Visitors Welcome Pack
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Background

This Visitors Welcome Pack has been developed to provide essential information for Visiting Observers and Fellows to assist them with their stay for the duration of their programs at The Alfred Trauma Service.

About Alfred Health and its Key Partners

Alfred Health

Alfred Health (http://www.alfredhealth.org.au/) is a leader in health care delivery, improvement, research and education. We strive to achieve the best possible health outcomes for our patients and our community by integrating clinical practice with research and education. It is the main provider of health services to people living in the inner southeast suburbs of Melbourne and a major provider of specialist statewide services to the people of Victoria. These services are provided across the continuum of care from ambulatory, to inpatient and home and community based services.

Alfred Health has a strong commitment to research and undergraduate and postgraduate training for medical, nursing, allied health and other support staff through its major partnerships with Monash University and La Trobe University. It has important research and development links with major research institutes such as the National Trauma Research Institute (NTRI), the Baker IDI Heart and Diabetes Institute and Australia’s largest virology and communicable disease research institute, the Burnet Institute. Alfred Health has also partnered with Monash University for establishing Alfred Medical Research & Education Precinct (AMREP), a centre that integrates biomedical and clinical research, education and healthcare.

Alfred Health is recognised as a leader in the national health care arena and has consistently been linked to progressive developments in health care and services, medical research and health care teaching. It has always been at the forefront of developments in clinical services to ensure patients have the best possible care. It has also been a leader in implementing new models of care to ensure greatest accessibility for patients and efficiency of service delivery.

Services at Alfred Health are provided from three campuses; The Alfred, Caulfield Hospital (Rehabilitation & Aged Care) and Sandringham Hospital (Community & Maternity).

The Alfred

The Alfred (http://www.alfredhealth.org.au/about_the_alfred/) is a major tertiary referral teaching hospital. It has a major role in the provision of specialist tertiary and quaternary services on a statewide and national basis. Specialist services at The Alfred include trauma services, emergency and intensive care, comprehensive cancer services, blood diseases, respiratory medicine, melanoma, bone marrow transplant, cardiology / cardiovascular services, neurosurgery, general and specialist surgery and medicine, psychiatry and diagnostic services. The Alfred’s statewide services include trauma services, emergency and intensive care, heart and lung replacement and transplantation, cystic fibrosis, burns, hyperbaric medicine, HIV/AIDS and haemophilia.

The Alfred also provides acute and mental health care services to the residents of the local municipalities to meet the health needs of the local community. These services are provided in a range of inpatient and ambulatory settings and in partnership with other community providers.
The National Trauma Research Institute

The National Trauma Research Institute (NTRI) was established in 2003 as a partnership between Alfred Health and Monash University. The NTRI ([http://ntri.org.au/](http://ntri.org.au/)) is located within the Alfred Medical Research and Education Precinct (AMREP) at The Alfred campus in Melbourne, Australia. The NTRI staff co-ordinate the clinical trauma research and education programs of The Alfred Trauma Service and Monash University.

Monash University

Monash University ([http://www.monash.edu/](http://www.monash.edu/)) was established in Melbourne, Australia in 1958 and has strong link to The Alfred with The Alfred being a Monash University teaching hospital. Monash University is ranked in the top one percent of world universities and has a global reputation for research into accidents and injury, supporting trauma research and education as well as administering the Victorian State Trauma Outcome Registry (VSTR).

The Alfred Medical Research and Education Precinct

The Alfred Medical Research and Education Precinct (AMREP) is a leading centre established in 2002 that integrates biomedical and clinical research, education and healthcare ([http://www.amrep.org.au/](http://www.amrep.org.au/)).

The Alfred Trauma Service

History

Trauma has been a focus of the Alfred Hospital for over a century. From Hamilton Bailey through two world Wars, Korea, Vietnam and the height of the Road Toll War of the late 60s and 70s, and the development of the State Trauma System in the late 90s, the staff of the Alfred Hospital has worked tirelessly both within and outside the Alfred to improve the care of the Trauma Patient.

The Accident Clinic, the introduction of the Motor Accident Board of Trauma Surgeons in 1984, the TAC Trauma Service, the Trauma Centre and Helipad 1989, Trauma ICU and dedicated trauma ward, the Trauma Service of the Department of General Surgery 1985, and the establishment of a Professorial Trauma Department in its own right, have all been steps in the evolution of a world standard Trauma Service. Integral to that was the involvement of the entire specialist surgical, diagnostic, ancillary medical and nursing services.

The Trauma Service Today

Today, The Alfred Hospital Trauma Service is one of two level 1 adult trauma centres serving the populations of Victoria, as well as the Victorian-New South Wales border and Northern Tasmania. In terms of severely injured patients, The Alfred is the busiest Trauma Centre in Australasia. During the 2013-2014 financial year, 1276 severely injured patients along with 5646 non-major trauma patients were admitted through the Alfred Trauma Service.

The service is staffed by 7 consultants and 16 junior medical staff, including three surgical advanced trainees, two emergency advanced trainees, and a basic physician trainee. The medical staff is supported by a 46 bed general trauma and orthopaedic ward, staffed by 85 nurses and 3 clerical staff. A comprehensive allied health service is delivered by pharmacists, physiotherapists, occupational therapists, speech therapists, dieticians and social workers.
The Alfred Trauma Service relies also on the expertise of many of the specialty units within The Alfred. These include intensive care, anaesthesia and acute pain services, orthopaedics, emergency medicine, general and interventional radiology, plastic and reconstructive surgery, cardiothoracic surgery, general surgery, vascular, neurosurgery, ophthalmology, burns service, psychiatry and the dental service. The clerical and nursing staff of the 10 theatre main operating suite is central to the coordination and delivery of surgical services to trauma patients. Administrative support is from the personal assistant to the director of trauma, and trauma registry staff members.

In addition to the thousands of patients treated each year, the staff of The Alfred Trauma Service also deliver care, advice and education to health professionals both in Australia and internationally, as well as serving on committees and advisory boards to state and federal bodies. Many of the staff members are also highly regarded internationally in the field of trauma research and are affiliated with the NTRI which is co-located at the site of The Alfred Hospital in Melbourne.
The Trauma Reception Process

Trauma Call Out

The concept of the ‘Trauma Call-Out’ is a critical component to the resuscitation and definitive management of the trauma patient. Preparation begins well before the patient arrives at the Alfred. Indeed, it begins even before the accident happens. The Trauma Call Out Criteria at The Alfred are presented in the diagram below:

When the hospital is notified by the Medical Ambulance Service (MAS) that a patient meeting any of these criteria is to be transported to The Alfred, a ‘Trauma Call-Out’ will go out over the paging system.

The Trauma Centre at The Alfred has four trauma resuscitation bays. Visitors will be shown through the Trauma Centre during their orientation. Only personnel directly involved in the care of the trauma patient are to be in the trauma resuscitation bay. All personnel must wear a full set of protective lead clothing, waterproof gown, gloves and protective eye-wear. There are stickers available for easy identification of personnel, and these should be worn over the waterproof gown.

Trauma Reception Team Composition

The Trauma Resuscitation Team is comprised of:

• Team Leader: Emergency Department Consultant or Senior Registrar
• Airway: Anaesthetist Consultant or Registrar
• Airway Nurse: Assistant to Anaesthetist
• Emergency Department Registrar: who in conjunction with the Trauma
Registrar performs the primary survey, adjuncts to primary survey (including F.A.S.T.) secondary survey, and facilitates referrals for definitive care.

- **Trauma Registrar:** who in conjunction with the Emergency Department Registrar performs the primary survey, adjuncts to primary survey, secondary survey and facilitates referrals for definitive care. He notifies admitting General Surgeon and completes formal admission.
- **Circulation Nurse:** Assistant to Emergency and Trauma Registrars
- **Scribe:** Nursing staff member
- **Orderly**
- **Radiographer**
- **Ward Clerk**

Additional personnel often present include:
- Trauma Surgeon and/or Physician
- Orthopaedic Registrar or Consultant
- Intensive Care Unit (ICU) Registrar
- Cardiothoracic Registrar or Consultant
- Neurosurgical Registrar or Consultant
- Theatre Scrub Nurse

**Relevant Wards, Units and Areas at The Alfred**

**Description of Key Areas**

**Emergency & Trauma Centre**
The Alfred Emergency & Trauma Centre (E&TC) is a purpose-built modern Emergency Department (ED) which on average receives 65,000 presentations per year ([http://alfredetc.org.au/](http://alfredetc.org.au/)). An estimated 17,500 trauma cases are treated annually, with 1,200 of these cases classified as Major Trauma cases (ISS08 >12). The Trauma Centre, co-located within the ED, consists of 4 purpose-built trauma bays each of which have full functionality as an operating theatre. A multidisciplinary team consisting of Emergency medical and nursing staff as well as Trauma, Anaesthetics and ICU specialists manage the resuscitation of major trauma presentations.

The E&TC is beginning a major 18-month phased re-development in June 2016 which will see the introduction of a fifth state of the art trauma bay.

The main department has an additional 4 resuscitation bays, 6 cubicle Rapid Intervention and Treatment Zone (RITZ), 13 main cubicles, a fast track area (6 bed) and an 18 bed Emergency Short Stay Unit (ESSU).

The high number and unique mix of patients who present to the E&TC ensures that our staff and visiting observers/fellows can constantly develop their clinical expertise. The E&TC works in collaboration with several leading academic institutions and has a renowned international reputation for research and cutting edge clinical trials.

**Ward 2 West**
Ward 2 West is the major receiving inpatient ward for trauma patients at The Alfred. This ward is a surgical ward that admits patients from predominantly the Operating Theatres, Intensive Care Unit and the Emergency & Trauma Centre. Ward 2 West also cares for orthopaedic surgical patients and focuses on providing a dynamic, supportive and reflective environment where teamwork and person centred care is paramount.
**Intensive Care Unit**
The Alfred Intensive Care Unit (ICU) is dynamic and innovative where the staff are committed to advancing the practice of critical care nursing. The ICU provides patient services for Trauma, Burns, Neurosurgery, Cardiothoracics, ECMO, Heart and Lung Transplantation, Haematology, Oncology, General Medicine and General surgery. The ICU is a 45 bed unit divided into 4 specialist pods; Cardiac, Trauma, General and Surgical. The average occupancy of the ICU is 39 patients with a mix of ICU and HDU. Over 2400 patients are admitted per annum.

**Operating Suite Service**
The Alfred Operating Suite Service is a dynamic and innovative unit in which nursing staff provide complex perioperative and perianaesthesia patient focused care. The specialties available at The Operating Suite include but are not limited to: Vascular, Neuro, ENT, Plastics, Ophthalmology, Faciomaxillary, Urology, General Surgery, Orthopaedics and Cardiothoracic surgery. The available specialist services include Trauma Care, Heart/Lung Transplantation and Burns. The Operating Suite has sixteen theatres and two procedural suites. It provides a supportive learning environment that is tailored to the needs of students from all disciplines.

**Neurosurgery/Neurotrauma (Ward 2 East)**
Ward 2 East provide care for patients who have undergone both elective and emergency procedures to the brain and spinal cord with a supportive nursing team incorporating the primary nursing model. Nursing care ranges from pre and postoperative recovery of patients with the Acute Neurosurgical Care Area with a range of complex invasive monitoring, to supporting patients and their families on the road to Neuro-rehabilitation.

**Medical Specialties (Ward 2F)**
Ward 2F accommodates a 16 beds and provides specialist care in the following areas:

- Renal
- Endocrine
- Rheumatology

Their specialty care includes but not limited to looking after, patients on Peritoneal Dialysis, Haemodialysis, Renal Transplant patients and Diabetic Keton Acidosis patient. Ward 2F utilizes a multidisciplinary team approach which includes daily ward rounds and weekly team meetings which are attended by nursing, allied health and medical staff. Ward 2 F Participates in a range of quality, safety and education portfolios to improve service and care for both patients and staff.

**Cardiac and Thoracic Centre (Ward 3CTC)**
Ward 3CTC is a 54 bed centre comprising of 12 acute beds, 40 stepdown beds, and a 6 bed Cardiac Day Procedure Unit. The Cardiac and Thoracic Centre provides an integrated service for medical and surgical cardiac patients and are well supported by two cardiac catheter labs, two cardiothoracic theatres and a full range of cardiac diagnostic services. Patient casemix includes Acute Myocardial Infarction, diagnostic and interventional cardiology, cardiac and thoracic surgery, acute heart failure including pre and post heart transplantation, patients on Ventricular Assist Devices, inotropes, Intra-Aortic Balloon Pumps and those requiring pulmonary artery catheterization to optimize management. In addition, 3CTC provides cardiac support to patients from a range of services within The Alfred.
Short-stay surgical, Day-Stay & Day of Surgery Admission (Ward 3B)
Ward 3B has dedicated beds for elective surgical admissions that have a planned length of stay with protocol guided care and event driven discharges. Day procedure patients are treated by a variety of surgical specialties and non-surgical procedures such as interventional radiology. Patients undergoing more complex procedures are admitted preoperatively to Ward 3B on the day of surgery before transferring to an inpatient ward post-operatively.

Acute Medical Unit (Ward 4 AMU)
Ward 4AMU provides comprehensive medical and inter-disciplinary patient assessment and planning for acute medical patients. It is a 28 bed unit and sits alongside Ward 4East, the General medical ward and completes the Alfred Acute Medical Care delivery model that is the 4th Floor. The AMU model of care is based on a 48 hour patient stay and focuses on the medical patient journey, enabling early transfer of care to physicians, rapid assessment and most importantly minimising delays in the delivery and commencement of care. Ward 4AMU comprises 20 multiday beds and 8 Acute Assessment beds.

Professorial General Medicine Unit (Ward 4 East)
The Professorial General Medicine Unit (PGMU) service provides deliver care to a diverse range of patients with acute and complex medical conditions. The unit is well supported by care coordinators and has a multidisciplinary approach to the care that is delivered. Within Ward 4 East, there is an Acute Assessment Unit that is designed to improve the quality of care for patients presenting to the Emergency Department and outpatient clinics with acute medical conditions.

Respiratory Medicine (Ward 5 East)
Ward 5 East specialises in many varied and innovative treatments for patients with respiratory illness. This ward is a major referral centre for adult and paediatric lung transplantation, cystic fibrosis, COPD and asthma/allergy. Some patients are of high acuity with tracheostomies and non-invasive ventilation.

Specialist Surgery (Ward 6 East)
Ward 6 East is a busy and dynamic speciality surgical ward providing care to both emergency and elective patients. Patients on this ward present with diverse and at times complex conditions and care needs relating to the following units: complex oesophagogastric and hepatobiliary, colorectal, urology and gastroenterology.

Burns/Plastic/Vascular (Ward 6 West)
Ward 6 West is the home to the State Adult Burns Service, Plastic and Reconstructive Surgery Unit, Vascular Surgery Unit, Ear Nose and Throat Surgery Unit and the Breast and Endocrine Surgery Unit. This ward’s nursing staff cares for patients following different kinds of surgery, care for patients with complex wounds and with artificial airways such as tracheostomies.

Medical Specialties (Ward 7 West)
Ward 7 West provides medical services in a well-supported team environment, the ward is extremely diverse and offers a wide range of learning opportunities due to its varied specialty areas. These include stroke with monitored beds, gastroenterology, neurological conditions such as Parkinson’s and Epilepsy, with specialty epilepsy video
monitoring beds on the ward, management of infectious diseases such as HIV, Endocarditis, Meningitis and specific negative ventilation rooms for our patients admitted with TB, Chicken Pox and Shingles. There is a strong team culture on the ward which includes all medical and multidisciplinary teams. This ward will provide a sound base for any career in nursing due to its diversity and exposure to a wide variety of patients and conditions.

**Oncology/Haematology/BMT (Ward 7 East)**
Ward 7 East provides comprehensive cancer services for a range of illnesses including leukaemias, lymphomas and solid organ tumours. This ward is one of the two centres in Victoria caring for adult patients undergoing bone marrow transplantation. The ward offers unique opportunities to practice patient centered care in a challenging and supportive environment.

**The Alfred Centre**
The Alfred Centre is an exciting and innovative new health care facility, purpose built to provide short-stay elective surgery, diagnostic procedures and other planned services to patients. Nursing staff care for patients with a broad range of conditions across a number of specific areas including Pre & Post Procedural Nursing, Medical Day Unit, and Medihotel. Pre & Post Procedural Nursing involves pre-admission assessment of patients, recovery room care, day surgery care as well as short stay inpatient surgical care. Medical Day Unit involves day procedural and post radiological intervention care, and Medihotel provides accommodation for patients who are self-caring in nature who are supported in a hotel-style environment.

**The AMREP Education Centre**

**Library**
The Ian Potter Library ([http://www.amrep.org.au/resources/ian-potter-library/](http://www.amrep.org.au/resources/ian-potter-library/)) is located on the ground floor of the AMREP building at The Alfred Hospital and provides an integrated library and information service to staff.
Location of Specialty Areas
The wards and units listed above are located within different parts i.e. Blocks and associated floors of The Alfred Hospital campus. An overview of the location of the different clinical specialties within the hospital is presented in the table and map of the hospital below.

<table>
<thead>
<tr>
<th>Block</th>
<th>Clinical Areas and Floors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main Ward Block</td>
<td>ICU, Theatre- 1&lt;sup&gt;st&lt;/sup&gt; Floor</td>
</tr>
<tr>
<td></td>
<td>Trauma, Orthopaedics, Neurosurgery, Surgical Acute Assessment-2&lt;sup&gt;nd&lt;/sup&gt; Floor</td>
</tr>
<tr>
<td></td>
<td>Cardiology and Cardiothoracics- 3&lt;sup&gt;rd&lt;/sup&gt; Floor</td>
</tr>
<tr>
<td></td>
<td>Medical (AAU, AMU, GMU)- 4&lt;sup&gt;th&lt;/sup&gt; Floor</td>
</tr>
<tr>
<td></td>
<td>Respiratory-5&lt;sup&gt;th&lt;/sup&gt; Floor</td>
</tr>
<tr>
<td></td>
<td>Surgical, Gastrenerology-6&lt;sup&gt;th&lt;/sup&gt; Floor</td>
</tr>
<tr>
<td></td>
<td>Infectious Diseases, Haematology-7&lt;sup&gt;th&lt;/sup&gt; Floor</td>
</tr>
<tr>
<td>Phillips Block</td>
<td>Radiology-1&lt;sup&gt;st&lt;/sup&gt; Floor</td>
</tr>
<tr>
<td></td>
<td>Outpatients-2&lt;sup&gt;nd&lt;/sup&gt; Floor</td>
</tr>
<tr>
<td></td>
<td>Cardiology Angio Suite-3&lt;sup&gt;rd&lt;/sup&gt; Floor</td>
</tr>
<tr>
<td></td>
<td>Outpatients-4&lt;sup&gt;th&lt;/sup&gt; Floor</td>
</tr>
<tr>
<td>East Block</td>
<td>Nuclear Medicine-1&lt;sup&gt;st&lt;/sup&gt; Floor</td>
</tr>
<tr>
<td>The Alfred Centre</td>
<td>Operating Theatres-1&lt;sup&gt;st&lt;/sup&gt; Floor</td>
</tr>
<tr>
<td></td>
<td>Outpatients/Private Consulting Suites-2&lt;sup&gt;nd&lt;/sup&gt; Floor</td>
</tr>
<tr>
<td></td>
<td>Psychiatric Unit-Ground and 1&lt;sup&gt;st&lt;/sup&gt; Floors</td>
</tr>
</tbody>
</table>

**Schematic Map of The Alfred Hospital**
Useful Resources and Information

Advanced Trauma Training Resources

Alfred Health has a number of trauma-specific resources that Visiting Observers and Fellows may find useful. The most recent versions of these resources which can found on the Alfred Health intranet site will be provided upon request by The Clinical Coordinator for the Observership and/or Fellowship Programs. A sample list of relevant resources are presented below:

<table>
<thead>
<tr>
<th>Type</th>
<th>Title</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Handbook</td>
<td>The Alfred Trauma Service Unit Handbook</td>
<td>A comprehensive guide to The Alfred Trauma Service and Victorian State Trauma Service. This handbook is intended for use by all medical, nursing and allied health trauma staff.</td>
</tr>
<tr>
<td>Guideline</td>
<td>Alfred Health Admission Guidelines for Trauma Patients</td>
<td>Outlines the admission and unit allocation process for trauma patients.</td>
</tr>
<tr>
<td>Guideline</td>
<td>Alfred Health Trauma Call Out Guideline</td>
<td>Describes The Alfred’s response to ‘time critical’ trauma patient notification.</td>
</tr>
</tbody>
</table>

Dress Code

Visiting Observers and Fellows are expected to dress professionally throughout their programs. Candidates may wear scrubs which can be acquired from theatre prior to the commencement of clinical shifts. Comfortable footwear is highly recommended.

Accommodation-related Resources

The Alfred Hospital has a discounted rate with the following hotels for short to medium stays. Please note that these rates can only be accessed when the hotels are contacted directly by telephone:


For longer term lodging rentals, the following websites are useful for finding accommodation:


Hospital Locations and Transport

The Alfred Hospital, which is home to The Alfred E&TC is located at:

55 Commercial Road, Prahran
Victoria 3181
Australia

The Alfred Hospital can be accessed via public transport, taxi services and/or by car with relevant car parking information to be provided by The Clinical Coordinator.
When using public transport, a Myki card which is a reusable smart card will need to be purchased in order to be able to travel on Melbourne's trains, trams and buses to access The Alfred. More information on the Myki card can be found at http://ptv.vic.gov.au/tickets/myki/.

Below is a brief overview of the different routes of take to access The Alfred using different modes of public transport:

- **Trains:** Prahran railway station is only a short stroll along Greville St from The Alfred.
- **Buses:** Bus routes from the city 216, 219 and 220 will take passengers to The Alfred.
- **Trams:** From Flinders Street Station/Federation Square Melbourne City. All trams except numbers 8 and 1 travel along St Kilda Rd. Alight at the corner of St Kilda and Commercial Roads (Tram Stop 25). Tram no. 72 does travel along Commercial Road and there is a tram stop at the Main Entrance of The Alfred.

Further information regarding train, tram & bus information & timetables can be found by calling 131 638 and/or by visiting https://ptv.vic.gov.au/timetables.

The Caulfield and Sandringham hospital sites have the following addresses:

**Caulfield Hospital:**
260 Kooyong Road, Caulfield
Victoria 3162
Australia

**Sandringham Hospital:**
193 Bluff Road, Sandringham
Victoria 3191
Australia

More information on accessing all hospital sites can be found at: http://www.baysidehealth.org.au/Page.aspx?ID=31
Campus Maps
Maps of all hospital sites are presented below:

The Alfred Campus Map

The Caulfield Hospital Campus Map