

International Health

Supporting low-and-middle income countries to build and strengthen sustainable health systems that deliver high quality, patient centred, compassionate care.



ST JOHN OF GOD
International Health

St John of God Health Care

St John of God Health Care is one of Australia's largest Catholic, not-for-profit health care providers. We were established in Western Australia in 1895 and now operate across Australia, New Zealand and Timor-Leste and employ over 16,500 caregivers.

Our Mission is to continue the healing work of Jesus, offering free or low-cost health, well-being and homelessness support services. We aim to make compassionate care accessible to all, empowering individuals and communities to transform their lives.

St John of God International Health

We collaborate with government as well as local and international organisations to:

- Enhance the skills of health care workers to support a culture of ongoing learning and evidence-based practice
- Set and achieve clear standards and goals for continuous improvement
- Encourage compassionate, patient-centred care through flexible role modelling, coaching, and mentoring
- Improve patient experiences by transforming the way care is delivered

We are members of the Australian Council for International Development (ACFID), and all St John of God International Health programs operate under the governance of St John of God Health Care.

Our approach

St John of God International Health is committed to:

- Delivering on our Organisation's Vision, Mission and Values
- Building long-term relationships with local governments, health care providers and other local non-governmental organisations that are based on sustainability, trust, collaboration and mutual respect
- Using local strategic plans and the United Nations model for Sustainable Development Goals to guide our planning
- Using the United Nations' definition of 'capacity building' to define our strengthening approach:

"The process through which individuals, organisations and societies obtain, strengthen and maintain the capabilities to set and achieve their own development objectives over time."

Graduates of the Health Managers Program, 2023



Timor-Leste

Achieving long-term sustainable practice change

St John of God International Health works with Timor-Leste's national hospital, Hospital National Guido Valadares, Referral Hospital Maubisse and other regional hospitals to improve health care across the country. Our team includes Australian staff, expatriate professionals in Timor-Leste and local Timorese experts in health care, leadership, quality, learning, administration and language services.

Together we work to enhance and improve patient care in hospitals across the country through a capacity strengthening approach.

We work closely and collaboratively with government and hospital communities to support their strategic objectives.



This includes strengthening health care skills, management, knowledge, policies and systems. Our efforts play a critical role in helping to shape the country's health care culture, behaviours and attitudes towards those in need of care.

Our impact

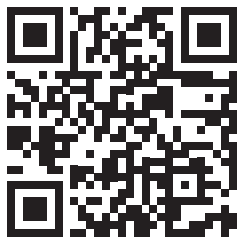
Our programs support the strengthening of local capacity to promote safer, compassionate, person centred care practices from frontline health care staff. Our three pillars approach is designed to strengthen systems thinking so that the health care system as a whole is improved.

We are working with Timor-Leste government, health care facilities and health care workers to create a self-sustaining, self-improving model that changes the way people in Timor-Leste, both the public and health care professionals, think and feel about health care.

Some of the areas where we have the biggest impact include:

- **Patient Care:** Hospitals have seen an improvement in the quality of care because nurses and midwives have gained more skills.
- **Professional Growth:** Nurses and midwives feel more confident and satisfied with their work, leading to better interactions with patients and improved care.
- **Leadership Skills:** All courses are taught by local professionals and graduates in management and leadership roles are more confident in leading quality improvement projects and managing their teams.
- **Building Local Capacity:** Caregivers are given chances to lead and manage programs, boosting their confidence and moving towards a model led by local professionals.

Development programs



We have been working with the Ministry of Health in Timor-Leste since 2004 to improve patient care and to strengthen the skills, knowledge and systems of health care workers.

This short video provides an insight into the impact of our International Health programs.

Established in 2010, the Nursing Development Program (NDP) aims to enhance the professional profile and strengthen the capacity of Timorese nurses, midwives, and healthcare leaders. The NDP achieves this through learning and development, leadership, quality initiatives, support for hospital standards and clinical coaching, mentoring and support. Our comprehensive training programs are delivered to support these objectives and are outlined below.

Health Manager Program

Focuses on three areas of development for mid-level managers: leadership, quality and human resources.

Uses an active learning approach and requires participants to undertake a quality improvement activity.

Core Competency Program

Focuses on five clinical core competencies: professional practice, infection control, patient assessment, medication safety and basic life support.

Operates on three progressive levels with all nurses and midwives required to complete the first two levels.

Educator Development Program

Provides hospital nurse/midwife educators with a foundational understanding of adult education principles so they can pass on knowledge and skills in a sustainable way.

Prepares nurse/midwife educators to plan, develop, implement, monitor and evaluate clinical training programs and assists them to determine if training is the answer.

Quality

Focuses on supporting hospital quality teams to develop policies and procedures which drive quality improvement and compliance against agreed hospital standards.

Supports hospital quality teams to gather audit data to enable identification of improvements to standards of care or where improvements may be required.

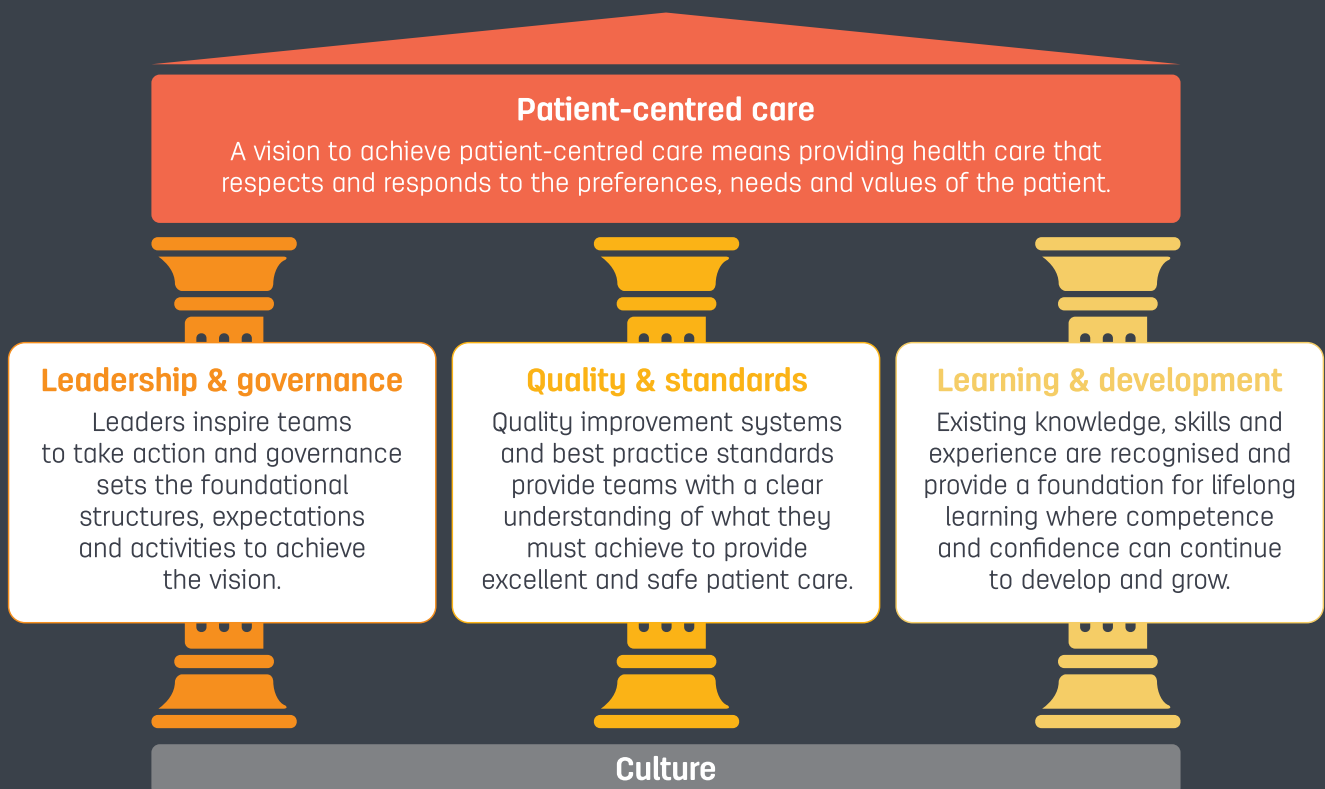
Promotes and supports the use of data for decision making.



Caregivers at World Health Organization Patient Safety Day 'Walk the Talk' in Dili, Timor-Leste

Our model for capacity strengthening

We believe that effective long-term, stable and sustainable capacity strengthening is built upon three fundamental and inter-dependant pillars.



Continuous evaluation

Through a cycle of continuous improvement, we are committed to striving for excellence by:

- Promoting a culture of feedback where the voices of partners, stakeholders and caregivers shape program delivery and growth
- Seeking to collaborate and communicate with stakeholders to add value to our service
- Undertaking continuous monitoring of activities to evaluate effectiveness and quality of program delivery
- Having clear reporting and performance measures for all Development Programs



Our commitments

We are committed to addressing health disparities, and strengthening partnerships to identify and respond to those most in need. This includes respecting human rights and ensuring that everyone has a safe and positive experience in every program or project we facilitate. This commitment applies to our partners, contractors and volunteers.

Human rights & inclusion

We respect and promote human rights for everyone, ensuring inclusion for marginalised and vulnerable groups, regardless of race, religion, ethnicity, indigeneity, disability, age, displacement, caste, gender, gender identity, sexuality, sexual orientation, poverty, class or socioeconomic status.

Privacy

We respect everyone's right to privacy, ensuring personal and sensitive information is securely managed.

Safeguarding children, young people and adults at risk

We commit to creating the safest possible environment for children, young people, and adults at risk across our development activities. We commit to safeguarding through risk mitigation strategies and reporting procedures that are sensitive to children, young people and adults at risk.

Sexual exploitation, abuse and harassment

We focus on the rights and needs of survivors of sexual exploitation, abuse and harassment, prioritising prevention and protection.

Gender equality and equity

We are committed to equality, promoting fairness and respect for all gender identities.

People living with disabilities

We aim to raise awareness about the abilities and contributions of people with disabilities and promote inclusive activities.

Monitoring, evaluation and learning

We regularly assess and learn from our development programs to ensure effective outcomes.

Environmental sustainability

We support environmental sustainability and advocate for climate action, aiming to reduce our impact on the planet.

Collaboration and partnerships

We build transparent, fair and respectful partnerships and commit to locally led action whereby leadership and decision-making of local people is respected and strengthened.

Financial risk management

We ensure responsible governance, managing risks like fraud and corruption, and being transparent in our processes.

People & culture

We put people first, managing our caregivers fairly and promoting a Mission-driven culture based on respect and safety. We are committed to helping leaders succeed and investing in their growth and development.

ACFID Full Member and signatory to the ACFID Code of Conduct

The Australian Council for International Development (ACFID) is the peak council for Australian not-for-profit aid and development organisations. St John of God Outreach Services is a signatory to the ACFID Code of Conduct, which is a voluntary, self-regulatory sector code of good practice. As a signatory, we are committed and fully adhere to the ACFID Code of Conduct, conducting our work with transparency, accountability and integrity. Information about how to make a complaint can be found at www.acfid.asn.au

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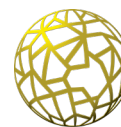
www.sjog.org.au/internationalhealth

Our work in Timor-Leste is proudly supported by our long-term partner, the Santos Bayu-Undan Joint Venture.

Santos



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