

Winter | 2017

Pomegranate

sjog.org.au



Patient voice heard with NPS

A simple text message gives immediate
feedback on the entire patient
experience within a day of discharge



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Design / Grindstone Creative

Cover photography / Sean Middleton

Print / Worldwide Printing Solutions

This newsletter is printed on paper
that uses 55% recycled fibre and
virgin fibre from sustainably managed
forests. Sourced from an ISO accredited
and certified carbon neutral mill, it is
also manufactured using elemental
chlorine free pulp.

On the cover: Jackie Greaves is pictured
here with Nurse Unit Manager, Dene Olive
and Clinical Nurse Ashleigh Murray.

St John of God Health Care is a leading
Catholic health care 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



A handwritten signature in black ink that reads 'M Stanford'.

Dr Michael Stanford
Group Chief
Executive Officer

As always, this edition of Pomegranate highlights many of the wonderful things happening within SJGHC.

I am particularly delighted to see the progress we are making completing our latest greenfield hospital development at Berwick in Victoria, with it set to open in late January 2018.

I'm also delighted to see stories on customer responsiveness (via real time NPS measurement) and digital innovation (the Dr App). I expect many more such stories in the year ahead as both these areas are critical to our ability to provide high quality care meeting the expectations of patients, their funders, our doctors and our caregivers.

The industry sectors within which we operate are facing significant pressures. Commonwealth and State Governments for public patients, and health funds for private patients, don't and won't have the funds to afford poor quality care, unresponsive services, unnecessary or non-evidence based services, or waste in the system. We are already seeing the financial pressures from restricted funding yet at the same time we need to make significantly increased investments in analytics, information technology and our digital future. These investments will improve patient care and also the efficiency and safety with which we provide that care.

Managing our costs responsibly is good and essential stewardship. At a Group Management Committee level this will be one of our main areas of focus throughout FY18. It is the same for any business in Australia, health care is not immune.

At the same time we need to get ever closer to our customers be they patients, clients or consultant specialists who admit to our hospitals. It has been great to see how Accord has positioned itself well to win more work through the market based approach of the NDIS. The Marillac acquisition reflects the success of the Accord formula.

All areas of SJGHC need to focus on maintaining (as a minimum) and ideally increasing our market share. We have something special to offer and if we do that well our contribution to the Australian healthcare and social services will increase. 🍷

WHAT'S INSIDE?

EXCELLENCE IN CARE

02

Patient voice heard with NPS

04

It's a new era for hospital care in Bendigo

MEDICAL RESEARCH

06

Maternal vaccine research next frontier

CONTINUING THE MISSION

08

Shared values ensure continuity as Marillac Ltd transfers to St John of God Health Care

INNOVATION

10

New App for Visiting Medical Officers to St John of God Health Care

11

Doctor search feature of new website

LEADING THE WAY

12

New hospital in Berwick creates local job opportunities

COMPASSIONATE RESPONSE

14

Bereavement service contributes to healing

15

Mandorla awards Christian art

RECONCILIATION IN ACTION

16

Warrnambool's mental health program helps close the gap

17

Our Reconciliation initiatives

COMMUNITY SERVICE

18

Raphael Services reach out to more families

20

New Zealand partnership strengthens young parent support

OUR PEOPLE

22

Mateship at work captures scholarship prize

24

Q&A with Midland physiotherapy coordinator, Darren Elliott

COMMUNITY ENGAGEMENT

25

Community part of the celebration in Geraldton

Patient voice heard with NPS

You may have experienced this when you've been to an Apple store, a question pops up via text soon after your visit asking you to rate your experience. It's a feedback mechanism called the Net Promoter Score, more commonly known as NPS.

NPS is used widely and well-regarded in industries like banking and telecommunications, but rarely in hospitals. Its enthusiastic uptake at St John of God Murdoch Hospital is creating opportunities for staff recognition and service improvements and importantly it is giving patients a voice.

The use of NPS in a hospital setting acknowledges that the entire experience of a stay in hospital is incredibly important to patients and it is the 'experience' that is being measured.

Murdoch Hospital's average NPS score since November 2016 of 63.4 is encouragingly favourable. It's also receiving a 30 percent response rate to around 220 text messages that are sent out daily when most organisations receive a response rate of 10 to 15 percent.

Patients regularly send comments about the wonderful calibre of the caregivers they had looking after them while they were in hospital and will name individuals. This provides an opportunity for managers to recognise the caregiver and ensure their efforts

are celebrated.

If the comments are negative and the patient has agreed to be contacted, they receive an immediate follow up phone call from the nurse unit manager.

Nurse Unit Manager Dene Olive, runs the general surgical ward at St John of God Murdoch Hospital and has found NPS to be a quick and informative way to make improvements in "real time".

"It provides an opportunity to call the patient whose expectations we didn't meet and identify the sequence of events that occurred. The patient is usually incredibly grateful to be heard and this can often turn a difficult situation into good," Dene said.

"NPS is incredibly relevant. You may receive feedback from a patient that we were making too much noise on night duty and because it's so immediate I can identify the night it happened and have a quick chat with the staff on shift."

"One patient found that when he was in hospital fasting before theatre he could smell food, which wouldn't be enjoyable for anyone fasting, and so we were able to make a change so

that caregivers weren't heating up meals close to fasting patients."

NPS is now part of daily life at St John of God Murdoch Hospital and is also being used to great advantage in other areas of St John of God Health Care.

On the back of the pilot at Murdoch Hospital, other St John of God Health Care hospitals will soon be implementing the feedback mechanism.

Annual Press Ganey patient satisfaction surveys are also continuing in all hospitals as these are able to give a more in-depth analysis to support the immediacy of the NPS score system. 😊

The patient is usually incredibly grateful to be heard and this can often turn a difficult situation into good.



HOW NPS WORKS AT ST JOHN OF GOD MURDOCH HOSPITAL

Caregivers at the hospital send out a follow up text to all patients within a day of being discharged.

The text simply asks; *on a scale of 1-10 how likely are you to recommend St John of God Murdoch Hospital?* The patient is also given the option to text back a reason for their score.

The immediacy of the follow up and with data being extrapolated every week, within a few days of the patient leaving hospital the caregivers on the ward receive the feedback.

The overall score calculated gives a quick and immediate impression of how favourably the experience has been measured by patients.

With each individual ward receiving its own score every week, nurse unit managers are able to immediately give feedback to their caregivers and follow up any patients who have raised concerns by phone.

***Pictured:** Murdoch Hospital caregivers welcome the immediacy of feedback from their patients using the NPS feedback mechanism.*

It is a new era in Bendigo

In June St John of God Bendigo Hospital officially opened its \$40m redevelopment and celebrated with over 200 guests in the newly refurbished and welcoming atrium.

Others watched on as the event broadcast live on social media captured the interest of a proud community that now has a private hospital that will better accommodate for the health care needs of its growing population.

St John of God Health Care Chair of Trustees, Eva Skira and Group Chief Executive Officer, Dr Michael Stanford officially opened the redevelopment with a blessing conducted by Bishop Leslie Tomlinson from the Diocese of Sandhurst.

St John of God Bendigo Hospital now boasts a new three-storey wing, two new operating theatres and a large theatre recovery area that will reduce waiting times in the hospital, a state-of-the-art sterilising department and a free car park with easy access into the hospital.

The existing hospital rooms, front entrance, Atrium and day procedure unit were all refurbished as part of the \$40million investment.

Dr Michael Stanford said the occasion marked an important milestone in regional health service provision in Victoria.

“St John of God Bendigo Hospital services a catchment of around 300,000 people, and this new development allows us to cater for its growing and ageing regional population,” Dr Stanford said.

“We want patients to be able to get the health care they need, when they need it and to have the choice to remain close to home for their care.

“Local people should not have to travel to Melbourne because the service isn’t available here,” Dr Stanford said.

St John of God Bendigo Hospital Chief Executive Officer Darren Rogers said he was pleased to come to the end of

a very busy two years as the hospital remained fully operational throughout the build.

Darren credited all involved in the major project for a terrific team effort from start to finish.

“Now we have two new theatres so patients can be admitted sooner for their procedure and, if needed, they can do all their rehabilitation here in Bendigo with a new gym and activity space and home-like amenities,” he said.

“We have hit the ground running with patients already being admitted into the hospital’s 44 extra beds, taking it

Pictured: (L-R) - Executive Director Eastern Hospitals, Tracey Burton, SJGHC Chair of Trustees, Eva Skira, Bishop of Sandhurst, Leslie Tomlinson, SJG Bendigo Hospital CEO Darren Rogers, Father Tony Shallue and GCEO Dr Michael Stanford.





to a 166 bed facility, with the capacity to be able to add further rooms when needed in the future.

“Our new hospital will help to attract more medical specialists to the region further ensuring access to expert medical care closer to home for our community.”

Hospital patrons were consulted by architects Clarke, Hopkins, Clarke throughout the build to help design

a facility that meets the needs of patients, caregivers and visitors.

This consultation helped to shape some of the hospital’s key features including private patient rooms and thoughtful wayfinding like a free car park with easy accessibility to the hospital.

Builder Kane constructions used many local trades people to construct the hospital which had a flow on economical benefit to the local community. 🍷

Pictured: The new wing of St John of God Bendigo Hospital can be seen on the left and the new facade for the existing building features on the right.

HIGHLIGHTS OF THE UPGRADE AT OUR BENDIGO HOSPITAL

- The \$40 redevelopment increases the surgical and medical capacity of the hospital with 166 beds and two new operating theatres.
- The redevelopment will help attract more medical specialists to the area, with fewer patients needing to travel to Melbourne for specialist care.
- All patient rooms in the new wing are private rooms with views of the surrounding area or internal courtyards.
- The hospital has the capacity to expand by another 28 beds to meet demand in the coming years.
- All existing wards have been refurbished to the high standard of the new rooms.
- The new rehabilitation unit includes a gym, activity space, dining room, kitchen and laundry.
- Additional free parking and easy access into the hospital and medical consulting suites

ABOUT RESPIRATORY SYNCYTIAL VIRUS (RSV)

- RSV, is a virus that infects the airways and lungs. It is similar to the viruses that cause the flu or the common cold. RSV causes symptoms such as runny nose, cough and trouble breathing and is extremely common.
- Almost every infant is exposed to RSV by the age of two. Many children experience mild symptoms that are mistaken for the common cold and get better without treatment.
- Newborn babies up to six months old can develop more severe complications such as bronchiolitis (inflammation of the small airways in the lungs) or pneumonia and may require hospitalisation due to the infant not being able to feed or requiring oxygen.

Source: Telethon Kids Institute <https://infectiousdiseases.telethonkids.org.au/our-research/vaccine-trials-group/current-studies/maternal-rsv-vaccine-study/>

Pictured: Head of Obstetrics and Gynaecology at our Subiaco Hospital, Dr Michael Gannon is a co-investigator on a maternal vaccine trial for respiratory syncytial virus (RSV).



Maternal vaccine research next frontier

A maternal vaccine trial to protect newborns against a common respiratory virus, which is the leading cause of paediatric emergency presentations, is underway at three St John of God Health Care hospitals.

The Maternal Respiratory Syncytial Virus (RSV) Vaccine Trial, led in WA by the Telethon Kids Institute and currently underway at St John of God Subiaco, Murdoch and Mt Lawley Hospitals, is assessing whether a vaccine given to pregnant women can help protect their newborn babies against the virus.

Co-investigator and Head of Obstetrics and Gynaecology at St John of God Subiaco Hospital Dr Michael Gannon said RSV was the leading cause of paediatric emergency department presentations as well as the number one cause of admission to paediatric hospitals and intensive care units.

“Maternal vaccination is very much the new frontier,” Dr Gannon, who is also the Australian Medical Association President, said.

“The rationale for the current instituted programs for maternal influenza and pertussis (whooping cough) vaccination is that if you vaccinate the mother during pregnancy, she will sustain an immune response and the antibodies will be passively transferred across the placenta to the baby.

“This will then give the baby protection for those crucial first few months of life.

“This trial is looking to see whether or not maternal vaccination against RSV will give small babies that protection in the first 12 months of life.”

Currently in its second year of recruitment and trials, robust safety mechanisms have been built into the trial to protect participants.

Trial participant and mother of one, Bianca, said she was keen to join the study during her current pregnancy as her baby will be born at the height of cold and flu season.

“Since this baby will be born just as cold and flu season gets underway, I wanted to take part to potentially reduce the risk of RSV infection in my newborn,” she said.

While Bianca does not know whether she will receive the vaccine or a placebo as a part of the controlled trial, she is hopeful her involvement will make a difference.

“If the trial is successful it will mean a big difference for newborns, particularly those in countries where babies die from the virus,” she said.

Dr Gannon said St John of God Health Care’s involvement in this trial highlights the important role the private health care sector plays in teaching, training and research.

“The trial is a great example where women having their babies at a St John of God Health Care hospital can not only do their bit to advance the cause of science, but they are the vanguard of what we hope will prove to be an effective treatment.” 🍷

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Shared values ensure continuity of care

St John of God Health Care has welcomed Marillac Ltd into our Ministry to continue the good works started by the Daughters of Charity for people with disabilities in Melbourne in 1943.

The operations of Marillac Ltd were transferred to St John of God Health Care on May 5, 2017 and the service is now operated by St John of God Accord, our existing disability service in Melbourne, Victoria.

Marillac Trustee and Daughter of Charity, Sr Debra McCarthy DC, explained how important it was to the Marillac Board and the Daughters that they found the right organisation in St John of God Health Care to continue to support Marillac's clients, their families and staff.

Sr Debra said it was a difficult decision and always on our mind was; "what is the best for the clients?"

"We needed an organisation with similar values, financial sustainability, the capacity for capital works and

the capability to make the changes that would be necessary with the introduction of the National Disability Insurance Scheme (NDIS)," Sr Debra explained.

Marillac's clients have intellectual and physical disabilities, some are permanent residents in Marillac's homes or spend respite periods in the homes, while other clients receive home-based care and participate in outreach services.

"Some of our clients have significant disabilities with complex medical and behavioural needs that require total care. Many of our clients have the most amazing families and we help to support them," Sr Debra said.

"Through Marillac's outreach services we have been able to help our clients

take up their role in society, where it is often less about the physical challenges they face but the high benchmark our society places on personal skills.

"The Marillac Board and the Daughters most immediate concern was the NDIS. While it will do a lot of good for a lot of clients, it posed challenges for the organisation with significant new systems to be introduced.

"We needed access to funding to extensively redevelop the houses in East Brighton and neighbouring suburbs where many of Marillac's clients live or access support," Sr Debra said.

"We also have a number of young people who came to us as young children, with no family support, and we wanted to know that they would continue to be cared for and supported.

"We were looking for a quality accredited program, that had a track record in community service and a recognised agency with the skill to provide the very, very best of care.

"We've found with St John of God Health Care that there is there is a willingness, a place and a way to acknowledge the role of the Daughters of Charity going forward," Sr Debra said.

Families have accepted that this is the right time for a change and that St John of God Accord will be able to provide a continuity of care for their family member.



Pictured: Acting CEO Marillac, Silvana Gugliandolo welcomed clients and staff on the day the service transferred to St John of God Health Care.

Outgoing Marillac Chair, Mary Potter, acknowledged St John of God Health Care's Executive Director Community Services, Kevin Taylor for the positivity he'd displayed in ensuring Marillac would fit within the culture of St John of God Health Care and for the time and energy he'd put into ensuring a smooth transition.

Since the transfer was announced in December, and as the various regulatory approvals were received for the transfer to go ahead, St John of God Health Care caregivers have helped to

alleviate any uncertainty for staff, clients and their families.

While the services are being integrated with Accord Silvana Gugliandolo has been appointed the Acting CEO of Marillac and has been working closely with Marillac's staff and clients.

Accord CEO Tony Hollamby, along with Marillac management, held open forums with staff as well as forums for the families of clients, all of which have been positive and well received.

Sr Debra said Marillac staff members were looking forward to the opportunities for career advancement within a larger health care organisation, or to increase their work hours, or work closer to home.

"Families have accepted that this is the right time for a change and that St John of God Accord will be able to provide a continuity of care for their family member." 🍷

New app for VMOs

Specialists accredited with St John of God Health Care will soon have a convenient way to view their upcoming patient bookings by date, theatre lists, and patient information, such as in-patient ward location and pathology and radiology results - all from their mobile phone or tablet.

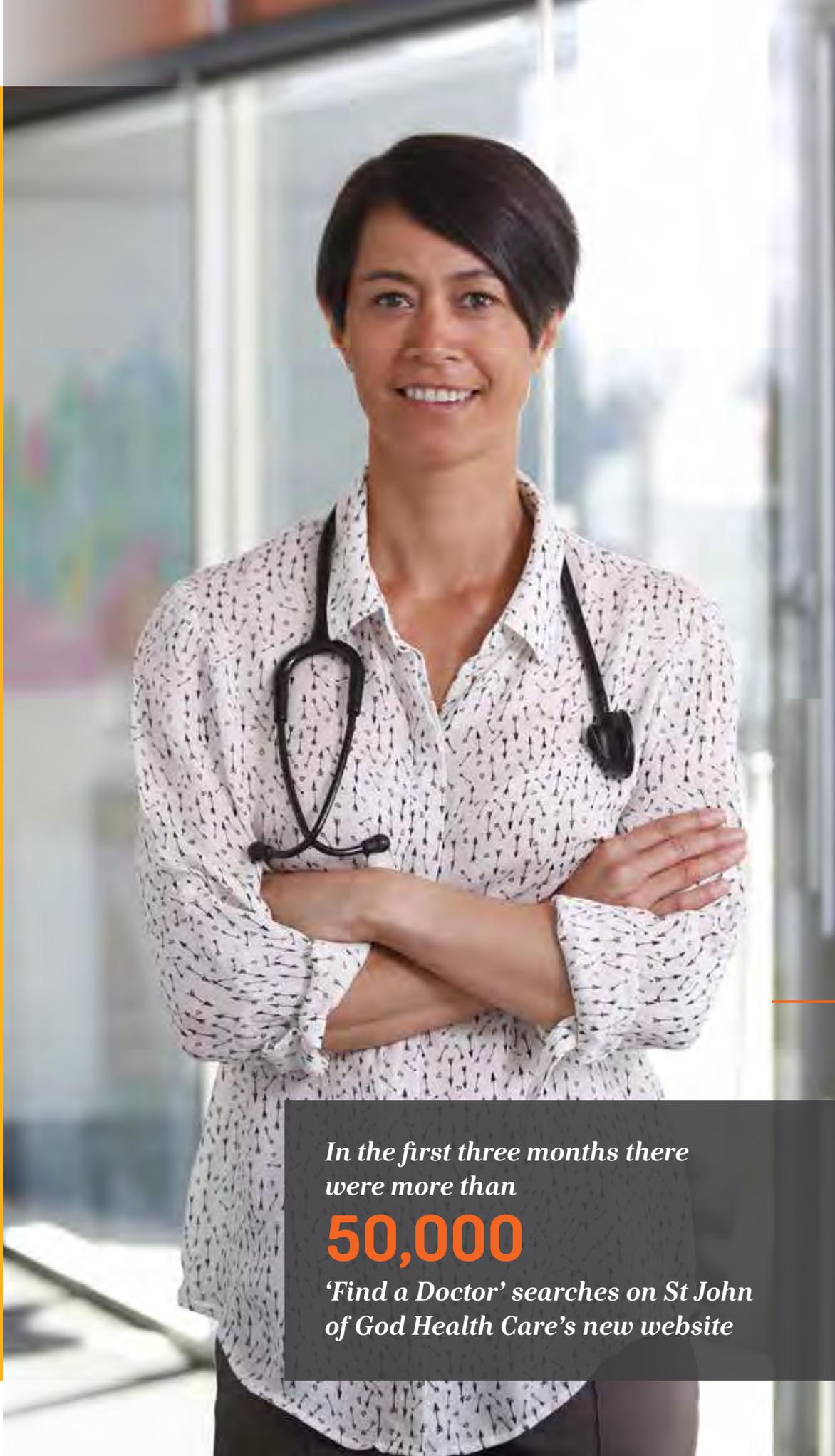
The development of a new VMO app is an innovative response by St John of God Health Care to meet the needs of its specialists, who require a convenient, fast and secure method of accessing the necessary information to provide the best healthcare for their patients.

The VMO app development commenced in March this year, and is currently in the design phase, with feedback from VMOs on its functionality being sought via a series of 'show and tell' sessions.

St John of God Subiaco, then Murdoch and Geelong Hospitals, will be the first to utilise the new technology in August and September respectively, with Mt Lawley, Ballarat, Bendigo and Berwick Hospitals expected to have access to the VMO app before the end of 2017.

The VMO app will be made available to other St John of God Hospitals in early 2018.

For any further questions regarding the VMO app, please contact vmoapp@sjog.org.au 📧



In the first three months there were more than

50,000

'Find a Doctor' searches on St John of God Health Care's new website

New doctor search at sjog.org.au

When St John of God Health Care set out to build its new website, patients were asked what they wanted to find online and, overwhelmingly, the response was more information about the specialists who work at our hospitals.

General practitioners when asked were also keen to have more information available about specialists they could make referrals to, and provide that information to their patients.

The new sjog.org.au website went live in December 2016 and included a 'Find a Doctor' function with more biographical information provided by specialists and the ability to filter according to specialty, location, gender and languages spoken.

General practitioners and health consumers can now search for

Pictured: The new 'find a doctor' search allows patients and general practitioners to search for specialists and filter that search according to the patient's needs.

information about specialists accredited at each of St John of God Health Care's 17 hospitals.

In the first three months there were more than 50,000 'Find a Doctor' searches on St John of God's new website.

St John of God Health Care surveyed 1,000 users of its website, and interviewed specialists and GPs before developing its new online presence.

Acting Group Director Information Services, Dr Alexius Julian, said that St John of God Health Care is cognisant that more and more health consumers are going online in search of information about their health and health services and the doctor who will be looking after them.

"We understand that this consumer behaviour puts the responsibility on us, as a health provider, to be a credible and trusted source of information.

"The content for the website was written with input from 250 specialists and other health professionals working within St John of God Health Care.

"Consumers are also increasingly becoming adept at looking for information from wherever they are, on their mobile phones or a tablet and the information needs to be clear to read and use in that format.

"If it's not the patient themselves, it is a family member looking for information on their behalf, or it is the GP in their rooms while in a short consult who needs to be able to quickly access contact details for a specialist to make a referral," Alexius said.

"We want the same high level of care our patients and referrers experience when they come into our hospitals to be replicated in any engagement they have with us in the online environment.

"It's a critical part of the health care journey in today's environment, though it is only the beginning." 🍷

NEW WEBSITE IN CONTENTION FOR NATIONAL AWARD

The new St John of God Health Care website and the online Healthy Men, Healthy Minds photo competition are finalists in the 2017 Digital Industry Association of Australia Awards.

The website is a finalist in the best health or wellbeing website category, while the photo competition is a finalist in the social and content led campaign category.



Already more than
2,000 PEOPLE
have registered on the
hospital's website to
hear about upcoming
job prospects

New hospital creates local job opportunities

Recruitment is ramping up to staff the new St John of God Berwick Hospital in preparation for its opening on January 18, 2018.

Already more than 2,000 people have registered on the hospital's website to hear about upcoming job prospects.

More than 200 additional clinical and non-clinical caregivers will be needed to staff new and expanded services at St John of God Berwick Hospital.

Specialist staff will be required for the new cardiac care unit, the cardiac/vascular catheter laboratory, an additional four theatres and the region's first intensive care unit.

St John of God Berwick Hospital Chief Executive Officer, Lisa Norman said

Pictured: Our new St John of God Berwick Hospital is changing the skyline of the outer Melbourne suburbs.

significant workplace planning has been undertaken to ensure the new hospital has the right mix of staff for opening.

"We are rolling out a recruitment campaign in mid-2017 to advertise the new job opportunities and to promote the benefits of working at our hospital," Lisa said.

"We are also offering development opportunities for our current caregivers who might be interested in expanding their skills in the areas that will be new to the hospital."

"The business development team developed a medical recruitment plan that identified the number and type of consultants that are needed to enable

us to respond to the fast growing south east corridor of Melbourne.

Interest from doctors has been extremely positive due to the new facility and our reputation for delivering exceptional care. There is also great benefit for doctors working at a location that has a public and private hospital so close together."

"We are pleased to be able to provide a wealth of new employment opportunities to the local community and to provide the chance for local residents to seek fulfilling and meaningful work close to home," Lisa said.

Currently more than 70 per cent of the local community travel outside the region for employment and Casey Council believes the new St John of God Berwick Hospital will have a positive impact for local families.

St John of God Berwick Hospital will be one of the largest employers in the Casey Cardinia region.

For further information or to register your interest in employment opportunities at St John of God Berwick Hospital, visit sjog.org.au/berwickcareers 🍷

Pictured: St John of God Berwick Hospital is expected to open early in 2018 and will soon kick off a recruitment drive to staff the expanded services.



Bereavement service contributes to healing



Death and dying are not easy to face and it is with great admiration that we recognise those amongst us who ease this journey for the loved ones of patients who have died in our hospitals.

The Values of St John of God Health Care encourage us and support us to offer this care and to provide compassion to another in their pain and suffering.

Our pastoral services caregivers make themselves available to help partners and families through the natural process of bereavement and grief.

The support is non-religious based and offered to all.

That care may come at the time of death, when some practical advice is provided about the arrangements that need to be made.

A sympathy card sent to the next of kin acknowledges the death of their loved one and extends the support that is available to them from the pastoral care team.

The gesture of the card alone can trigger a companion or family members to reach out to the pastoral team for their support.

It is in the months after the death where the impact of reaching out to those grieving is most appreciated according to St John of God Midland Public Hospital Pastoral Services Manager, Fran Ball.

"This is usually around the time when family members or carers have had to get back into some semblance of a 'normal' life," Fran said.

"We make a phone call to the next of kin, they are usually surprised to hear from us but often they are ready and happy to talk about their loved one."

"We ask them how they are going, how they are coping and about the funeral and how life is treating them now," Fran said.

"If it's needed we offer further advice or referrals to community services, particularly if it is someone who is feeling isolated following the death, perhaps of a lifelong partner."

A remembrance service is held every four months at St John of God Midland Public Hospital, and similarly at our other St John of God Health Care hospitals, it is attended by around a quarter of those who have been extended an invitation to return to the hospital where their loved one died.

"It's an ecumenical service of no more than half an hour but for those who have chosen to attend they tell us it's just enough," Fran said.

"It is courageous to come back, for most it is not a great memory.

"I tell them that we are holding you, and support you and that the hospital now holds a part of your loved one's story.

"There is a sense of anxiety at the beginning but generally they leave with a sense of calm and appreciate the gesture, the hospitality and the courtesy of being thought of.

"We have people say that the bereavement service has given them the opportunity to stop again and to have a cry because life gets busy again.

"They say to us that it's nice to just sit amongst people, even if they don't know them, who have come together for the same reason," Fran said.

St John of God Health Care has conducted research into its approach to bereavement service that has found it to be helpful to bereaved families.

A study conducted at our Subiaco Hospital found that a bereavement service offers an opportunity to complete the cycle of care which begins at the time of admission.

The care families of dying patients receive from hospital staff prior to and after death is perceived as very important and may contribute to their individual healing. 🧡

Mandorla awards Christian art

In promoting the benefits of the arts on our health and wellbeing and the important place of Christian art in our society, St John of God Health Care will again be the major sponsor of the Mandorla Art Award for 2018.

The Mandorla Art Award for contemporary religious art is Australia's most significant thematic Christian art prize.

St John of God Health Care's sponsorship includes a cash prize for the winning artist to continue their artistic dreams and to showcase some of the prize-winning works in our hospitals and corporate offices.

Group Chief Executive Officer Dr Michael Stanford said the organisation's commitment to supporting the arts is part of delivering on our Mission to heal.

"We know through research and our experience that arts through participation, expression and enjoyment leads to improvements in overall wellbeing," he said.

"Art in all its forms enhances the holistic health, healing and wellbeing of individuals in a health care setting – be they patients, visitors, our own people – and the broader community.

The Mandorla Art Award 2018 is now open for submissions, with artists asked to reflect on the theme taken from Revelations 21:1-2:

"Then I saw a new heaven and a new earth; for the first heaven and the first earth had passed away, and the sea was no more.

And I saw the holy city, the new Jerusalem, coming down out of heaven from God, prepared as a bride adorned for her husband."

Artists are invited to submit an entry to the 2018 Mandorla Art Award to be considered for \$37,000 in prizemoney including the \$25,000 acquisitive award.

The Mandorla Art Award has attracted some of the country's finest artists since its inception in 1985 and now ranks amongst major Australian art awards, in both artistic excellence and prize value.

The Award is holding Artist Forums between June and September to provide artists with more information about the theme visit mandorlaart.com for details. 🍷

Pictured right:
GCEO Dr Michael Stanford at the Mandorla Art Award.

Pictured far right:
SJGHC's sponsorship includes exhibiting some of the Mandorla works in our facilities.





Mental health program helps to close the gap

Pictured: Specialist mental health nurse, Mark Powell (fourth from right) with representatives from Winda-Mara

Across St John of God Health Care our hospitals are working with local indigenous groups to help close the gap in health equality.

Partnerships are centred around improving and delivering health services, creating employment and education opportunities and helping the organisation gain a deeper understanding of Aboriginal culture.

In Warrnambool, our hospital has had success with a mental health outreach program delivered in partnership with a local Aboriginal cooperative.

Specialist mental health nurses from the hospital go into the community to provide support and intervention when needed to members of the community that the cooperative has identified as being at-risk.

St John of God Warrnambool Hospital Mental Health and Community Relations Manager, John Parkinson said the response to the program was positive.

“Our clients value that they have someone outside their community they can talk to about their mental health.

“There is still a stigma attached to mental health issues and with communities as small as these, there is not the density of population to allow anonymity.

“However by seeing our caregivers, they are able to get the specialist support they need while also allowing them to keep their experiences private until they are ready to tell others about it,” John said.

One of the mental health nurses that goes into the community, Mark Powell, said the difference he is able to make is extremely rewarding with the unexpected benefit of learning more about the local Aboriginal culture and history.

“It’s a wonderfully rich history with such great respect for the land, environment and their culture.

“Respect and trust is a very important part of Aboriginal culture and the fact that we are still invited in to the community five years later says a lot about the strength of our relationship and the mutual respect and trust for each other,” Mark said.

St John of God Health Care Group Coordinator Social Justice Advocacy, Neal Murphy, said collectively our approach to reconciliation addresses multiple factors that contribute to the gap in life expectancy for indigenous Australians.

“Employment, education and housing issues all contribute to the health gap as well as problems with cultural sensitivity and accessibility of services,” Neal said.

“Through our Reconciliation Action Plan, Social Outreach programs and activities at a hospital level, we are focusing our efforts equally across these areas to help address inequality.” 🍷

OUR INITIATIVES

Initiatives that are fostering relationships with local indigenous communities are helping to close the gap in health equality between indigenous and non-indigenous Australians

- St John of God Health Care’s partnership with CareerTrackers offers indigenous university students work experience in our hospitals and group services.
- St John of God Burwood Hospital’s partnership with Waminda South Coast Women’s Health and Welfare Aboriginal Corporation is funding women’s gatherings in Nowra and participating in cultural exchanges.
- St John of God Midland Public Hospital has employed a Director of Aboriginal Health to sit on its executive team, a first for a WA metropolitan hospital.
- The Lions Eye Institute has opened a comprehensive eye service at St John of God Midland Public Hospital to assist Aboriginal people with eye care issues.
- St John of God Murdoch Hospital employees based at the South Lake Ottey Centre provide outreach work, one on one client work, partnership program work, consultations and support to Aboriginal people.
- The Social Outreach Aboriginal Attachment Program is supporting health professionals to introduce sophisticated attachment concepts to Aboriginal families in an easy and culturally accessible way.
- Moort Boodjari Mia is a community based pregnancy service for the Aboriginal community in the Midland area of Western Australia.
- St John of God Warrnambool is working with Winda-Mara Aboriginal Corporation and Worn Gundidj Aboriginal Cooperative to provide mental health services to local indigenous communities.

Raphael Services reach out to more families

Our Raphael Services are now being coordinated as a national service to best utilise the expertise the service has developed in perinatal infant mental health and increase access to this critical area of care for families of young children.

One in 10 women and one in 20 men experience antenatal depression and more than one in seven new mums and up to one in 10 new dads experience postnatal depression each year in Australia.

Staffed by a multidisciplinary team of mental health clinicians, Raphael Services provide specialist mental health services in Western Australia, Victoria and New South Wales to families pre-conception, in the perinatal and infancy stages and up to the child's fourth birthday.

Acting Director Raphael Services, Helen McAllister, said the coming together of the services strengthens the ability to deliver consistent care across the services and will help build a national identity.

"It's a very exciting time for Raphael Services, we have the skills and scope to create a service that can lead the way in perinatal infant mental healthcare in Australia, and deliver

care to those in our communities who are in most need of our support."

"We are better able to share best practice and have increased governance and reporting and an ability to expand our reach."

"We are working steadily to expand our service to include further outer metropolitan, regional and rural areas across Australia.

"Our objective is to make Raphael Services as accessible as possible for Australian parents and families who are struggling to maintain their emotional wellbeing."

Raphael Services has recently expanded its reach in Western Australia through the implementation of the hub, satellite and spoke model of service delivery of care.





“We established a hub in Wembley late in 2016 and earlier this year expanded our services in Midland and started a new outreach service in Cockburn,” Helen said.

“This means that we are better able to take our services into the areas of greatest need, to where people are

disadvantaged, by geography, economic circumstances and where limited health services may exist.”

“Raphael Services are dedicated to early intervention, prevention and mental health treatment. We focus on helping parents to understand and manage their emotional health as well as

providing tools to improve and sustain a healthy relationship with their infant/s and partners,” Helen said.

“Our service is underpinned by attachment theory and to deliver this approach all of our clinical caregivers are trained in the core competencies in attachment theory and practice.” 🍷

In the first six months of this year Raphael Service has;

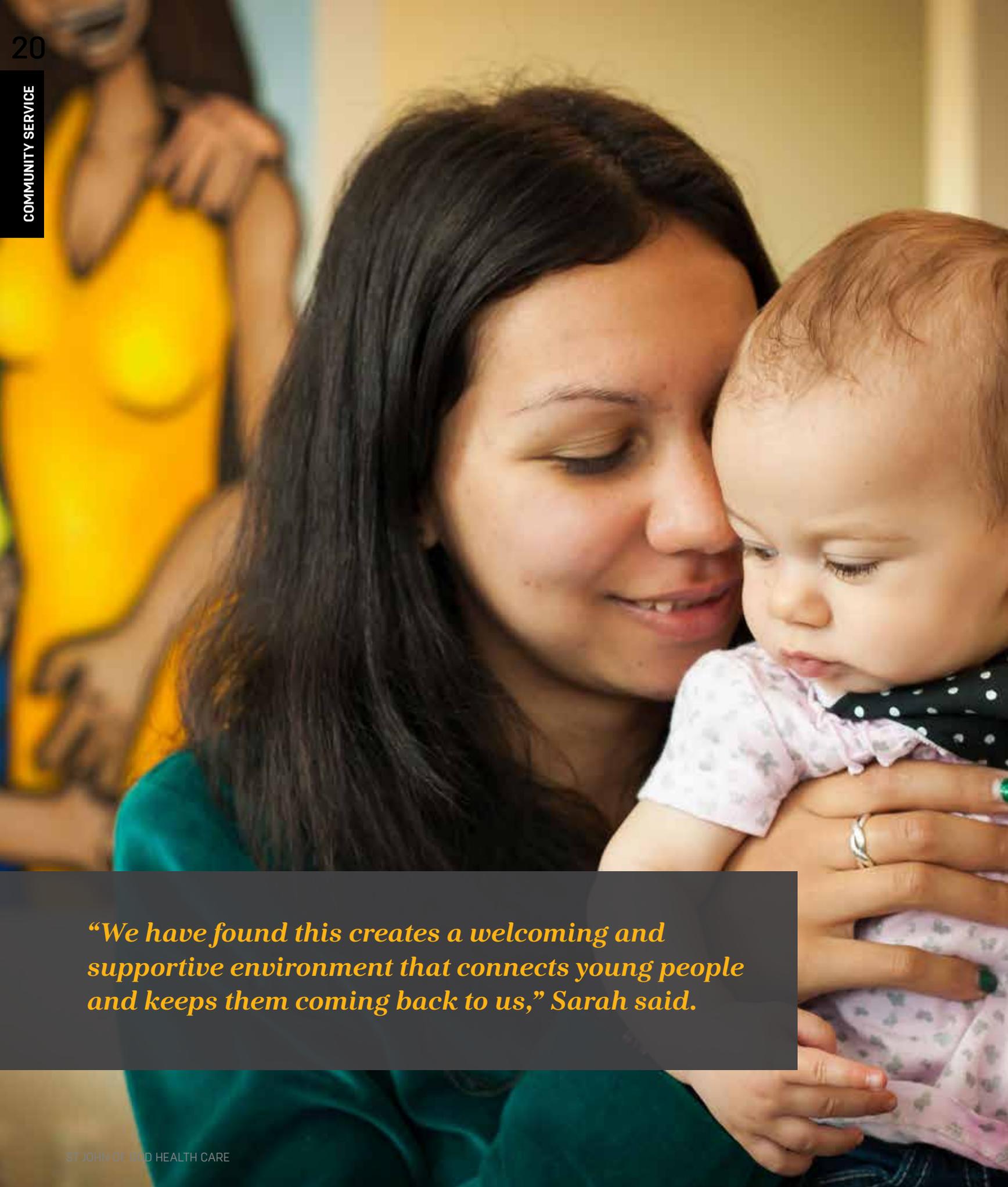
DELIVERED
8,128
INDIVIDUAL
COUNSELLING SESSIONS

PROVIDED PERINATAL
MENTAL HEALTH CARE TO
1,456
PARENTS

CONDUCTED
434
GROUP THERAPY
SESSIONS

Raphael Services are provided free of charge.

Pictured: Professor Bryanne Barnett, Donna Adams, Anthony Harrington, Dr Leanne Priestly and Helen McAllister at the launch event for the Raphael Services Western Australian hub.



“We have found this creates a welcoming and supportive environment that connects young people and keeps them coming back to us,” Sarah said.

Partnership strengthens young parent support

St John of God Hauora Trust has partnered with New Zealand's national provider of services for young families, Plunket, to extend its youth friendly pregnancy and parenting programme to more families in the Canterbury region.

Plunket sees thousands of women during pregnancy and is a natural referral point into the specialist Young Parents to be Programme at St John of God Waipuna that caters for new parents up to the age of 23.

Both organisations recognise the critical importance for education and support to young families in the early years for the lifelong health and wellbeing of the child and the entire family.

The aim of the partnership is to provide a seamless pathway for young parents to receive the right support, when it's needed.

Plunket services are offered to all New Zealand children and their families from conception to five years of age. St John of God Hauora Trust's Community, Youth and Child Services division provides services and support to vulnerable young people, young parents and communities in the Canterbury region. Practically the programme includes group education and support with social work, mental health counselling and other services.

Since the programme linked with Plunkett in January 2017, 33 Canterbury families have been referred to the service.

Sarah Hillier, Regional Manager Community, Youth and Child Services said, "Our Young Parents to be Programme is delivered in a youth friendly way while allowing access to other social work and support services at St John of God Waipuna and Plunket."

"We provide transport to and from the course making access to the services easier for young parents and their support people and we provide a healthy meal. We have found this creates a welcoming and supportive environment that connects young people and keeps them coming back to us," Sarah said. The partnership with Plunkett will run until April 2018 and then be reviewed as part of the funding cycle.

St John of God Hauora Trust services focus on creating opportunities for growth and development for vulnerable young people in the community. This includes a range of specialist 'wrap-around' services for young people aged 10 to 25 years and their families. 🍷

Pictured: Support for young families in the early years contributes to the lifelong health and wellbeing of the child and the family.

Mateship at work captures scholarship prize

Accord's Glen Melbourne is a humble guy, making a big difference to the lives of clients with disabilities and their families who come to Accord for respite as well as the caregivers who work alongside him.

When Glen received the news he was the 2017 Jennifer Stratton Scholarship winner he was characteristically modest.

"You think you just do your job, you don't think you are even being noticed or that what you do will catch anyone's eye," Glen said.

"When my manager Nick Pouki said I'd been nominated I considered that an honour in itself and we had a giggle about me winning and to be honest that was about it.

"Then when Marcelle (Group Director Mission Integration) rang me to say I'd won I had to sit down as my head started to spin."

Glen has been a respite team leader at Accord for 11 years "giving clients a home away from home for a short period of time and providing Mum and Dad with a break."

That we have Glen working with St John of God Health Care at all is thanks to a friend and former caregiver who thought Glen's personality would be a natural fit for working in respite in the disability sector.

It was a huge career shift for Glen who'd come from building mud brick homes for a living.

"I'd never worked with people with disabilities before but thankfully I wasn't thrown into the deep end. I was given extensive training and transitioned to be introduced just nicely."

"I've seen young clients grow into adults and it is amazing to reflect on being part of their lives for such a long journey.

"I've seen dramatic changes in them and developed strong relationships with their families which is such an important element of our care.

"Professionally the bond you develop with your clients is that of carer but over long periods of their lives you can't help but develop a friendship – that's life. A mateship I'd call it! Ex-clients who now live independently will drop in for a quick coffee and to say g'day."

Glen explained that many families access Accord's respite service as a stepping-stone to independent living.

"A lot of mums and dads are getting older and they're thinking about retirement, and about their future and what is going to happen when they are not around."

"Clients learn about living in a shared situation. It's always dependent on a person's ability but our primary focus is on community inclusion so we try to get out as much as possible."

Accord's respite team of seven caregivers work shifts around the clock to be there for the clients as they go about their daily activities like going to school or participating in therapy groups. They help them to learn the skills of living independently like washing clothes and being prepared for the day ahead.



Pictured: Jennifer Stratton Scholarship recipient, Glen Melbourne has a terrific bond with long-term Accord client, Sam.

“It goes back to the Values of St John of God of always being hospitable and showing a lot of empathy,” Glen said.

“It’s a really stable working environment which says something very positive about the program. Out of the seven staff, four have been here longer than I have.

“It’s very rewarding as you do see positive changes in people’s lives - that’s why we have longevity.

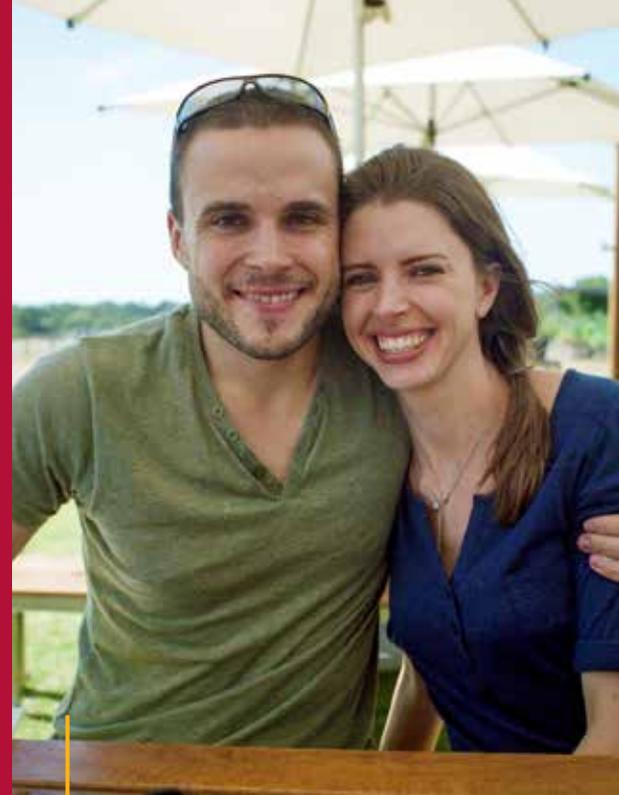
“A respite house is created by its staff and the presentation of the facility – our people create the positive and a consistent environment for our clients.

“It goes back to the Values of St John of God of always being hospitable and showing a lot of empathy,” Glen said.

The Jennifer Stratton Scholarship win will see Glen take off on a pilgrimage to Spain and Ireland to retrace the steps of Saint John of God and the founding Sisters of St John of God. 🍷

Q&A

Physiotherapy co-ordinator at Midland, Darren Elliott



Pictured: Darren Elliott and his wife Ashley.

Why did you choose physiotherapy as a career?

As a youngster I played a lot of sport and picked up a few 'niggling' injuries. As a teenager I went for physiotherapy treatment with Peter Fazey who I later found out was the Australian Physiotherapy Association President.

I had such a positive experience that I decided to pursue it as a career.

What is the most positive aspect of your job?

I really enjoy working at St John of God Midland Public and Private Hospital as we have a great team. I think this is because of our Mission and Values and recruiting the best staff from the decommissioned Swan District Hospital and St John of God caregivers from the other private hospitals in the group. The culture we have built together helps us attract the best people.

Is there anything about your job that you're not so fond of?

At the beginning of my career I was in a very 'hands-on' role which was very physical and allowed me to be very active. Nowadays though my role sees me spend the majority of my time sitting behind a desk and I would love to be more active again.

Why is being active so important to you?

I am very mindful of the need to keep active to prevent myself from having a heart attack or stroke. I have a young family - I'd like to be there to see my kids grow up.

In physio we spend a lot of time recommending exercise to the patients and it would be really hypocritical of me not to do any exercise myself.

How do you keep fit?

I ride a push bike to and from work most days which is about a 60 kilometre round trip. I also compete in a few bike races throughout Western Australia.

So far I have cycled in the Tour of Margaret River where our team finished in the top 30 out of 90 and Bicycle Western Australia Lancelin Hell of the North (140 km ride in Lancelin) and the Three Dams Bike Race which is approximately 150km and takes you through Mundaring, Canning and Wungong Dams.

All up, I managed to cover 13,000 kilometres in 2016 but there is always room to improve on that.

Why have you chosen bike riding in particular?

I've tried a lot of different things and at one time I was a regular gym goer. But I have never felt as fit and healthy as I have done since I have been cycling.

It's also a really social activity. I have met lots of interesting people through cycling and, it is something I can fit in around my family life. I would give it up if it interfered too much with my family time.

We understand there are more cycling enthusiasts amongst us in Midland?

I created a St John of God group on the Strava social media platform. Originally it was meant to be only for caregivers at Midland but it would be great if we could join up with riders from across the state. It's called SJOG Cyclists if anyone would like to join us. To join us visit strava.com/clubs/166356 🚴

Community part of the celebration in Geraldton

Local community members who helped raise funds to construct new buildings at St John of God Geraldton Hospital in 1992 were recognised at the hospital's recent 25th anniversary celebrations of the facilities.

St John of God Geraldton Hospital Chief Executive Officer Paul Dyer said the local community raised \$1.8 million towards the cost of constructing the new building for the hospital.

Paul said it became apparent in the 1980s that the hospital buildings that had served the community since 1935 were ageing and they needed to be replaced with newer and larger facilities that would better serve the future needs of the community.

"As a not for profit, St John of God Health Care did not have the ability to provide all the funding, which put the project at risk, so we went to the local community for help and they happily stepped in to assist," he said.

Julie Boschetti, who has been an important member of the Hospital Auxiliary since this campaign kicked off in 1989, said many individuals and

small and large businesses provided donations, along with key medical practitioners in the town.

"Everyone could see that it was essential for the city's growth that we maintained a private hospital in the region," Julie said.

"It was great to see the support from many surrounding shires, businesses and key medical practices in the town, along with the general community providing donations."

Paul said St John of God Health Care has always taken great pride in being a part of the local communities in which it operates and many people in these communities feel emotionally "invested" in their hospital.

"In Geraldton that investment has extended beyond that, to people having a financial stake in keeping a St John of God presence in the region," Paul said.



Pictured: Bishop Justin Bianchini and CEO Paul Dyer took part in 25 year anniversary ceremony.

"To this day, that engagement continues, with many people thinking of St John of God Geraldton Hospital as 'their' hospital."

The buildings were opened in 1992 by the then Deputy Premier Ian Taylor and newly-appointed Bishop Justin Bianchini, who attended his first official event for the area and blessed the new facilities.

Bishop Bianchini, who retired in May, was acknowledged at the 25th anniversary event for his support of the hospital over the past 25 years.

"It was fitting that this 25th anniversary celebration was one of Bishop Justin's last official duties as our Bishop, and is evidence of his long term commitment to engaging with the hospital, its patients and its caregivers," Paul said.

St John of God Geraldton Hospital is a 60-bed facility providing high quality private medical and surgical care, including maternity and hospice services, to people living in the Mid-West region. 🍷



Pictured: (L-r) SJGHC Trustee Rev Dr Joseph Parkinson, Chair of Trustees, Eva Skira and Bishop Bianchini.



ST JOHN OF GOD
Health Care

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