

Summer | 2019

Pomegranate

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Celebrating a sense of belonging

St John of God Accord, together with Berwick and Geelong hospitals, found a quintessentially Australian way to break down barriers and celebrate International Day of People with Disability.



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On the cover: *St John of God Berwick
Hospital Theatre Technician Rex Flannery and
St John of God Good Accord Client Sam Beke.*

St John of God Health Care is a
leading Catholic healthcare provider
in Australia and New Zealand, with a
network that includes 23 facilities with
more than 3,000 hospital beds as well
as home nursing, disability services
and social outreach services for people
experiencing disadvantage.

GROUP UPDATE

This year is already shaping up as a pivotal year in Australian private healthcare and, likewise, for St John of God Health Care. Industry changes on the horizon this year and beyond include the Federal Government's private health insurance reforms which are soon to be introduced.

Whilst we welcome the changes that provide greater transparency to private health insurance policy holders (currently more than four out of 10 Australians), the ultimate impact will be uncertain for some time to come. We need to do everything we can to enhance the value proposition of private health insurance, which fundamentally translates into providing great care and excellent outcomes.

Our new strategic intent to be the best performing healthcare organisation in Australia by 2025 will focus on initiatives that prioritise patient care and patient experience that enhance the provision of safe, clinically excellent care with optimal outcomes, underpinned by, and consistent with our Mission.

In this edition of *Pomegranate*, I am pleased to share with you some of our stories from our hospitals and community social outreach services which reflect our strategic intent to become the leading healthcare organisation in Australia.

This includes investments in new technologies and equipment, including robotic technology, to help give patients the best possible surgery outcomes, combined with excellent patient care at the bedside. Ross McDonald's experience at our Bendigo hospital is a great example of these two elements coming together to benefit patients.



A stylized, handwritten signature in black ink, appearing to read 'S Kelly'.

Dr Shane Kelly
Group Chief
Executive Officer

This edition's cover story reminds us of the important work we do, and the individuals we support, in disability services. It is also fantastic to see the capacity building work in East Timor continue to be a success, while our social outreach work in Australia is maturing.

Finally, I am pleased to introduce two of our new leaders, Group Director of Nursing and Patient Experience Dani Meinema (read more on page 19), and Group Director Digital and Technology Grahame Coles (who we will feature in our next edition). In this edition of *Pomegranate* our Chief Operating Officer Hospitals Bryan Pyne shares the work he is doing to bring our hospitals closer together and realise the benefits of working as a team. 🌐

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Solving the problem of getting a good night's sleep

Pictured: Respiratory Specialists Dr Peter Bremner, Dr Annie O'Donnell and Dr Veena Judge with St John of God Murdoch Hospital Chief Executive Officer Ben Edwards.

Pictured: A patient undergoes a sleep study at St John of God Murdoch Hospital.

St John of God Murdoch Hospital has joined forces with Sleep Studies Australia to tackle increasingly common sleep issues in both adults and children.

The hospital's expanded Sleep Unit for adults, and its new children's service, opened in late 2018 to provide a full service for the diagnosis and treatment of sleep disorders.

Sleep Physician Dr Scott Phung said most sleep-related issues were first managed by general practitioners but some people need further assistance to combat insomnia, snoring, sleep apnoea and other problems.

"When people find themselves battling to sleep for more than a month and it begins to impair their daytime function, it's time to look into the causes of their night-time wakefulness," he said.

"Other people present with problems of daytime tiredness or sleepiness without any sleep disturbance other than snoring."

At the unit, patients are monitored whilst sleeping overnight, so physicians can see what is happening during the night.

Sleep studies experts use a polysomnogram to monitor breathing, heart rate, snoring, oxygen and carbon dioxide levels, brainwaves, respiratory effort, body position and leg movements.

This data is collated to form an accurate diagnosis and a treatment plan is then put into place.

"Getting a good night's sleep, both in terms of quantity and quality, reduces health risks, helps you cope with the challenges of life and generally contributes to a much better quality of life," Scott said.

"Patients are delighted with how their lives are turned around once we can get to the bottom of their issue

and treat it appropriately – it's very rewarding to see."

St John of God Murdoch Hospital Chief Executive Officer Ben Edwards said he was pleased to be able to offer the expanded service for adults as well as being the only private paediatric sleep service in Perth's south.

"Sleep issues seem to be prevalent at the moment, so we are very excited about providing the community with treatment options to help them get a better night's sleep," he said.

"When it comes to children, sleep studies can be very beneficial, enabling the identification of issues such as frequent night waking and difficulty getting to sleep.

"When babies and children sleep well, usually it means a good night's sleep for the whole family." 🧡

Laser precision beckons at Berwick

Urology patients in Melbourne's south east are the first in Victoria, and the second in Australia, to benefit from new laser surgery technology at St John of God Berwick Hospital.

The new 120 Watt Lumenis Moses laser assists urological surgeons to reduce the size of enlarged prostates and also aims to improve the effectiveness of treatment of urinary stones, with potentially only one treatment needed instead of two or three.

Surgery times are also shortened and in some cases, the length of hospital stay can also be reduced.

St John of God Berwick Hospital Chief Executive Officer Lisa Norman said the device offered patients the most up-to-date treatment and care options available.

"We have made a considerable investment in this technology to enable us to provide a broader range of urological services to our community," she said.

"It also allows our urologists to offer the best possible treatment options to their patients."

Urologist Shekib Shahbaz, who first used the new laser in late 2018, said the new technology had helped make urology services more accessible.

"I was able to treat a patient with a very large renal stone who previously would have required an open

procedure or treatment at another hospital," he said.

Urologist Tony De Souza said the technology was offering more options to patients.

"To be able to offer this surgery to patients is so beneficial. We are able to treat more complex cases closer to home. It also means we can treat patients quicker, with less risk and get them home faster," he said.

The laser works using a suction device that sucks the stone into position to enable more targeted destruction. It can also be used to perform holmium laser prostate surgery (HoLEP) – a minimally invasive procedure to treat benign prostatic hyperplasia (BPH). 🍷

Pictured: Urologists Shekib Shahbaz and Tony De Souza with the new 120 Watt Lumenis Moses laser.



Private hospital care *gives choice and a fresh outlook*

St John of God Bendigo Hospital proved the perfect fit for Ross McDonald who was able to access his surgeon of choice and choose the timing of his knee surgery locally.

Ross' decision to have knee surgery in 2017 was quite simple after his right knee had "blown out" running down his driveway, while wear and tear to his left knee had recently forced him to change jobs.

As a result, his right knee needed reconstructive surgery while his left knee needed replacement surgery.

Ross got a referral to his specialist of choice and scheduled his surgery at St John of God Bendigo Hospital.

"I was able to choose when to have my surgery, so waited until after my son's wedding to have both knees done," he said.

"I had a great dance at my son's wedding and I remember saying to my wife Helen that I was going to dance like my knees would be replaced next week."

St John of God Bendigo Hospital Chief Executive Officer Trevor Matheson said it was great to see how the hospital was giving people in Bendigo and surrounding areas more choice with their healthcare.

"Ross' experience is a great example of how choosing to use your private health insurance and coming to St John of God Bendigo Hospital, provides access to minimal waiting times for care, your doctor of choice, and compassionate private care, right here in central Victoria," he said.

"In 2017, we completed a \$40 million redevelopment at the hospital which included two brand new operating theatres, a new three-storey wing and refurbishment across all of our rooms as a part of our investment in providing healthcare to the community."

Pictured: St John of God Bendigo Hospital Director of Nursing and Clinical Services Jayne Boyle and patient Ross McDonald.



Ross said his experience at the redeveloped hospital went above and beyond his expectations.

“I didn’t have to worry about a thing in hospital,” he said.

Ross said this care set him on the right track for a new lease on life and a fresh outlook after surgery.

“When my wife picked me up to go home I remember saying that I couldn’t believe the opportunity I had been given to get well and get on with my life,” he said.

“I walked out with a really positive mindset to honour the care and opportunity I received to make the most of my surgery.”

One year since surgery, Ross said the most surprising aspect wasn’t the physical changes but the impact on his emotional wellbeing.

“My mental health is in a much better place, and while the surgery forced me to slow down and relax a bit, this has been really good for me,” he said. 🍷

The future of robotic surgery at Bendigo

The world-first robotic-assisted knee replacement surgery using the new Zimmer Biomet Knee Robot was recently performed at St John of God Bendigo Hospital.

The surgery was a part of a clinical trial of the robot.

St John of God Bendigo Hospital’s Chief Executive Officer Trevor Matheson said the hospital took pride in optimising patient care and welcomed opportunities such as this to encourage the use of new technology.

“We were pleased to be the first institution in Australia to pioneer the use of Zimmer Biomet’s new Knee Robot for robotic-assisted knee replacement surgery and offer this innovative technology to patients in our community,” Trevor said.

The technology was developed to assist surgeons in optimising their accuracy and efficiency when planning and performing total knee replacement procedures.



Pictured: St John of God Bendigo Hospital Chief Executive Officer Trevor Matheson and theatre caregivers with the new Zimmer Biomet Knee Robot.

Orthopaedic Surgeon Dr Dugal James was the first to use the new knee surgical robot in clinical practice.

“The technology allows a personalised surgical plan to be formulated by reviewing each individual’s anatomy prior to surgery,” he said.

“Based on 2D pre-operative x-rays, a very accurate 3D virtual image of the knee is produced and loaded into the computer. The surgeon then uses the program’s sophisticated software to formulate a precise surgical plan which, with guidance from the robotic arm, can be confidently and accurately executed during the procedure.” 🍷

ABOUT TOTAL KNEE REPLACEMENTS

- *Australia is among world leaders in the number of total knee replacements performed per capita, with more than 50,000 procedures completed annually.*
- *Candidates for a total knee replacement typically experience knee pain and inflammation caused by cartilage wear and tear, and degradation, commonly due to osteoarthritis.*
- *Over time, these symptoms impact a person’s ability to flex and extend the knee joint, which in turn makes basic activities such as walking, climbing stairs or even sitting, challenging.*



Celebrating people with disability the Australian way

People with disability from St John of God Accord hosted a giant barbecue for nurses, doctors and hospital staff at St John of God Berwick and Geelong hospitals to celebrate International Day of People with Disability.

The traditional Australian barbecue created a community celebration between St John of God Accord clients who have an intellectual disability and hospital caregivers.

“We chose to name the celebrations, ‘I’m celebrating me’ to give a sense of belonging and create a real purpose for the day’s activity,” St John of God Accord Director of Customer Relations and Marketing Peter Newsome said.

“This event is a great opportunity for St John of God Accord clients to take part in a community event where they can interact with caregivers, see the hospital for themselves and take pride in their skills and talents.

“It was also an important opportunity to raise awareness of International Day of People with Disability, and demonstrate the impact our clients can have in the community.

“Importantly, we hope that this has a lasting impact on the hospitals and caregivers who might not have known

anything about us before attending the barbecue and go away with a little more knowledge and awareness of people with disability.”

St John of God Berwick Hospital Chief Executive Officer Lisa Norman said the most rewarding aspect of the day was seeing caregivers speaking with clients

“Importantly, we hope that this has a lasting impact on the hospitals and caregivers who might not have known anything about us before attending the barbecue and go away with a little more knowledge and awareness of people with disability.”



Pictured: *I'm Celebrating Me* barbeque at St John of God Berwick Hospital

on a personal level and really engaging with them to find out a bit about them as a person and not focusing on their disability.

“Our hospital is located quite close to some of the St John of God Accord services – so this is a great opportunity to meet and learn a little more about our neighbours,” she said.

St John of God Geelong Hospital Chief Executive Officer Stephen Roberts said it was also a great way to help caregivers understand the breadth of services offered by St John of God Health Care.

“As a Catholic healthcare organisation, St John of God Health Care provides a range of services to the community and it is quite easy to forget that we provide these really important disability services,” he said.

“It was also a chance to take a break from our regular hospital activities to meet, mingle and share.”

St John of God Accord specialises in supporting people with intellectual disabilities and provides a range of support, accommodation, education, recreation and job services throughout Melbourne. 🍷

Hotel hospitality makes hospital feel like home

St John of God Murdoch Hospital is the first hospital in WA to offer healthy, nutritious, hotel-quality room service meals to patients.

St John of God Murdoch Hospital Catering Services Manager Justin Stublely said room service provided patients a better experience, but also helped reduce food wastage.

“We are giving our patients the flexibility to choose what they want to eat, when they want to eat it,” he said.

“When you are feeling tired or unwell, you may not be hungry when the food arrives and you may not feel like what is served.

“Hospitals generally waste quite a bit of untouched and half-eaten food, so it’s also hugely beneficial from a sustainability perspective – room service reduces our wastage by 30 per cent.”

The trial, on the hospital’s maternity ward, offers mums and dads a variety of foods, including smoked salmon and poached eggs for breakfast, hot and comforting meals, as well as freshly made-to-order sandwiches and salads. Separate menus are also available for those on special and restricted diets.

St John of God Murdoch Hospital Chief Executive Officer Ben Edwards said the feedback had been outstanding.

“Our patients have been absolutely delighted with the whole service, from ordering and delivery, to quality of food,” he said.

“We recognise that meals are a significant part of a patient’s stay in hospital, which impacts their recovery and wellbeing. So we are very excited to embark on a game-changing way to serve hospital food.” 🍷

Pictured: *St John of God Murdoch Hospital has introduced a new hotel-style food service for patients.*



How we make a difference every day for those in need

As a not-for-profit organisation, St John of God Health Care has a proud history of providing services to vulnerable and marginalised people in our communities, many of which are delivered for free or at low cost through the allocation of a percentage of our healthcare revenue.

The wide-ranging impact of St John of God Health Care's Community Services has been detailed for first time in the Community Services Impact Report, highlighting the support St John of God Social Outreach and Accord have provided to more than 5,000 people over the past 12 months.

It details the services' work in the areas of community mental health, at-risk youth, mental health support for parents during and after pregnancy, disability support and international health, and is a reflection of the organisation's Mission and Values in action across Australian communities and internationally.

St John of God Health Care Board Chair Hon Kerry Sanderson AC said the services were a wonderful example of what could be achieved by working together as a community, in the community.

"St John of God Health Care is delighted to be involved in community services as a core part of our outreach to the community and we are really pleased to be in a position to make these services available," she said.

"The individuals who work together to deliver our Community Services, like all St John of God Health Care caregivers, personify our Values, not only by striving for excellence in care and service delivery, but also

by showing respect, hospitality and compassion to clients."

The report details the range of services and locations in which we operate, as well as many stories of personal milestones reached by clients and the positive outcomes that can be achieved through local partnerships.

One such example is St John of God Social Outreach's relationship with ConocoPhillips in Timor-Leste, which has led to a 56 per cent year-on-year decrease in maternal deaths at the national hospital in Dili.

See the John of God Community Services Impact Report 2018 at sjog.org.au/impactreport

AT A GLANCE – ST JOHN OF GOD COMMUNITY SERVICES

Over

\$56.6 MILLION

in community services delivered in the past 12 months alone

37,833

service contacts

\$34.1 MILLION

in services provided to people living with a disability

5,193

vulnerable or marginalised people supported

82 LOCATIONS

throughout Australia and the Asia Pacific

85,790 NIGHTS

of stable accommodation for people at risk of homelessness

Beyond the numbers: stories of personal success in the community

REFUSING TO LET TRAUMA DEFINE HER LIFE

A series of highly traumatic experiences had punctuated Judi's life one after another creating a downward spiral of isolation, anxiety and depression, and culminating in drug use and homelessness.

Recognising that she needed help, Judi visited her doctor and was referred to our community mental health service in Fremantle. She attended fortnightly appointments and found the sessions helped her identify and understand her feelings, as well as strategies to manage her health.

"Access to the service was quick and the support I received has helped me to get my life back on track," Judi said.

"The clinician taught me to treat myself with compassion, which has made me a better person – I'm kinder to myself and to others.

"Therapy has taught me to recognise and understand my destructive behaviours and replace them with positive behaviours. I now know how to look after myself, recognising when I need to eat better, exercise more, socialise more – to keep a healthy balance."

And if there's one thing she's learned that she wants to share with others, it's that seeking help doesn't make you weak. It's a strength.

"It's important to seek help early on," Judi said.

"People fear being judged, but I've never experienced judgement through counselling. You need the right advice and support to help you understand you're not alone, so you can move forward and live a happier, fuller life."

Pictured: St John of God Social Outreach client Judi.



HELPING KATHRYN THRIVE EVERY DAY

Occupational therapy is just one of the many therapy services St John of God Accord provides to support clients with a disability, like Kathryn Doyle, in the community to develop everyday skills, confidence and independence.

For Kathryn and her mum, Christine, it has changed everything.

Kathryn and Christine started by identifying a range of different goals for our team to work on with Kathryn. These included travel training, so she could get from work to home, as well as money handling, emergency response awareness and learning to cook.

"At the beginning of her travel training, it was difficult for Kathryn to express herself to the bus drivers and others around her," Christine said.

The introduction of a visual support card, and regular practice with her therapist, gave Kathryn the confidence she needed, and is now proficient on two separate bus routes.

At the start of her cooking program, Kathryn expressed a desire to bake sweet desserts, such as cakes, brownies and apple turnovers. So that's what therapy sessions focused on – although she also makes savoury meals to freeze for her work lunches throughout the week.

"Kathryn's skills surrounding kitchen safety, cleanliness and food preparation have improved immensely during her cooking training," Christine said. "She now often says that she finds cooking easy." 🍷

Grant funding to boost medication safety in Timor-Leste



Pictured: St John of God Health Care International Health Country Manager Ben Dingle, Dili First Secretary Australian Embassy Tracie Starkey, St John of God Health Care International Health Finance Officer Catarina Guterres, St John of God Health Care International Health Operations Manager Faviula Monteiro da Silva and SJGHC International Australian Embassy Dili Counsellor (Human Development) Carli Shillito.

Nurses and midwives at Timor-Leste's national hospital are now able to more accurately calculate and safely administer medication thanks to funding received from the Department of Foreign Affairs and Trade (DFAT).

St John of God Health Care's International Health Program was granted \$60,000 under the Federal Government's new Australian Aid Friendship Grant to introduce a unique tool to build the capacity of nurses and midwives to safely prepare and administer medication.

The tool, called the Injectable Medication Preparation Guidelines (IMP), educates nurses and midwives in common medication terms and symbols, and abbreviations and instructions for calculating drug doses.

Timor-Leste Nursing Program Advisor Kate Birrell OAM said the grant was a huge victory for St John of God Health Care's capacity building efforts in Timor-Leste and a step forward for improving the culture of medication safety.

"We look forward to sharing our experiences and expertise, seeking new opportunities and starting what we hope will be an ongoing relationship with DFAT to assist the people of Timor-Leste," Kate said.

The grant allows the International Health team to employ the IMP Project Officer, St John of God Ballarat Hospital Registered Nurse Barry Flynn, who has been instrumental in the development of the IMP tool.

"Barry can now visit Timor-Leste and actively lead and participate in the introduction of the tool, firstly with the St John of God Health Care and Dili National Hospital Nurse Educators, and then the roll-out to all hospital wards," Kate said.

"His contribution is valuable due to his currency of clinical practice, previous education and training experience in Timor-Leste and intimate knowledge of the tool."

The tool will be available in both English and Tetun. 😊



Pictured: St John of God Mt Lawley Hospital Director of Nursing and Midwifery Vanessa Unwin and Roger Cook WA Deputy Premier and Minister for Health with an older adult mental health client.

Funding to continue older adult mental health

St John of God Mt Lawley Hospital recently received \$22.5 million from the WA Government to continue providing older adult mental health care through the hospital's Ursula Frayne Unit.

The funding is running over the next five years and enables public patients aged 65 and over with acute mental health issues to continue to have access to mental health care at the hospital.

St John of God Mt Lawley Hospital Director of Nursing and Midwifery Vanessa Unwin said the funding would also expand the service to increase its admission hours, and access to consultants and provide stronger links to psychiatry services at nearby St John of God Midland Public Hospital.

"We welcome this funding announcement as it will give people in

our community more opportunity to be admitted to our hospital for treatment, care and support," she said.

"Our Ursula Frayne Unit has provided older adult mental health care for 18 years, with our experienced clinicians focused on helping patients manage their symptoms and understand their condition so they can maintain good emotional wellbeing and a healthy lifestyle."

Mental Health Minister Roger Cook said this service was one way the Government was helping older Western Australians experiencing mental health

issues and to enable them to continue to live their lives to the fullest.

"We want to see all Western Australians thrive, and live mentally healthy lives," he said.

"We recognise the important role of specialist mental health services for older Western Australians and are continuing to work with service providers at all levels to increase the level of support available." 🍷

Three cheers for three years

It's been three years since St John of God Health Care took over management of Hawkesbury District Health Service and committed to grow and expand services. Chief Executive Officer Strehon Billingham describes the changes and expansion he and his team have led in that time.

Q. Over the last three years, what do you think are the service's key achievements?

We have grown and expanded our services to meet the region's needs; however some of the success stories that have resonated with me most are the smaller day-to-day wins.

Some recent feedback that stuck with me was from a mother who previously had sub-optimal experiences at our Emergency Department and had subsequently avoided coming here. Recently, circumstances meant she reluctantly brought her child in. She was amazed at the standard of care, the change in the department and was so pleased she brought her child to us. I was really proud of that, as providing exceptional patient care is what we are all focused on.

Q. How is the hospital delivering on the promise to grow and expand services?

When we took over the operation of the Hawkesbury District Health Service public-private partnership in 2015, we promised to invest in the hospital's future.

Since then we have been working closely with Nepean Blue Mountains Local Health District and the local Community Board of Advice to grow and enhance services in this region.

Our expanded surgical services include the recommencement of endocrine services and breast surgery, while we are also undertaking additional ear, nose and throat, orthopaedic and urology elective surgeries. This has, in part, led to a 15 per cent increase in public waiting list operating theatre activity.

On top of this, we have established new services to the community including our day chemotherapy unit which operates as a satellite service to Nepean Hospital to provide cancer services to the community, and our sleep studies services.

Most recently, we set up a Chronic Airways Limitation Management (CALM) pulmonary rehabilitation program which has been offered through New South Wales but never before in this region.

The other aspect of our care which is often overlooked are the services we provide beyond the hospital walls.

Our Community Health Centre caregivers provide services ranging from counselling and antenatal classes, to community nursing, allied health and aged care. I am proud that we are continuing our care for the community in this manner.

Q. What about investments in infrastructure and equipment?

In the past three years, we have purchased new beds for our wards, as well as additional scopes and microscopes for investigative procedures such as endoscopies.

Our gynaecologists and obstetricians now have access to instruments to provide keyhole surgery. This is a really important offering for our community as it goes towards reducing patients' length of stay and their risk of infection and pain. Furthermore, we have upgraded our theatres with new anaesthetic machines and monitoring equipment.

Many of these upgrades are behind-the-scenes improvements that our patients may not notice, but are essential to enabling our clinicians to provide the very best in modern medicine.

Pictured: Hawkesbury District Health Service Chief Executive Officer Strehon Billingham.





Q. What has been the biggest challenge over the past three years?

When we first took over management of Hawkesbury District Health Service, the three main challenges were around caregiver safety, patient quality of care and stewardship (receiving adequate funding to deliver services).

I am really proud that in each area we have made significant progress.

Back in 2015, our lost time injury rate was the highest in the Group, with up to two injuries recorded each month. Now, we have recorded no injuries resulting in lost time for the past eight months. This is a significant achievement because the majority of our caregivers live in the community we serve and we don't want anyone going home with an injury. It sends a strong message that we have a culture of safety and caring for our caregivers who are in fact our community.

We have remodelled our medical workforce, particularly in our Emergency Department, to provide more specialist VMOs. As a result we are seeing improvements in quality of care in this department.

Furthermore, we have completed some significant work to get the right level of funding to match our activity which enables us to provide the services the community needs and expects.

Our work to address these key challenges means we are in a good place and I am very proud of the quality service we are now providing.

Q. When St John of God Health Care took over from the previous Catholic hospital operators in 2015 there was some conjecture about the benefits of continuing the Catholic tradition of healthcare. How has this played out?

When we were first assessing the opportunity to run the hospital, we took into account our experience and expertise in the provision of acute hospital services.

Along with this, was the alignment of our Values with Catholic Healthcare, who had for 19 years delivered Catholic, values-based care to the community.

As part of Australia's third biggest private hospital operator, we have been able to leverage more opportunities for the hospital.

This includes our partnership with the University of Notre Dame Australia to open the Hawkesbury Clinical School, which provides support for students in the third and fourth years of their medical degrees to undertake four-week rotations at the hospital throughout the year.

This is developing Hawkesbury District Health Service as a strong teaching hospital, and is helping secure our medical workforce

into the future with many former students choosing to return to the hospital to start their career.

Q. Lastly, what are you most looking forward to over the next 12 to 18 months at Hawkesbury?

I am looking forward to continuing to work with the amazing group of caregivers we have at Hawkesbury to deliver the level of care our community expects and wants, and to identify ways in which we can go above and beyond.

Our contract with the New South Wales Government expires in 2022, so we are focused on doing everything we can to renew our contract and continue providing care to the community as we have done for the past three years.

We are also reviewing our clinical services plan to ensure we are delivering the healthcare services that the community needs and securing funding to deliver those services in demand.

This year, we are also looking to host a hospital open day where we can invite the community behind-the-scenes and provide an opportunity to meet our caregivers. We are very conscious that we are simply the caretakers of this facility, and the hospital is owned by the community. We want everyone to feel welcome at Hawkesbury District Health Service and I am looking forward to inviting the community inside. 🍷

ConocoPhillips partnership allows further outreach activities in Timor-Leste

St John of God Social Outreach and oil and gas company ConocoPhillips recently signed an agreement to mark the continuation of their successful partnership to build capacity of Timorese staff who deliver healthcare services for patients in Timor-Leste's largest referral hospital, Hospital Nacional Guido Valadares (HNGV) in Dili.

This agreement formalises the relationship between St John of God Social Outreach and ConocoPhillips for a further 12 months, and marks the continuation of a six-year relationship.

The signing took place at HNGV in November and was witnessed by dignitaries from:

- The Timorese Ministry of Health
- HNGV Executive, Managers and Nurse and Midwifery Educators
- US Ambassador to Timor Leste
- ConocoPhillips, Bayu-Undan project joint venture partners

St John of God Social Outreach Chief Executive Officer Bev East said ongoing funding from ConocoPhillips has contributed to vastly improved patient care practices.

"Over the past decade, we've worked to increase healthcare systems and processes at HNGV so that fundamentals such as skilled leadership, basic competencies among clinical staff and a reliable pathology laboratory are now in place," Bev said.

"Using a capacity-building approach such as train-the-trainer programs, we've not only observed improvements

in the quality of healthcare delivered by our Timorese counterparts, we've also ensured the results are sustainable for Timor-Leste into the future."

ConocoPhillips Vice President of Operations, Drilling and Supply Chain David Boyle commended the HNGV nurses, hospital staff and St John of God Health Care caregivers for their commitment to the program.

"The dedication to continual improvement displayed by the national hospital executive team, managers, nursing, midwifery and other hospital staff has been exceptional. Their collaboration with St John of God Health Care caregivers has ensured the program is not only achieving great outcomes, but that it will be truly sustainable in the long term," David said.

"ConocoPhillips is very proud to support this program and to play a part in the positive changes that are happening here." 🌟

Pictured: Members of The Timorese Ministry of Health, HNGV Executive, Managers and Nurse and Midwifery Educators, US Ambassador to Timor Leste and ConocoPhillips, Bayu-Undan project joint venture partners.





Pictured: St John of God Berwick Hospital.

St John of God Berwick Hospital was recently named the WorkSafe Victoria Occupational Health and Safety Achievement Award winner.

The award recognised the consultation and liaison throughout the design of the new hospital, which opened in January 2018.

St John of God Berwick Hospital Occupational Health and Safety Manager Catherine Campbell said

St John of God Berwick Hospital wins WorkSafe award

the award also acknowledged the consultative approach to occupational health and safety in building and designing the new facility.

“We are thrilled about the award and to have received recognition for the new hospital,” she said.

“We are proud of the workplace we have created and the dedication of our caregivers – not only in designing and building a safe hospital but in continuing to carry out their work in ways which promote health, safety and avoidance of injury.”

The award highlighted the consultation with key stakeholders, including caregivers, doctors and community, to collaboratively design a hospital, which would provide a sustainable and safe environment.

This included building prototype workspaces and patient rooms during the design phase where the team could test the facilities to ensure they were functional, practical and safe or to make suggestions and improvements before construction began.

PRESENTING GOLD FOR EMERGENCY DEPARTMENT WELLBEING

St John of God Midland Public Hospital’s Emergency Department recently won the Australian College for Emergency Medicine’s (ACEM) Wellbeing Award in recognition of its initiatives to support the wellbeing of its caregivers.

St John of God Midland Public Hospital Chief Executive Officer Michael Hogan said the hospital was delighted to win the award and be recognised for the efforts of the multidisciplinary team, working across the busy department, to prioritise, promote and embrace wellness.

“Our Emergency Department is one of the busiest emergency departments in Western Australia seeing more than 71,000 patients each year,” he said.

“It can be a high-pressure environment for our caregivers and the leadership team is passionate about supporting and promoting caregiver wellbeing.

“Our wellness program is having a positive impact on the morale of caregivers and the team is always on the lookout for new opportunities.”

Wellness initiatives include mentoring, social activities, feedback



Pictured: Patient is cared for in St John of God Midland Public Hospital’s Emergency Department.

opportunities, a mindfulness corner, wellbeing information, a monthly art competition and fundraising activities as well as recognising, and learning from excellence.

Working together as a community



Pictured: St John of God Health Care Chief Operating Officer Hospitals Bryan Pyne.

The opportunities for all St John of God Health Care hospitals to work together as a community are starting to be realised since the creation of the new Chief Operating Officer Hospitals role.

Bryan Pyne was appointed to the role in late August 2018 having earlier that year been appointed as the Eastern Hospitals Executive Director after working for 10 years as the Group Director of Finance.

The role is designed to provide a single point of integration for all hospitals and facilitate a focus on hospital key result areas, including clinical excellence and patient safety and outcomes.

This has resulted, Bryan said, in his initial focus on building a strong team to bring all hospitals together.

“This has involved changing some hospital and regional structures and finding new ways in which hospitals

“Our challenges are not without hope. Whilst we already provide great services, there is a lot of opportunity in this organisation to do things differently and ultimately deliver improved patient care, and in turn reap the rewards for our patients.”

can work more closely and strongly together,” he said.

“In some instances this has meant changes in reporting structures such as Geraldton hospital now reporting into the Murdoch Chief Executive Officer and the Ballarat Chief Executive Officer now also being across Warrnambool and Bendigo hospitals.

“At the same time we have recruited to fill gaps such as our new Chief Executive Officer role across Burwood and Richmond hospitals.”

While Bryan acknowledges getting structural changes in place has consumed his initial few months, he is now looking for opportunities to develop our leaders.

Bryan said developing strong leaders within the new structure would enable the organisation to respond to the rapidly changing healthcare landscape.

“The market is changing quickly and the industry is likely to have a more challenging environment than previously experienced, so we need to adapt and be agile in terms of implementing change and working together,” he said.

“The one thing I am starting to build in the team is the recognition that we have to do things differently, which could mean services and support is delivered differently in hospitals too.

“For example, our business development and marketing functions are going to be critical going forward. The market has changed significantly in the past two years and this is something we are focusing on to collectively mature and extend the reach of our services to patients in our communities.”

When looking to the future, Bryan said the four key tenets of providing outstanding patient experience, excellent clinical outcomes, remaining good stewards of our resources and keeping our patients and caregivers safe, led by our Group Chief Executive Officer Dr Shane Kelly, would pave the way.

“Our challenges are not without hope,” Bryan said. “Whilst we already provide great services, there is a lot of opportunity in this organisation to do things differently and ultimately deliver improved patient care, and in turn reap the rewards for our patients.” 🍀

Emerging nursing leader takes up national role

Starting her career with St John of God Health Care as a part-time theatre nurse at Geraldton to most recently working as the Director of Nursing at Murdoch, Dani Meinema has experienced a varied and comprehensive career with the organisation.

Her experiences have catapulted her to her latest position as Group Director of Nursing and Patient Experience.

She started this role in January 2019.

“Throughout my career I have loved every place I have worked at, both within St John of God Health Care and at other organisations,” Dani said.

“I believe you need to have different experiences. I have worked in public hospitals, small regional hospitals, and at other private healthcare facilities, which has given me well-rounded experiences and a good understanding of the industry and the challenges that we have to address.”

Dani is just the third person to be appointed to the position after the Group’s most recent Director of Nursing Cynthia Dowell took up a role with Calvary Health Care as Regional CEO Victoria and Tasmania in late 2018.

St John of God Health Care Group Chief Executive Officer Dr Shane Kelly said Dani’s experience and leadership would be invaluable to enhancing patient experience and nursing care provided throughout the organisation.

“Dani has deep clinical experience, and has strong senior leadership experience within private healthcare which will enable her to lead the key strategic initiatives focused on enhancing patient experience by

fostering a safe, high-performing and patient-centric culture,” he said.

“She has a great understanding of the challenges and opportunities that exist in healthcare, but most importantly she has demonstrated a strong commitment to the nursing profession, to improving patient outcomes and experience, and to the Mission of St John of God Health Care.”

Dani said she was looking forward to the opportunity to develop strategies and plans to enhance patient experience, which she believes is core to nursing.

“I will be working with our clinicians, managers, support staff and many others to continually improve our service quality in order to ensure our patients highly value their care experience,” she said.

Dani said one of her greatest successes as Director of Nursing at St John of God Murdoch Hospital was increasing accountability of her nursing team in providing consistent, excellent patient safety and experience.

“When I first started at Murdoch we did an analysis of our patient feedback to see what patients really valued in our care,” she said.

“What we found was that it wasn’t the technical aspects of our care or the success of their operation. Their

feedback focused primarily on how we made them feel when we were caring for them. That goes to the heart of good nursing care, and I look forward to working with our teams to positively impact this right across our organisation.”

Pictured: St John of God Health Care Director of Nursing and Patient Experience Dani Meinema.



Leaving Hauora Trust in good shape

After nine years on the St John of God Hauora Trust Board, six of those as Chair, Bevan Killick has stepped down.

Bevan joined the Trust Board in 2009 after returning to his home town of Christchurch after spending 12 years working in insurance in London.

“I knew about the organisation from my childhood through the social outreach initiatives I saw during my school days and their Halswell campus was fairly close to where I grew up,” he said.

“When I was offered the position on the Board, it was not a glamorous

organisation and we faced a lot of issues but I knew the great work that was being done and really believed in the Mission.”

St John of God Hauora Trust is a leading provider of disability, youth and social services in New Zealand, supporting people living with a physical or neurological disability as well as vulnerable young people and their families.

With a background in accounting, Bevan’s initial focus was ensuring the organisation’s financial viability.

Bevan said this had led to a period of great change for the Trust to make the organisation financially viable, develop a strong culture and clear Mission and as a result the Trust has doubled in size during Bevan’s tenure.

“I think my epithet ‘if you don’t have a margin, there will be no Mission’ will be how I am remembered among many at St John of God Hauora Trust,” Bevan said.

However, he said these fundamental improvements were not what he was most proud of.

“Really what I get the biggest kick out of are the individual stories that we hear from our people, who despite their condition, tell us they have a better quality of life living with us now than they did before our care, and even before their condition,” he said.



Pictured: Bevan Killick with St John of God Hauora Trust clients.

“We have one client, who has become a bit of a poster boy for us, who came to our care after having a stroke and being assessed that he was never going to walk again, or live in his own house.

“Through the rehabilitation we devised for him and some clever funding, this client was able to walk out our front door, and he now he lives back at home with his partner, drives his own car and works. You can’t put a price on that.”

Bevan acknowledged financial challenges were a constant and would continue to be a priority for new Board Chair Peter Jensen.

“We have real challenges with having adequate funding to provide people with excellent care,” he said.

“We are dealing with tragic circumstances of people with Huntington’s Disease and acquired brain injuries from traffic accidents; and, in our children and youth area we are caring for teen mums, people with drug and alcohol problems, and low-level offending. It is gritty and not something that is easy to tap into for philanthropy.

“Meanwhile, pharmaceuticals seem to get more expensive, treatment and technology is more expensive, and we are committed to giving people the best possible care, but that does come with an increasing price tag.”

While Bevan does not gloss over the reality of the challenges ahead, he remains hopeful for the future.

“If I look towards the future for the organisation, I hope that the work we have done to place the person at the centre of our care model, will continue, so we are addressing their individual needs and providing truly life-changing, excellent care,” he said.



INTRODUCING THE NEW ST JOHN OF GOD HAUORA TRUST CHAIR

Peter Jensen is the new St John of God Hauora Trust Chair, taking over in November from Bevan Killick who stepped down after nine years.

Peter’s appointment comes after he joined the Board early in 2018.

Peter says his interest in the organisation stemmed from his knowledge of the work done at St John of God Halswell, having spent his high school years riding past the facility each day on his way to school.

“I have always been interested in the community, having previously spent five years on the Board of Odyssey House, a drug and alcohol rehabilitation centre, which opened my eyes to the role non-government organisations play in society and what a difficult place it would be without the contribution they make,” he said.

“The attraction to this role was to be able to work in an organisation that really makes a meaningful difference to people.”

Peter’s appointment provides a degree of continuity for the organisation.

“The continuity factor is really important as it will help us embed the gains we have made, have a really solid financial year and implement the new strategic plan we have recently completed,” he said.



Pictured: St John of God Hauora Trust Chair Peter Jensen.

“The challenge for us is to continue to grow our service offerings given the limitations of our current funding model. The focus on growth is vital because we have more to offer our community.”

Peter said the organisation’s strong executive leadership and direction meant it was well placed to continue to support the community.

“Recently I had the opportunity to hear from some young people who had accessed our services at Waipuna, who spoke really passionately about the difference our care had made in their lives. This brought home to me the positive impact we can have,” he said. 🍷

Accord artist celebrates 90th birthday

St John of God Accord's most prolific artist celebrated her 90th birthday in December 2018 with her extensive collection of artworks on show as a part of her celebration.

Mary Hemingway, who is the service's oldest client, has been attending St John of Accord's Greensborough Community Campus arts program since the 1990s where she creates ceramics and paintings typified by her use of bold, bright colours.

Mary's birthday celebrations extended across two days with St John of God Accord hosting a party following her private celebrations.

Support Worker Barbara Torma, who has worked with Mary for 10 years and was invited to both celebrations, said it was wonderful to see Mary's support network come together to celebrate.

"She has such a great circle of support. There were three generations of a family of a former support worker, who Mary was close to, who came to her celebrations as well as her church group who made a photobook for her to reflect back on," Barbara said.

Barbara said Mary's works reflected her happy and bright personality and her love of animals and nature.

"The wonderful thing about Mary is that she is just so imaginative, you can put anything in front of her and she will interpret it in her own style," she said.

Mary's works have been recognised in a number of prestigious awards and St John of God Health Care has commissioned her work to be added to the organisation's art collection.

Support Worker Greg Fullerton said Mary's works could fill their entire art room, many times over, and she showed no signs of slowing down.

"She makes these amazing, very colourful decorative works with mythical figures that fill the entire page," he said.

"They are very cheery, endearing and lively, and very busy – reflecting her happy and sprightly nature."

Mary first attended St John of God Accord services after the Janefield Institution, where she had been living since she was a child, closed. 🍷

Pictured: St John of God Accord client Mary Hemmingway.



Holistic approach to healthcare celebrated in pastoral research

A research paper investigating spirituality and its links to creating a nurturing environment that reinforces healing has praised the holistic care provided at St John of God Bendigo Hospital.

The paper *What spirituality means for patients and families in healthcare*, published in the *Journal of Religion and Health* in October 2018, featured interviews of patients and their families about the spiritual care they received in hospital.

Study author Fiona Gardner said the study found that spirituality offered through pastoral care practitioners and all of those involved in providing healthcare can contribute to a person feeling they are in a nurturing environment that reinforces healing.

“The results support the view that all staff and volunteers should be seen as contributing to spiritual care in healthcare which includes those trained specifically in spiritual and pastoral care to those providing treatment and support services,” she said.

“In Bendigo, one of the remarkable things we saw was the atmosphere of caring for the whole person, including their spirit, being part of the organisational culture.

“This was particularly reflected in the experience of patients in being treated as a person, not just an illness, and in building relationships.”

The study found 10 key results that contributed to this spiritual care, which is defined as providing a supportive, compassionate presence for people at significant times of transition, illness, grief or loss.

St John of God Health Care Group Manager Pastoral Services Eleanor Roderick said the results reinforced

and demonstrated the importance of providing compassionate care and respect for the dignity of each person whether patient, client, carer, family, or caregiver.

“This model of care has its foundations in the theological model of accompaniment of all those whose paths cross our own,” she said.

The research will be used by Spiritual Health Victoria to develop evidence-based spiritual care practice. 🍷

“In Bendigo, one of the remarkable things we saw was the atmosphere of caring for the whole person, including their spirit, being part of the organisational culture.”

New treatment planning and decision law in effect at our Victorian hospitals

A new law governing consent for medical treatment and research procedures is now in effect in Victoria.

The law, known as the Medical Treatment Planning & Decisions Act 2016 (Vic), aims to streamline the process for making written care directives and appointing substitute decision makers which come into effect when a patient loses capacity to consent to treatment.

St John of God Health Care Acting Group Director Medical and Clinical Governance Dr Andrew Yeates said the Act introduced changes allowing

people to make instructional or values based Advance Care Directives which may relate to a range of future medical conditions, not just about an existing illness.

“This means our health practitioner caregivers, including doctors, nurses and allied health professionals, must comply with a valid instructional Advance Care Directive and consider a values-based directive when proposing to treat a patient who does not have decision-making capacity,” he said.

“Our caregivers are aware of these changes. The law will be particularly relevant for our Victorian hospitals with emergency and intensive care departments where patients may not have or may quickly lose decision making capacity.”

Under the new law, a person may also appoint a Medical Treatment Decision Maker who can make medical treatment decisions on their behalf. The decision must be one that the patient would have made if they had capacity and must be in line with any Advance Care Directive.

A person, including a child, can also appoint a Support Person to assist them to make a decision and see that their decisions are carried out.

“The flow on effect of this law means that Victorian hospitals are now required to ascertain whether a patient has made an Advance Care Directive or appointed a Medical Treatment Decision Maker and Support Person, and make reasonable searches for these before administering treatment,” Andrew said. 🍷

“The law will be particularly relevant for our Victorian hospitals with emergency and intensive care departments where patients may not have or may quickly lose decision making capacity.”



Pictured: St John of God Geelong Hospital's Arts & Health Project Officer Ros Pollard with Painting with Parkinson's participants.

Painting empowers rehabilitation

A new Painting with Parkinson's program has launched at St John of God Geelong Hospital to offer a creative outlet for people living with Parkinson's.

A kind donation has kicked off the program, led by St John of God Geelong Hospital's Arts & Health Project Officer Ros Pollard and Occupational Therapist Karen Sheehan, to give people living with the condition an opportunity to participate in a creative group.

Ros said the program empowered people to live a fuller and richer life.

"It brings people with similar challenges together to share their experiences and helps instil a sense of confidence and optimism," she said.

"We encourage participants to experiment with a range of mediums and we provide the opportunity to learn new skills in a fun and supportive environment.

"For those who are feeling confident in their artistic abilities, this is an opportunity to get back into creative arts and for others they may discover new skills they didn't know they had and also benefit from pre-drawing activities such as meditation and visualisation."

The Painting with Parkinson's program is the first in Geelong that is supported by Parkinson's Victoria and the sixth program of its kind to be offered in the State.

"Importantly the Painting with Parkinson's program is open to the community, you don't have to be a patient at St John of God Geelong Hospital to participate, and we also welcome a carer or family member to attend with participants and join in," Ros said.

"An emerging body of research is showing that creativity, along with exercise and social connectedness can be therapeutic for Parkinson's disease symptoms and could even help the brain form new pathways." 🍷

"It brings people with similar challenges together to share their experiences and helps instil a sense of confidence and optimism,"

Showcasing collaboration between medicine and the arts

A program which enables healthcare students to use art as a catalyst to influence their approach to care was put under the spotlight at a recent event co-hosted by St John of God Health Care.

The National Gallery of Australia's (NGA) flagship program, Artmed, was the focus of the event at UWA's Lawrence Wilson Art Gallery featuring NGA Educators Frances Wild and Ingrid Anderson, and Australian National University Medical School Associate Professor Christine Phillips.

Attendees included medical, nursing and allied health academics and curators from WA universities.

"Health faculties and hospitals are recognising the potential art has to become a powerful catalyst for thinking deeply about the human experience, which is leading to partnering with art galleries to create real change in the way healthcare practitioners deliver patient-centred care," Frances said.

This recognition and understanding led to the development of the NGA's Artmed program in 2009.

The program involves medical and health professional students visiting the gallery in small groups to discuss works of art in relation to areas of curriculum, in particular the sphere of ethics, law and human rights.

"Traditionally, medical and healthcare students and graduates have been selected for their aptitude in the

sciences, however those who can merge lessons from the humanities with their science acumen often become the best doctors and healthcare professionals," Frances said.

"The Artmed program enables gallery educators to facilitate a comprehensive discussion during the visit, choosing works of art that relate closely to the topic area and others that help expand the students' conceptual abilities."

St John of God Health Care Arts and Health Group Coordinator Deborah Pearson said the program enabled participants to see the learning potential that comes with art discussions and connections to contemporary issues in healthcare such as mental health, end of life care and team work.

"A core component of the St John of God Health Care Arts and Health philosophy is to provide leadership in the sector, encouraging others to be leaders in arts and health," Deborah said.

"This event is a demonstration of our continuing leadership in arts and health which includes establishing and chairing the WA Arts and Health Consortium."



Pictured: What a Tool exhibition on display at St John of God Midland Public and Private Hospitals.

"It was lovely to see the public spaces at the hospital activated with this exhibition, allowing our patients and the wider community to learn more about St John of God Health Care."



Tools for healing

A recent exhibition at St John of God Midland Public and Private Hospitals put historical tools associated with healing into the spotlight as a part of a community art series.

The tools, which form part of the St John of God Health Care Heritage Collection, included surgical instruments and diagnostic equipment, as well as items used to prepare medicines and provide healing at the bedside. Most were in use in our hospitals from the 1940s to the 1990s.

Curated by St John of God Health Care Group Coordinator Heritage Jacqui Sherriff, the exhibition also included an overview of the Sisters of St John of God's maxims for 'hospitality for healing', and a brief history of the development of surgical equipment.

The display was a part of the Mundaring Arts Centre's What a Tool series, which brought together an array of exhibitions, workshops, demonstrations and events using heritage collections and crafts, new inventions and artworks, to highlight our interactions with tools.

Jacqui said the exhibition provided the hospital and St John of God Health Care an opportunity to get involved in a community arts initiative.

"It also provided a great opportunity to think about the broad range of tools we use in healthcare and to share items from our own Heritage Collection. These tools not only relate directly to our own history but give insights into the history of healthcare in Australia more generally," she said.

"It was lovely to see the public spaces at the hospital activated with this exhibition, allowing our patients and the wider community to learn more about St John of God Health Care." 🍷



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