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Extending our care to Hawkesbury

St John of God Health Care has reached an agreement with Catholic Healthcare to transfer the ownership and management of Hawkesbury District Health Service in Windsor, New South Wales, to St John of God Health Care.

On 23 June, Group Chief Executive Officer, Dr Michael Stanford made the announcement of the transfer, that is subject to regulatory approvals, with the transition to St John of God Health Care targeted to occur in October, 2015.

Hawkesbury District Health Service is a public-private partnership with New South Wales Health and includes a 125 bed public hospital with an emergency department and a significant community health service. Hawkesbury District Health Service also operates private patient services.

Michael said as a large and experienced hospital operator, already operating in the region, with experience in public health contracts, St John of God Health Care was well-placed to take over the service.

“Hawkesbury is just 12 kilometres from our St John of God Richmond Hospital, and we look forward to further investing in healthcare in the Hawkesbury region for the benefit of caregivers and the community,” Michael said.



Catholic Healthcare has been successfully operating Hawkesbury District Health Service under contract with New South Wales Health for 19 years, and will be transferring Hawkesbury to St John of God Health Care so that it can be part of a hospital group with wider interest and expertise in hospitals.

The St John of God Health Care network presently includes 19 facilities with more than 2,600 beds as well as pathology, home nursing and disability services throughout Australia and New Zealand.

St John of God Health Care Executive Director of Eastern Hospitals, Tracey Burton - who will oversee the management of the hospital as part of the group - was the inaugural General Manager of Hawkesbury District Health Service.

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Pictured: Making the announcement of the transfer of HDHS in June were SJGHC ED Eastern Hospitals Tracey Burton, Catholic Healthcare Director and HDHS Ltd Chairman Alan Crouch, SJGHC CEO Dr Michael Stanford and Catholic Healthcare Managing Director David Maher.

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GROUP UPDATE

I was asked recently to reflect on the 2015 financial year and the opportunities that may present themselves in the coming year.

Of the many things we can celebrate achieving in FY15, we can celebrate three key investments: the extensive redevelopments of our Murdoch and Geelong hospitals and the purchase and integration of St John of God Mt Lawley Hospital. Each of these exceeded expectations during the year.

All our capital projects, including those above, as well as those at Midland, Wembley and Accord, have been delivered on time and on budget and our new Bendigo Hospital is off and running to open its 46 bed expansion in 2017.

Our way forward, regarding developing world class information and analytics capacity to support our clinical caregivers in delivering high quality health care, is now clear through completing a major consultation. A detailed implementation plan (Project Chrysalis) will be completed over the next six to nine months.

We have furthered our public health interests with the recent announcement of the transfer of the 125 bed Hawkesbury District Health Service from Catholic Healthcare and in 125 days, as I write this update, St John of God Midland Public Hospital will open. By the end of 2015 we will operate 3,000 beds



across our hospital portfolio and employ 13,000 caregivers across all service streams.

The high quality of our health care service has been consistently verified by outstanding accreditation results and MyHospital ratings and because of our high standards of care we've strengthened our health fund agreements.

Such achievement furthers our position as a leader in the Australian health sector and bodes well for the year ahead. In such busy and changing times for our organisation, where opportunities and great ideas as well as risks and problems present themselves, my advice to all is to keep it simple and let's do well what we already have set out to do.

Dr Michael Stanford
Group Chief Executive Officer

MIDLAND OPENS ITS DOORS TO FUTURE CAREGIVERS AND FAMILIES

Over 300 future caregivers and their families visited St John of God Midland Public Hospital during a family open day, the first such event since the project team's recent move into the hospital.

As well as enjoying street entertainment, giant games, popcorn and candy floss, the crowds queued patiently for tours of the mental health unit, theatres, maternity, emergency department and the spacious main reception area.



Extending our care to Hawkesbury

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"It was a great privilege to work with a small team of people way back in 1993/94 who took a community's need for a new hospital from the true concept stage, as the Government contemplated a Midland style public-private partnership model, through to winning the tender and successfully opening the new hospital in 1996 as the inaugural General Manager," Tracey recalled.

She said she felt lucky to have the opportunity to return to the hospital when the announcement was made to staff about the pending transfer.

"It was wonderful to see the success of something I'd put my heart and soul into all those years ago. The Hawkesbury District Health Service team should be rightfully proud of all they have achieved in the last 19 years, especially their engagement with the community in the life of the hospital and the facilities are looking great too," Tracey said.

"The hospital is a great credit to the team, and we look forward to continuing the work along with the staff, visiting medical officers, and the community for a healthy future."

We've got the keys

It was with great anticipation that the partners in the development of St John of God Midland Public and Private Hospitals gathered in June as the WA Minister for Health, Dr Kim Hames, handed over the keys to the hospital to Perth Northern Hospitals Executive Director, Dr Lachlan Henderson.

The occasion marked the end of construction by Brookfield Multiplex and gave St John of God Health Care full access to start commissioning the hospital ready to take patients.

Lachlan said the hospital was on time and on budget to open in November.

"During the next five months, leading up to when we welcome our first patients, we will go through the commissioning process,

which includes orientating caregivers and installing and testing clinical equipment.

"I thank our construction partners Brookfield Multiplex and design consultants Hassell who have made St John of God Health Care and the State Government's joint vision for care close to home a reality."

Dr Hames said, "It's terrific to see the progress of the hospital and what a significant addition it will be to Midland and the surrounding area, which hasn't had a new hospital in 50 years.

"The new 307-bed public hospital will offer a greater range of healthcare services to people in Perth's north-eastern corridor and the Wheatbelt, increasing capacity by about 50 per cent."

Brookfield Multiplex's Regional Managing Director Chris Palandri said the great relationship with St John of God Health Care enabled them to complete all works on time and to budget, which for a project



of this scale is a huge achievement.

St John of God Midland Public Hospital is part of the State Government's Bigger Picture Health \$7 billion hospital building and refurbishment program.

The \$360 million facility is jointly funded by State and Federal Governments and will be operated by St John of God Health Care in a public-private partnership model.

Pictured: SJGHC Perth Northern Hospitals ED Dr Lachlan Henderson receives the keys to St John of God Midland Public Hospital from WA Health Minister Dr Kim Hames.

AS BUILDERS MOVE OUT SUPPLIES MOVE IN

As St John of God Midland Public and Private Hospitals move into commissioning the Supply department has gone into overdrive to have orders for equipment secured, delivered and installed.

Group Manager Supply, Logistics and Project Capital, John Warren said his small team is coming towards the end of the procurement phase and is scheduling suppliers for delivery of equipment throughout July and August.

"We've been responsible for going to the marketplace to seek proposals for supplies, evaluating the proposals and working with the Midland team to select appropriate equipment.

"Two store persons started on-site at Midland this week to take delivery of equipment and organise its placement into the hospital.

The fit-out budget for the Midland Public and Private Hospitals is \$27 million, and that's minus the enormous information technology requirements being installed at the same time.

John said the inventory list for 1,300 rooms is staggering and includes 3,247

chairs, 3,455 hand wash dispensers and 3,588 bins.

"We're setting up the consumable goods imprest so that the hospital is fully-stocked and ready to go on day one with everything it will need to run as a fully functioning hospital."

John has been with St John of God Health Care 25 years and said the growth of the health care group through new developments and redevelopment in the last two years has been unprecedented.

Pictured: Furniture Fittings and Equipment Officer Joe Monterosso, Group Manager Supply, Logistics and Project Capital John Warren, Furniture Fittings and Equipment Officer Ria Hardey, Clinical Services Project Manager Sally Clark and Furniture Fittings and Equipment Officer Sam Castiglione with new equipment installed at St John of God Midland Public Hospital's intensive care unit.



BREAST DEVICE REGISTRY TO IMPROVE OUTCOME DATA

St John of God Health Care has given ethics approval to participate in the Australian Breast Device Registry (ABDR) to advance the understanding of long term efficacy and safety of devices used in surgical breast implants.

The national quality registry being run by Monash University will collect outcomes data on patients who've had breast device implant surgery, one, five and 10 years after their procedure - which is where there is currently a gap in the clinical evidence.

Group Medical Director, Dr Mark Lubliner said, "Surgical breast implants are done day in, day out for a whole range of clinical conditions but there is not a clear monitoring of outcomes to see whether the devices being used are safe in the long term."

The Therapeutic Goods Administration, that approves medical devices for use in Australia, considers silicone breast implants and tissue expanders as high risk implantable devices to be safe medical devices, but they acknowledge that there is not enough data to accurately measure their performance after they've been implanted.

The ABDR is looking to involve all breast surgeons, plastic and cosmetic surgeons operating in public and private facilities across Australia as it considers this an important public health issue.

"We will partner with the registry coordinators and support our clinicians to participate in the registry, with the aim of contributing to the knowledge base regarding safety and quality of these procedures and devices," Mark said.

St John of God Health Care is also participating in other registries that are informing our clinical practice including bariatric, cardiothoracic and joint replacement surgery and is contributing to improving the quality and accountability of health care in Australia.



Celebrating our leaders

It has been a period of recognition for the leadership of St John of God Health Care with honours being bestowed upon some of our current and former leaders in due recognition of their contribution to society.

In the Western Australian of the Year awards announced in June, Trustee Frank Cooper was announced as the winner of the Professions Award and Board member Peter Prendiville took out the Business Award.

Frank has been involved in the leadership of the local operations of three of the world's largest accounting practices and has had a great focus on developing high performing leadership teams.

In addition to being a current Trustee for St John of God Health Care, Frank is a non-executive Director of Woodside Petroleum Limited, South32 Limited, a member of the Senate of the University of Western Australia and Chair of the West Australian Football Commission.

Peter Prendiville is considered a strong and active participant in the development of Western Australia's cultural and social fabric as a Chair of Tourism WA and an owner of iconic Western Australia hotels and Sandalford Wines.

Peter is also a Trustee, Director and Acting Chancellor of the University of Notre Dame as well as being on our own Board since 2012 and the Chair of our Finance and Investment Committee.

Former Group Director of Nursing and current International Health advisor, Kate Birrell was awarded an Order of Australia medal (OAM) in the Queen's Birthday honours in recognition for her service to nursing, particularly education, and to the community.

Kate was the first lay Director of Nursing at St John of God Geelong Hospital appointed in 1990, succeeding the Sisters of St John of God. She was appointed as the first group-wide Chief Nursing Officer for St John of God Health Care in 2003.

Kate's broader contribution to the nursing profession includes Board Member of Catholic Health Australia from 2009 – 2014 and Chair of its Directors of Nursing and Midwifery Committee. She helped establish the CHA Nurse Unit Manager Scholarship Program and initiated the CHA Nursing Awards and annual Nursing Symposium.

St John of God Hauora Trust Chairman, Bevan Killick has been awarded a World Class New Zealander by the Kiwi Expat Association and a Fellowship by the Royal Society for the Encouragement of Arts, Manufacturers and Commerce, a British organisation committed to finding practical solutions for social challenges. The recognition was for Bevan's work with the HRH Duke of Edinburgh's Commonwealth Study Conferences.

Pictured: SJGHC is a Sponsor of the Professions category of the Western Australian of the Year Awards and GCEO Dr Michael Stanford was delighted to congratulate Frank Cooper as an outstanding Western Australian and winner of the category.

Australia's first orthopaedic robot

St John of God Subiaco Hospital is the first facility in Australia to purchase Stryker orthopaedic robotic technology to assist patients undergoing partial knee replacement (PKR) surgery.

St John of God Subiaco Hospital Chief Executive Officer, Dr Lachlan Henderson said the hospital was investing in cutting-edge surgical and robotic technology across a range of speciality areas, including orthopaedics, gynaecology and urology.

Since the technology was installed in the hospital in April 2015, orthopaedic surgeons Gavin Clark and Dermot Collopy have begun using the robot for PKR surgery for patients where the arthritis is limited to part of the knee joint.

Dr Clark said PKR surgery usually results in a more rapid recovery and shorter hospital stay than total knee replacement surgery, as well as yielding a more natural feeling knee.

"Unfortunately, in the past PKRs have suffered from a higher failure rate, and, as a result, many surgeons choose to do total knee replacement in these patients, or defer surgery until the arthritis has advanced. The robotic assistance allows better planning and placement of the PKR for select patients," Dr Clark said.

Dr Collopy said robotic-assisted surgical technique allows highly accurate pre-operative planning, merging the accuracy of computer navigation and the pre-operative planning and custom component positioning of patient-specific knee systems.

"Better still, the robot gives the surgeon the ability to adjust this plan intra-operatively, in real-time, to further optimise the operation. No other knee system allows this flexibility," Dr Collopy said.

"We are finding the patient specific pre-surgical plan especially useful, as you can assess bone preparation areas and customise implant positioning using a CT scan of the patient's knee."

Lachlan said robotic technology in a variety of surgical specialties was a key focus for Subiaco Hospital, with both surgeons and operating theatre staff embracing the cutting edge technology.

Dr Clark said as it is still early days with the new orthopaedic robotic technology, we are undertaking long-term research on the robot, closely monitoring patient outcomes and looking at how we can potentially use the robotic-arm for other types of orthopaedic surgery.

Dr Clark and Dr Collopy are part of an international development group looking to expand the robot use to total knee replacement over the next few years.

Pictured: Orthopaedic surgeons Dr Gavin Clark and Dr Dermot Collopy are using the new robot for partial knee replacement surgery at Subiaco Hospital.

STRYKER HEMI KNEE SYSTEM

Stryker's robotic assisted surgery is performed using a highly advanced, surgeon controlled robotic arm.

During the procedure, the system creates a three-dimensional, virtual view of the patient's bone surface and correlates the image to the pre-programmed surgical plan. This is then fine tuned intra-operatively to best suit the individual's soft tissue balance.

As the surgeon uses the robotic arm, its tactile, auditory and visual feedback ensures bone preparation is confined to the planned areas of resection, allowing for very accurate implant placement.





ONCOLOGY CENTRE OPENS AT BERWICK

The St John of God Berwick Day Oncology Centre started its service in March within the new St John of God Berwick Specialist Centre.

Bishop Patrick O'Regan blessed the new centre in May and commissioned new caregivers.

The centre has a 12 chair day oncology centre, two radiotherapy bunkers, specialist medical consulting suites, medical imaging, compounding pharmacy and pathology services. Patients can have their consultations, tests and treatments all in the same location.

St John of God Berwick Hospital Chief Executive Officer, Lisa Norman said such a comprehensive range of cancer services was rarely found outside the city centre of Melbourne.

"Demand for cancer services in the area has increased significantly in recent years and cancer survival is improved by offering services that allow early diagnosis and improved access to treatment," Lisa said.

"It's a calming and tranquil place for patients and their families, with lots of natural light, large windows, ample space for patient support teams and a wellness area.

"We hope this environment is a place where family members feel comfortable to come and spend time with their loved ones during treatment." Lisa said.

"The collaboration between our hospital and other leading health care providers like St John of God Pathology, Radiation Oncology Victoria, MIA Radiology and HPS Pharmacy within the new Berwick Specialist Centre increases the capacity of the service and offers a unique model of integrated cancer care."

Pictured: Long time patient, George Nicholson is surrounded by his care team at the new St John of God Berwick Specialist Centre.



New hospital for Berwick

St John of God Berwick Hospital will partner with Generation Healthcare REIT (GHC) to build a new \$120 million hospital on Kangan Drive with construction expected to start by the end of the year.

This new facility, while still subject to some conditions, is expected to open in July 2017 and is conveniently located across the road from Casey Hospital, and next to Monash University and Chisholm Institute creating a significant health and education precinct for the region.

The new hospital will provide more than 190 beds, six operating theatres, two procedure rooms, a cardiovascular interventional laboratory, six birthing suites and approximately 350 basement car parks.

It will also have the first intensive care unit in the region and a dedicated cardiac unit.

St John of God Berwick Day Oncology Centre and St John of God Pathology are already on site within the new Specialist Centre.

St John of God Berwick Hospital Chief Executive Officer, Lisa Norman said the development of the new hospital was needed to properly service a rapidly growing population in the south east corridor of Melbourne.

"The cities of Casey and Cardinia form one of the fastest growing regions of Australia with rapidly growing urban, commercial and industrial centres and many professionals and families moving into the area.

"This new hospital will offer a significantly expanded number and range of services so the people in our communities can receive the care they need in a timely manner, closer to home," Lisa said.

All current services provided by the existing St John of God Berwick Hospital on Gibb Street will be relocated to the new hospital when it opens and the Gibb Street location will be transformed to provide inpatient and outpatient rehabilitation services.

Lisa said St John of God Health Care was determined to keep the historic Gibb Street location, where the hospital first began caring for patients over 75 years ago.

"Our roots are deep in the community and we are excited at the prospect of running two hospitals within Berwick which cater for a larger number of patients with a broad range of health conditions.

"We are looking to the future and the development of a new hospital will make sure we meet the changing needs of our communities," Lisa said.

There is also future opportunity to expand the new hospital when it's up and running with the development of a third building that will bring the site capacity to 316 beds and 12 operating theatres.

Pictured: Artist impression of the new St John of God Berwick Hospital, with space to expand if needed and the St John of God Berwick Specialist Centre to the right.

Accord unearths client talent

St John of God Accord's new Greensborough facility is now fully operational, and in four months of occupancy it's been a vibrant hub of activity as clients and staff enjoy their daily programs in the new studios or venture out on community activities.

Accord's new \$8m redeveloped facility at Greensborough is purposely designed to support people over the age of 18 living with intellectual disabilities.

The new facility has given clients and staff access to programs that were only dreamed of five years ago.

Staff had put strategies in place to support clients transitioning from the old building to the new facility, yet the clients integrated in to their programs and the new building with great ease - much to the delight of all involved.

The new on-site studios have proven very popular with clients. The art, music, living skills and ceramic programs are fully utilised. The sensory and multi-media room are much sought after.

Clients can also now access a number of activities and programs on-site whereas before they were limited due to their mobility or social engagement concerns.

Client, Sam Beke a lover of all things rock and roll, is pictured here with his artwork that shows off his talent and pays tribute to his favourite band, KISS.

Sam is also part of a band called Rudely Interrupted and has travelled worldwide. He is now able to regularly participate in Accord's art, music and drama program which gives him greater opportunity to excel in his true passion.

Client, Pat Brook has transitioned to the new facility with ease and a new sense of confidence. Prior to moving Pat couldn't access many programs because of her limited mobility. Now Pat's life and art have taken on a new dimension with Pat producing art work that is worthy of exhibiting.

"Pat has flourished in her new environment as she has chosen programs she enjoys, she can access the on-site studios and the welcome lounge with comfort, but more importantly she has the social interaction with other clients," Team Leader, Doris Morfea said.

"It's very affirming to see how well the clients have transitioned. New friendships have formed; the welcome lounge is buzzing each day with clients and staff and it's very encouraging to be a part of this outcome.

"There is a new and positive energy as clients go about their daily programs whether in our on-site studios or as they transit into the boarder community. The openness and garden space promotes inclusion, a relaxed feeling and overall wellbeing on a daily basis.

"Today St John of God Accord's Greensborough facility is open and welcoming and there is a strong sense of endurance."

Pictured, top: Sam Beke is proud to share his artwork created in the new Accord studios. Below: The new, accessible studio at Accord's Greensborough facility has inspired Pat Brook and her artwork has flourished.



HEARING IMPLANT A FIRST FOR REGIONAL VICTORIA

In a first for regional Victoria, Ear, Nose and Throat Surgeon, Dr Benjamin Wei recently implanted the first bone anchored hearing aid (BAHA) at St John of God Ballarat Hospital.

A BAHA helps people with hearing loss by transmitting sound through the bones in the skull directly to the cochlear. It is suitable for people who can't wear hearing aids due to chronic middle ear or outer ear conditions or congenital ear defects.

Local resident, Elizabeth Gardner, lost her hearing when she was five years old and at 74 was the first recipient of a BAHA at St John of God Ballarat Hospital.

The device has significantly improved her hearing and she is able to experience things she never thought possible.

"I'm hearing things I've never heard before, in fact, my hearing is the best it's ever been in my life. It really is amazing," she said.

St John of God Ballarat Hospital Chief Executive Officer, Michael Krieg said the new treatment would give patients more options to manage hearing loss.

"Being able to offer this procedure to local patients mean they no longer need to travel to Melbourne to have the BAHA implanted."

Pictured: Dr Benjamin Wei with patient Elizabeth Gardner, the first recipient of a BAHA at St John of God Ballarat Hospital.



Awarding excellence in nursing

St John of God Health Care caregivers walked away winners at the recent Western Australian Nursing and Midwifery Excellence Awards, held in May at the Perth Convention and Exhibition Centre.

The awards recognise and celebrate the achievements of nurses and midwives who have made an outstanding contribution to the nursing and midwifery professions in Western Australia.

St John of God Mt Lawley Hospital midwife, Kristy Wiegele won the Consumer Appreciation Award, the only category with nominations open to the general public.

Kristy was nominated by her close friend Shannon Cook for her work on fundraiser campaign, *A Midwife's Gift*, that's raising money to purchase a cold cuddle cot for every maternity hospital in Western Australia.

Shannon met Kristy after hearing about her plight to raise funds to purchase a cold cuddle cot for St John of God Mt Lawley Hospital.

Shannon and James Cook gave birth to their son Lincoln in August 2014, who was sadly delivered stillborn.

Kristy's husband, Chris, is a photographer who volunteers his time to take photos for the families of stillborn babies, which for them is a lifetime of memories.

Kristy saw the photos of baby Lincoln and was deeply touched being a midwife herself. Believing she had to do something to help, Kristy started *A Midwife's Gift* so parents of stillborn babies could have more time to bond with their little ones. Shannon heard about the work Kristy was doing in memory of Lincoln and united with her to help Kristy reach her goal.

The fundraiser quickly gained momentum and they reached their goal of \$4,000 in 10 days. Encouraged by the support of their friends, co-workers and complete strangers, the pair decided that they would continue the fundraiser and set their sights on donating a cot to every maternity hospital in Western Australia.

Ten months in and they are nearly half way there, most recently donating cots to St John of God Subiaco and St John of God Murdoch Hospitals with three more cots on order.

Shannon nominated Kristy in recognition of her ongoing efforts which touch the lives of families in Western Australia every day.

Dr Janie Brown took home the Excellence in Research Award for embedding research into practice at St John of God Subiaco Hospital.

Dr Janie Brown is the Nursing, Midwifery and Allied Health Research Coordinator at St John of God Subiaco Hospital and holds a conjoint appointment with Curtin University.

This role allows her to facilitate research partnerships between Subiaco caregivers and expert researchers at Curtin University.

Janie was nominated by her supervisor, Director of Nursing and Midwifery, Laura Colvin for her commitment to raising the profile of nursing research within the hospital and her supportive and consultative process for assisting caregivers to initiate new research projects.

Janie assists caregivers to translate their ideas into research by helping them identify potential areas for research, then letting them take the helm while providing support along the way.

"It's important to support caregivers to conduct their own research as it builds their individual capacity.

"I help them identify a research area, develop the proposal, conduct the

research, interpret the results and publish the findings," Janie said.

The hospital has already made changes to practices based on caregiver instigated research. This has lifted the profile of nursing research within the hospital and has motivated caregivers to conduct their own research into areas of unmet need within the organisation.

Nurse Practitioner Palliative Care, Louise Angus, is the first person to be awarded the Excellence in Leadership – Emerging Leader Award.

Louise commenced in her role as Nurse Practitioner Palliative Care last year after completing her Masters of Nursing at Curtin University.

The first nurse practitioner of palliative care within a private hospital in Western Australia, Louise believes her new role has influenced her ability to think creatively and influence other nursing caregivers at Subiaco.

"By becoming a nurse practitioner, I've been recognised for my senior role and extensive experience within the palliative care setting.

"I'm more autonomous in my work and able to make high-level decisions about a patient's care in consultation with their family," Louise said.

Louise is also heavily involved in nurse training at Subiaco and runs workshops, formal and informal training and study days to share her knowledge and experience with other caregivers and students.

This continuous, on-the-job training and feedback has cemented Louise's role as a leader within the hospital and made her a source of inspiration and knowledge for other caregivers.

Louise was nominated for her leadership skills and willingness to coach and teach other caregivers and students at the hospital.

Pictured: Kristy Wiegele, Janie Brown and Louise Angus accept their trophies at the WA Nursing and Midwifery Excellence Awards.



BALLARAT NURSE TOP OF THE CLASS

St John of God Ballarat Hospital clinical nurse specialist, Rajesh Kuriakose has been awarded the Australian College of Critical Care Nurses Victoria, Critical Care Nursing Postgraduate Prize for topping his class at the Australian Catholic University (ACU).

The award is given to the best critical care nursing graduate at ACU, for academic and clinical performance.

Rajesh said the award came as a surprise and he credits his supportive family, workplace and driven work and study ethic for his achievements.

"I am very proud of my achievement as it wasn't easy in the beginning.

"I had to work hard; balance my work, study and personal life which is difficult to do when you have a young family," Rajesh said.

Rajesh also had to adjust to a different way of life after immigrating to India from Australia in 2006 as a registered nurse.

"Studying in Australia is very different to studying in India but I gradually adapted and was able to achieve an excellent grade."

Critical Care Services Manager, Nathan Williams said Rajesh was very committed to his profession and extremely deserving of the award.

"Rajesh displays a high level of professional behaviour and is a well-liked and respected member of our team" he said.

Rajesh completed a three month bridging course when he first arrived in Australia and with his recent qualification, is now a clinical nurse specialist at St John of God Ballarat Hospital.

Pictured: Rajesh Kuriakose proudly holds his award for best critical care nursing graduate at Australian Catholic University.





WEMBLEY DAY SURGERY OPENS

St John of God Wembley Day Surgery has opened across the road from St John of God Subiaco Hospital in response to the increased demand for day surgery by both patients and doctors.

St John of God Subiaco Hospital Chief Executive Officer, Dr Lachlan Henderson said demand for day surgery had greatly increased in recent years, with the number of patients having day surgery at the hospital doubling from 2008 to 2015.

“We are seeing an increased demand for day surgery due to improved technology and surgical techniques as well as patient preference for same day care,” he said.

“The Wembley Day Surgery provides a first-class facility for same day surgery and a great environment for patients.”

Wembley Day Surgery is equipped with three theatres, 23 beds and caters for a range of specialties, including plastics, orthopaedics, gynaecology and dental surgery.

The Day Surgery can also take up to eight patients staying overnight, if required, avoiding the need for a full hospital admission for the patient.

To ensure a streamlined approach, patient admissions for the day surgery are coordinated from Subiaco Hospital and a courtesy bus runs between the main hospital car park and the surgery.

“Our caregivers have worked hard to ensure that the same level of high-quality, compassionate care our patients expect from our main hospital is extended to patients at the new day surgery,” Lachlan said.

A blessing ceremony was held in May, attended by Group Chief Executive Officer Dr Michael Stanford, executives from St John of God Subiaco Hospital and medical providers and caregivers who are working in the new facility.

Pictured: The first patient to St John of God Wembley Day Surgery, Jeremy Michael Lay, is warmly welcomed by his nurse Virginia Familton.



Nurse advocates for end-of-life care

St John of God Murdoch Hospital registered nurse, Frances Carman has returned from India after spending three months helping those without access to quality palliative care.

Frances chose to volunteer with Pallium India, a charity working at a national level to remove barriers to effective pain relief and palliative care services.

Palliative care is not a new concept in India, but a lack of national policy and legal framework on the issue and a medical system that lacks knowledge on chronic care and end of life care has contributed to a lack of end-of-life services and effective pain relief in the country.

Working with Pallium India, Frances spent a lot of time travelling between villages using her skills to help care for patients with life-limiting conditions.

Half of the patients Frances helped treat had cancer, others were paralysed due to motorbike accidents or falling out of coconut trees and many had chronic respiratory, cardiac and renal conditions.

“Some patients lived below the poverty line, with no electricity or running water, others were well educated families with relatives overseas,” Frances said.

In addition to treating patients, Frances helped nurses with their patient assessments and gave workshops and lectures on palliative care.

St John of God Murdoch Hospital Hospice Nurse Manager, Glenys Joplin said the trip presented a wonderful opportunity for Frances to apply her skills from working at the St John of God Murdoch Community Hospice to those in need.

“We are so fortunate in Australia to have ready access to all medical services, the vast majority in India are not so fortunate, particularly in a heavily privatised health care system,” Glenys said.

Although there were plenty of challenges during her trip, Frances was encouraged to see the way staff enthusiastically changed their practice.

“This trip further reignited my passion for access to and delivery of palliative care,” said Frances.

“It’s such an important area of health care... everyone has the right to die with dignity and peace.”

Pictured: Frances sitting outside the hospital celebrating Pongala, a Hindu festival in which millions of women line the streets of the city and make payasum (similar to a sweet porridge dessert) as an offering for the gods. The payasum is blessed by priests and shared amongst everyone.

Funding for Aboriginal attachment project

The St John of God Social Outreach Early Years team has secured an additional \$46,080 in funding for its Aboriginal attachment project through the Rural Health Continuing Education Stream 2 (RHCE2).

The Aboriginal attachment project is being developed as a culturally secure and sensitive parenting model that incorporates globally acknowledged attachment concepts.

RHCE2 is an Australian Government initiative to support health professionals in rural and remote Australia in accessing continuing education and training.

Once complete, the parenting model will support the emotional, physical and social wellbeing of Indigenous Australian families and provide an educational resource for Aboriginal health workers and other professionals.

It is being developed in consultation with Aboriginal health workers and a working party which includes Aboriginal people with expertise in health promotion, attachment theory, and the application of attachment theory in working with Aboriginal parents.

The process is being guided by an Interagency Reference Group of senior Aboriginal health professionals with expertise in improving children’s emotional and physical outcomes, or experience in translating research into deliverable programs.

Social Outreach Director Early Years, Anna Roberts said the funding from RHCE2 will enable the team to further develop and deliver specific Aboriginal attachment training for Aboriginal health workers and other health professionals across the Top End of Australia.

The training will be delivered at four sites in rural and remote areas in the Northern Territory and Queensland.

“This is a very exciting phase for the project,” Anna said.

“Out of 113 eligible applications received by RHCE2, ours was one of just 20 to receive funding, which is a significant achievement. It’s wonderful to have these additional financial resources which will enable us to deliver the program to people working with Aboriginal families in remote and rural locations.”

The RHCE2 funding follows a total of \$178,200 (including GST) grants awarded to the project by the WA Government’s Mental Health Commission.

Pictured: Supporting the emotional, physical and social wellbeing of Indigenous Australian families.



TRANSFORMATION TAKES PLACE

With significant growth and change happening across St John of God Health Care, a Transformation Support Team has been put in place to support some of the organisation’s largest and most complex projects.

A diverse team hailing from careers such as hospital management in the UK, academic backgrounds in finance and psychology and significant projects such as the commissioning of the Fiona Stanley Hospital, the team are in effect an internal project advisory and delivery team.

The idea of an in-house ‘consulting’ capability, has proven to be effective in many of Australia’s largest organisations and indeed many of the world’s leading health care organisations.

At St John of God Health Care it came from *Our Strategic Priorities 2015 – 2019* when GCEO, Dr Michael Stanford recognised the opportunity to build a team experienced in delivering targeted programs of work aligned to achieving increased agility and responsiveness to changes in our environment and in implementing our plans. These programs will be known as Transformation Programs.

At St John of God Health Care, Transformation Programs create holistic value for our patients and caregivers through focussing on outcomes such as service quality, caregiver satisfaction, the operational performance of our divisions and our reputation as a recognised leader in the Australian health sector.

While each Transformation Program will vary in the number and geography of divisions involved in implementation, it is likely that over the coming two years every division across St John of God Health Care will be involved in a Transformation Program.

The first two Programs the team is working on are the One Pathology Program to ensure a sustainable future for St John of God Pathology and an Operating Theatres Program which is exploring ways to ensure a streamlined service and best possible care for our surgical patients.

Every St John of God Health Care caregiver has the ability to provide ideas and suggestions for future Transformation Programs by talking to managers and Divisional Management Committee members. Caregiver contributions will be passed on to the Transformation Support Team and Group Management Committee for consideration.

New appointments

Stephen Brooker
Director of Nursing
St John of God
Richmond Hospital



St John of God Richmond Hospital welcomes Stephen Brooker to the role of Director of Nursing. Stephen has over 25 years' experience working in complex health care settings as senior manager and brings a wealth of clinical and managerial experience in the mental health space. Stephen's most recent role was Director of Clinical Operations for International Health and Medical Services (IHMS) and previous to that he worked in nursing and management positions for St Vincent's Health, Healthscope and The Sydney Clinic.

Craig Donovan
State Contract
Manager, St John of
God Midland Public
and Private Hospitals



Craig Donovan has joined the Midland team as the Director for State Contract Management. In his new role, Craig will oversee the 20-year service agreement with the Western Australian State Government to run the new St John of God Midland Public Hospital and will sit on the Divisional Management Committee. Recently, Craig worked for the WA Department of Health as Director of IT Strategy and has previously worked in the UK for Microsoft, Cap Gemini Ernst & Young and Perot Systems. Craig has an MBA from the University of Western Australia, a Bachelor of Pharmacy from Curtin University and is an accredited Project Gateway reviewer.

Beverley East
Group Manager Social
Outreach, St John of
God Social Outreach



Beverley East joined the Social Outreach team in April after the retirement of Anne Russell-Brown in January. In her new role as General Manager Social Outreach, Bev is responsible for the overall management of the Social Outreach services and ensuring its ambitious five year growth targets are achieved. Bev joins St John of God Health Care after nearly 10 years at Woodside where she most recently held the position of General Manager of Communities.

JAZZING IT UP FOR PATIENTS

Award-winning jazz pianist Russell Holmes recently delighted patients, staff and visitors with his uplifting tunes in a patient lounge at St John of God Murdoch Hospital.

Murdoch Arts Program Manager Connie Petrillo said the performance was the first in a series of concerts, *Music as a Healing Influence*, that will take place throughout the hospital.

"This series is a part of a wider program that provides quality art, in all its forms, to visitors to our hospital. Research shows art can have a significant healing impact on those who are unwell. The hospital setting is an ideal place for such beautiful and moving music to be played, where people can relax and take a moment away from what might be a stressful time in their lives." Connie said.

Triple Western Australian Music Industry award winning Jazz Pianist, Russell Holmes has performed with many jazz ensembles

including MPS, Frames of Minds, The Ragabillys, Hip Mo Toast and artists such as Dale Barlow, Red Rodney and others.

Patients from St Emilee ward and from other wards in Murdoch Hospital came out of their rooms to enjoy Russell's performance, whilst other patients were able to stay in their rooms and listen to the music from the comfort of their beds.

Other hospitals and health services across St John of God Health Care are exploring music programs to bring the healing



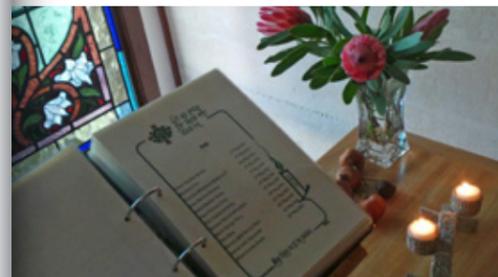
power of the arts to more patients, caregivers and communities. At St John of God Bendigo Hospital Music therapist Astrid Notarangelo, is developing a research project that will investigate the impact of a music program on recovery. Astrid is well known at the Bendigo Hospital for bringing joy to many patients and caregivers through her performances in the hospital corridors and patient rooms.

A St John of God Health Care choir has been formed in Western Australia, with members coming together from different divisions to rehearse in the Subiaco Hospital chapel and will perform in the hospital later in the year.

St John of God Health Care is also a current sponsor of the Western Australian Youth Jazz Orchestra and the Western Australian Youth Orchestra.

Memories cherished

One of the greatly valued services that St John of God pastoral services team offer is a memorial service for the families of patients who died in hospital and the caregivers who were integral in their care.



Reflections shared by families who have participated in the Memorial Services regularly conducted by Pastoral Services in St John of God hospitals around Australia.

"It was really good to know others cared about the passing of our Mum and took time to help the family at this time. We were very grateful."

"I wouldn't have missed it. It was a way of honouring my husband and perhaps for me it was of way saying 'I'll always love you', but letting him go."

"I couldn't afford a really nice funeral for mum, so she didn't have a goodbye ceremony. This is a wonderful thing that you do for people."

"It helped release some of the pent up emotions after everyone concerned had started to get back to their own lives."

"This service allowed my son, who was not able to attend his grandfather's funeral, and me the opportunity to share in a closure of sorts. Thank you for a great job. It was nice to just be 'looked after'."

"Nice to know the hospital cared for me in this way. It was wonderful the way the Pastoral team mixed with the people, and attached themselves to people they thought in need."

"I feel totally at peace now. Thank you so much."

St John of God Bunbury Hospital Pastoral Practitioner, Marisa Wessels has reflected for Pomegranate on the service that is held every three months in the South West hospital and the experience for all involved.

"We remind families that we share in their loss and that we have not forgotten their loved ones," Marissa said.

"The services have a distinct character, mostly it is about remembrance and healing. It recognises that there have been many people involved in looking after the needs of a patient before they pass away; family, friends, carers, doctors, nurses, cleaners, administrators, and pastoral carers.

"There is the direct involvement in caring physically, spiritually or emotionally for a patient, while sharing joy and pain and fears and disappointments. We are reminded with a piece of lavender and rosemary, tied together by our volunteers, that in some way healing and remembering is part of the process of grief."

At the Bunbury service the lighting of a candle is a symbolic gesture that reminds all of the importance of the loved one in their lives and that the light of remembrance will always shine in their hearts.

"Some people say we need closure, maybe we need to remember, so that the memory in our hearts remains there to be cherished. We can be healed bit by bit of the emotional pain of the loss but filled with great joy of the beautiful memories we hold dear," Marissa said.

A memorial book in the hospital chapel has all the names of people who have passed away at St John of God Bunbury Hospital since 1994. People attending the service find their loved one's name in the book and during the service it is mentioned that the pastoral workers in the hospital will go into the Chapel every day and light two candles – one for all the people who have passed away on that date and one for families.

"We do not forget, we remember."

Pictured: The memorial book in St John of God Bunbury Hospital features the name of every person who has died in hospital since 1994 and the candles are lit every day in their memory and for their families.

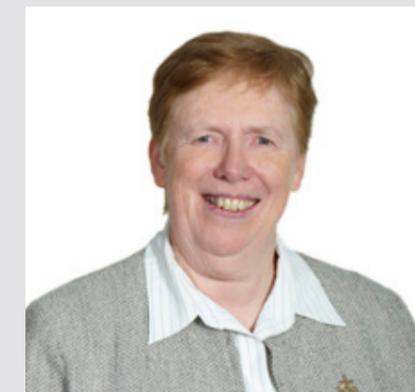
SR ANNE DERWIN NEW TRUSTEE

The Members of St John of God Australia Limited have appointed Sr Anne Derwin as a Trustee of St John of God Health Care and a Director of St John of God Australia Limited.

Sr Anne has previously served as a St John of God Health Care Board member from 2004 until 2009.

St John of God Health Care Chairman of Trustees, Eva Skira welcomed Sr Anne's appointment and said her knowledge and understanding of St John of God Health Care would be a great advantage in taking up her new role.

"Sr Anne has strong credentials in Church and civil governance and her previous term as a St John of God Health Care Board member means she already has a good understanding of the culture and Mission.



"She also has a strong record of Catholic leadership and formation and her personal qualities and demonstrated capacity to lead are attributes that are very highly regarded and will be well utilised as a Trustee."

Sr Anne has served as Congregational Leader of the Sisters of St Joseph of the Sacred Heart (2008-2014), during which time she oversaw the process for the canonisation of St Mary MacKillop.

She was also President of Catholic Religious Australia from 2010-2012 and has held other directorships as Mount Saint Joseph Milperra and St Anthony's Family Care.

She is currently Chair of Good Grief, an organisation that provides programs for children, young people and adults dealing with grief and loss.

News in Brief

COMMUNITY OPEN DAY AT FRANKSTON

The first community open day held at St John of God Frankston Rehabilitation Hospital was deemed a huge success, with over 90 visitors dropping by to learn about the Parkinson's disease programs available at the hospital.

Neurologist Sanjay Raghav and the Parkinson's team at Frankston gave a series of presentations on the latest research and treatment options for Parkinson's and the therapy programs available at Frankston. They also mingled with patients and families to answer any questions they had. Visitors were also able to check their health and wellbeing with a series of free health checks, including testing of blood pressure, blood glucose levels, lung function and carbon monoxide levels.

The Langwarrin Men's Shed kindly donated their time and barbeques to host the sausage sizzle, with all proceeds going to Parkinson's Victoria.

RUNNING FOR A REASON

The much anticipated Perth HBF Run for a Reason was held on Sunday 24 May with 360 caregivers joining the St John of God Health Care team and sweating it out for charity and personal wellbeing.

The HBF Run for a Reason has been an anticipated annual event in Perth since its inception in 2010, with participants raising more than \$4.2 million for their chosen charities. The cost of registration for our caregivers was covered by St John of God Health Care and extended to include a cap, t-shirt and post-race cooked breakfast and massage.

Pictured: Just some of the 360 caregivers who felt triumphant after completing the HBF Run for a Reason.



EXTENDED RESPITE FOR HAWKESBURY FAMILIES

St John of God Richmond Hospital has a new partnership with local, volunteer-run service, Living in Communities Volunteer Service (LINCS), who provide free in-home support services to parents, families and caregivers in the Hawkesbury area.

Volunteers help struggling families and parents with child minding and respite services, advice on taking care of children, support and friendship for those with limited contacts and a listening ear in times of need. As a result of the partnership, the LINCS team will move operations to a space provided by St John of God Richmond Hospital where they hope they can expand the service.

NEW CALL CENTRE FOR ACCOUNTS RECEIVABLE

A new call centre has been established at our accounts receivable office making it easier for patients to contact the team if they have any questions about their account.

Assistant Manager Billing and Receivables Kiran Makwana said the new system gave more visibility on the volume of calls coming in so they could ensure all questions are handled in a timely manner.

"With the old system we couldn't tell how many calls were coming in and how long people were waiting to speak to one of our team. The new system gives us real-time information so we can divert calls to other caregivers if all our operators are busy," Kiran said.

Since the call centre was established they have been averaging 254 calls a day with most calls answered in 30 seconds.



Investing in information technology

St John of God Health Care has invested close to \$3 million across three critical projects and the tireless energy of 50 caregivers, to increase the availability and responsiveness of our information systems.

Chief Information Officer, Doug Horsley said the projects positioned St John of God Health Care ready for major growth.

"The upscale of our information systems will enable the implementation of the new clinical information system being introduced at St John of God Midland Public & Private Hospitals, and the greater benefits will be realised group-wide," Doug said.

An IT Service Management (ITSM) structure has identified new capabilities that we need in our people, introduced new processes and put in place measurable key performance indicators. The result is a management structure that is considered best practice.

The installation of new technology at our two data centres at Subiaco and Murdoch means our critical systems like our patient management system or payroll won't go down because the data centres run in parallel.

"Effectively if one data centre goes down - like in a natural disaster or major

catastrophe - the other will automatically take over," Doug said.

"Running two parallel data centres would be considered advanced in comparison to most organisations in Perth and the private health sector in Australia.

"It's the kind of system you'd once only ever have seen in the banking or finance sector, since their systems need to be available 24 hours per day for things such as ATM machines or internet banking.

"It's about creating an information system capability that doesn't go down and doesn't require someone to phone up and notify the IS department that a system is down - the 'recovery' happens automatically and within minutes."

The efficiency of the new data centres was recognised in a recent audit of IT Disaster Recovery Plan by PWC which found a significant reduction in exposure.

"Replication across both core data centres with backups being stored separately to the primary processing facility has greatly reduced the likelihood that disaster recovery will need to be initiated," the report said.

The Information Services department has also introduced end-to-end monitoring that considers all the pieces of technology involved in a service rather than a single

piece of technology in isolation.

"If you consider our core critical systems and how end-to-end monitoring is applied then we look at all the technologies involved from the personal computer, wireless, LAN, WAN, network devices, internet, web services, servers, applications and databases," Doug said.

"End-to-end monitoring will consider not just that your service wasn't available, but it will also identify that the service is running slower than previously was or that it is not performing to its optimum level.

"It's about being proactive in our maintenance so we fix things before they are broken, we prevent incidents and downtime occurring."

As a strategic priority, SJGHC is significantly increasing its investment in information, analytics and technology and it is recognised that information drives practice and clinical information must be available at all times to support the provision of high quality care.

Pictured: New technology at our data centres at Murdoch and Subiaco will allow them to run parallel and prevent downtime in our critical systems

Heart-warming moment wins competition

Bendigo resident Esther McRae has won this year's Healthy Men, Healthy Minds photo competition for her entry 'Home is wherever I'm with you'.

The photo shows a special moment between her husband Sam and their daughter Billie one evening after Sam came home from work for the day.

"Sam works long hours and that time he gets to spend with Billie when he gets home is the highlight of his and her day," Esther said.

After being shortlisted by the general public from a pool of more than 200 entries, Esther's photo was judged by a panel as the overall winner for the sense of joy, comfort and love the photo captures.

Esther has won an iPad Air 2 and runners up, Helen Claire Jones from Geelong and Anne-Marie Marriot from Perth have each won a \$50 Coles Myer voucher.

The Healthy Men, Healthy Minds photo competition was run during Men's Health Week to raise awareness of the one in 20 fathers who suffer from postnatal depression and other perinatal mental health issues while also promoting positive mental health in men.

St John of God Raphael Services can help families in need of support with perinatal (prenatal and antenatal) and infant mental health care services free of charge, or at low cost, to individuals and families with specific care available for new fathers.

St John of God Raphael Services is run by St John of God Social Outreach, a Division of St John of God Health Care dedicated to



providing services to people experiencing disadvantage that improve health and wellbeing.

View the other finalists in the Healthy Men, Healthy Minds photo competition on the St John of God Health Care Facebook page facebook.com/sjoghealthcare

Pictured: 'Home is wherever I'm with you', the winning submission in the Healthy Men, Healthy Minds photo competition.

STEP UP TO THE CHALLENGE

St John of God Health Care caregivers are being asked to 'step-up' and take on a Workplace Wellness physical activity challenge that is pegging workmates against one another to encourage an active workforce.

Registrations for the Step Challenge open July 20 for an August 10 kick-off on a one month physical activity program.

Participants register online in a team of four and create their own avatar in an online community where they will be encouraged to select a unique adventure course based on a daily step count.

Participants are provided with 3D Pedometers/Accelerometers to track their steps and are set a daily target to ensure they complete all stages of the Challenge

before the course closes. Participants will be able to convert non-walking activities like swimming, cycling into steps to contribute to their total.

Each participant can track their personal daily activity progress from the start of the Challenge and can set their own targets and measure their success. Teams can follow the leaderboard for updates on their team

progress against others across the organisation.

The cost of registration for the Step Challenge is being met by St John of God Health Care's Live Well, Work Well program and caregivers from all divisions across Australia are participating with departments keen to challenge one-another.



St John of God Health Care is a leading Catholic health care provider in Australia and New Zealand, with a network that includes 19 facilities with 2,600 hospital beds as well as pathology, home nursing, disability services and Social Outreach services for people experiencing disadvantage. Editorial submissions or mailing list changes for Pomegranate to tracey.roberts@sjog.org.au

